ARLINGTON COUNTY, VIRGINIA
OFFICE OF THE PURCHASING AGENT
2100 CLARENDON BOULEVARD, SUITE 500
ARLINGTON, VIRGINIA 22201

CONTRACT AWARD COVERPAGE

TO: INTERGRAPH CORPORATION, BY AND THROUGH ITS HEXAGON SAFETY, INFRASTRUCTURE & GEOSPATIAL DIVISION
305 INTERGRAPH WAY
MADISON, ALABAMA 357578

DATE ISSUED: 6/7/2024
CONTRACT NO: 23-OEM-RFP-567
CONTRACT TITLE: CAD

THIS IS A NOTICE OF AWARD OF CONTRACT AND NOT AN ORDER. NO WORK IS AUTHORIZED UNTIL THE VENDOR RECEIVES A VALID COUNTY PURCHASE ORDER ENCUMBERING CONTRACT FUNDS.

The contract documents consist of the terms and conditions of AGREEMENT No. 23-OEM-RFP-567, including any attachments or amendments thereto.

EFFECTIVE DATE: 6/7/2024
EXPIRES: FIVE YEARS FROM EFFECTIVE DATE
RENEWALS: THERE ARE NO RENEWALS
COMMODITY CODE(S): 20987
LIVING WAGE: N

ATTACHMENTS:
AGREEMENT No. 23-OEM-RFP-567

EMPLOYEES NOT TO BENEFIT:
NO COUNTY EMPLOYEE SHALL RECEIVE ANY SHARE OR BENEFIT OF THIS CONTRACT NOT AVAILABLE TO THE GENERAL PUBLIC.

VENDOR CONTACT: MICHAEL DUNKWU
VENDOR TEL. NO.: (571) 368-8328
EMAIL ADDRESS: MICHAEL.DUNKWU@HEXAGON.COM
COUNTY CONTACT: GRACE REYES, POL
COUNTY TEL. NO.: (703) 228-4640
COUNTY CONTACT EMAIL: GREYES@ARLINGTONVA.US

PURCHASING DIVISION AUTHORIZATION

Kaylin Schreiber_ Title: Procurement Officer___ Date: 5/22/2024___

ARLINGTON COUNTY, VIRGINIA
OFFICE OF THE PURCHASING AGENT
2100 CLARENDON BOULEVARD, SUITE 500
ARLINGTON, VA 22201

AGREEMENT NO. 23-OEM-RFP-567

THIS AGREEMENT is made, on 6/7/2024, between Intergraph Corporation, by and through its Hexagon Safety, Infrastructure & Geospatial division ("Contractor" or "Hexagon"), a Delaware Corporation authorized to do business in the Commonwealth of Virginia, and the County Board of Arlington County, Virginia ("County" or "Customer"). The County and the Contractor, for the consideration hereinafter specified, agree as follows:

1. CONTRACT DOCUMENTS

The "Contract Documents" consist of:

This Agreement
Exhibit A-1 – Statement of Work for OnCall Dispatch
Exhibit A-2 -- Statement of Work for HxGN Connect
Exhibit A-3 -- Statement of Work for FirstDue Interface
Exhibit A-4 -- Statement of Work for Resident System Administrator
Exhibit B – Contract Pricing
Exhibit C – Business Associate Agreement
Exhibit D – Contractor Performance Evaluation Form
Exhibit E – End User License Agreement
Exhibit F – Maintenance Terms and Conditions for Software
Exhibit G – Sample Project Deliverable Sign-Off Form
Exhibit H – Cloud Program Conditions
Exhibit I – Acceptable Use Policy
Exhibit J – Common Terms Glossary

Where the terms and provisions of this Agreement vary from the terms and provisions of the other Contract Documents, the terms and provisions of this Agreement will prevail over the other Contract Documents, and the remaining Contract Documents will be complementary to each other.

The Contract Documents set forth the entire agreement between the County and the Contractor. The County and the Contractor agree that no representative or agent of either has made any representation or promise with respect to the parties' agreement that is not contained in the Contract Documents. The Contract Documents may be referred to below as the "Contract" or the "Agreement".

Except as otherwise defined in the Agreement, capitalized terms shall have the meaning ascribed to it within Exhibit J.

2. SCOPE OF WORK

This Agreement is comprised of six distinct Orders, which are reflected in Exhibit A-1 -- OnCall Dispatch, Exhibit A-2 -- HxGN Connect, Exhibit A-3 -- FirstDue Interface and Exhibit A-4 -- Resident System Administrator (collectively, the "Work"). The primary purpose of the Work is to provide a Computer Aided Dispatch (CAD) and complementary mobile product, as well as associated interfaces.

Each Order is distinct of the other Orders except that, as specified in the Order Documents, some Orders may be dependent upon the performance or continuation of another Order.

In no event shall Contractor be obligated to provide any additional Product, Cloud Program, or Service beyond what is expressly attributed to it within the Order Documents.

3. PROJECT OFFICER

The performance of the Contractor is subject to the review of the County Project Officer, who will be appointed by the Director of the Arlington County department or agency requesting the Work under this Contract.

3A. ACCEPTANCE AND INVOICING.

The issuance of invoices shall be dependent upon the type of Order and when particular events occur.

For Fixed Price Project Assignments, acceptance shall occur when the applicable Task Acceptance Criteria has been satisfied in accordance with the Task Acceptance Process. For purposes of this Agreement, Hexagon will provide the Task Completion form to the County Project Officer (see Exhibit G). Once a Task or other event corresponding to a payment milestone as identified in the Order Documents has been accepted in accordance with the Task Acceptance Process, the Contractor may invoice the County.

Acceptance of the Cloud Program shall occur once the License Keys are provided to the County. Cloud Program Orders shall be billed and invoiced in accordance with Section 6.

Term Assignments are invoiceable for the full annual payment upon the earlier of the date specified in the Order Document or the first day Services are performed.

Orders for Maintenance Services are invoiceable once the Order for Maintenance Services is formed and no later than the date the Coverage Period is set to begin.

4. CONTRACT TERM

The Term of the Agreement shall begin on the Effective Date and shall remain in effect for five (5) years thereafter or until the Agreement is earlier terminated in accordance with this Agreement or mutual agreement of the Parties.

The Parties acknowledge that each Order has its own particular term and duration as provided in the specific Order Documents. The Orders, as scoped and reflected in the Order Documents, are not contemplated to continue for the entire duration of the Term. To renew or extend the rights granted under a Cloud Program, Order for Maintenance Services, or Order for a Term Assignment, the Parties shall

be required to enter into a new Order under this Agreement. Any Order having a duration extending beyond the Term shall survive the termination of this Agreement with the terms reflected in this Agreement continuing to govern and apply to the surviving Order(s) until such time as the Order terminates. However, upon termination of the Agreement, no new Orders or extension of Order will be permitted under this Agreement.

5. CONTRACT AMOUNT

The County will pay the Contractor in accordance with the amounts set forth in Exhibit B corresponding to the Orders and the times specified in: the Order Documents (for Fixed Price Project Assignments and Term Assignments), Exhibit F (Maintenance Services), or Exhibit H (Cloud Program), depending on the type of Order. The Contractor will complete the Work expressly described in the Order Documents, subject to County's performance of its obligations set forth in the Contract Documents, for the total amount specified in Exhibit B ("Contract Amount").

The County will not compensate the Contractor for any goods or services beyond those included in any Exhibit A unless those goods or services are covered by a fully executed amendment to this Contract.

6. PAYMENT

The Contractor must submit invoices to the County's Project Officer. The County will pay the Contractor within forty-five (45) days after the County Project Officer's receipt of an approved invoice allocable to the Contract. If the County does not make timely payment, an interest charge of one percent (1%) per Month, which shall be compounded on a monthly basis, will be due on any unpaid and overdue amounts. All payments will be made from the County to the Contractor via ACH. The number of the County Purchase Order pursuant to which goods or services have been delivered or performed must appear on all invoices. Invoices may be issued by Hexagon at the times specified in the Exhibits and below.

For Cloud Programs, the invoice corresponding to the first year of Cloud Program Fees shall be provided to the County upon Hexagon's issuance of License Key(s) to the County. For purposes of clarity, once the first License Key(s) is issued for any Cloud Environment, the annual Cloud Program Fee will be due and payable in full. Invoices for subsequent years included within the Cloud Term as specified in the Quote will be issued prior to the Cloud Anniversary.

For Maintenance Services, charges for Maintenance Services are due and payable annually and in advance. Charges for Covered Software Products added during a Coverage Period shall be prorated to the remaining Months of the Coverage Period, in whole Month increments only, and such charges shall be due and payable in full upon receipt of invoice. Covered Third Party Products added during a Coverage Period are subject to Section 6 of these Maintenance Terms. HEXAGON RESERVES THE RIGHT TO REFUSE SERVICE TO THE COUNTY IF ITS ACCOUNT IS PAST DUE.

The County represents it is exempt from sales and use tax and no sales or use tax need be applied or collected by Hexagon for the Work.

7. REIMBURSABLE EXPENSES

The County shall pay expenses as specified in Exhibit B, the County will not reimburse the Contractor for any other expenses under this Contract. The amount in Exhibit B includes all costs and expenses of providing the Products, Cloud Programs and Services set forth in the Work.

8. PAYMENT OF SUBCONTRACTORS

The Contractor is obligated to take one of the two following actions within seven days after receipt of payment by the County for work performed by any subcontractor under this Contract:

a. Pay the subcontractor for the proportionate share of the total payment received from the County attributable to the work performed by the subcontractor under this Contract; or

b. Notify the County and the subcontractor, in writing, of the Contractor's intention to withhold all or a part of the subcontractor's payment, with the reason for nonpayment.

The Contractor is obligated to pay interest to the subcontractor on all amounts owed by the Contractor to the subcontractor that remain unpaid after seven days following receipt by the Contractor of payment from the County for work performed by the subcontractor under this Contract, except for amounts withheld as allowed in subsection b., above. Unless otherwise provided under the terms of this Contract, interest will accrue at the rate of 1% per month.

The Contractor must include in each of its subcontracts, if any are permitted, a provision requiring each subcontractor to include or otherwise be subject to the same payment and interest requirements with respect to each lower-tier subcontractor.

The Contractor's obligation to pay an interest charge to a subcontractor pursuant to this section may not be construed to be an obligation of the County. A Contract modification may not be made for the purpose of providing reimbursement for such interest charge. A cost reimbursement claim may not include any amount for reimbursement for such interest charge.

For purposes of clarity, the term “subcontractor” as used in this section does not include a cloud infrastructure provider, such as Microsoft Corporation.

9. NO WAIVER OF RIGHTS

The County’s approval or acceptance of or payment for any goods or services under this Contract will not waive any rights or causes of action arising out of the Contract. The waiver of either party of its rights or remedies in enforcing any action or breach under the Contract in a particular instance shall not be considered as a waiver of the same or different rights, remedies, or actions for breach in subsequent instances.

10. NON-APPROPRIATION

All payments by the County to the Contractor pursuant to this Contract are subject to the availability of an annual appropriation for this purpose by the County Board of Arlington County, Virginia (“Board”). In the event that the Board does not appropriate funds for the goods or services provided under this Contract, the County will terminate the Contract, without termination charge or other liability to the County, on the last day of the fiscal year or when the previous appropriation has been spent, whichever event occurs first.

11. COUNTY PURCHASE ORDER REQUIREMENT

County purchases are authorized only if the County issues a Purchase Order in advance of the transaction, indicating that the ordering County agency has sufficient funds available to pay for the purchase. If the Contractor provides goods or services without a signed County Purchase Order, it does so at its own risk and expense. The County will not be liable for payment for any purchases made by its employees that are not authorized by the County Purchasing Agent.

12. BACKGROUND CHECK

All employees or subcontractors whom the Contractor assigns to have unescorted access into the Cloud Program provided under this Contract must pass the County's standard background check consisting of a standard NCIC query conforming with the FBI CJIS Guidelines. The background check will include Contractor employees or subcontractor employees providing a fingerprint card by a law enforcement agency or the County Sheriff's Office and biographical information necessary to complete an NCIC query on the individual to verify their unescorted access does not violate FBI CJIS Guidelines. The County and the County Sheriff's Office will not require Hexagon or its employees to pay any fees in connection with the County or the County Sheriff's Office executing the background check.

13. REPLACEMENT OF PERSONNEL AND SUBCONTRACTORS

The County has the right reasonably to reject staff or subcontractors whom the Contractor assigns to the project. The Contractor must then provide replacement staff or subcontractors satisfactory to the County in a timely manner and at no additional cost to the County. The day-to-day supervision and control of the Contractor's and its subcontractors' employees is the sole responsibility of the Contractor.

If the approved Project Manager must be absent for an extended period, the Contractor must provide an interim Project Manager, subject to the County's written approval.

If the approved Project Manager resigns or is terminated by the Contractor, the Contractor will replace the Project Manager with an individual with similar qualifications and experience, subject to the County's written approval.

14. EMPLOYMENT DISCRIMINATION BY CONTRACTOR PROHIBITED

During the performance of its work pursuant to this Contract:

A. The Contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, sexual orientation, gender identity, national origin, age, disability or on any other basis prohibited by state law. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.

B. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation will be deemed sufficient for meeting the requirements of this section.

C. The Contractor will state in all solicitations or advertisements for employees that it places or causes to be placed that such Contractor is an Equal Opportunity Employer.

D. The Contractor will comply with the provisions of the Americans with Disabilities Act of 1990 ("ADA"), which prohibits discrimination against individuals with disabilities in employment and mandates that disabled individuals be provided access to publicly and privately provided services and activities.

E. The Contractor must include the provisions of the foregoing paragraphs in every subcontract or purchase order of more than $10,000.00 relating to this Contract so that the provisions will be binding upon each subcontractor or vendor.

15. EMPLOYMENT OF UNAUTHORIZED ALIENS PROHIBITED

In accordance with §2.2-4311.1 of the Code of Virginia, as amended, the Contractor must not during the performance of this Contract knowingly employ an unauthorized alien, as that term is defined in the federal Immigration Reform and Control Act of 1986.

16. DRUG-FREE WORKPLACE TO BE MAINTAINED BY CONTRACTOR

During the performance of this Contract, the Contractor must: (i) provide a drug-free workplace for its employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the Contractor's workplace and specifying the actions that will be taken against employees for violating such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the Contractor that the Contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of more than $10,000.00 relating to this Contract so that the provisions will be binding upon each subcontractor or vendor.

For the purposes of this section, "workplace" means the site(s) for the performance of the work required by this Contract.

17. SEXUAL HARASSMENT POLICY

If the Contractor employs more than five employees, the Contractor shall (i) provide annual training on the Contractor's sexual harassment policy to all supervisors and employees providing services in the Commonwealth, except such supervisors or employees that are required to complete sexual harassment training provided by the Department of Human Resource Management, and (ii) post the Contractor's sexual harassment policy in (a) a conspicuous public place in each building located in the Commonwealth that the Contractor owns or leases for business purposes and (b) the Contractor's employee handbook.

18. TERMINATION

The County may terminate this Contract at any time as follows: (1) for cause, if, as determined by the County, the Contractor is in breach or default or has failed to perform the Work or (2) for the convenience of the County.

Upon receipt of a notice of termination, the Contractor must not place any further orders or subcontracts for materials, services or facilities and must terminate all vendors and subcontracts servicing the Order or Contract, except as are necessary for the completion of any portion of the Work that the County did not terminate.

Any purchases that the Contractor makes after the notice of termination will be the sole responsibility of the Contractor, unless the County has approved the purchases in writing as necessary for completion of any portion of the Work that the County did not terminate.

If any court of competent jurisdiction finds a termination for cause by the County to be improper, then the termination will be deemed a termination for convenience.

A. TERMINATION FOR CAUSE, INCLUDING BREACH AND DEFAULT; CURE

If the County believes that the Contractor has materially failed to perform its obligations required by the Contract, then the County will give the Contractor written notice of such default(s) and the opportunity to cure them within 30 business days (“Cure Period”). If the

Contractor fails to cure material breaches within the Cure Period or by a later date mutually agreeable to both Parties, the County may terminate the Contract.

The Contractor must submit any request for termination costs, with supporting documentation, to the County Project Officer within 30 days after the expiration of the Cure Period. The County agrees to pay termination costs consisting of Services performed up to the date of termination and Software Products, Cloud Programs, or Equipment provided, less amounts previously paid. Hexagon is entitled to retain all amounts previously paid by the County up to the date of termination.

If the notice of default is limited to a specific Order, then the provisions above shall be limited to that Order and any Orders dependent upon the full performance of the terminated Order. If the notice of termination does not specify the Order or Orders that are being terminated, then the entire Agreement will terminate, together with any active Orders.

In the event of termination by the County for cause, the Contractor must continue to provide its services as previously scheduled through the termination date, and the County must continue to pay all fees and charges incurred through the termination date.

B. TERMINATION FOR THE CONVENIENCE OF THE COUNTY

The County may terminate this Contract in whole or in part whenever the Purchasing Agent determines that termination is in the County's best interest. The County will give the Contractor at least 15 business days' notice in writing. The notice must specify the extent to which the Contract is terminated and the effective termination date. Upon the date of termination, Hexagon shall be entitled to cease all Services. The Contractor will be entitled to termination costs consisting of payment for Services performed up to the date of termination and Software Products, Cloud Programs, or Equipment provided, less amounts previously paid, but no amount will be allowed for anticipatory profits. Hexagon is entitled to retain all amounts previously paid by the County up to the date of termination.

Except as otherwise directed by the County, the Contractor must stop work on the date of receipt of the notice of the termination.

If the Contractor believes that the County has materially failed to perform its obligations required by the Contract, then the Contractor will give the County written notice of such default(s) and the opportunity to cure them within 30 business days ("Cure Period"). If the County fails to cure material breaches within the Cure Period or by a later date mutually agreeable to both Parties, the Contractor may terminate the Contract. The Contractor will be entitled to termination costs consisting of payment for Services performed up to the date of termination and Software Products, Cloud Programs, or Equipment provided, less amounts previously paid, but no amount will be allowed for anticipatory profits. Hexagon is entitled to retain all amounts previously paid by the County up to the date of termination.

19. INDEMNIFICATION

The Contractor covenants for itself, its employees and its subcontractors to save, defend, hold harmless and indemnify the County and all of its elected and appointed officials, officers, current and former employees, agents, departments, agencies, boards and commissions (collectively the "County Indemnitees") from and against any and claims, made by third parties for any and all losses, damages,

injuries, fines, penalties, costs (including court costs and attorneys' fees), charges, liability, demands or exposure resulting from, arising out of or in any way connected with the Contractor's negligent acts or omissions, including the acts or omissions of its employees and/or subcontractors, arising from the Contract. This duty to save, defend, hold harmless and indemnify will survive the termination of this Contract.

20. INTELLECTUAL PROPERTY INDEMNIFICATION

The Contractor warrants and guarantees that in providing services under this Contract neither the Contractor nor any subcontractor is providing any Software Products, Cloud Applications, or Services Deliverables that infringes a valid US: copyright, patent, mark and trademark belonging to third parties.

If the Contractor or any of its employees or subcontractors uses any design, device, work or material that is covered by patent or copyright, it is understood that the Contract Amount includes all royalties, licensing fees, and any other costs arising from such use in connection with the Work under this Contract.

The Contractor covenants for itself, its employees and its subcontractors to save, defend, hold harmless, and indemnify the County Indemnitees, as defined above, from and against any and all claims, losses, damages, injuries, fines, penalties, costs (including court costs and attorneys' fees), charges, liability or exposure for infringement of or on account of any US: trademark, copyright, or patent in the performance of this Contract. This duty to save, defend, hold harmless and indemnify will survive the termination of this Contract.

In connection with a claim under this Section, Hexagon will have no obligation to defend the County or to pay any resulting costs, damages, or attorneys' fees for any claim under this Section alleging direct or contributory infringement of the Software Product, Cloud Program, or Services Deliverable (i) by the combination of or integration with a product, process, or system not supplied by Hexagon; (ii) by material alteration by anyone other than Hexagon or its subcontractors; (iii) by use after the County has been notified of possible infringement; (iv) by use after modifications are provided to the County; (v) by use after a return for refund as described below is ordered by Hexagon; (vi) the creation of which was pursuant to specifications provided by the County; or (vii) by use other than as specified in the Documentation associated with the Software Product. Hexagon, at its own expense and option, may either (i) obtain rights for the County to continue using the allegedly infringing Hexagon supplied item; (ii) replace the item with a non-infringing alternative, or modify the allegedly infringing elements of the item, while maintaining substantially similar software functionality or data/informational content; or (iii) refund to the County a prorated portion of the license fees paid by the County for the infringing item(s), provided that proration for perpetually licensed software shall be based on a five (5)-year, straight-line depreciation basis beginning from the initial date of delivery. In the event of a prorated return, The County will uninstall, cease all use of and return to Hexagon the infringing item(s). In no event will the indemnification under this Section apply to any hot fix that is provided pursuant to this Agreement.

21A INDEMNIFICATION PROVISIONS

Hexagon's indemnity and other obligations provided in Sections 19 and 20 above are conditioned upon:

(a) The County providing prompt written notice of any claim for which it is seeking indemnification by Hexagon;
(b) Hexagon having primary control of the defense of any actions and negotiations related to the defense or settlement of any claim, understanding that Hexagon may not settle a claim without the County's consent if such settlement assigns fault or culpability to the County; and
(c) The County cooperating fully in the defense of settlement of any claim.

21B LIMITATION OF LIABILITY

IN NO EVENT WILL HEXAGON BE LIABLE FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, PUNITIVE OR SSPECIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOST PROFITS, LOSS OF USE OR PRODUCTION, LOSS OF REVENUE OR LOSS OF DATA , EVEN IF HEXAGON HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. UNDER NO CIRCUMSTANCE WILL HEXAGON'S LIABILITY UNDER THIS AGREEMENT, INCLUDING ANY ATTORNEY'S FEES, EXCEED THE AMOUNT THAT HEXAGON HAS BEEN PAID BY CUSTOMER UNDER THE INDIVIDUAL ORDER UNDER WHICH THE EVENT GIVING RISE TO THE CAUSE OF ACTION HAS OCCURRED, EXCEPT THAT THIS LIMIT DOES NOT APPLY TO CLAIMS OF INTELLECTUAL PROPERTY INDEMNIFCATION, BODILY INJURY OR DEATH.

22. OWNERSHIP OF WORK PRODUCT

Hexagon will retain ownership and title of Hexagon IP made or provided pursuant to any Order under this Agreement. All Software (including Software embedded within Equipment) and Documentation provided under the Agreement are licensed to the County in accordance with Exhibit E (End User License Agreement), except as Exhibit E is inconsistent with the terms of this Agreement. The County's rights to use Cloud Programs are described in Exhibit H. Third-Party Software, including any Software developed by a third party embedded within Equipment, is licensed to the County pursuant to Third Party Terms.

The County shall own the County Data. The County grants the County Data Rights to Hexagon to, among other things, facilitate Hexagon's performance of its obligations.

This Contract does not confer on the Contractor any ownership rights or rights to use or disclose the County's data or inputs.

All work product, in any form, that results from this Contract is the property of the County and must be provided or returned to the County upon completion, termination, or cancellation of this Contract. The Contractor will not use or allow others to use the work product for any purpose other than performance of this Contract without the written consent of the County.

The work product is confidential, and the Contractor may neither release the work product nor share its contents. The Contractor will refer all inquiries regarding the status of any work product to the Project Officer or to his or her designee. At the County's request, the Contractor will deliver all work product, including hard copies of electronic files, to the Project Officer and will destroy all electronic files.

The Contractor must include the provisions of this section as part of any contract or agreement related to this Contract into which it enters with subcontractors or other third parties.

The provisions of this section will survive any termination or cancellation of this Contract.

23. DATA SECURITY AND PROTECTION

The Contractor will hold County Information, as defined below, in the strictest confidence and will comply with state and federal laws and regulatory requirements concerning data privacy and security. Subject to Exhibit H, the Contractor will have, maintain, continually monitor and use appropriate administrative, technical and physical security measures to control access to and to preserve the confidentiality, privacy, integrity and availability of all electronically maintained or transmitted information received from or created or maintained on behalf of the County and that is within Hexagon's control and custody. For purposes of this provision, and as more fully described in this Contract, "County Information" includes,

but is not limited to, electronic information; documents; data; images; financial records; personally identifiable information; personal health information (PHI); personnel, educational, voting, registration, tax and assessment records; information related to public safety; County networked resources; and County databases, software and security measures that are created, maintained, transmitted or accessed to perform the Work under this Contract.

(a) **Use of Data**. For County Information within the custody and control of Hexagon, the Contractor shall take reasonable measures to facilitate against any unauthorized use, distribution or disclosure of or access to County Information and County networked resources by itself or its Designees. Use of County Information other than as specifically outlined in the Contract Documents is strictly prohibited.

(b) **Data Protection**. The Contractor will protect the County's Information according to standards established by federal law and Commonwealth of Virginia statutes including but not limited to the Government Data Collection and Dissemination Practices Act, Chapter 38 of Title 2.2 of the Code of Virginia (§ 2.2-3800 and 2.2-3803), Administration of systems including personal information; Internet privacy policy; exceptions, Code of Virginia, § 2.2-3803, and the Virginia Freedom of Information Act § 2.2-3700, et seq., and will adhere to National Institute of Standards and Technology (NIST) SP 800-53 Security and Privacy Controls for Information Systems and Organizations as applicable, and no less rigorously than it protects its own data and proprietary or confidential information.

(c) **Security Requirements**. The Contractor must maintain current anti-virus programs, industry-accepted firewalls and other protections on its systems and networking equipment. The Contractor certifies that all of its systems and networking equipment that support, interact with or store County Information meet the above standards and reasonable industry practices for physical, network and system security requirements. Devices belonging to the Contractor (laptops, mobile phones, printers, copiers, fax machines, or similar) that store County Data shall utilize encryption. The County's Chief Information Security Officer or designee must approve any deviation from these standards. The downloading of County information onto personal devices, storage media or e-mail, etc., is prohibited without the written authorization of the County's Chief Information Security Officer or designee.

(d) **Conclusion of Contract**. Within 30 days after the termination, cancellation, expiration or other conclusion of the Contract provided there is no other replacement contract, the Contractor must, destroy all County Information and certify such destruction to the County Project Officer. The Contractor is responsible for ensuring the destruction of all Information that is in the possession of its subcontractors or agents. The Contractor must certify completion of this task in writing to the County Project Officer.

(e) **Notification of Security Incidents**. The Contractor must notify the County Chief Information Officer and County Project Officer within 24 Business Hours of the discovery, confirmation, and investigation of a Security Incident.

(f) **Subcontractors**. If subcontractors are permitted under this Contract, the requirements of this entire section must be incorporated into any agreement between the Contractor and the subcontractor. Notwithstanding anything to the contrary, the Parties acknowledge the Cloud hosting provider shall not be regarded as a Subcontractor. Moreover, as may be requested

by the County, Hexagon may provide the hyperlink to the cloud hosting provider's trust site detailing its certifications and other security measures.

(g) **Personal Data**

(i) Where Personal Data is provided by the County to Hexagon, the County shall act as the data controller and shall be responsible for complying with all applicable data protection laws. Hexagon shall act as the data processor in respect of such Personal Data and shall process the Personal Data in accordance with applicable data protection laws and the County's direction. The County acknowledges and agrees that Hexagon is not capable of being a data controller due to Hexagon's inability to determine the purpose and means of the processing of Personal Data provided by the County to Hexagon. The terms of Hexagon's Data Processing Addendum found at: https://www.hexagonsafetyinfrastructure.com/-/media/Legal/Hexagon/SI/Policies/DPA/DPALP/DPA_LP_08-2019.pdf, shall apply.

(ii) Where the County is responsible for providing Personal Data on behalf of Users or Authorized Cloud Users directly to Hexagon, the County will secure and maintain all necessary consents, if required, and make all necessary disclosures before including Personal Data in the County Data input to, or otherwise supplied to Hexagon. In the event the County, including all its Users, does not consent to Personal Data being processed as a result of the Agreement, the County acknowledges Hexagon may be unable to provide Services, Product(s), Maintenance Services, and/or Cloud Program (or part thereof).

(iii) Hexagon will only process the County supplied Personal Data in accordance with the County's lawful instructions and to the extent and as necessarily required to provide the applicable Products and Services under the Agreement and for no other purpose. Except as may be otherwise required by law, contract, or judicial order, after expiration or earlier termination of the Agreement, Hexagon will destroy all the County-supplied Personal Data in accordance with applicable data protection laws.

(iv) If Hexagon supplies maintenance, support, or subscription services to the County with respect to third-party products, and if the third-party supplier or proprietor of such requires the County be party to any data processing agreement in connection therewith, and if the County has not separately executed an instrument to satisfy such requirement, then the County and Hexagon agree that the terms of the applicable third-party data processing agreement, as updated from time to time, found at https://www.hexagonsafetyinfrastructure.com/-/media/Legal/Hexagon/SI/Policies/DPA/DPALP/DPA_LP_08-2019.pdf, shall apply.

24 CONFIDENTIAL INFORMATION

The Parties agree not to disclose Confidential Information provided to it by the Disclosing Party to the maximum extent allowable under applicable law unless it first obtains the Disclosing Party's written consent to such disclosure. It is further understood and agreed that money damages may not be a sufficient remedy for any breach of this provision of the Agreement by the Receiving Party, and the Disclosing Party may seek equitable relief, including injunction and specific performance, as a remedy for any such breach. Such remedies shall not be deemed to be the exclusive remedies for a breach of this provision of the Agreement but will be in addition to all other remedies available at law or equity. These rights and obligations shall continue for a period of five (5) years from the date of disclosure.

25. ETHICS IN PUBLIC CONTRACTING

This Contract incorporates by reference Article 9 of the Arlington County Purchasing Resolution, as well as all state and federal laws related to ethics, conflicts of interest or bribery, including the State and Local Government Conflict of Interests Act (Code of Virginia § 2.2-3100 et seq.), the Virginia Governmental Frauds Act (Code of Virginia § 18.2-498.1 et seq.) and Articles 2 and 3 of Chapter 10 of Title 18.2 of the Code of Virginia, as amended (§ 18.2-438 et seq.). The Contractor certifies that its proposal was made without collusion or fraud; that it has not offered or received any kickbacks or inducements from any other offeror, supplier, manufacturer or subcontractor; and that it has not conferred on any public employee having official responsibility for this procurement any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.

26. COUNTY EMPLOYEES

No Arlington County employee may share in any part of this Contract or receive any benefit from the Contract that is not available to the general public.

27. FORCE MAJEURE

Neither party will be held responsible for failure to perform the duties and responsibilities imposed by this Contract if such failure is due to a fire, riot, rebellion, natural disaster, war, acts of or restriction imposed by civil or military authority, acts of terrorism or act of God that is beyond the control of the party and that makes performance impossible or illegal, unless otherwise specified in the Contract, provided that the affected party gives notice to the other party as soon as practicable after the force majeure event, including reasonable detail and the expected duration of the event's effect on the party.

28. AUTHORITY TO TRANSACT BUSINESS

The Contractor must, pursuant to Code of Virginia § 2.2-4311.2, be and remain authorized to transact business in the Commonwealth of Virginia during the entire term of this Contract. Otherwise, the Contract is voidable at the sole option of and with no expense to the County.

29. RELATION TO COUNTY

The Contractor is an independent contractor, and neither the Contractor nor its employees or subcontractors will be considered employees, servants or agents of the County. The County will not be responsible for any negligence or other wrongdoing by the Contractor or its employees, servants or agents. The County will not withhold payments to the Contractor for any federal or state unemployment taxes, federal or state income taxes or Social Security tax or for any other benefits. The County will not provide to the Contractor any insurance coverage or other benefits, including workers' compensation.

30. ANTITRUST

The Contractor conveys, sells, assigns and transfers to the County all rights, title and interest in and to all causes of action under state or federal antitrust laws that the Contractor may have relating to goods purchased pursuant to this Contract.

31. AUDIT

The Contractor must retain all books, records and other documents related to this Contract for at least five years, or such period of time required by the County's funding partner(s), if any, whichever is greater, after the final payment and must allow the County or its authorized agents to examine the documents during this period and during the Contract Term. The Contractor shall make available any requested documents to the County for examination within 15 days of the request. Should the County's examination

reveal any overcharging by the Contractor that is validated by Hexagon, the Contractor must, within 30 days of County's request, reimburse the County for the overcharges.

The Purchasing Agent may require the Contractor to demonstrate that it has the necessary facilities, ability, and financial resources to comply with the Contract and furnish the service, material or goods specified herein in a satisfactory manner at any time during the term of this Contract.

32. ASSIGNMENT

Neither Party shall assign, sublet, or transfer all or any portion of the Agreement, nor any interest in the Agreement, without the express written consent of the non-assigning Party, which consent may be granted or withheld in the sole discretion of the non-assigning Party. Notwithstanding the foregoing, Hexagon may assign its rights and obligations under the Agreement without the approval of the County to: (1) an Affiliate or (2) another business entity in connection with a merger, consolidation, or reorganization of Hexagon or any of its subsidiaries.

33. AMENDMENTS

This Contract may not be modified except by written amendment executed by persons duly authorized to bind the Contractor and the County.

34. ARLINGTON COUNTY PURCHASING RESOLUTION AND COUNTY POLICIES

Nothing in this Contract waives any provision of the Arlington County Purchasing Resolution, which is incorporated herein by reference, or any applicable County policy.

35. DISPUTE RESOLUTION

All disputes arising under this Agreement or concerning its interpretation, whether involving law or fact and including but not limited to claims for additional work, compensation or time, and all claims for alleged breach of contract must be submitted in writing to the Project Officer as soon as the basis for the claim arises. In accordance with the Arlington County Purchasing Resolution, claims denied by the Project Officer may be submitted to the County Manager in writing no later than 60 days after the final payment. The time limit for a final written decision by the County Manager is 30 days. Procedures concerning contractual claims, disputes, administrative appeals and protests are contained in the Arlington County Purchasing Resolution. The Contractor must continue to work as scheduled pending a decision of the Project Officer, County Manager, County Board or a court of law.

36. APPLICABLE LAW, FORUM, VENUE AND JURISDICTION

This Contract is governed in all respects by the laws of the Commonwealth of Virginia; and the jurisdiction, forum and venue for any litigation concerning the Contract or the Work is in the Circuit Court for Arlington County, Virginia and/or the U.S. District Court for the Eastern District of Virginia.

37. ARBITRATION

No claim arising under or related to this Contract may be subject to arbitration.

38. NONEXCLUSIVITY OF REMEDIES

All remedies available to the County under this Contract are cumulative, and no remedy will be exclusive of any other at law or in equity.

39. NO WAIVER

The failure to exercise a right provided for in this Contract will not be a subsequent waiver of the same right or of any other right.

40. SEVERABILITY

The sections, paragraphs, clauses, sentences, and phrases of this Contract are severable; and if any section, paragraph, clause, sentence or phrase of this Contract is declared invalid by a court of competent jurisdiction, the rest of the Contract will remain in effect.

41. SURVIVAL OF TERMS

In addition to any statement that a specific term or paragraph survives the expiration or termination of this Contract, the following sections also survive: INDEMNIFICATION; INTELLECTUAL PROPERTY INDEMNIFICATION; INDEMNIFICATION PROVISIONS, LIMITATION OF LIABILITY, RELATION TO COUNTY; OWNERSHIP OF WORK PRODUCT, INCLUDING EXHIBIT E; COPYRIGHT, AUDIT; DISPUTE RESOLUTION; APPLICABLE LAW AND JURISDICTION; LIMITATION ON CLAIMS, AND DATA SECURITY AND PROTECTION.

42. HEADINGS

The section headings in this Contract are inserted only for convenience and do not affect the substance of the Contract or limit the sections' scope.

43. AMBIGUITIES

The parties and their counsel have participated fully in the drafting of this Agreement; and any rule that ambiguities are to be resolved against the drafting party does not apply. The language in this Agreement is to be interpreted as to its plain meaning and not strictly for or against any party.

44. NOTICES

Unless otherwise provided in writing, all legal notices and other communications required by this Contract are deemed to have been given when either (a) delivered in person; (b) delivered by an agent, such as a delivery service overnight courier (e.g. FedEx or UPS) ; or (c) deposited in the United States mail, postage prepaid, certified or registered and addressed as follows:

TO THE CONTRACTOR:
Hexagon Safety, Infrastructure & Geospatial division
Attention: Legal Department
305 Intergraph Way
Madison, Alabama 35758

TO THE COUNTY:
Grace Reyes, Project Officer
Arlington County, Virginia
1425 Courthouse Road, 7th Floor
Arlington, Virginia 22201
Phone: (703) 228-4640
Email: greyes@arlingtonva.us

AND

Dr. Sharon T. Lewis, LL.M, MPS, VCO, CPPB
Purchasing Agent
Arlington County, Virginia
2100 Clarendon Boulevard, Suite 500

Arlington, Virginia 22201
Phone: (703) 228-3294
Email: slewis1@arlingtonva.us

TO COUNTY MANAGER'S OFFICE (FOR PROJECT CLAIMS):

Mark Schwartz, County Manager
Arlington County, Virginia
2100 Clarendon Boulevard, Suite 318
Arlington, Virginia 22201

45. ARLINGTON COUNTY BUSINESS LICENSES

The Contractor must comply with the provisions of Chapter 11 ("Licenses") of the Arlington County Code, if applicable. For information on the provisions of that Chapter and its applicability to this Contract, the Contractor must contact the Arlington County Business License Division, Office of the Commissioner of the Revenue, 2100 Clarendon Blvd., Suite 200, Arlington, Virginia, 22201, telephone number (703) 228-3060, or e-mail business@arlingtonva.us.

46. NON-DISCRIMINATION NOTICE

Arlington County does not discriminate against faith-based organizations.

47. HIPAA COMPLIANCE

The Contractor must comply with the privacy, security and electronic transaction components of the Health Insurance Portability and Accountability Act of 1996, as amended ("HIPAA"). Pursuant to 45 C.F.R. §164.502(e) and §164.504(e), the Contractor is designated a Business Associate for purposes of this Contract and must execute the attached Arlington County Business Associate Agreement (Exhibit C). Pursuant to 45 C.F.R. § 164.308(b)(1) and the Health Information Technology for Economic and Clinic Health Act ("HITECH"), § 13401, the Contractor must also enter into an agreement with any subcontractors who are expected to receive PHI that, in a form approved by the County, requires the subcontractor to protect PHI to the same extent as the Arlington County Business Associate Agreement. The Contractor must ensure that its subcontractors notify the Contractor immediately of any breaches in security regarding PHI. Software and platforms used in performance of this Contract must be HIPAA compliant.

The Contractor is responsible for HIPAA compliance for PHI within its custody and control within the framework of Exhibit C as a data processor, for any failure to execute the appropriate agreements with its subcontractors and for any failure of its subcontractors to comply with the existing or future regulations of HIPAA and/or HITECH. The Contractor will indemnify the County for any and all third party claims, losses, fines, damages, liability, exposure or costs that arise from any failure to comply with this paragraph. This clause is subject to Section 21A (Indemnification Provisions).

48. ADA COMPLIANCE

The Contractor is solely responsible for its compliance with the ADA in its employment practices and facilities. The Contractor also must respond promptly to and cooperate fully with all inquiries from the U.S. Department of Labor.

The Contractor's responsibilities related to ADA compliance (including the obligations in Section 14 pertaining to ADA) include the following:

The Contractor must ensure that its employment programs, professional services and facilities are accessible to persons with disabilities. If a particular facility owned by Hexagon is not accessible, the Contractor must provide equivalent services in an accessible alternate location or manner.

49. INSURANCE REQUIREMENTS

Before beginning work under the Contract or any extension, the Contractor must provide to the County Purchasing Agent a Certificate of Insurance indicating that the Contractor has in force at a minimum the coverage below. The Contractor must maintain this coverage until the completion of the Contract or as otherwise stated in the Contract Documents. All required insurance coverage must be acquired from insurers that are authorized to do business in the Commonwealth of Virginia, with a rating of "A-" or better and a financial size of "Class VII" or better in the latest edition of the A.M. Best Co. Guides.

a. Workers Compensation - Virginia statutory workers compensation (W/C) coverage, including Virginia benefits and employer's liability with limits of $500,000/500,000/500,000. The County will not accept W/C coverage issued by the Injured Worker's Insurance Fund, Towson, MD.

b. Commercial General Liability - $1,000,000 per occurrence, with $2,000,000 annual aggregate covering all premises and operations and including personal injury, completed operations, contractual liability, independent contractors, and products liability. The general aggregate limit must apply to this Contract. Evidence of contractual liability coverage must be typed on the certificate.

c. Business Automobile Liability - $1,000,000 combined single-limit (owned, non-owned and hired).

d. Professional Errors & Omissions - $5,000,000 per occurrence.

e. Cyber Liability - $5,000,000 per occurrence.

Such insurance shall cover Arlington County and its Agencies, and subsidiaries, and their respective Board members, officials, directors, managers, employees, agents and assigns as additional insureds for cyber-related incidents resulting in loss or damage arising out of Contractor's equipment, products, Services, or software under this RFP. In the event such policy is written on a claims-made basis then: (i) Contractor shall maintain such policy in effect for a period of not less than four (4) years after the last date that equipment, products, Services, or software are provided by Contractor under this RFP or the applicable warranty period, whichever is longer; and (ii) such policy shall include a retro-active coverage date preceding the first date that any equipment, products, Services or software are provided under this Agreement. At a minimum, such insurance shall extend the following coverages to the benefit of Arlington County and its Agencies: (a) privacy breaches (liability arising from the loss of, unauthorized access to or disclosure of confidential information); (b) network or system breach; (c) denial or loss of service; (d) introduction, implantation or spread of malicious software code, including specifically ransomware coverage; (e) unauthorized access to or use of computer systems, and no exclusion/restriction for unencrypted portable devices/media may be on the policy; (f) indirect and consequential damages arising out of a cyber-related event; and (g) the first party losses of Arlington to cover the cost of forensic and/or technical teams hired to investigate any security incident, attorney's fees, the cost of preparing and distributing a notification to affected

individuals, the cost of running a centralized call center, the cost of two years of credit monitoring services for impacted individuals, and the cost of preparing and filing all required notices with governmental authorities, agencies, or interested parties globally

f. Additional Insured – The County and its officers, elected and appointed officials, employees and agents must be listed as additional insureds on all policies except workers compensation and automotive and professional liability; and the additional insured endorsement must be typed on the certificate.

g. Cancellation - If there is a material change or reduction in or cancellation of any of the above coverages during the Contract Term, the Contractor must notify the Purchasing Agent immediately and must, with no lapse in coverage, obtain replacement coverage that is consistent with the terms of this Contract. Not having the required insurance throughout the Contract Term is grounds for termination of the Contract.

h. Claims-Made Coverage - If Commercial General or other liability insurance purchased by the Contractor has been issued on a claims-made basis, the Contractor must comply with the following additional conditions. The limits of liability and the extensions to be included as described in the Insurance Checklist and/or the Agreement remain the same. The Contractor must either:

- Provide Certificates of Insurance evidencing the claims-made coverages for a period of two years after final payment for the Contract or the end of the warranty period, whichever is greater, to ensure the coverage is in effect. Such certificates shall evidence a retroactive date, no later than the beginning of the Contractors or subcontractors' work under this contract,

or

- Purchase an extended (minimum two years or the end of the warranty period, whichever is greater) reporting period endorsement for the policy or policies in force during the term of this contract and evidence the purchase of this extended reporting period endorsement by means of a certificate of insurance or a copy of the endorsement itself.

i. Contract Identification - All insurance certificates must state this Contract's number and title.

The Contractor must disclose to the County the amount of any deductible or self-insurance component of any of the required policies.

The Contractor is responsible for the Work and for all materials, tools, equipment, appliances and property used in connection with the Work.

Nothing contained in the specifications shall be construed as creating any contractual relationship between any subcontractor and the County. The Contractor is as fully responsible to the County for the acts and omissions of its subcontractors and of persons employed by them as it is for acts and omissions of persons whom the Contractor employs directly.

The Contractor shall require all subcontractors to maintain during the term of this agreement, Commercial General Liability insurance, Business Automobile Liability insurance, and Workers' Compensation and

Employers' Liability insurance, in the same manner as specified for the Contractor. The Contractor shall furnish subcontractors' certificates of insurance to the County immediately upon request.

The Contractor is as fully responsible to the County for the acts and omissions of its subcontractors and of persons employed by them as it is for acts and omissions of persons whom the Contractor employs directly.

50. CONTRACTOR PERFORMANCE EVALUATION

Arlington County will perform written evaluations of the Contractor's performance at various intervals throughout the term of this Contract. The evaluations will address, at a minimum, the Contractor's work/performance, quality, cost controls, schedule, timeliness and sub-contractor management. The Project Officer shall be responsible for completing the evaluations and providing a copy to the Contractor and County Procurement Officer.

51. COUNTERPARTS

This Agreement may be executed in one or more counterparts and all of such counterparts shall together constitute one and the same instrument. Original signatures transmitted and received via facsimile or other electronic transmission, (e.g., PDF or similar format) are true and valid signatures for all purposes hereunder and shall be effective as delivery of a manually executed original counterpart.

51. DISCLAIMER

Any product information Hexagon has shared with the County during the proposal and/or contract activities to date was to provide an understanding of Hexagon's current expected direction, roadmap, or vision and is subject to change at any time at Hexagon's sole discretion. Hexagon specifically disclaims all representations and warranties regarding future features or functionality to be provided in any Software or Deliverable(s). Hexagon does not commit to developing the future features, functions, and/or products discussed in this material beyond that which is specifically committed to being provided by Hexagon pursuant to a valid Order, with the exception of Hexagon OnCall CAD integration with FirstDue (see Exhibit A-3), which is a projected future functionality after projected go-live by the County. The County should not factor any future features, functions, or products into its current decisions since there is no assurance that such future features, functions, or products will be developed. When and if future features, functions, or products are developed, they may be made generally available for licensing by Hexagon.

EXCEPT AS SPECIFICALLY SET FORTH IN THIS AGREEMENT AND ORDERS MADE PURSUANT THERETO, HEXAGON DISCLAIMS (TO THE FULLEST EXTENT PERMITTED BY LAW) ALL WARRANTIES ON PRODUCTS FURNISHED PURSUANT TO THE AGREEMENT, INCLUDING ALL WARRANTIES OF MERCHANTABILITY, DURABILITY, FITNESS FOR A PARTICULAR PURPOSE ANDHIGH RISK USE. ALL WARRANTIES PROVIDED PURSUANT TO THIS AGREEMENT ARE VOID IF FAILURE OF A WARRANTED ITEM RESULTS DIRECTLY OR INDIRECTLY FROM AN UNAUTHORIZED USE OR MISUSE OF A WARRANTED ITEM, INCLUDING, WITHOUT LIMITATION, USE OF A WARRANTED ITEM UNDER ABNORMAL OPERATING CONDITIONS OR UNAUTHORIZED MODIFICATION OR REPAIR OF A WARRANTED ITEM OR FAILURE TO ROUTINELY MAINTAIN A WARRANTED ITEM. THE WARRANTIES SET FORTH IN THIS AGREEMENT ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, AND, REPRESENT THE FULL AND TOTAL WARRANTY OBLIGATION OF HEXAGON.

52. EXPORT

Equipment/Content, and Hexagon IP, including any technical data related to Software, Services, Maintenance Services, or Cloud Programs, are subject to the export control laws and regulations of the

United States. Diversion contrary to United States law is prohibited. Equipment/Content and/or Hexagon IP, including any technical data related to Software, Services, Maintenance Services, or Cloud Programs, shall not be exported or re-exported, directly or indirectly (including via remote access), under the following circumstances:

- To Cuba, Iran, North Korea, Syria, the Crimean region of Ukraine or any national of these countries or territories;
- To any person or entity listed on any United States government denial list, including, but not limited to, the United States Department of Commerce Denied Persons, Entities, and Unverified Lists, the United States Department of Treasury Specially Designated Nationals List, and the United States Department of State Debarred List (http://export.gov/ecr/eg_main_023148.asp);
- To any entity if the County knows, or has reason to know, the end use is related to the design, development, production, or use of missiles, chemical, biological, or nuclear weapons, or other unsafeguarded or sensitive nuclear uses; and/or
- To any entity if the County knows, or has reason to know, that a reshipment contrary to United States law or regulation will take place.

The County agrees to comply with all applicable export control laws and regulations. User shall not request information or documentation where the purpose of such request is to support, give effect to or comply with a boycott of any country that is not sanctioned by the United States, including but not limited to the Arab League boycott of Israel. Any questions regarding export or re-export of the Software should be addressed to Hexagon's Export Compliance Department at 305 Intergraph Way, Madison, Alabama, 35758, USA or at exportcompliance@intergraph.com. If the Software the County received is identified on the media as being ITAR-controlled, the Software has been determined to be a defense article subject to the U.S. International Traffic in Arms Regulations ("ITAR"). Export of the Software from the United States must be covered by a license issued by the Directorate of Defense Trade Controls ("DDTC") of the U.S. Department of State or by an ITAR license exemption. The Software may not be resold, diverted, or transferred to any country or any end user, or used in any country or by any end user other than as authorized by the existing license or ITAR exemption. Subject to the terms of the EULA included herein, such Software may be used in other countries or by other end users if prior written approval of DDTC is obtained.

WITNESS these signatures:

THE COUNTY BOARD OF ARLINGTON COUNTY, VIRGINIA	CONTRACTOR
AUTHORIZED SIGNATURE: DocuSigned by: Dr. Sharon T Lewis 89B86B1AD301462...	AUTHORIZED SIGNATURE: DocuSigned by: Tiffany Taylor 3E47AB7B652B4C3...
NAME: Dr. Sharon T Lewis	NAME: Tiffany Taylor
TITLE: Purchasing Agent	TITLE: Finance Director
DATE: 6/7/2024	DATE: 6/4/2024

EXHIBIT A-1

STATEMENT OF WORK FOR ONCALL DISPATCH

Arlington County, Virginia
Statement of Work
For
HxGN OnCall Dispatch
Cloud Hosted Implementation

May 20, 2024

Table of Contents

1. Introduction

This Statement of Work, including the attachments hereto, provided by Intergraph Corporation by and through its Hexagon Safety, Infrastructure & Geospatial division ("Hexagon") to Arlington County ("Customer") describes the Cloud Consulting Services provided by Hexagon in connection with the initial implementation of the Dispatch Cloud Program. Hexagon will provide the Cloud Consulting Services to facilitate implementation of the Dispatch Cloud Programs as expressly set forth in this SOW (the "Project") in exchange for payment of the amount set forth in the Quote (which is included as Attachment A). Except as otherwise provided herein, capitalized terms shall have the meaning set forth in the Agreement and Attachment J (Glossary of Terms) hereto.

The Software provided by Hexagon will be the HxGN OnCall Dispatch Advantage Subsystem, including the OnCall Mobile Unit and OnCall Mobile Responder Cloud Applications ("HxGN OnCall Dispatch System" or "OnCall Dispatch" or "Dispatch Cloud Program").

2. Purpose

The SOW describes the Cloud Consulting Services for the Dispatch Cloud Program. It documents: Project implementation requirements, Cloud Application and Local Software functionality, the Activities and Tasks comprising the Project, the timeframe for completion of Activities and Tasks, the responsibilities for each Party, and the Task Acceptance Criteria.

The SOW includes and incorporates the following Attachments:

- Attachment A – Bill of Materials Attachment B – Payment Schedule
- Attachment C – Initial Project Schedule
- Attachment D – Training Curriculum
- Attachment E – OnCall Cloud Specifications
- Attachment F – System Configuration Diagram
- Attachment G – CAD/Mobile Functional Specifications Matrix
- Attachment H – Interface Descriptions
- Attachment I – CJIS Security Addendum
- Attachment J – Glossary of Terms
- Attachment K – GIS Requirements for OnCall Dispatch
- Attachment L – Cloud Service Schedules
- Attachment M – Regional Provisions
    - Attachment M-1 – CJIS Security Addendum

The remainder of this section details Project assumptions that impact the Project cost, schedule and scope, Project team composition, and Project management responsibilities.

Each Task identified in this SOW includes the following, as necessary: Task Description, Task Deliverables, Task Prerequisites, Task Assumptions, Hexagon/Customer Team Participation and Responsibilities, and Task Acceptance Criteria. The Tasks defined in the SOW may not be listed chronologically, and the actual Project implementation Tasks and timelines will follow the Project Schedule, unless otherwise noted.

3. Project Outline

The Project consists of two (2) phases: Initial Operating Capability ("IOC") and Final Operating Capability ("FOC"). During IOC, Hexagon will create the Dispatch cloud environment. For the Project to be successful, it is imperative the Customer timely perform its Activities. Upon IOC completion, the Dispatch Cloud Program is in a state that it can be used to perform its primary function: dispatch emergency resources in accordance with the Specifications. IOC Completion also marks the Cloud Program Start Date for the Dispatch Cloud Program.

Following the completion of IOC, the system build workshops, additional configuration, interface development and implementation, functional testing of the Cloud Applications in accordance with the Benchmark Criteria ("Functional Testing"), training, and deployment Activities can occur. As part of FOC, Hexagon shall provide services to support Customer Activities as expressly described in this SOW, develop and implement identified Interfaces, perform Hexagon-led training, provide a draft Cutover plan, and provide support to the Customer during Cloud Cutover.

4. Cloud Program Functionality & Support

As part of the Cloud Program, Hexagon shall provide Credentials/License Keys to the COTS Cloud Applications identified in the Quote. The Dispatch Cloud Program shall have the capabilities and functionality set forth in the Specifications, which reflects all of the functionality Hexagon is obligated to provide in the Dispatch Cloud Program. Functional Testing shall only test for conformance to the Specifications. Errors identified during testing are addressed in accordance with the terms related to Cloud Services Support. Only Blocker Errors are required to be resolved prior to Cloud Cutover. This scope does not include any Product Change Requests.

As part of the Dispatch Cloud Program, the Customer will have access to various Cloud Environments: Production, Development, and Staging. This Project contemplates most Activities occurring in the Development Environment. After the Dispatch Cloud Program has completed Functional Testing and prior to Cloud Cutover, Hexagon will replicate the Development Environment to the Production Environment, and Staging Environment.

Upon issuance of the Credentials/License Keys for the Dispatch Cloud Program, the Cloud Program Start Date shall have occurred. Consequently, Cloud Services Support will also begin at that time. The Customer is responsible for performing its Cloud Services Support obligations as reflected in the Master Terms for the duration of FOC and the remainder of the Cloud Term, as may be extended.

5. Project Governance

Hexagon will assign a Project Manager at the beginning of the Project to act as the primary point of contact at Hexagon for the Customer and provide general oversight and guidance for the Hexagon Project team throughout Project.

To ensure successful delivery of the Project in accordance with the schedule, regular communications and an escalation path are necessary. Typically, all formal communications will occur between the Hexagon Project Manager and the Customer Project Manager. Generally, each Party's Project Manager will have, at minimum, a bi-weekly status conference with one another. On a monthly basis, Hexagon will provide a status report reflecting completed Activities, upcoming Activities, at-risk Activities, other pertinent matters affecting the Project, and, as necessary, an updated Project Schedule. The Customer may propose revisions to the status report and its attachments, but it must do so within five (5) Business Days, otherwise it is final and accepted by the parties.

Finally, on a quarterly basis, or more frequently if deemed necessary by the Parties, the Department Sponsor for Customer, a Hexagon Director or Vice President responsible for operations, and the Customer's Project Managers shall hold a remote executive review meeting to discuss the status of the

Project and particular challenges impacting the Project. The two senior officials for both parties shall also serve as the escalation point for disputes arising between the Project Managers.

Projects of this nature involve both Parties performing a variety of Tasks that are dependent upon one another. With that type of relationship and the number of Tasks involved, from time to time delays may occur. The Hexagon Project Manager and Customer Project Manager will address and take actions to mitigate such delays, to the extent reasonably possible.

The Hexagon Project Manager will manage the Project Schedule and provide copies of it to the Customer as updated. From time to time and outside of the status report process described above, the Project Managers may find an adjustment to the Project Schedule is necessary. If the adjustment is mutually agreeable, the Hexagon Project Manager shall update the Project Schedule and it will become the then current Project Schedule, superseding all prior Project Schedules. The Parties acknowledge that potentially material adjustments to the Project Schedule may need to be addressed through a Change Order due to its impact on other aspects of the Order. Unless otherwise noted between the Project Managers, all Tasks reflected in this SOW are regarded as having completed the Task Acceptance Process upon Cutover or commencement of a Task for which the earlier Task was a prerequisite as noted within the SOW and/or Project Schedule.

Any provisions particular to Customer's country are specified in Attachment M – Regional Specifications, which shall supersede any conflicting provisions provided in this SOW.

This SOW includes the Order Documents for Order 1 and Order 2 as described in the Agreement, which governs these Orders.

6. Customer Core Team(s)

The Customer shall provide qualified resources to staff the Core Team (described below) to facilitate a successful implementation of OnCall. The Core Team consists of an overall Customer project manager who is responsible for the day-to-day coordination of Customer's Project Activities and personnel divided amongst smaller discipline-oriented groups with particular roles and responsibilities appropriate to the discipline. Those subdivided groups are denoted with suggested team member resources below.

Core Team Roles and Responsibilities

Dispatch Core Team

Below is the defined group of Customer members responsible for decision making for the remainder of the Public Safety Access Point ("PSAP") user group(s) regarding configuration and use of the OnCall Dispatch solution. The "Dispatch Core Team" should consist of, at a minimum, the following resources with the corresponding qualifications:

- **9-1-1 Call-Taker** – This person intimately understands the process by which emergency calls for service are answered, triaged, created in the current CAD, and sent for dispatch.
- **Radio Dispatcher** – This person intimately understands the structure of the PSAP, the agencies for which it dispatches, and the methods in which dispatching occurs.
- **System Administrator (Operational)** – This person is responsible for the operational administration of the OnCall Dispatch system. Managing things like user accounts, permissions, parameter settings, user interface layouts, units, event types, etc.
- **Decision Maker (Operational)** – This person has authority, either by role or designation, to make decisions on behalf of the agency or agencies OnCall Dispatch is serving pertaining to the configuration of OnCall.

The ideal size of the Dispatch Core Team is six (6) members. Under no circumstances shall the Dispatch Core Team be larger than twelve (12) members.

Mobile Core Team

Below is the defined group of Customer members responsible for decision making for the remainder of the field operations user group(s) regarding configuration and use of the OnCall Dispatch mobile solutions (OnCall Mobile) including OnCall Dispatch Mobile Unit, and OnCall Dispatch Mobile Responder. The "Mobile Core Team" should consist of, at a minimum, the following resources with the corresponding qualifications:

- **Patrol / Firefighter** – This person is an active member of the patrol / operational division of the agency. They are tasked with responding to calls for service, field-initiated activities like traffic stops or inspections, and other duties in patrol / operations. This person should not be technology averse. They should embrace the use of technology and seek to find ways to leverage it to their benefit in their daily duties.
- **Patrol Supervisor / Fire Supervisor** – This person is an active member of the patrol / operational division of the agency and responsible for the day-to-day supervision of a group of patrol members or of a specific station/apparatus crew. This person is typically a rank of Sergeant or above in law enforcement and lieutenant or above in Fire/EMS, although actual rank structure in agencies may vary.
- **Investigations / Detective / Fire Marshal** – This person is an active member of the investigations division or fire marshal's office and has primary responsibility for long-term case work or other fire-related investigations.
- **Command Staff** – This person is an active member of the command staff at the agency. This person is typically a rank of Captain or higher in law enforcement or battalion chief or higher in fire departments, although actual rank structure in agencies may vary.
- **Decision Maker** – This person has authority, either by role or designation, to make decisions on behalf of the agency or agencies OnCall Dispatch Mobile Unit or Mobile is serving pertaining to the configuration of OnCall Dispatch mobile products.

The ideal size of the Mobile Core Team is six (6) members. Under no circumstances shall the Mobile Core Team be larger than twelve (12) members.

It is possible to have a Mobile Core Team duplicated for different responder roles, such as a law enforcement Mobile Core Team and a Fire Mobile Core Team.

7. Project Assumptions

The following list of assumptions and Customer responsibilities reflect Hexagon's understanding of the Project. Changes in any of the assumptions and Customer responsibilities will affect the scope, Project Schedule, and/or cost of the Project.

Agreement and Schedule Assumptions

- This Cloud Consulting Services Order and the Cloud Program Order have been executed by the Customer, accepted by Hexagon, and the Customer has provided a notice to proceed, Purchase Orders (PO) for both Orders, or written confirmation only the execution of the Orders is necessary to bind the Customer.
- Hexagon and the Customer will review the SOW and determine a mutually agreeable date for the Services to be performed.
- The Customer shall perform its assigned responsibilities as identified within the Initial Project Schedule (Attachment C) and Project Schedule developed as part of Task 1 in the time allotted. If the Customer does not reasonably comply with the Project Schedule, Hexagon is permitted with written notice to suspend its performance on this Project and redeploy its resources on other active projects until the parties determine a mutually agreed upon date to re-start the Project. At that time, a new Project Schedule will be provided.

- Hexagon will have timely access to the Core Team and other Customer Project staff in accordance with the Project Schedule. Customer shall make additional personnel available on a priority basis, as needed, to provide subject matter expertise to complete this Project
- Customer shall assign personnel to the Core Team and ensure they are actively engaged in the Project.
- Any work and effort ascribed to Hexagon in a given Task is confined to that specific Task and may not be used for or applied to any other Task.
- Customer shall provide Hexagon Project Manager with contact information for a Customer resource to resolve any issues that should arise from Hexagon's access of Customer's System during working and non-working hours.
- Any Service Request that is set to "NEED MORE INFO" or "RE-TEST" will be automatically closed after fifteen (15) Business Days if the Customer does not update the SR.
- Any workshop having a duration of three (3) Business Days or less shall begin no earlier than Tuesday of the week of that workshop and will conclude that same week, unless expressly agreed to in writing by both parties..
- The Customer shall provide Hexagon with access to all data, documents, plans, reports, diagrams, and analyses reasonably related to the Project or otherwise necessary to facilitate Hexagon's performance of its Activities.
- Unless expressly stated in this SOW, all Documentation, if any, provided by Hexagon under this SOW will be COTS Documentation, and the Documentation will not be customized. All Documentation delivered will be in Hexagon-approved format. Changes to Hexagon-format to accommodate specific Customer requests may be done at Hexagon's discretion and at an additional cost.
- Unless Hexagon and Customer mutually agree otherwise, all Documentation provided by Hexagon will only be provided in electronic format.
- Unless otherwise stated in the Task, all Tasks will be conducted remotely.
- All Hexagon personnel performing remote tasks which require unescorted access will be identified and properly vetted prior to commencement of those remote Activities.
- All onsite Hexagon personnel must complete the CJIS Security Awareness Training prior to any work onsite.
- As reflected herein, Hexagon may have proposed certain Activities or Tasks be performed on site. Hexagon and/or Customer may alternatively choose or circumstances necessitate to have these Activities and Tasks performed remotely. Payments due under the Quote and as specified herein shall remain the same.
- To the extent the Customer requires Hexagon personnel undergo COVID testing prior to performing work at Customer's facilities, the Customer would be responsible for any such costs, which are not included in the scope and price of this Order.
- If the title of a Task includes the name of a Subsystem (e.g., OnCall Dispatch or Mobile Unit), that Task shall be construed as pertaining only to that Subsystem unless expressly stated otherwise.

Hardware and Software Assumptions

- All Software will be electronically delivered.
- Local Software, if any, will be electronically delivered to the Local Environment.
- The Customer shall provide access to its Local Environment to Hexagon for the duration of the Project.
- No Local Software will be delivered during the IOC Phase.
- The Customer shall purchase, install, and test all physical client hardware comprising the Local Environment.

- The Customer will ensure its hardware, operating system software, and other third-party products/environments conform with Attachment E: OnCall Cloud Specifications and Attachment F: System Configuration Diagram. Deviations from Attachments E and F will not be considered due to the critical nature of the software supported by these systems.
- Hexagon and the Customer will verify the final system hardware configuration to ensure conformance with Attachment F: System Configuration Diagram and Attachment E: OnCall Cloud Specifications.
- Customer shall purchase all applicable operating systems and software in the Local Environment, including, but not limited to, client workstations, and ensure such operating systems and software meet the minimum requirements as defined in Attachment E: OnCall Cloud Specifications.
- Customer shall purchase, install, configure, and administer its Network Infrastructure, including, but not limited to, its WAN/LAN and wireless infrastructure. Customer's wireless infrastructure shall meet minimum bandwidth requirements as stated in Attachments E and F.
- Customer shall be responsible for the wired and wireless connectivity between servers/clients and clients/clients and with the Cloud Applications.
- Customer shall be responsible for, and purchase and maintain if necessary, any hardware and/or third-party software necessary for implementing interfaces.
- Except as specified in this SOW, including Attachment A: Pricing Summary, Hexagon is not required to provide any additional Software customizations, custom forms, forms modifications, third-party software, custom interfaces, or custom reports. To the extent the Parties mutually agree to add or change any of the foregoing, then the Parties shall document it through a Change Order.
- To the extent the Customer desires to use the Dispatch Cloud Program or other deliverables provided herein in a manner or in combination with software or hardware that is not certified or recommended by Hexagon, then the Customer shall be solely responsible for such use. Hexagon shall not be responsible for the correction of any Errors, reduced performance, compromised functionality, or other unintended consequences arising from such use. The Customer also shall not withhold acceptance of any Task or the Cloud Program due to such use.
- Customer has reviewed the SOW and acknowledges and agrees Software Requirements: (i) represents all the functionality required of the System; and (ii) is the only functionality that is required to be delivered under this SOW. . To the extent the Parties mutually agree to add or change any of the foregoing, then the Parties shall document it through a Change Order. .

System Access Assumptions

- The Cloud Program shall store data (in either transit or at rest) in the Cloud Environment, which is within Microsoft Azure Government Cloud. Customer is solely responsible for (i) assuring it is permitted by appropriate State agencies to transmit CJI and store data (in either transit or at rest) in the Cloud Environment and (ii) otherwise complying with and ensuring this Project and the Cloud Program to be provided does not violate applicable State CJIS policies.
- Depending upon the Customer's jurisdiction, additional security guidelines and assumptions are provided in Attachment M.
- Customer consents to Hexagon's inspection and use of Customer's data and systems, including, but not limited to, log files and databases, for the limited purpose of providing the Cloud Services and Cloud Consulting Services.
- In addition to tools provided by Microsoft Azure, SecureLink is the remote access solution used by Hexagon. If Customer desires for Hexagon to utilize an alternate method and/or process for remotely working on the Cloud Program, such alternate method and/or process shall be mutually agreed upon prior to this SOW being executed. Such alternate method and/or process may impact the original level of effort and Project Schedule quoted for this upgrade, which in turn may require a Change Order to modify.
- Customer shall provide unrestricted system and VPN access via SecureLink to Hexagon developers and implementers who will need to have access to multiple infrastructure platforms at the same time. The Customer shall provide Hexagon personnel individualized system access

credentials and allow Hexagon authorized resources VPN access twenty-four (24) hours a day, seven (7) days a week for the duration of the Project.

- Customer shall provide external VPN access while on-site to access various Hexagon resource libraries.
- After completion of this Project, Hexagon will VPN using SecureLink into the live System only at Customer's request and will follow Customer's required VPN access procedures.

Third-Party Assumptions

- Customer shall schedule and coordinate third-party technical resources with the skills necessary to perform and/or support all Customer Responsibilities, respond to Hexagon requests, and support the testing of interfaces, as required. Customer shall schedule and coordinate third-party technical resources in such a way as to ensure that a negative impact to the overall Project Schedule does not occur.
- Customer shall maintain, in good working order, all third-party systems which will integrate with Hexagon software or on which the Hexagon software depends as part of this Project except for the Third-Party Software included as part of the Cloud Program and provided thereunder.
- Customer shall be responsible for the operation and timely availability of external systems or third-party software necessary for the execution of the Project.
- If a delay in the Project is caused by a third-party vendor (not including Hexagon subcontractors), Hexagon services not covered in this SOW may be required at additional costs.
- Customer shall be responsible for providing the requisite software licenses to its GIS software to implement it within the Cloud environment.
- Customer is responsible for ensuring its GIS software provider provides all information, support, and cooperation necessary to integrate the Customer's GIS platform with the Cloud Programs.
- Customer shall be exclusively responsible for administering, managing, configuring, provisioning, updating, and supporting its GIS platform utilized for the Cloud Programs.

8. Project Tasks

Project Initiation

Prior to the Kickoff Meeting and after execution of this SOW or Order, the Hexagon Project Manager will contact the Customer Project Manager to identify the Project Start date and coordinate scheduling the Kickoff Meeting. For the Project to be successful, the following initial Activities must be performed before any Tasks occur:

- The Hexagon Project Manager will contact the Customer Project Manager. During this initial contact, the Hexagon Project Manager will:
  - Schedule the kickoff meeting;
  - Identify the Project Start date;
  - Create a detailed agenda describing the goals of the kickoff meeting;
  - Discuss any mitigating factors that could affect the Project (e.g., scheduling conflicts, communication factors, and other risk factors);
  - Schedule a conference call before the kickoff to go over the kickoff agenda;
  - Ensure both Hexagon and Customer have appropriate Subject Matter Experts available for kickoff; and
- Hexagon's Project Manager will prepare kickoff materials.
- Hexagon's Project Manager shall have updated the Initial Project Schedule and provide the draft Updated Initial Project Schedule and sent a copy to the Customer Project Manager for review prior to the Kickoff meeting.

Initial Operating Capability (IOC) Phase

1. Project Kickoff Meeting

Task Description

The objective of this Task is to discuss and address questions regarding Project Assumptions, discuss the updated Initial Project Schedule and agree to it at the meeting or shortly thereafter, and all requirements are understood prior to beginning any significant work. A meeting for Project Kickoff will be held after the SOW has been fully executed. The Project Kickoff meeting will be scheduled by each party's Project Manager as part of Project Initiation Activities.

Prior to the Kickoff Meeting and after written acceptance of the Agreement, the Hexagon Project Manager will contact the Customer Project Manager to identify the Project Start date and coordinate scheduling the Kickoff Meeting. The Project Kickoff Meeting shall last no more than one (1) Business Day.

During this Task, the Parties shall confirm the updated Initial Project Schedule as updated by the Hexagon Project Manager. The resulting updated Initial Project Schedule shall be substantially similar in durations as that provided within Attachment C. Prior to the Project Kickoff Meeting Task, the Customer Project Manager shall have reviewed the updated Initial Project Schedule and be in a position to succinctly identify any needed changes understanding material extensions of the Initial Project Schedule may require additional Hexagon Services to be added via a Change Order. Once the list of changes has been made to the updated Initial Project Schedule by the Hexagon Project Manager, the Hexagon Project Manager will thereafter provide the Project Schedule to the Customer Project Manager. From time to time, the Parties' Project Managers may modify the Project Schedule upon mutual written consent or upon transmission of an updated Project Schedule to the Customer Project Manager as part of a status report and the Customer Project Manager offers no objection to the updated Project Schedule within five (5) Business Days thereafter.

At the Project Kickoff Meeting, the Customer shall provide: (i) contact information for all members of its Core Team and Executive/Departmental Sponsor, (ii) proposed alterations to the updated Initial Project Schedule, (iii) contact information for any third-party vendors which OnCall will integrate as contemplated in Attachment H, and (iv) identify to Hexagon any perceived concerns or risks with the Project. During the Project Kickoff Meeting, Hexagon shall provide template COTS Interface Questionnaires for Customer completion prior to required Tasks.

Task Deliverables

- Kickoff meeting agenda
- Project Schedule
- Kickoff meeting minutes, to include identified risks and action items
- COTS Interface Questionnaire
- Dynamo e-learning licenses

Task Prerequisites

- Agreement executed by both Customer and Hexagon and PO issued (if applicable).
- Hexagon Project Manager has verbally communicated with the Customer to (i) identify the Project Start date and (ii) coordinate a date for the Project Kickoff Meeting.
- Customer has assigned a Customer Project Manager.
- The Core Team has reviewed this SOW.
- Customer is in compliance with Attachment K - GIS Requirements.

Task Assumptions

- The Hexagon Project Manager will conduct the kickoff.
- This task will be conducted on site.

- Some members of the Hexagon Project Team may participate remotely.
- The Dynamo e-learning subscription commences during this Task and lasts for a duration of twelve (12) months from the date issued.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Review the Project organization, roles, and responsibilities with the Customer;
- Conduct an overview of the Project including a review of the SOW to verify all aspects of the Project approach;
- Review the draft Updated Initial Project Schedule and adjust the Updated Initial Project Schedule as needed and mutually agree upon it with Customer;
- Work with Customer to identify and document any potential Project risks;
- Provide meeting minutes that document risks and action items that affect the Project Schedule, resources, and/or the SOW;
- Inform the Customer of VPN requirements for Project implementation and continued System maintenance;
- Review of delivery methodology;
- Provide the Dynamo e-learning licenses for use by the Customer Core Team;
- Establish status reporting requirements;
- Provide overview of Interfaces being delivered as part of the Project as identified in Attachment H; and
- Provide a high level overview of the System with the understanding additional technical and detailed discussions will occur in subsequent Tasks.

Customer Team Participation and Responsibilities

Customer shall:

- Review the SOW;
- Ensure its Core Teams attend the applicable portions of the Kickoff Meeting;
- Provide SMEs and any other resources as recommended by the Customer and Hexagon Project Managers;
- Provide Hexagon with VPN access and individualized user accounts to Customer's System as appropriate for this Project and continued software maintenance;
- Have previously reviewed the Updated Initial Project Schedule and work with Hexagon to finalize the Updated Initial Project Schedule;
- Provide location and logistical support for Kickoff Meeting; and
- Designate and prepare workspace for Hexagon personnel.

Task Acceptance Criteria

This Task is complete at the conclusion of the Project Kickoff Meeting and delivery of the Project Kickoff meeting minutes to Customer.

2. COTS Interface Questionnaire Completion

Task Description

Hexagon will provide an interface questionnaire (“COTS Interface Questionnaire”) to the Customer to complete. The Customer shall complete the COTS Interface Questionnaire within five (5) Business Days of receipt (“COTS Interface Review Period”) whereupon Hexagon will be able to install the COTS Interface and configure it based upon the information provided in the COTS Interface Questionnaire subject to the functionality and features within the COTS version of the Interface.

The following Interfaces are regarded as the COTS Interfaces (collectively, "COTS Interfaces”):

- ANI/ALI Interface (included with HxGN OnCall Dispatch | Advantage)
- HxGN OnCall Dispatch | Informer to State NCIC/VCIN
- HxGN OnCall Dispatch | Notifications to Active 911
- HxGN OnCall Dispatch | CAD Link to Tyler LERMS and Public Safety Data Warehouse
- HxGN OnCall Dispatch | Fire Link to ImageTrend FMRS
- HxGN OnCall Dispatch | Coverage Monitoring, Alerting and Move-Up Recommendations
- OnCall Dispatch | Mobile Responder

For more information on, parameters of, and assumptions underlying the COTS Interfaces, see Attachment H, Interface Descriptions.

Task Deliverables

- Completed COTS Interface Questionnaires

Task Prerequisites

- Project Kickoff Meeting Task is complete.
- Hexagon has submitted COTS Interface Questionnaires to Customer.

Task Assumptions

- The Customer will direct its third-party vendors to provide any API or specification documentation required to configure the COTS Interfaces.
- If required, all NDAs between Hexagon and third parties will be executed and current. The Customer will exercise all reasonable efforts to facilitate its third-party vendors reasonable cooperation with this requirement.
- The Customer will exercise all reasonable efforts to facilitate cooperation and information from its third-party vendors and/or state agency as reasonably necessary for the configuration, testing, and Cutover of the COTS Interfaces.
- Unless otherwise provided in the Specifications, only COTS versions of the COTS Interfaces will be provided and configured.
- The Customer shall be responsible for underlying requirements pertaining to its third-party systems as described in Attachment H.
- The ANI/ALI interface component of the OnCall Dispatch System will provide the interface to an ANI/ALI controller. It will accept ANI/ALI packets containing ASCII data via an Ethernet Network (TCP/IP) or a Serial COM Port connection. If the Customer’s ANI/ALI feed is via Serial COM Port the Customer will need to obtain an IP to Serial device.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide Hexagon contacts for the County to answer questions regarding COTS interfaces.

Review completed COTS Interface Questionnaires.

Customer Team Participation and Responsibilities

Customer shall:

- Promptly review, complete, and submit COTS Interface Questionnaires and provide comments, questions, or approval within the COTS Interface Review Period.

Task Acceptance Criteria

This Task is complete upon Hexagon providing the COTS Interface Questionnaires and reviewing Customer's responses it provided within the COTS Interface Review Period.

3. OnCall Dispatch & Mobile Unit Launch

Task Description

OnCall Dispatch & Mobile Unit Launch ("Launch Workshop") is a workshop style session lasting up to three (3) Business Days that is intended to educate Dispatch and Mobile Core Team members on the features and functionality of OnCall Dispatch and OnCall Dispatch Mobile Unit to support the collection and importation of data and information that CAD requires to execute its primary functions ("CAD Static Data"). During the Launch Workshop, Hexagon will provide limited instruction on the use of OnCall Dispatch and OnCall Dispatch Mobile Unit illustrating how the CAD Static Data elements identified below are utilized in the Subsystem. The Launch Workshop is limited in scope to facilitate upcoming System Build Tasks; it is not intended or designed to provide a comprehensive overview or instruction of the Subsystem. Such instruction and training will be provided at later stages of the Project. At the conclusion of the Launch Workshop, Hexagon shall provide to Customer OnCall Dispatch Static Data Collection Spreadsheet(s) to facilitate Customer's collection and eventual importation of CAD Static Data in subsequent Tasks.

Task Deliverables

- OnCall Dispatch Static Data collection spreadsheets

Task Prerequisites

- Project Kickoff Meeting Task is complete.
- Customer Dispatch Core Team is identified.
- Customer Mobile Core Team is identified.

Task Assumptions

- Launch Workshop is conducted using a Hexagon-provided default OnCall Dispatch & Mobile Unit environment.
- Hexagon responsibilities will be executed on site at a Facility.
- The Launch Workshop shall last no more than three (3) Business Days.
- Customer has provided a Facility.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide limited, focused instruction on the use of OnCall Dispatch, OnCall Mobile Unit, and OnCall Dispatch Administrator, on functional areas that utilize or display the following CAD Static Data elements:
  - Agencies
  - Unit Types (Patrol, Engine, etc.)
  - Units
  - Event Types
  - Disposition Codes
  - Out-of-Service Types
  - Facility Service Types
  - Known Caller Types
  - Special Situation Types
  - Personnel/User Accounts
  - Beats/Station Areas
  - Dispatch Groups
  - Stations (Police Stations, Sub-Stations, Fire Stations, etc.)
  - Number Formats (event, case, etc.)
  - Rotational Services (towing, ambulance, lock smith, etc.)
  - Vehicles
- Provide the Customer with Microsoft Excel based data collection spreadsheets ("OnCall Dispatch Static Data Collection Spreadsheets") to be used in assembling the CAD Static Data elements.

Customer Participation and Responsibilities

Customer shall:

- Provide a facility according to the requirements provided in Task Assumptions;

- Ensure appropriate members of the Dispatch Core Team and Mobile Core Team attend the workshop for the entire Launch Workshop; and
- Participate in discussions and engage with the Hexagon team member.

Task Acceptance Criteria

This Task is complete upon conclusion of the Launch Workshop and the delivery of the OnCall Dispatch Static Data Collection Spreadsheets.

4. OnCall Dispatch GIS Requirements Review – Web Conference

Task Description

Over the course of up to one (1) Business Day, Hexagon will present on the following topics during the "OnCall Dispatch GIS Requirements Review:" This Task introduces the Customer GIS team to the GIS services the Customer must provide and which OnCall requires in order to function. Those services are, at a minimum an address locator service, a routing service, and a base map display service. Hexagon will also cover the deployment related polygon feature classes required to facilitate the assignment of geographic areas to specific agencies.

- Introduction to OnCall Dispatch GIS data requirements (see Attachment K)
- Optional GIS data elements that can be used by OnCall Dispatch

This session will use Hexagon-provided GIS data for the purposes of discussion. Hexagon will use its equipment to conduct any demonstrations that may occur. Customer attendance should be limited to GIS professionals with responsibility for the creation and maintenance of Customer GIS data. Up to six (6) Customer personnel may attend. Map content will be provided to the OnCall Dispatch system through map layers and web services to be provided by the Customer.

Task Deliverables

- OnCall Dispatch GIS Requirements Review

Task Prerequisites

- Project Kickoff Meeting Task is complete.

Task Assumptions

- Appropriate facilities have been identified to support the number of attendees (if co-located), including an LCD projector and a projection screen.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Conduct the OnCall Dispatch GIS Requirements Review.

Customer Team Participation and Responsibilities

Customer shall:

- Ensure its GIS/Map Administrator is involved throughout this Task;
- Supply facilities, including an LCD projector and a projection screen;
- Designate and assign no more than four (4) Customer mapping/GIS personnel to attend the entire workshop. Two (2) additional people may attend as observers/auditors; and
- Ensure that all appropriate Customer GIS professionals are sufficiently trained and experienced in GIS fundamentals.

Task Acceptance Criteria

The Task is complete after the OnCall Dispatch GIS Requirements Review is conducted.

5. OnCall Cloud Environment Creation

The objective of this Task is to create and "spin-up" the Customer's Development Environment for the Dispatch Cloud Program.

The Development Environment will be used by Customer during the Project and serve as the basis for the Development Cloud Environment upon Cloud Cutover. Hexagon will inform the Customer once the applicable Development Environment for Customer has been created.

Task Prerequisites

- Project Kickoff Meeting Task is complete.

Task Assumptions

- None

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Create the Cloud Environment (only Development Environment at this Task) with the Dispatch Cloud Program (excluding Interfaces) identified in the Cloud Program Order, which will be used for subsequent Tasks (Customer is not provided Credentials/License Keys at this time).

Customer Team Participation and Responsibilities

- None.

Task Acceptance Criteria

This Task shall be complete upon creation of the Customer's Development Environment for the Dispatch Cloud Program.

6. IOC Completion

Task Description

This Task serves as a milestone and culmination of the previous Tasks. It is at this point in the Project that Hexagon has created the Cloud Environment. With the completion of the foregoing Tasks and as part of this Task, Hexagon will host a meeting with the Customer Project Manager to: (i) deliver to Customer the Credentials//License Keys applicable to the Dispatch Cloud Program and identified in the Quote to the Cloud Program Order and (ii) ensure the Customer Project Manager is able to access the Cloud Program with the Cloud Credentials/License Keys ("Credentials Delivery Meeting"). The Credentials Delivery Meeting is complete once those two objectives are achieved. Completion of this Task also serves to mark the completion of IOC Phase.

Task Deliverables

- Delivery of Credentials/License Keys for Dispatch Cloud Program included within the Quote
- Customer can login to the Cloud Program using Credentials/License Keys

Task Prerequisites

- OnCall Cloud Environment Creation task is complete.

Task Assumptions

- Customer has necessary hardware, equipment, and Network Infrastructure ready and available to access the Cloud Program
- The Credentials Delivery Meeting is of a limited duration and only intended to cover the two topics specified above.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Host the Credentials Delivery Meeting;
- Deliver Credentials/License Keys for Dispatch Cloud Program;
- Ensure the Customer can log into the Dispatch Cloud Program to confirm connectivity; and
- Address Customer reported issues with accessing the Dispatch Cloud Program.

Customer Team Participation and Responsibilities

Customer shall:

- Attend the Credentials Delivery Meeting;
- Access the Dispatch Cloud Program via the Credentials/License Keys provided during the Credentials Delivery Meeting;
- Report to Hexagon verbally during the Credentials Delivery Meeting whether the Customer can access the Dispatch Cloud Program or identify issues encountered in accessing the Dispatch Cloud Program; and
- If Customer encounters issues in accessing the Dispatch Cloud Program, it will work collaboratively with Hexagon to troubleshoot and address the issue until resolution.

Task Acceptance Criteria

This Task is complete when Hexagon has delivered the Dispatch Cloud Program Credentials/License Keys to Customer and confirmed the Customer is able to access the Dispatch Cloud Program.

Final Operating Capability (FOC) Phase

7. On-Premise Physical Infrastructure Installation

Task Description

This task involves the physical installation of the servers and storage into the datacenter and the configuration of the physical servers and storage that will host the virtual environment.

Task Deliverables

- Staging of the physical infrastructure

Task Prerequisites

- Customer has ordered and received the Project equipment at its facility.
- Customer must have the license keys for any software (Windows). If such license keys were purchased by Hexagon for Customer, then Customer will have received an email and downloaded these license keys before Hexagon comes on site.

Task Assumptions

- All work being performed by Hexagon that requires physical access to the equipment will be performed on site, and those tasks that do not require physical access may be performed remotely at Hexagon's discretion.
- All server and storage equipment, along with other equipment dependencies, will be delivered prior to Hexagon being on site for install.
- Required power and network connections are available and configured on site (connections in use for the existing system cannot be used for this install).
- New servers will be created\provided for staging the Hexagon software and are for the sole purpose of Hexagon Software and will not serve other roles.

Hexagon Team Responsibilities

Hexagon shall:

- Perform the physical installation of the Project equipment in Customer datacenter or location specified in advance by Customer;
- Connect the HP ILO or Dell iDRAC, assigning an IP Address and\or license to those to allow remote access;

Customer Team Responsibilities

Customer shall:

- At each site:
    - Provide Rack Space for the server equipment;
    - Provide Power in the rack;
    - Provide Network connections for the provided equipment on the appropriate VLANs;
    - Provide adequate cooling for the servers;
- Provide required server names and IPs for all of the equipment;
- Provide assistance with resolving issues related to network connectivity and\or remote access;
- Answer other configuration questions as they arise.

Task Completion Criteria

This Task is complete when the Interface servers are installed and joined to the domain.

8. On Premise Local Software Server Installation and Configuration

Task Description

This Task is for creation and configuration of the On Premise Local Software Server VMs. It includes the creation of the VMs, setting server names and IPs, joining them to the domain and adding the Hexagon CAD Admin groups to the local admins groups of the servers to provide the implementers the required access for the rest of the Project.

Task Deliverables

- Server configuration documentation, which consists of a spreadsheet with server names, IPs and passwords utilized Updated Visio document showing servers, applications installed, names, and IPs

Task Prerequisites

- Customer must have available virtual environment resources for staging of project VMs.
- VPN credentials and client (if needed) must be provided to the Hexagon Project Manager.
    - Not required if Customer is using SecureLink
- Complete the Server name, IP Address and Service account template provided by Hexagon.

Task Assumptions

- All work being performed by Hexagon that requires physical access to the equipment will be performed on site, and those tasks that do not require physical access may be performed remotely at Hexagon's discretion.
- New virtual servers will be created/provided for the sole purpose of the Project defined by this SOW and will not serve other roles.
- Access to the vCenter server via Power CLI is required by the Hexagon staff to script the creation of the VMs.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Import VM Templates to vCenter, create the VMs, assign them the required CPU, memory, and disk space to comply with the OnCall Dispatch Specifications document;
- Assign the IP Addresses to the VMs;
- Join the VMs to the domain;
- Apply current Windows updates if Internet connectivity or access to another repository for updates is available;
- Create and deliver the Server Configuration Documentation; and
- Provide spreadsheet with server names, IPs, and passwords utilized.

Customer Team Participation and Responsibilities

Customer shall:

- Provide domain level credentials for the vCenter server and join servers to the domain;
- Provide assistance with resolving issues related to network connectivity and/or remote access; and
- Answer other configuration questions as needed.

Task Acceptance Criteria

This Task is complete when the Server Configuration Documentation has been delivered to Customer.

9. OnCall Dispatch System Build 1

Task Description

OnCall Dispatch System Build 1 workshop ("System Build 1") builds upon the OnCall Dispatch and Mobile Unit Launch to begin the process of populating OnCall with required static data elements. System Build 1 is the first of two (2) static data workshops and primes OnCall Dispatch with base data to support the buildout of remaining static data elements addressed in OnCall Dispatch System Build 2 and the OnCall Dispatch Deployment & Response Planning Workshop.

At the commencement of System Build 1, the Customer shall have obtained information and documents (e.g., records, operating procedures, resources, etc.) to support the eventual entry or import of the Build 1 Data Elements. For any Build 1 Data Elements not entered or imported during System Build 1, the Customer will enter those after System Build 1 within ten (10) Business Days and prior to OnCall Dispatch System Build 2.

During System Build 1, the focus will be on the entry and import of Build 1 Data Elements (as defined below). System Build 1 will last no longer than three (3) Business Days. As part System Build 1, the Customer will be instructed in the use of OnCall Dispatch Administrator to facilitate the manual entry of static data elements. This instruction is critical to provide an understanding of the process of creating and managing static data and the data relationships between static data elements. Some manual entry of **all** static data elements is required as part of the workshop. Bulk import of remaining data can occur after sufficient understanding of the data elements and relationships is obtained.

Following System Build 1, OnCall Dispatch will have foundational data elements to support future build activities.

Task Deliverables

- OnCall Dispatch System Build 1 workshop

Task Prerequisites

- OnCall Dispatch & Mobile Unit Launch Task is complete.
- IOC Phase is complete.
- OnCall Dispatch GIS Consulting Task is complete.
- Initial GIS services published and configured for use by OnCall Dispatch:
  - Map display
  - Routing
  - Geocoding

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- System Build 1 is conducted using the Customer's OnCall Dispatch environment.
- System Build 1 will last no more than three (3) Business Days.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Host System Build 1 during which, limited, focused instruction on the use of OnCall Dispatch, OnCall Mobile Unit, and OnCall Dispatch Administrator, on functional areas that utilize or display the following static data elements ("Build 1 Data Elements"):
  - Agencies
  - Unit Types (Patrol, Engine, etc.)
  - Units
  - Special Situation Types
  - Personnel/User Accounts
  - Beats/Station Areas

- Event Types
- Disposition Codes
- Out-of-Service Types
- Facility Service Types
- Known Caller Types
- Dispatch Groups
- Stations (Police Stations, Sub-Stations, Fire Stations, etc.)
- Number Formats (event, case, etc.)
- Rotational Services (towing, ambulance, lock smith, etc.)
- Vehicles

- Provided the Customer with Microsoft Excel based data collection spreadsheets to be used in assembling the Build 1 Data Elements for importation into the Dispatch Subsystem.

Customer Participation and Responsibilities

Customer shall:

- Ensure appropriate Dispatch and Mobile Core Team members attend and actively participate during the System Build 1 for the entire duration;
- Provide a Facility;
- Provide a Project Workstation to each attendee;
- Provide all necessary information and documents to facilitate importation of Build 1 Data Elements at the outset of System Build 1; and
- Participate in discussions and engage with the Hexagon team member.

Task Acceptance Criteria

This Task is complete upon conclusion of System Build 1.

10. OnCall Dispatch Deployment & Response Planning Workshop

Task Description

This workshop, “Deployment and Response Planning Workshop,” builds upon System Build 1 to begin the process of creating the deployment and response planning components of OnCall Dispatch. The Deployment and Response Planning Workshop is intended to facilitate importation with deployment data necessary to successfully execute the OnCall Dispatch System Build 2 and the subsequent OnCall Dispatch configuration workshops.

As part of the Deployment and Response Planning Workshop, Customer will be taught about the OnCall Dispatch deployment model which details how OnCall Dispatch determines responding agencies for events. Customer will also be taught about the OnCall Dispatch unit recommendation model, how to build response plans, and briefed on the parameters which control how OnCall Dispatch processes response plans. The Deployment and Response Planning Workshop shall last no longer than three (3) Business Days. At the outset of Deployment and Response Planning Workshop, the Customer must have obtained and have necessary information and documents to facilitate eventual creation of the Deployment Plans, and Response Plans (as defined below). The Deployment and Response Planning Workshop is intended to provide the Customer experience on how to build Deployment Plans and Response Plans; it is not expected or intended that all such Deployment Plans and Response Plans will be completed during the Deployment and Response Planning Workshop. The Customer will be expected to complete the build of any necessary Deployment Plans and Response Plans within ten (10) Business Days prior to the commencement of System Build 2.

Task Deliverables

- OnCall Dispatch Deployment & Response Planning Workshop

Task Prerequisites

- OnCall Dispatch System Build 1 Task is complete.
- Necessary Build 1 Data Elements have been imported into the Dispatch Subsystem to facilitate the build of Deployment Plans and Response Plans.

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- Workshop is conducted using the Customer’s OnCall environment.
- Deployment and Response Planning Workshop shall last no longer than (3) Business Days.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide formal instruction on the OnCall Dispatch deployment model (“Deployment Plans”):
  - Deployment plans
  - Emergency Service Zones
  - Beats & Backup Beats
  - Dispatch Groups
- Provide formal instruction on the OnCall Dispatch response planning model (“Response Plans”):
  - Recommend unit service:
    - Number of recommend unit services needed
    - Recommend search area
    - Recommend method (beats, street network, closest)
    - Recommend unit parameters

        - Response plans:
            - Requirements
            - Requirement Groups
            - Conditions
            - Nested plans
- Support Customer buildout of deployment and response plans.

Customer Participation and Responsibilities

Customer shall:

- Provide a Facility;
- Provide a Project Workstation for each attendee;
- Ensure appropriate Dispatch and Mobile Core Team members attend and actively participate during the Deployment and Response Workshop over the entire duration;
- Bring maps, documents, or other materials that detail the agency deployment model(s) and Deployment Plans;
- Bring materials that document or detail the agency unit recommendation model(s) and Response Plans; and
- Build deployment and response plans with Hexagon guidance during the Deployment and Response Planning Workshop and independently following Deployment and Response Planning Workshop.

Task Acceptance Criteria

This Task is complete at the conclusion of the Deployment and Response Planning Workshop.

11. OnCall Dispatch System Build 2

Task Description

This OnCall Dispatch System Build 2 Workshop ("System Build 2") finalizes Hexagon-led system build activities and completes the enablement of the Dispatch and Mobile Core Teams to continue build related activities for the remainder of the project. The same Dispatch and Mobile Core Team members who participated in System Build 1 and the Deployment and Response Planning Workshop shall attend System Build 2 to ensure continuity of decisions and facilitating continuing to build upon previous workshops.

Additionally, System Build 2 focuses on reviewing data entered into the Subsystem for level of completion and analyzing whether data was entered/imported correctly. New topics to be covered as part of System Build 2 are contact directory, message groups, message templates, lineups, ORI's, special addresses, and common place names. System Build 2 shall last no longer than three (3) Business Days. While certain updates or modifications to the static data may occur during the Configuration Phase, the Customer shall upload all of its static data within ten (10) Business Days following System Build 2.

Task Deliverables

- OnCall Dispatch System Build 2 Workshop

Task Prerequisites

- OnCall Dispatch Deployment & Response Planning Workshop Task is complete.

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- Workshop is conducted using the Customer's OnCall environment.
- System Build 2 will last no more than three (3) Business Days.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Load deployment polygons into the OnCall Dispatch database;
- Provide support to Customer teams while continuing the system build efforts;
- Review with the Customer teams the data entered to date for accuracy and level of completion; and
- Provide feedback on the build progress and areas that need focus or attention.

Customer Participation and Responsibilities

Customer shall:

- Provide a Facility;
- Provide a Project Workstation for each attendee;
- Ensure past participants in System Build 1 and Deployment and Response Workshop attend System Build 2 for the entire duration;
- Provide at the outset of System Build 2 all necessary information and documents to: review of Build 1 Data Elements, Response Planning Parameters, and Deployment Parameters, and new elements stated above;
- Participate in discussions and engage with the Hexagon team member;
- Complete any outstanding entry or import of static data within ten (10) Business Days following the end of System Build 2.

Task Acceptance Criteria

This Task is complete upon conclusion of System Build 2.

12. VPN Connectivity to Cloud Program

Task Description

This task is a shared responsibility between the Customer and Hexagon. The Customer is responsible for the connectivity between the Customer on-premise infrastructure and the Hexagon Azure VPN gateway. The Customer is also responsible for setting up additional site to site tunnels where multiple agencies are involved or other alternatives that will facilitate these types of connections. Hexagon will provide the VPN gateway and will collaborate with the Customer to define acceptable private IPs. The Customer is responsible for ensuring the Customer VPN hardware conforms to the Azure hardware requirements for connecting to their cloud platform.

Task Deliverables

- The ability for the Customer to connect to Azure via VPN is confirmed by accessing the Hexagon OnCall application hosted on Azure through the Customer VPN.

Task Prerequisites

- IOC Phase is complete.

Task Assumptions

- The shared key for the VPN tunnel encryption has been shared between the Customer and Hexagon.
- A meeting will be required to discuss VPN technicalities.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Set up the initial meeting between the Customer IT teams and Hexagon technicians;
- Collaborate with the Customer IT representatives on design connectivity details such as VPN configurations and IP ranges; and
- Provide the OnCall VPN gateway.

Customer Team Participation and Responsibilities

Customer shall:

- Ensure appropriate Core Team members attend and actively participate in VPN connectivity meeting;
- Provide Hexagon with the necessary routing and network access, connectivity details such as VPN configurations and IP ranges from the Customer premise(s) via the Customer VPN to the OnCall VPN gateway; and
- Work with internal Customer stakeholders and internal Customer IT team to design, implement and provide and networking capabilities to provide VPN access from the Customer premises to the OnCall VPN gateway.

Task Acceptance Criteria

This Task is complete upon the Customer confirmation of the ability to access the OnCall applications from the Customer premise over the configured VPN tunnel.

13. Active Directory Integration

Task Description

The Hexagon application leverages Azure Active Directory (AAD) for authentication. Leveraging the AAD is a shared responsibility between the Customer and Hexagon. There are multiple configurations that the Customer can leverage to connect their existing Active Directory to AAD or to use the AAD tenant directly. During the initial deployment of OnCall a default AAD tenant is created for use with the OnCall System.

Supported configurations include:

- AD sync with a password
- AD sync with a HASH
- Direct connectivity to the AAD tenant without AD sync

Task Deliverables

Customer is able to Administer the AAD account Task Prerequisites

- IOC Phase is complete
- Global Admin for AAD is identified

Task Assumptions

- One AAD end-point for OnCall authentication is required

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Collaborate with the Customer representatives on AAD implementation details such as using a Customer AAD, Hexagon provided AAD, and configuration; and
- If required, transfer the default AAD Tenant application registrations and URL Redirects to the Customer-owned AAD Tenant.

Customer Team Participation and Responsibilities

- Determine AD configuration best suited to Customer’s internal requirements; and
- Confirm authentication is working.

Task Acceptance Criteria

This Task is complete Customer being able to authenticate using AAD when accessing the Hexagon OnCall application hosted in Azure.

14. Custom Interface Requirements Gathering

Task Description

During this Task, Hexagon and Customer will meet via conference call to validate the assumptions and design of each CAD Custom Interface identified in this SOW and Attachment H (Interface Descriptions). This Custom Interfaces Requirements Gathering workshop is intended to contain a series of discussions to validate the requirements and assumptions underlying the Custom Interfaces. These sessions should include third-party vendors where appropriate. During the sessions, the specific workflow and data requirements for each of the interfaces listed below will be discussed in detail.

The information obtained in combination with the information in Attachment H will be used to develop an Interface Control Document for each Custom Interface. If the assumptions reflected in Attachment H materially change, a Change Order may be appropriate. The ICDs will become the foundation for the Custom Interface development by Hexagon. Once an ICD is mutually approved, it should only be modified through a Change Order. The Customer shall not make any changes to and shall take appropriate actions to prevent its third-party vendor from making substantive changes to the third-party software that is the subject of a Custom Interface once that Custom Interface's respective ICD has been finalized.

The following are regarded as "Custom Interfaces" as the term is defined in Attachment J of this SOW:

- Text to 911 – Vesta
- Amazon Connect (Call Center as a Service)
- Telestaff Interface
- Query Interface to Tyler RMS

For descriptions and assumptions regarding each Custom Interface listed above, please see Attachment H: Interface Descriptions.

As it pertains to the development of the ICD, the parties shall follow the following process. After the Customer provides the necessary information regarding the Custom Interface, Hexagon will prepare a draft ICD for each Custom Interface. Hexagon will then provide the initial draft ICD to the Customer for its review. The Customer shall review the draft ICD and provide any feedback or comments within ten (10) Business Days. As appropriate, Hexagon will incorporate the feedback into the ICD or advise the Customer why certain requests could not be included (e.g. the request conflicted with Attachment H) and finalize the ICD. Hexagon will provide the finalized ICD to the Customer for its written acknowledgement. The Customer will provide a response within three (3) Business Days from Hexagon providing the finalized ICD.

Task Deliverables

- Workshop meeting minutes, to include notes on the specific workflow and data requirements for each custom interface proposed
- ICD documents

Task Prerequisites

- Project Kickoff Meeting Task is complete.

Task Assumptions

- The Customer will coordinate interactions with the third-party vendors, including obtaining and providing any API or specification documentation required to develop the proposed interfaces.
- If required, all NDAs between Hexagon and third parties will be executed and current. Customer is responsible for facilitating its third-party vendors reasonable cooperation with this requirement.

- The Customer is responsible for obtaining cooperation and information from its third-party vendors and/or state agency as reasonably necessary for the development, testing, and cutover of the interfaces.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Lead the interface requirements gathering process and track outstanding items requiring resolution;
- Confer with Customer and third-party points of contact to gather information required to develop ICDs;
- Validate the third-party points of contact are appropriate sources of information necessary to develop ICD;
- Mutually agree with the third-party vendors on the operational and technical interface requirements;
- Gather all available interface data detailed schema, protocols, and specifications, as needed;
- Prepare draft ICDs and submit to Customer for feedback;
- Incorporate Customer feedback into draft ICDs;
- Finalize ICDs for Customer review and approval; and
- Manage the approved ICDs consistent with the change control process.

Customer Team Participation and Responsibilities

Customer shall:

- Identify and set up appropriate facilities;
- Provide points of contacts who are knowledgeable of the workflow and data requirements for Customer hardware and software components with which the Custom Interfaces will interact;
- Provide or have available all necessary information during the workshop to facilitate the creation of the ICD;
- Promptly review all draft ICD submissions and provide comments, questions, or approval within fifteen (15) Business Days of receipt; and
- Agree to and sign the ICDs before any development work can begin. Failure to approve in a timely manner may impact Project Schedule and incur additional cost.

Task Acceptance Criteria

This Task is complete upon completion of all ICDs and execution of the ICDs by both Hexagon and the Customer.

15. Custom Interface Development

Task Description

During this Task, Hexagon will develop the Custom Interfaces based upon the ICDs that were created from the Custom Interface Requirements Gathering Task.

Task Deliverables

- Custom Interface documentation

Task Prerequisites

- Custom Interface ICDs have been executed by each Party.

Task Assumptions

- Any changes to a third-party interface developed by Hexagon that will alter the agreed-upon ICD will have to be reflected in a mutually executed document, which may include a Change Order.
- Development of the Custom Interface shall not commence until the signed/approved ICD is returned to Hexagon. Failure to approve in a timely manner may impact project schedule and incur additional cost.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Develop the Custom Interfaces based upon the ICD.

Customer Team Participation and Responsibilities

Customer shall:

- Ensure SMEs are available as needed; and
- Obtain third-party cooperation as reasonably requested by Hexagon.

Task Acceptance Criteria

This Task is complete when all Custom Interfaces are developed.

16. OnCall Dispatch GIS Consulting

Task Description

A central feature of OnCall Dispatch is interoperation and use of Customer provided GIS services within OnCall Dispatch. The Customer may use whichever map provider they choose, subject to Attachment K. The objective of this Task is to collaborate with the Customer's GIS Administrator regarding use of the Customer-provided map services within OnCall Dispatch and management of the source map.

Over the course of up to three (3) consecutive weeks ("GIS Consulting Period") a Hexagon technical resource will host meetings with the Customer GIS Administrator and any other interested Customer SMEs, which in the aggregate shall last no more than twenty-four (24) Business Hours ("GIS Meeting Time"). The OnCall Dispatch GIS Consulting is intended to be a collaborative session and for Hexagon and the Customer GIS Administrator to discuss use of the map services within OnCall Dispatch and management of the map services in the context of OnCall Dispatch. As time permits, the parties can discuss other GIS related topics.

To facilitate a productive session, the Customer GIS Administrator, at a minimum, should have participated in the OnCall Dispatch GIS Requirements Review. The Customer shall also have complied with the mapping requirements prior to this Task.

As a result of the sessions, the Customer's GIS Administrator will have been provided additional insight and information on how to manage and use the map services in connection with OnCall Dispatch. For purposes of clarity, these sessions are not intended to result in configuration or modification of Customer's source map data. The Customer may configure the map services at its discretion up to the commencement of Functional Testing. At the commencement of Functional Testing, the Customer shall refrain from making any modification or configurations to the map services until after System Cutover.

Task Prerequisites

- OnCall Dispatch GIS Requirements Review Task is complete.

Task Assumptions

- The Customer GIS Administrator has sufficient authority to make decisions about the use, configuration, and integration of the source map data.
- Hexagon will not provide training or services specific to ESRI software.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Conduct the GIS Consulting through a Hexagon technical resource.

Customer Team Participation and Responsibilities

Customer shall:

- Manage and make any desired configurations to the Customer-provided map data; and
- Ensure appropriate GIS resources attend GIS consulting session(s).

Task Acceptance Criteria

This Task is complete upon the earlier of: (i) use of all of the GIS Meeting Time or (ii) end of the GIS Consulting Period.

17. OnCall Dispatch Fundamentals for Core Team

Task Description

The OnCall Dispatch Fundamentals for Core Team course is presented directly to Dispatch and Mobile Core Team personnel to provide complete instruction on the use of the OnCall Dispatch and Mobile Unit applications. The course shall last no longer than four (4) Business Days. This course is intended to instruct the Dispatch and Mobile Core Teams with the features of OnCall Dispatch and Mobile Unit, including event processing and dispatching, map utilization, and inquiries. The following major topics will be reviewed, as applicable:

HxGN OnCall Dispatch | Advantage functions:

- Event Creation and Updates
- Map View Control
- Inquiries
- Messaging
- Recommending and Dispatching Units
- Updating Unit Statuses and Properties

HxGN OnCall Dispatch | Mobile Unit functions:

- Accessing the system
- Event Updates
- Unit Status Changes
- Messaging

Task Deliverables

- OnCall Dispatch Fundamentals for Core Team course

Task Prerequisites

- System Build 2 is complete.
- Completion by Customer attendees of an introductory Microsoft Windows course or equivalent knowledge and familiarity with the Microsoft Windows user interface.

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- The course shall last no longer than four (4) Business Days.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Conduct OnCall Dispatch Fundamentals for Core Team course.

Customer Team Participation and Responsibilities

Customer shall:

- Provide a Facility;
- Provide a Project Workstation for each attendee;
- Ensure appropriate personnel who have attended an introductory MS Windows course, or have comparable education, training, or experience, participate fully and collaboratively in the session;
- Designate the Dispatch and Mobile Core Team members for attendance and ensure those same participants participate in subsequent Dispatch and Mobile configuration and testing Tasks;
- Provide sufficient copies of the training materials supplied by Hexagon to support all students in the Core Team Training;
- Ensure that all training workstations and servers are operational prior to the agreed start of training classes; and
- Provide internal training to users that are unable to attend the Hexagon-provided training.

Task Acceptance Criteria

This Task is complete upon delivery of the OnCall Dispatch Fundamentals for Core Team course.

18. COTS Interface Product Installation and Configuration

Task Description

During this Task, Hexagon will install and unit test the COTS Interfaces in the Customer's Production Environment. Hexagon will be able to install the COTS Interface and configure it based upon the information provided in the COTS Interface Questionnaire subject to the functionality and features existing within the COTS version of the COTS Interface.[1] To facilitate Hexagon's implementation and configuration of the COTS Interfaces, the Customer shall make available or provide access to all third party software components which are intended to integrate with the Dispatch Subsystem through the COTS Interface(s).

Although the Customer is expected to participate in Hexagon's internal testing of the COTS Interfaces, the Customer will formally test interface functionality during Functional Testing Task.

Task Deliverables

- Installation and configuration of the COTS Interfaces

For more information on the COTS Interfaces, see Attachment H, Interface Descriptions.

Task Prerequisites

- Operation or availability of all external systems or Third-Party Software.
- Completed COTS Interface Questionnaires provided to Hexagon during the COTS Interface Review Period.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Install COTS Interfaces in the Customer's Production Environment; and
- Unit test interfaces in accordance with the COTS Interface Questionnaires.

Customer Team Participation and Responsibilities

Customer shall:

- Ensure SMEs are available to support Hexagon Activities as needed;
- Verify that physical connectivity and communication has been achieved from Customer's Communication/Interface server to remote system servers and all other third-party systems (such as Customer message switch(es), State/NCIC, RMS systems etc.);
- Provide availability and confirm operation of external systems or third-party software;
- Provide the following information to Hexagon:
    - IP address for remote databases/systems
    - Socket value for remote databases/systems
    - Enter operator IDs (ORIs), terminal mnemonics, etc., as needed by remote databases/systems
- Ensure the system and network administrators are available to work closely with the Hexagon team for the duration of the Task; and
- Ensure third-party cooperation with Hexagon's reasonable requests.

---

[1] Mobile Responder configuration is not included within the scope of this Task. Within this Task, COTS Interface does not include Mobile Responder. Configuration of Mobile Responder is separately addressed in subsequent Tasks.

Task Acceptance Criteria

This Task is complete when each COTS Interface is installed and configured in accordance with the COTS Interface Questionnaire, and subject to the functionality and features within the COTS version of the COTS Interface.

19. CommSys ConnectCIC Installation

Task Description

During this Task, Hexagon will utilize the CommSys ConnectCIC State Interface middleware product to interface with the state message switch for the following state and national transactions. The CommSys ConnectCIC middleware product will work with the Customer's Informer interface to support the transactions listed below.

- Person (In State and NLETS) (QW, DQ, QM, QD, QH, QR, QT)
  - Wanted/Warrants
  - Missing
  - Driver's license
  - Driver's transcript
  - Criminal History
- Vehicle (In State and NLETS) (QV, RQ)
  - Wanted/stolen
  - Registration
  - Vehicle Parts
- Gun by (serial, caliber, make) (QG, QCP, QCWP)
    - Concealed weapon
    - Reciprocity
- Gangs (QGG, QGM)
    - Member
    - Group
- Article (serial, type) (QA)
- ORI (QO)
- Boat (In State and NLETS) (QB, BQ)
  - Hull Number
  - Registration ID
- Hazmat (MQ)
- Lojack (LQ)
- Administrative Message (AM)
- Canadian Queries
  - Person Driver's License/Want (WQ, UQ)
  - Vehicle Registration/Want (VQ, XQ)
  - Boat by License, Hull, Registration (CBQ)
  - Gun by Serial (CGQ)
  - Article by Serial (CAQ)
- Secondary Person (Nested Query)
- Nlets DMV Data Mining for 49 States + DC
- Additional queries:

- Protection Orders
- Sex Offenders (In State and NLETS) (QXS, SOQ)
- Parole Status
-

HxGN OnCall Dispatch | Informer Interface will support the queries to NCIC (via CommSys ConnectCIC) from Dispatch and Mobile Unit.

Task Deliverables

- CommSys ConnectCIC setup and installation

Task Prerequisites

- COTS Interface Product Installation and Configuration Task is complete.

Task Assumptions

- Primary agency shall be the Arlington County Emergency Communications Center (ECC).
- The supported transactions include basic queries.
- This Project does not include the development of any new forms, queries, or transactions for Informer unless specifically identified herein.
- Additional agencies that may initiate queries:
  - Arlington County Police Department
  - Arlington County Sheriff's Office
  - Falls Church Police Department
  - Arlington County Fire Marshall
- First year maintenance for CommSys ConnectCIC shall begin upon Cutover.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Ensure CommSys has installed ConnectCIC State Interface middleware; and
- Work with CommSys to verify the ConnectCIC State Interface middleware product is set up and installed for the Customer agencies listed above.

Customer Team Participation and Responsibilities

Customer shall:

- Ensure that documentation detailing the format, development\design, and connection information (IP, protocol, credentials, etc.) is current and provided to Hexagon either by the State or by Customer. If this information is not provided by the State, Customer is responsible for collecting and determining if this information is valid and providing it to Hexagon. If the documentation is not provided to Hexagon, additional services\charges may be incurred by Customer;
- Have CJIS-related security in place as it relates to Informer data, transactions, and responses;
- Provide points of contact who are knowledgeable of the workflow and data requirements for Customer hardware and software components with which Hexagon deliverables will interface;
- Provide test connections to State/NCIC, as well as other external systems required for the Project;
- Provide live connections to State/NCIC, as well as other external systems required for the Project;
- Enter associated ORI, user credentials (if applicable), and terminal mnemonics;

- Provide test records to ensure that the transactions received by the System in a test environment are in the same format and contain the same information as those received in a Production environment; and
- Test and report any Errors to Hexagon within fifteen (15)_ Business Days of installation of ConnectCIC in Customer's environment.

Task Acceptance Criteria

This Task is complete upon installation of the CommSys ConnectCIC product.

20. OnCall Dispatch Configuration Consulting 1

Task Description

The primary purpose of OnCall Dispatch Configuration Consulting is to teach the Customer how to use the features of OnCall Dispatch Administrator related to configuration. This includes the User Interface Editor, the Layout Manager, and Configuration Parameters. The customer is solely responsible for completing all desired configurations of OnCall Dispatch and OnCall Mobile Unit necessary to achieve the Customer's desired outcomes. Hexagon provides direct support in a time-boxed method as described in this task.

During this Task, Hexagon will conduct the "Configuration 1 Workshop," which will last no longer than three (3) Business Days. Hexagon will provide support for the Customer's configuration activities for up to three Business Days following the Configuration 1 Workshop ("Configuration 1 Period"). During the Configuration 1 Workshop, Hexagon and Customer will work collaboratively with one another to configure the Basic Settings, Viewing Settings, Call Taking Process Settings, Event Creation Settings, and UI Layouts (as defined below) with Hexagon providing instruction and guidance and the Customer executing the desired configuration changes.

Up to the end of the Configuration 1 Period, Hexagon will support the Customer's effort to configure the Configuration 1 Settings (as defined below) and subject to the Benchmark Criteria. After the Configuration 1 Period has expired, the Customer will be responsible for working independently on making any configuration changes to the Configuration 1 Settings that were not otherwise completed during the Configuration 1 Period or that Customer seeks to further configure. Scope of the configuration is limited to the capabilities described in the Benchmark Criteria. Not all requested product configuration may be possible.

Task Deliverables

- OnCall Dispatch Configuration 1 Workshop

Task Prerequisites

- Customer's OnCall Dispatch Subsystem is available for use.
- Initial GIS services published and configured for use by OnCall Dispatch:
  - Map display
  - Routing
  - Geocoding
- OnCall Dispatch Fundamentals for Core Team Task is complete.

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- The Configuration 1 Workshop will last no longer than three (3) Business Days.
- The Configuration 1 Workshop will be interactive with up to twelve (12) Customer attendees for up to seven (7) Business Hours per day.
- Customer Dispatch Core Teams will record the list of requested configurations from each day, placing them in order of priority to be completed.
- Requested configurations to the Configuration 1 Settings not completed by the end of the Configuration 1 Period can be independently completed by the Customer, if so desired, which must be done prior to Configuration 2 Workshop.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide consulting and configuration services to review (collectively, "Configuration 1 Settings"):

- Customer's preferences for basic settings, including but not limited to (collectively, "Basic Settings"):
  - Colors for unit statuses
  - Colors for event priorities
  - Icons for event types on the map and event cards/boards
  - Icons for unit types
- Customer's needs for viewing event and unit related data in real-time lists (status monitors) (collectively, "Viewing Settings"):
  - Filters
  - Visible columns
  - Context (right-click) menus
- Customer's emergency and non-emergency call-taking processes, including but not limited to (collectively, "Call Taking Process Settings"):
  - Location validation
  - Event-type selection
  - Jurisdiction determination
- Customer's event creation processes, including but not limited to (collectively, "Event Creation Settings"):
  - Single Agency Response
  - Multiple Agency Response
  - Nearby or possible duplicate detection
- User Interface Layouts ("UI Layouts")

Customer Participation and Responsibilities

Customer shall:

- Provide a Facility;
- Provide a Project Workstation for each attendee;
- Ensure the attendance and active participation of the Dispatch Core Team members and other SMEs for the duration of the Configuration 1 Workshop;
- Participate in discussions and engage with the Hexagon team member;
- Track and prioritize requests for configuration of the Configuration1 Settings on a daily basis during the Configuration 1 Workshop; and
- Complete any changes to Configuration 1 Settings prior to the commencement of Configuration 2 Workshop.

Task Acceptance Criteria

This Task is complete upon: (i) the conclusion of the Configuration 1 Workshop and (ii) upon the earlier of, expiration of the Configuration 1 Period or configuration of the Configuration 1 Settings.

21. OnCall Dispatch Configuration Consulting 2

Task Description

The primary purpose of OnCall Dispatch Configuration Consulting is to teach the Customer how to use the features of OnCall Dispatch Administrator related to configuration. This includes the User Interface Editor, the Layout Manager, and Configuration Parameters. The customer is solely responsible for completing all desired configurations of OnCall Dispatch and OnCall Mobile Unit necessary to achieve the Customer's desired outcomes. Hexagon provides direct support in a time-boxed method as described in this task.

During this Task, Hexagon will conduct the "Configuration 2 Workshop," which will last no longer than three (3) Business Days. Hexagon will provide support for the Customer's configuration activities for up to three Business Days following the Configuration 2 Workshop ("Configuration 2 Period"). During the Configuration 2 Workshop, Hexagon and Customer will work collaboratively with one another to configure the Configuration 2 (as defined below) with Hexagon providing instruction and guidance and the Customer executing the desired configuration changes.

Up to the end of the Configuration 2 Period, Hexagon will support the Customer's effort to configure the Configuration 2 Settings (as defined below) and subject to the Benchmark Criteria. After the Configuration 2 Period has expired, the Customer will be responsible for working independently on making any configuration changes to the Configuration 2 Settings that were not otherwise completed during the Configuration 2 Period or that Customer seeks to further configure. Scope of the configuration is limited to the capabilities described in the Benchmark Criteria. Not all requested product configuration may be possible.

Task Deliverables

- OnCall Dispatch Configuration 2 Workshop

Task Prerequisites

- Configuration 1 Workshop and Configuration 1 Period are complete, and Customer has completed any and all additional configurations to the Configuration 1 Settings.
- Connection established to Customer's state crime system.

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- Configuration 2 Workshop will last no more than three (3) Business Days.
- The Configuration 2 Workshop will be interactive with Customer attendees for up to seven (7) Business Hours per day.
- Customer Dispatch Core Team will record the list of requested configurations from each day, placing them in order of priority to be completed.
- Requested configurations to the Configuration 1 Settings not completed by the end of the Configuration 2 Period can be completed by the Customer, if so desired, which must be done prior to Configuration 3 Workshop.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide consulting and configuration services to review the settings below (collectively, "Configuration 2 Settings"):
    - Customer's event triage and dispatching processes
    - Customer's event management processes, including but not limited to:
        - Unit recommendation & assignment

        - Unit on event management
        - Unit location changes
        - Staging areas
        - Case numbers
        - Remote inquiries
        - Queued events
        - Rotational services (e.g., Tow trucks, lock smiths, etc.)
    - Call back process
    - Known callers
    - Unit relocation (a.k.a. Move Ups)
    - Shared Crews (a.k.a. Cross-staffing)
    - Field Events (a.k.a. Officer Initiated Events)
    - Associated Events
    - Copied Events

Customer Participation and Responsibilities

Customer shall:

- Provide a Facility;
- Provide a Project Workstation for each attendee;
- Ensure the attendance and active participation of the Dispatch Core Team members and other SMEs for the duration of the Configuration 2 Workshop;
- Participate in discussions and engage with the Hexagon team member;
- Track and prioritize requests for configuration of the Configuration 2 Settings on a daily basis during the Configuration 2 Workshop; and
- Complete any configurations changes to the Configuration 2 Settings prior to the commencement of Configuration 3 Workshop.

Task Acceptance Criteria

This Task is complete upon: (i) the conclusion of the Consulting 2 Workshop and (ii) upon the earlier of, expiration of the Configuration 2 Period or configuration of the Configuration 2 Settings.

22. OnCall Dispatch Configuration Consulting 3

Task Description

The primary purpose of OnCall Dispatch Configuration Consulting is to teach the Customer how to use the features of OnCall Dispatch Administrator related to configuration. This includes the User Interface Editor, the Layout Manager, and Configuration Parameters. The customer is solely responsible for completing all desired configurations of OnCall Dispatch and OnCall Mobile Unit necessary to achieve the Customer's desired outcomes. Hexagon provides direct support in a time-boxed method as described in this task.

During this Task, Hexagon will conduct the "Configuration 3 Workshop," which will last no longer than three (3) Business Days. Hexagon will provide support for the Customer's configuration activities for up to three Business Days following the Configuration 3 Workshop ("Configuration 3 Period"). During the Configuration 3 Workshop, Hexagon and Customer will work collaboratively with one another to configure the Configuration 3 (as defined below) with Hexagon providing instruction and guidance and the Customer executing the desired configuration changes.

Up to the end of the Configuration 3 Period, Hexagon will support the Customer's effort to configure the Configuration 3 Settings (as defined below) and subject to the Benchmark Criteria. After the Configuration 3 Period has expired, the Customer will be responsible for working independently on making any configuration changes to the Configuration 3 Settings that were not otherwise completed during the Configuration 3 Period or that Customer seeks to further configure. Scope of the configuration is limited to the capabilities described in the Benchmark Criteria. Not all requested product configuration may be possible. The Customer shall complete any desired configurations prior to the commencement of Customer Functional Testing Task.

Task Deliverables

- OnCall Dispatch Configuration 3 Workshop

Task Prerequisites

- Configuration 2 Workshop and Configuration 2 Period have been completed, and Customer has completed any additional configurations to the Configuration 2 Settings.

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- The Configuration 3 Workshop will last no more than three (3) Business Days.
- The Configuration 3 Workshop will be interactive with Customer attendees for up to seven (7) hours per day.
- Dispatch Core Team will record the list of requested configurations from each day, placing them in order of priority to be completed.
- Requested configurations not completed upon consumption of all allocated labor hours can be completed by the Customer, if so desired, which must be done prior to the commencement of Customer Functional Testing.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide consulting and configuration services ("Configuration 3 Settings") to review:
    - Biased based profiling data collection
    - Notifications
    - Standard Operating Procedures (SOPs)
    - Event Tags

- Special Situations
- Event Security
- Unit Management
  - Logging on
  - Logging off
  - Unit properties
  - Logon Group (Lineup)
- CAD Searches
  - Event search
  - Unit history search
  - Equipment Search
- Broadcasts (a.k.a. BOLOs)

Customer Participation and Responsibilities

- Provide a Facility;
- Provide a Project Workstation for each attendee;
- Ensure the attendance and active participation of the Dispatch Core Team members and other SMEs for the duration of the Configuration 3 Workshop;
- Participate in discussions and engage with the Hexagon team member;
- Track and prioritize requests for configuration of the Configuration 3 Settings on a daily basis during the Configuration 3 Workshop; and
- Complete any configurations changes prior to the commencement of Customer Functional Testing.

Task Acceptance Criteria

This Task is complete upon: (i) the conclusion of the Consulting 3 Workshop and (ii) upon the earlier of, expiration of the Configuration 3 Period or configuration of the Configuration 3 Settings.

23. OnCall Dispatch | Customer Rules Engine Configuration Services

Task Description

Hexagon will configure OnCall Dispatch through CRE for the Software Requirements expressly identified in the table below ("CRE Requirements"). Hexagon will conduct this Task independently provided that Customer shall provide Hexagon reasonably requested information necessary for Hexagon to make the configured changes to fulfill the CRE Requirements.

	REFERENCE	REQUIREMENT
1	Attachment G – CAD/Mobile Functional Specifications Matrix, I. CAD Software, Requirement ID I.P-1.8	Ability to transfer caller location to incident location fields in the event locations are identical (e.g., one-click transfer)
2	Attachment G – CAD/Mobile Functional Specifications Matrix, I. CAD Software, Requirement ID I.Q-7.13.7	Ability to generate an alert when a unit enters or leaves an established geo-fence to: External devices (e.g., SMS, email)
3	Attachment G – CAD/Mobile Functional Specifications Matrix, I. CAD Software, Requirement ID I.Q-7.14.8	Ability to generate an alert when an event is created within an established geo-fence to: External devices (e.g., SMS, email)

Task Deliverables

- CRE Configuration Services

Task Prerequisites

- OnCall Dispatch Configuration Consulting 3 Task is complete.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Make configuration changes within CRE to conform with the CRE Requirements.

Customer Team Participation and Responsibilities

Customer shall:

- Answer Hexagon questions and provide department-specific information as reasonably requested by Hexagon.

Task Acceptance Criteria

This Task is considered complete when Hexagon has configured CRE to provide the CRE Requirements functionality.

24. OnCall Dispatch | Mobile Unit Configuration Consulting Session – Law

Task Description

Hexagon will conduct one (1) consulting session with the Customer lasting no more than three (3) Business Days as part of the Project ("Law Mobile Configuration Session"). During the Law Mobile Configuration Session, Hexagon will provide information regarding configuration options for Mobile Unit workflows as they pertain to the mobile environment. The Law Mobile Configuration Session will address:

- Sign on/Sign off
- Brief Overview of Application
- Screen Layout
- Navigation Buttons
- Alerts
- Toolbars
- Event Search
- Menus and Submenus
- Map
- Messaging
- Unit Board
- Event Board
- The included Dispatch Report
- Network requirements and ports to ensure the Mobile Unit client can communicate appropriately

The Customer will need to make available one dispatcher familiar with OnCall Dispatch to perform dispatching and other related tasks as necessary during the Law Mobile Consulting Session.

Following the Law Mobile Configuration Session, the Customer will configure Mobile Unit during the next ten (10) Business Days ("Law Mobile Configuration Period"). Hexagon will provide remote support for the Customers Law Mobile Unit configuration efforts (Law Mobile Configuration Consultation) up to a maximum of two (2) Business Days.

The Customer is responsible for configuring the Mobile Unit subsystem. Upon completion of this Task, the Customer will have one (1) mobile configuration of Mobile Unit for testing.

Task Deliverables

- Law Mobile Configuration Session
- Law Mobile Configuration Consultation
- Law Mobile Configuration Follow-Up Consultation

Task Prerequisites

- OnCall Dispatch Configuration Consulting 3 Task is complete.

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- Attendance by the Customer's personnel will be limited to no more than twelve (12) people and must consist of field users and stakeholders capable of making final decisions about product behavior and functionality.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Conduct one (1) instance of Law Mobile Configuration Session, Law Mobile Configuration Consultation, and Law Mobile Configuration Follow-Up Consultation.

Customer Team Participation and Responsibilities

Customer shall:

- Provide a Facility;
- Provide a Project Workstation for each attendee;
- Provide mobile SME to support Hexagon as needed;
- Provide a Dispatcher SME to give feedback on how Mobile Unit will affect dispatchers and to assist with various dispatching Activities;
- Participate fully and collaboratively in the Law Mobile Configuration Session with the understanding that Mobile Unit client configuration decisions must be documented and agreed upon at the conclusion of these sessions;
- Configure Mobile Unit during the Law Mobile Configuration Period; and
- Begin the Law Mobile Unit Configuration Document.

Task Acceptance Criteria

The Task is complete when Hexagon has conducted the Law Mobile Configuration Session, Law Mobile Configuration Consultation, and Law Mobile Configuration Follow-Up Consultation.

25. OnCall Dispatch | Mobile Unit Configuration Consulting Session – Fire

Task Description

Hexagon will conduct one (1) consulting session with the Customer lasting no more than three (3) Business Days as part of the Project ("Fire Mobile Configuration Session"). During the Fire Mobile Configuration Session, Hexagon will provide information regarding configuration options for Mobile Unit workflows as they pertain to the mobile environment. The Fire Mobile Configuration Session will address:

- Sign on/Sign off
- Brief Overview of Application
- Screen Layout
- Navigation Buttons
- Alerts
- Toolbars
- Event Search
- Menus and Submenus
- Map
- Messaging
- Unit Board
- Event Board
- The included Dispatch Report
- Network requirements and ports to ensure the Mobile Unit client can communicate appropriately

The Customer will need to make available one dispatcher familiar with OnCall Dispatch to perform dispatching and other related tasks as necessary during the Fire Mobile Consulting Session.

Following the Fire Mobile Configuration Session, the Customer will configure Mobile Unit during the next ten (10) Business Days ("Fire Mobile Configuration Period"). Hexagon will provide remote support for the Customers Fire Mobile Unit configuration efforts (Fire Mobile Configuration Consultation) up to a maximum of two (2) Business Days.

The Customer is responsible for configuring the Mobile Unit subsystem. Upon completion of this Task, the Customer will have one (1) mobile configuration of Mobile Unit for testing.

Task Deliverables

- Fire Mobile Configuration Session
- Fire Mobile Configuration Consultation
- Fire Mobile Configuration Follow-Up Consultation

Task Prerequisites

- OnCall Dispatch Configuration Consulting 3 Task is complete.

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility;
- Attendance by the Customer's personnel will be limited to no more than twelve (12) people and must consist of field users and stakeholders capable of making final decisions about product behavior and functionality.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Conduct one (1) instance of Fire Mobile Configuration Session, Fire Mobile Configuration Consultation, and Fire Mobile Configuration Follow-Up Consultation.

Customer Team Participation and Responsibilities

Customer shall:

- Provide a Facility;
- Provide a Project Workstation for each attendee;
- Provide mobile SME to support Hexagon as needed;
- Provide a Dispatcher SME to give feedback on how Mobile Unit will affect dispatchers and to assist with various dispatching Activities;
- Participate fully and collaboratively in the Fire Mobile Configuration Session with the understanding that Mobile Unit client configuration decisions must be documented and agreed upon at the conclusion of these sessions;
- Configure Mobile Unit during the Fire Mobile Configuration Period; and
- Begin the Fire Mobile Unit Configuration Document.

Task Acceptance Criteria

The Task is complete when Hexagon has conducted the Fire Mobile Configuration Session, Fire Mobile Configuration Consultation, and Fire Mobile Configuration Follow-Up Consultation.

26. OnCall Dispatch | Mobile Responder Configuration – Law

Task Description

During the COTS Interface Questionnaire Task, the Customer will have selected configuration options for OnCall Dispatch | Mobile Responder. During this Task, Hexagon will configure Mobile Responder based on the configuration changes documented in the COTS Interface Questionnaire.

Task Deliverables

- One (1) Law Mobile Responder Configuration

Task Prerequisites

- COTS Interface Questionnaire Completion Task is complete.

Task Assumptions

- N/A

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Configure Mobile Responder based on the corresponding COTS Interface Questionnaire.

Customer Team Participation and Responsibilities

Customer shall:

- Provide mobile SME to Hexagon as needed; and
- Provide a Dispatcher SME to give feedback on how OnCall Dispatch Mobile Responder will affect dispatchers and assist with various dispatching tasks.

Task Acceptance Criteria

The Task is complete when Hexagon has configured Mobile Responder based on the corresponding COTS Interface Questionnaire.

27. OnCall Dispatch | Mobile Responder Configuration – Fire

Task Description

During the COTS Interface Questionnaire Task, the Customer will have selected configuration options for OnCall Dispatch | Mobile Responder. During this Task, Hexagon will configure Mobile Responder based on the configuration changes documented in the COTS Interface Questionnaire.

Task Deliverables

- One (1) Fire Mobile Responder Configuration

Task Prerequisites

- COTS Interface Questionnaire Completion Task is complete.

Task Assumptions

- N/A

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Configure Mobile Responder based on the corresponding COTS Interface Questionnaire.

Customer Team Participation and Responsibilities

Customer shall:

- Provide mobile SME to Hexagon as needed; and
- Provide a Dispatcher SME to give feedback on how OnCall Dispatch Mobile Responder will affect dispatchers and assist with various dispatching tasks.

Task Acceptance Criteria

The Task is complete when Hexagon has configured Mobile Responder based on the corresponding COTS Interface Questionnaire.

28. OnCall Analytics Cloud Environment Creation

Task Description:

The objective of this Task is to create and “spin-up” the Customer’s Development Environment for the Analytics Cloud Program.

The Development Environment will be used by Customer during the Project and serve as the basis for the Development Cloud Environment upon Cloud Cutover. Hexagon will inform the Customer once the applicable Development Environment for Customer has been created.

Task Prerequisites

- OnCall Dispatch Configuration Consulting 3 Task is complete.

Task Assumptions

- None

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Create the Cloud Environment (only Development Environment at this Task) with the Analytics Cloud Program identified in the Cloud Program Order, which will be used for subsequent Tasks.

Customer Team Participation and Responsibilities

- None.

Task Acceptance Criteria

This Task shall be complete upon creation of the Customer’s Development Environment for the Analytics Cloud Program.

29. Custom Interface Product Installation and Configuration

Task Description

During this Task, Hexagon will install, configure, and test the Custom Interfaces. Although the Customer is expected to participate in Hexagon's internal testing of the Custom Interfaces, the Customer will formally test the Custom Interfaces' functionality during Functional Testing.

Task Deliverables

- Documentation of Custom Interfaces installation/testing

Task Prerequisites

- Operation or availability of the external system or Third-Party Software.
- Custom Interface Development Task is complete.
- OnCall Dispatch Configuration Consulting 1 Task is complete.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Install Custom Interfaces; and
- Test Custom Interfaces in accordance with the approved ICDs.

Customer Team Participation and Responsibilities

Customer shall:

- Ensure SMEs are available to support Hexagon Activities as needed;
- Verify that physical connectivity has been achieved from Customer's communication server to OnCall;
- Provide availability and confirm operation of external systems or third-party software;
- Provide the following information to Hexagon:
    - IP address for remote databases
    - Socket value for remote systems
    - Operator IDs (ORIs), terminal mnemonics, etc., as needed by remote systems
- Ensure the system and network administrators are available to work closely with the Hexagon team for the duration of the Task; and
- Ensure third-party cooperation with Hexagon's reasonable requests.

Task Acceptance Criteria

This Task is complete when each Custom Interface is installed, and configured in accordance with the applicable ICD.

30. Standard Interface Product Installation and Configuration

Task Description

During this Task, Hexagon will install and configure the Standard Interfaces. The Customer will formally test the interface functionality and reliability during Functional Testing.

The following are regarded as "Standard Interfaces" as the term is defined in Attachment H of this SOW:

- RapidSOS OnCall Call-Taker Interface
- External Alarms OnCall Dispatch Interface to ASAP to PSAP
- Dispatch Alerts OnCall Interface to Everbridge
- CAD to CAD OnCall Dispatch Interface to Marcus Alerts and NCR DEH
- Fire Station Alerting OnCall Dispatch Interface to Westnet/FirstIn
- Body Worn Camera OnCall Interface to Axon BWC
- CBD OnCall Call-Taker Interface to generic EMD

As part of this Task, Hexagon will provide consulting services to advise NICE on how to use RestAPI to pull the data they require.

Task Deliverables

- Documentation of Standard Interfaces installation

Task Prerequisites

- Operation or availability of the external system or Third-Party Software
- OnCall Dispatch Configuration Consulting 3 Task is complete.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Install Standard Interfaces.

Provide detailed documentation on each standard interface Customer Team Participation and Responsibilities

- Ensure SMEs are available to support Hexagon Activities as needed;
- Verify that physical connectivity has been achieved from Customer's communication server to OnCall Dispatch;
- Provide availability and confirm operation of external systems or third-party software;
- Provide the following information to Hexagon:
    - IP address for remote databases
    - Socket value for remote systems
    - Operator IDs (ORIs), terminal mnemonics, etc., as needed by remote systems
- Ensure the system and network administrators are available to work closely with the Hexagon team for the duration of the Task; and
- Ensure third-party cooperation with Hexagon's reasonable requests.

Task Acceptance Criteria

This Task is complete when each Standard Interface is installed, and configured.

31. Sustaining Coordination Services for the CommSys ConnectCIC ASAP Interface

Task Description

During this Task, CommSys will provide consulting and sustaining coordination services for the ConnectCIC ASAP implementation.

- CommSys will provide the Customer with professional services for only the following aspects of the project (the “Sustaining Coordination Services”):
    - Coordinate efforts with the agency’s executive stakeholders, Hexagon, state message switch/control point officials, The Monitoring Association (TMA), and the alarm monitoring companies;
    - Coordinate with Hexagon for the installation of updates to Hexagon’s External Alarms OnCall Dispatch Interface in both a test environment and a production environment as applicable;
        - These may be done at separate times
        - A test plan as appropriate will be used
    - Work with agency officials to identify connectivity issues to The State and The National Law Enforcement Teletype Service (NLETS) network via the state CJIS Message Switch or other transport method if available;
    - Coordinate with new alarm companies that begin operating in production with the ASAP project and with agency officials through introductions, testing, and cutover to production activities;
    - Execute testing to ensure that the end product continues to conform to the APCO/CSAA ANS 2.101.2-2014 standard; and
    - Coordinate troubleshooting efforts with all appropriate agencies and staff as necessary when problems arise.

Task Deliverables

- Sustaining Coordination Services

Task Assumptions

- The testing and verification of the ASAP Interface will take place on site.

Task Prerequisites

- Installation of External Alarms OnCall Dispatch Interface (reference Standard Interface Product Installation and Configuration task above)
- Installation of CommSys ConnectCIC
- CommSys ConnectCIC ASAP Option purchased
- Connectivity between CommSys ConnectCIC and the State CJIS Message Switch to receive NLETS transactions

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Coordinate with CommSys for the installation of the External Alarms OnCall Dispatch Interface;
- Coordinate with CommSys and “The Monitoring Association (TMA) for the installation of the ConnectCIC Product for APCO ASAP Alarm Product; and
- Coordinate with CommSys and TMA to arrange testing and validation of the interface.

Customer Team Participation and Responsibilities

Customer shall:

- Provide the appropriate team to complete the Sustaining Coordination Services.

Task Acceptance Criteria

This Task is considered complete when the ConnectCIC ASAP Interface has been installed and Sustaining Coordination Services have been performed.

32. Test Plan and Test Cases Development

Task Description

During this Task, the Customer will create a test plan ("CAD Test Plan") with Test Cases for OnCall Dispatch. The CAD Test Plan and Test Cases are essential for the Customer to be able to validate and prove the functionality of the Dispatch Subsystem. Every Benchmark Criteria corresponding to OnCall Dispatch should have at least one Test Case; some Benchmark Criteria may have multiple associated Test Cases. The Customer will identify the Benchmark Criteria that correspond to the applicable Test Cases. A clear pass/fail criterion must be defined for each Test Case. The Test Plan and Test Cases will be agency-specific, and work-process driven with clearly documented Pass/Fail criteria. Only the elements of the Test Plan and Test Cases conforming with the Benchmark Criteria shall be used in evaluating and testing the Subsystem. The Test Plan is the set of Test Cases that will serve as the basis of testing the fully configured Subsystem, including interfaces.

The Customer will not need a fully configured Subsystem to create the Test Plan and Test Cases. The Test Case creation should be accomplished using a workflow-based Test Case.

Task Deliverables

- Customer's CAD Test Plan and Test Cases

Task Prerequisites

- OnCall Dispatch Fundamentals for Core Team Task is complete.

Task Assumptions

- N/A

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Consult with the Customer during the Test Plan and Test Cases creation Task to validate the Test Cases correspond to the Benchmark Criteria (applicable to Dispatch).

Customer Team Participation and Responsibilities

Customer shall:

- Create the CAD Test Plan and Test Cases consistent with the Benchmark Criteria; and
- Provide CAD Test Plan and Test Cases to Hexagon.

Task Acceptance Criteria

This Task is complete when the Customer has created the CAD Test Plan and Test Cases and Hexagon has validated the same in accordance with the Benchmark Criteria.

33. Customer Functional Testing

Task Description

The Customer, with support from Hexagon, will test OnCall Dispatch's conformance with the Benchmark Criteria. The Customer will conduct Functional Testing over the course of fifteen (15) Business Days ("Dispatch Testing Period"). During the Dispatch Testing Period, the Customer shall execute the CAD Test Plan and corresponding Test Cases. Except as expressly provided, no other testing or evaluation pertaining to OnCall Dispatch is contemplated in this Project. Customer will document and track the results of each Test Case as either pass or fail and may request Hexagon consultation as necessary during its testing Activity up to twenty-four (24) Business Hours.

Within five (5) Business Days of the end of the CAD Testing Period ("CAD Reporting Period"), the Customer shall file any Blocker Errors and Permissive Errors encountered during Functional Testing – Dispatch through Hexagon's Customer Resource Management (CRM) system. For any Blocker Error identified, the Customer shall provide, at minimum, the following information: a description of the Error and the steps used to reproduce it, the functionality tested when the Blocker Error was encountered, the manner in which the functionality was tested, and the outcome when the functionality was tested. If the Blocker Errors are not filed within the CAD Reporting Period, it is presumed Functional Testing was completed without any Blocker Error, and this Task is complete. Only Blocker Errors reported by the conclusion of the Reporting Period will be resolved as part of this Task. The existence of Permissive Error(s) shall not preclude or be a condition of completion of any subsequent Tasks or implementation of a new Release.

To the extent requested, Customer agrees to promptly respond to requests for additional information regarding the Blocker Error requested by Hexagon. Upon diagnosing the Blocker Error and validating the Error encountered meets the attributes of a Blocker Error, Hexagon resources shall proceed to resolve the Blocker Error accordingly. If the investigation determines the reported Blocker Error did not meet the attributes of a Blocker Error then the reported Error will be reclassified in accordance with the levels provided in the Master Terms Glossary. Alternatively, if the investigation shows the reported Blocker Error was caused by Customer hardware, Network Infrastructure, or Third-Party Software not provided by Hexagon, or non-conformance with Attachments E-1 and F, then Hexagon will provide such information to the Customer for the Customer to resolve and the Blocker Error will be closed and regarded as complete once validated.

As part of its resolution efforts, Hexagon may at its discretion provide a procedural or programmatic work around, a configuration change, or provide an Update. Once the Blocker Error(s) is addressed, Hexagon will report to Customer the Blocker Error has been addressed and the Customer will have ten (10) Business Days to execute its Test Plan ("CAD Resolution Testing Period").

After the Functional Testing, Hexagon will enforce a Code Freeze. No configurations or modifications will be allowed to the Subsystem by Hexagon or Customer, except those required to resolve any Blocker Error. Upon addressing Blocker Errors, the Subsystem is a "Production Ready System." A Production Ready System signifies completion of all configuration and joint testing tasks. At this point, Hexagon will enforce a Subsystem-wide Code Freeze. Any System/Subsystem modifications will be handled via Change Order.

Task Deliverables

- OnCall Dispatch Functional Testing
- System Code Freeze

Task Prerequisites

- Customer and Hexagon mutually confirm that OnCall Dispatch and Mobile Unit are ready for testing.
- Test Plan and Test Cases Development Task is complete.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Verify all applicable software, systems and ancillary systems, including the redundancy of Production system (if applicable), are ready for Functional Testing;
- Provide support during Functional Testing;
- Review Errors filed by the Customer; and
- Resolve Blocker Errors filed by the Customer.

Customer Team Participation and Responsibilities

Customer shall:

- Verify all applicable software, systems and ancillary systems, including the redundancy of Production system (if applicable), are ready for Functional Testing;
- Execute the CAD Test Plan; and
- Track and document results from executed Test Cases and file any Blocker Errors in the CRM system by the end of the CAD Reporting Period.

Task Acceptance Criteria

This Task is complete upon expiration of the CAD Testing Period and resolution of all Blocker Errors reported by the end of the CAD Reporting Period.

34. Hexagon-Led Training

Task Description

During the Training phase, Hexagon resources will conduct Administrative and Train-the-Trainer sessions for Customer-designated personnel.

The following formal training classes are included in the Project ("Hexagon Training Classes"):

- HxGN OnCall Dispatch Train-the-User – Qty: 7
- HxGN OnCall Dispatch Train-the-Trainer – Qty: 1
- HxGN OnCall Dispatch | Mobile Unit Train-the-Trainer – Qty: 1
- HxGN OnCall Dispatch | Mobile Responder Train-the-Trainer – Qty: 1
- HxGN OnCall Analytics | Dispatch User Training – Qty: 1
- HxGN OnCall Analytics | Dispatch System Administrator Training – Qty: 1

It is recommended that Customer develop its own training program, including, but not limited to: creating a training plan suitable for its needs, identifying a training cadre for each Subsystem, and leveraging the Hexagon training materials and Documentation to ensure its Users have acquired the necessary knowledge and are in a position to use OnCall Dispatch upon Cutover. The Customer is solely responsible for training its Users. The Customer shall complete its User Training no later than thirty (30) calendar days after Hexagon has completed the Hexagon Training Classes ("End User Training Period").

Task Deliverables

- Training course agendas
- Applicable COTS Documentation, in electronic format; for the Hexagon Training Classes

Task Prerequisites

- Customer has identified and secured an appropriate training room and set up with the workstations, at least one (1) LCD projector, display screen or other appropriate surface to display a projected image, and white-board space or other ability to take notes and record questions.
- The Customer has installed and configured at least one (1) workstation per student attending the session.
- Customer Functional Testing Tasks for each Subsystem are complete.

Task Assumptions

- The Customer will complete end user training within the End User Training Period.
- Both end-user training and train-the trainer training will be provided as specifically identified herein. Training will take place during normal Business Hours, which is typically from 8:00 am - 5:00 pm.
- Training documentation provided by Hexagon with this SOW will be standard COTS Documentation and help files and will not be customized to the Customer's site-specific configuration. All Documentation will be provided in electronic format. Should printed copies be required, the Customer is responsible for providing them.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Conduct Hexagon Training Classes.

Customer Team Participation and Responsibilities

Customer shall:

- Provide appropriate facilities and install/configure workstations as indicated in the Task Assumptions;
- Provide a Project Workstation for each attendee of the Hexagon Training Classes;
- Ensure appropriate personnel participate in the Hexagon Training Courses; and
- Complete end user training within the End User Training Period.

Task Acceptance Criteria

This Task is complete once Hexagon has delivered the Hexagon Training Classes to the Customer.

35. Replicate Cloud Environments

Task Description

Up to this point, the Project has focused on creating the Cloud Development Environment and configuring and testing the Dispatch Cloud Program in the Development Environment, which was the only Cloud Environment available. Following achievement of a Production Ready System, Hexagon will replicate the Production Ready System in the newly created Staging Environment and Production Environment. This Task is intended to be completed within five (5) Business Days prior to scheduled Cloud Cutover.

Task Deliverables

- Replication of Production Ready System in a Staging Environment and Production Environment

Task Prerequisites

- Achievement of Production Ready System

Task Assumptions

- This Task is intended to be completed within five (5) Business Days prior to scheduled Cloud Cutover.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Replicate the Production Ready System in a Staging Environment and Production Environment.

Customer Team Participation and Responsibilities

- None

Task Acceptance Criteria

This Task is complete when Hexagon has replicated the Production Ready System into the Staging Environment and Production Environment.

36. Cloud Cutover Plan

Task Description

Hexagon and the Customer will jointly develop a Cloud Cutover Plan. The Cloud Cutover Plan will detail the steps necessary to cutover the Dispatch Cloud Program. The Cloud Cutover Plan will assign tasks and responsibilities to both Hexagon and Customer personnel in the month prior to Cloud Cutover. The Cloud Cutover Plan covers topics including Customer staffing, movement of equipment into final locations, final database cleanout of test events, procedures to report issues, and planned sequence of events for the Cutover day.

Hexagon will provide the initial draft of the Cloud Cutover Plan to the Customer for review. The Customer will review the draft and provide feedback to Hexagon within ten (10) Business Days, which will incorporate appropriate feedback into a final Cloud Cutover Plan.

Task Deliverables

- Cloud Cutover Plan

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Create a draft Cloud Cutover Plan (i.e., prepare a checklist of responsibilities and tasks to be completed during the Cutover Task prior to Cutover);
- Work with Customer personnel to refine the Cloud Cutover Plan; and
- Review and approve the final Cloud Cutover Plan.

Customer Team Participation and Responsibilities

Customer shall:

- Review and comment on the draft Cloud Cutover Plan within ten (10) Business Days of receipt;
- Work with Hexagon personnel to refine the Cloud Cutover Plan; and
- Review and approve the final Cloud Cutover Plan.

Task Acceptance Criteria

This Task is complete when the Customer has reviewed and approved the final Cloud Cutover Plan.

37. Cloud Program Readiness Review

Task Description

During this Task Hexagon technical resources, the Hexagon Project Manager, and the Customer team will meet and determine if the Dispatch Cloud Program are ready for Cloud Cutover.

In addition, the Cloud Readiness Review verifies that the following has occurred:

- A document titled, “Cloud Cutover Plan” has been developed and approved by both Hexagon and the Customer;
- Establishment and approval of a schedule for Cloud Cutover Activities; and
- Identification and scheduling of Hexagon and Customer resources required for Cloud Cutover Activities.

Task Deliverables

- Cloud Readiness Review meeting minutes
- Discussion notes on the results from Hexagon’s final review of the Cloud Programs

Task Prerequisites

- Cloud Cutover Plan Task is complete.

Task Assumptions

- The Customer certifies it has trained all personnel who will be utilizing the Cloud Programs.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Conduct a conference call to discuss if the system is ready to perform Cloud Cutover;
- Provide Cloud Cutover notification to appropriate internal and external interface stakeholders supplying systems integral to Cutover operations;
- Review and provide timely feedback/approval of Cloud Cutover Plan; and
- Work with Customer to determine suitable Cutover schedule.

Customer Team Participation and Responsibilities

Customer shall:

- Participate in the conference call;
- Notify internal and external interface stakeholders about pending Cloud Cutover;
- Review and provide timely feedback/approval of Cloud Cutover Plan; and
- Work with Hexagon to determine suitable Cutover schedule.

Task Acceptance Criteria

This Task is complete when the Cloud Readiness Review has been conducted.

38. Cloud Cutover to Production Use

Task Description

Cloud Cutover reflects the culmination of all the Tasks in this SOW. It reflects the point at which the Customer first uses the Cloud Programs in a live environment for its intended purpose. Before Cloud Cutover, the Customer shall have completed the preceding Tasks. Although the Customer may use the Cloud Program at any time after IOC, Cloud Cutover reflects the point at which the Cloud Program has been configured, had Interfaces installed, completed Functional Testing, and the Customer has trained all of its end users.

The Parties shall execute the Cloud Cutover Plan, as practical, as part of Cloud Cutover. Beginning on Monday of the week of Cloud Cutover, Hexagon resources (the Project Manager, a CAD implementer, and Mobile Implementer) will be onsite and support the Customer's Activities leading to Cloud Cutover, during Cloud Cutover, and post- Cloud Cutover. Except for the day of Cloud Cutover where the resource may be on site at alternate hours, the Hexagon resource will be available Monday to Friday during business hours the week of Cloud Cutover. Upon Cloud Cutover, the Customer's System Administrator will assume primary responsibility of the management and administration of the System, and the Hexagon resources will provide support as needed by the Customer System Administrator. At times where the Hexagon resources are not otherwise available after the Project is complete, the Customer shall contact Hexagon's HelpDesk in accordance with the Maintenance Terms within the Agreement.

As separately provided and addressed in Order 6, the RSA will have commenced providing RSA Services on or by Cloud Cutover.

Task Deliverables

- Cutover of Dispatch Cloud Program

Task Prerequisites

- All prior Tasks are complete.
- The End User Training Period is complete.

Task Assumptions

- The Parties have agreed Cloud Cutover can proceed.
- Cutover will take place on the day and time specified in the Cloud Cutover Plan.
- Hexagon will provide resources on site.
- First year maintenance of Hexagon Local Software and CommSys software will begin upon Cloud Cutover/Cutover.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Hexagon shall provide technical resource(s)(the Project Manager, a CAD implementer, and a Mobile implementer) onsite to support Cutover during the week of Cloud Cutover (see also discussion about the RSA above).

Customer Team Participation and Responsibilities

Customer shall:

- Ensure availability of trained Users;
- Ensure availability of Core Team during Cloud Cutover Activities;
- Assume System Administration and management for the System upon Cutover;

- Ensure availability of all third-party vendors impacted by the Cloud Cutover;
- Ensure availability of all IT disciplines necessary to immediately address issues as necessary; and
- Ensure availability of member(s) of the training cadre during all shifts.

Task Acceptance Criteria

This Task is complete upon Cloud Cutover of the Dispatch Cloud Program.

39. Post-Cutover Support

Task Description

During this Task, Hexagon resources will provide Post-Cutover support to Customer. The “Post-Cutover Support Period” is the twenty (20) Business Days beginning the Monday following Cutover. It is designed to provide the Customer with dedicated, quickly accessible support for questions and Defects encountered in the twenty (20) Business Days following the Cutover to Production use of the new System.

During this Task, Hexagon resources will be assigned Defects that are filed by the Customer against the new System. Hexagon resources will work to identify and address the Defects reported, understanding the Defects will be triaged based upon their severity during the Post Cutover Support Period. Defects remaining after the Post Cutover Support Period will be addressed by the Help Desk. Defects reported outside of Business Hours will be addressed in accordance with the maintenance provisions of the Agreement.

The Post-Cutover Support Period is not a configuration period. Requests for new configurations that are not related to addressing a Defect will not be supported during this time frame. This is done to ensure the stability of the System delivered and that focus remains on Defects and to minimize the introduction of new opportunities for errors or problems.

Task Deliverables

- Task Completion Form confirming that Post-Cutover Support has been provided in accordance with SOW Post-Cutover Support task description

Task Prerequisites

- System Cutover to Production Use Task is complete.

Task Assumptions

- Post-Cutover Support is provided Monday-Friday during normal Business Hours. Standard after-hours emergency support procedures, defined in the Cutover Plan, remain the same for the duration of this Task.
- Defects will be reported via Hexagon’s designated CRM tool.
- The Customer System Administrator remains the primary point of contact and initial troubleshooting point of contact for all issues during this Task.
- The Customer System Administrator maintains responsibility for core system administration tasks.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide twenty (20) Business Days of Post-Cutover support in accordance with this SOW; and
- Address Defects within the Post Cutover Support Period.

Customer Team Participation and Responsibilities

Customer shall:

- Ensure Defects are recorded in Hexagon’s CRM tool in a timely manner and in accordance to the mutually agreed upon Project Schedule.

Task Acceptance Criteria

This Task is complete when the Post-Cutover Support Period has expired.

40. OnCall Dispatch Subsystem 30-Calendar Day Reliability Test

Task Description

The Reliability Period Task is designed to demonstrate the stability of the I/CAD System immediately following Cutover ("CAD Reliability Period"). During the Reliability Period, the I/CAD System shall operate without a Blocker Defect (P1 or P2) for a total of thirty (30) calendar days. Once the Blocker Defect is resolved (either through configuration, reasonable work around, or a programmatic code change), the Customer shall have two (2) days to test the resolution. Once a Blocker Defect is logged and validated the CAD Reliability Period shall suspend and resume at a prescribed point in time. The first fifteen (15) days of the Reliability Period is regarded as "Phase 1" and the second fifteen days (days 16-30) are regarded as "Phase 2" of the Reliability Period. Once the System has operated for fifteen (15) consecutive days without a valid Blocker Defect, then Phase 1 of the Reliability Period is complete and Phase 2 of the Reliability Period shall commence and conclude once it has operated from Day 16 to Day 30 without a valid Blocker Defect. If a valid Blocker Defect is logged during Phase 1, then once the Blocker Defect is resolved, the Reliability Period will resume at the first day of Phase 1 of the Reliability Period (i.e. day 1). If a valid Blocker Defect is logged during Phase 2, then once the Blocker Defect is resolved, the Reliability Period will resume at the first day of Phase 2 of the Reliability Period (i.e. day 16).

Requests for new configurations not related to addressing a Blocker Defect cannot be supported during this time frame. Similarly, the Customer shall refrain from making any configuration changes until the Dispatch Reliability Period is complete.

Task Deliverables

- Customer support for Blocker Defects

Task Prerequisites

- Cutover to Production Use Task is complete.

Task Assumptions

- Support is provided Monday through Friday during normal business hours. Standard after-hours emergency support procedures remain the same for the duration of this Task.
- This Task is only for the OnCall Dispatch Subsystem.
- Blocker Defects will be reported via the Help Desk Portal.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Coordinate addressing post-live Blocker Defects with the Customer; and
- Resolve valid Blocker Defects.

Customer Team Participation and Responsibilities

Customer shall:

- Use and monitor the Hexagon OnCall Dispatch Subsystem in a production environment;
- Maintain a log of problems found;
- Contact Hexagon personnel in a timely manner in the event of system problems or failures; and
- Begin system monitoring in support of the Extended Warranty period.

Task Acceptance Criteria

This Task is complete after the OnCall Dispatch Subsystem completes the Dispatch Reliability Period.

Attachment A – Bill of Materials

Pricing Assumptions:

- Order 1, Cloud Program Fee includes recurring costs for HxGN software, cloud environment, and managed services.
- Please see the below Bill of Materials for the full list of concurrent user licenses and quantities included in this pricing.
- Year 1 Cloud Program Fee begins at completion of IOC Completion Task. Year 2 Cloud Program Fee begins 12 months after completion of IOC Completion Task.
- Customer is responsible for the connection between the cloud environment and the on-premise server.
- This pricing assumes production, development, and staging environments. Users can train on the staging environment unless an upgrade is being performed in that particular environment.
- Total Annual Recurring Costs provided in the proposed pricing are based on the types and quantities of proposed software and system configuration as specified in this document. Any changes to the quantities and/or types of Software comprising the Customer's System proposed software and system configuration as a result of change orders executed during the project implementation or additions/removals of products after Cutover will result in a corresponding change to the Total Annual Recurring Costs (e.g. price for Maintenance Services). Such adjustment will be based on then- current pricing at the time of the Order or Change Order.
- Third parties and interfaces included in the one-time project fee include support/maintenance; some start at cutover and others upon shipment. All have been included in the pricing appropriately.
- Project Services included in this response are inclusive of project management, implementation, train-the-trainer training services, train-the-user training services and related travel.
- Hexagon is providing a fixed firm price for the proposed contract and thus does not provide individual labor categories and rates. If additional services are needed, Hexagon can provide an additional quote at the time of the request.
- Third-party hardware procured by Hexagon is provided with Mission Critical, 7x24, 4 hour response support for a 5 year Pre-Paid period as a pass-thru warranty from the original manufacturer. The warranty for third party hardware commences on the date the hardware is shipped to the customer.
- On-premise server hardware and MS Server licenses provided above are included for on-premise interfaces only. Hexagon's OnCall application software is hosted in MS Azure Gov Cloud and does not require any additional server hardware or MS Server licenses.
- .
- Extended Warranty/Maintenance for perpetual licensed software (e.g. mainly Interfaces) begins at cutover to production. Year 2 Annual Maintenance begins 12 months after cutover to production and renews annually.
- The Dynamo Curriculum/E-Learning Licenses (quantity of 12) included in this pricing are for a 12 month duration to begin once the first training licenses are delivered during the project kickoff call.
- HxGN OnCall Dispatch | Offline CAD is currently in prerelease and therefore the final feature set and any prerequisites (third party/hardware/etc.,) may change upon release. At this time, Hexagon has included specifications for what is known; however, upon release there may be other considerations that need to be factored into the final configuration, at which time Hexagon will inform the Customer.

Bill of Materials

DESCRIPTION	QUANTITY
OnCall Software	
HxGN OnCall Dispatch - Advantage - Cloud	12
HxGN OnCall Dispatch - Resource Management - Cloud	12
HxGN OnCall Dispatch - ESRI Map Control - Cloud	12
HxGN OnCall Dispatch - Viewer - Cloud	20
HxGN OnCall Dispatch - Mobile Unit - Cloud	100
HxGN OnCall Dispatch - Mobile Responder Client - Cloud	75
HxGN OnCall Dispatch - Customer Rules Engine - Server - CLD	1
HxGN OnCall Dispatch - Customer Rules Engine - Editor - CLD	1
HxGN OnCall Dispatch - Customer Rules Engine - Advantage-CLD	12
HxGN OnCall Integration Engine	1
HxGN OnCall Dispatch - RestAPI - Cloud	1
HxGN OnCall Dispatch - Informer - Cloud	1
HxGN OnCall Dispatch - Notifications - Cloud	1
HxGN OnCall Dispatch - CAD Link Interface - Cloud	1
HxGN OnCall Dispatch - Call-Taker Interface - CLD	3
HxGN OnCall Dispatch - Fire Link Interface - Cloud	1
RapidSOS OnCall Call-Taker Interface - Cloud	1
External Alarms OnCall Dispatch Interface - Cloud	1
Dispatch Alerts OnCall Interface - Cloud	1
CAD to CAD OnCall Dispatch Interface - Cloud	2
Fire Station Alerting OnCall Dispatch Interface - SU	1
HxGN OnCall Analytics - Dispatch Data Models & Reports - CLD	1
HxGN OnCall Analytics - Viewer - Cloud	10
HxGN OnCall Analytics - Author - Cloud	5
Body Worn Camera OnCall Interface - SU	1
Body Worn Camera OnCall Interface - SU - BCK	1
Xalt - Integration Runtime Engine NL - Subscription	1
Xalt - Integration Runtime Engine NL - Subscription - BCK	1

DESCRIPTION	QUANTITY
Xalt - Integration Runtime Engine NL - Subscription - TST	1
HxGN OnCall Dispatch - Offline	8
Custom Interfaces	
CAD Interface to Text to 911 (Vesta)	1
CAD Interface to Call Center as a Service	1
CAD Interface to Telestaff	1
Consulting Services for NICE Logging Recorder	1
CAD Query Interface to Tyler RMS	1
CAD Interface for Custom Regional CAD to CAD	1
Third Party	
CommSys ConnectCIC	1
Nlets DMV Data Mining - 49 States + DC WALES	1
CommSys Professional Services	1
ConnectCIC ASAP	1
ConnectCIC ASAP Professional Services	1
ConnectCIC ASAP Implementation Services	1
Coverage Monitoring, Alerting and Move-Up Recommendations	1
Hardware	
HPE On-Premise Interface Server Hardware	1
Microsoft Windows Server Standard Core w/SA - 2 core pack 3yr	8

Attachment B – Payment Schedule

On or after the completion of the Tasks identified below, Hexagon shall invoice the Customer the corresponding amounts set forth below for Services and Local Software, which Customer shall pay in accordance with the Agreement (Order 2) and total $2,113,990:

Milestone Payment Schedule		
MS (#)	**Milestone Deliverable**	**MS (%)**
1	Upon Completion of Task 1: Project Kickoff Meeting	10.00%
2	Upon Completion of Task : IOC Completion	15.00%
3	Upon Completion of Task : OnCall Dispatch Deployment and Response Planning Workshop	10.00%
4	Upon Completion of Task : OnCall Dispatch Fundamentals for Core Team	15.00%
5	Upon Completion of Task : OnCall Dispatch - Configuration Consulting 3	15.00%
6	Upon Completion of Task : Mobile Unit Configuration Consulting Session - Law	10.00%
7	Upon Completion of Task : Customer Functional Testing	10.00%
8	Upon Completion of Task : Cutover to Production Use	10.00%
9	Upon Completion of Task : 30 Day Reliability Period	5.00%
Total		**100.00%**

The timing for payment for Cloud Program Fees (Order 1) are addressed in the Master Agreement with pricing in Exhibit B of the Agreement. For clarity, the Cloud Program License Keys/Credentials will have been provided as part of the IOC Completion Task, which is the Cloud Program Start Date. Anniversaries for the OnCall Cloud Program shall measured against the Cloud Program Start Date.

The Year 2 Cloud Program Fee will be quoted prior to the first anniversary of the Cloud Program Start Date, and it shall be due and payable in accordance with the Master Agreement.

Attachment C – Initial Project Schedule

TASK NAME	DURATION	BUSINESS DAYS SINCE START
Arlington County OnCall Dispatch Project	**380 days**	**0 days**
Initial Operation Capability (IOC) Phase	**35.38 days**	**20 days**
Project Kickoff Meeting	6.5 days	20 days
On-Premise Physical Infrastructure Installation	8.5 days	35.25 days
COTS Interface Questionnaire Completion	7.5 days	31.5 days
Customer completes COTS Interface Questionnaires	5 days	31.5 days
OnCall Dispatch & Mobile Unit Launch	5.25 days	43.75 days
OnCall Dispatch GIS Requirements Review	1.13 days	43.75 days
OnCall Cloud Environment Creation	1.25 days	49 days
IOC Phase Completion	0.63 days	54.75 days
Final Operation Capability (FOC) Phase	**370.13 days**	**0 days**
OnCall Dispatch System Build 1	11.5 days	70.5 days
OnCall Dispatch System Build 1	3 days	74 days
Customer Builds Out Remaining Data	5 days	77 days
OnCall Dispatch Deployment and Response Planning Workshop	10 days	87 days
OnCall Dispatch Deployment and Response Planning Workshop	3 days	89 days
Customer Builds Out Remaining Data	5 days	92 days
OnCall Dispatch System Build 2	10 days	102 days
OnCall Dispatch System Build 2	3 days	104 days
Customer Builds Out Remaining Data	5 days	107 days
VPN Connectivity to Cloud Program	13.25 days	55.38 days
Active Directory Integration	0.5 days	55.38 days
Custom Interface Requirements Gathering	39.13 days	26.5 days
CAD Tyler RMS Query	15.13 days	26.5 days
ICD Development	1.5 days	26.5 days
ICD Delivered to Customer	0.13 days	28 days
Customer Reviews ICD	10 days	28.13 days
ICD Updated based off Customer Review	0.5 days	38.13 days
Customer Approves ICD	3 days	38.63 days
CAD Interface to Telestaff	15.13 days	28.13 days
ICD Development	1.5 days	28.13 days
ICD Delivered to Customer	0.13 days	29.63 days
Customer Reviews ICD	10 days	29.76 days
ICD Updated based off Customer Review	0.5 days	39.76 days
Customer Approves ICD	3 days	40.26 days
CAD Interface to Text to 911 (Vesta)	15.13 days	29.76 days
ICD Development	1.5 days	29.76 days

TASK NAME	DURATION	BUSINESS DAYS SINCE START
ICD Delivered to Customer	0.13 days	31.26 days
Customer Reviews ICD	10 days	31.39 days
ICD Updated based off Customer Review	0.5 days	41.39 days
Customer Approves ICD	3 days	41.89 days
CAD Interface for NCR DEH (Regional CAD To CAD)	18.13 days	31.39 days
ICD Development	3 days	31.39 days
ICD Delivered to Customer	0.13 days	34.39 days
Customer Reviews ICD	10 days	34.52 days
ICD Updated based off Customer Review	2 days	44.52 days
Customer Approves ICD	3 days	46.52 days
CAD Interface for Amazon Connect	14.13 days	34.52 days
ICD Development	0.5 days	34.52 days
ICD Delivered to Customer	0.13 days	35.02 days
Customer Reviews ICD	10 days	35.15 days
ICD Updated based off Customer Review	0.5 days	45.15 days
Customer Approves ICD	3 days	45.65 days
Custom Interface Development	57.89 days	41.63 days
On-Premise Local Software Server Installation and Configuration	5 days	55.38 days
OnCall Dispatch GIS Consulting	15.13 days	55.38 days
OnCall Dispatch Fundamentals for Core Team	5.25 days	112 days
COTS Interface Product Installation and Configuration	7 days	75.63 days
CommSys ConnectCIC Installation	5.25 days	82.63 days
OnCall Dispatch Configuration Consulting Session 1	14.75 days	122.25 days
OnCall Dispatch Configuration Consulting	3 days	124 days
Hexagon Configuration Period 1	3 days	127 days
Customer Configuration Period	7 days	130 days
OnCall Dispatch Configuration Consulting Session 2	18.25 days	142 days
OnCall Dispatch Configuration Consulting	3 days	147.25 days
Hexagon Configuration Period 2	3 days	150.25 days
Customer Configuration Period	7 days	153.25 days
OnCall Dispatch Configuration Consulting Session 3	18.25 days	172 days
OnCall Dispatch Configuration Consulting	3 days	177.25 days
Hexagon Configuration Period 3	3 days	180.25 days
Customer Configuration Period	7 days	183.25 days
OnCall Analytics Cloud Environment Creation	1.25 days	55.38 days
OnCall Dispatch | Mobile Unit Configuration Consulting Session - Police	16.75 days	195.25 days
OnCall Dispatch Police Mobile Unit Configuration 1	3 days	199 days
Customer Configures OnCall Dispatch Mobile Unit	10 days	202 days

TASK NAME	DURATION	BUSINESS DAYS SINCE START
OnCall Dispatch | Mobile Unit Configuration Consulting Session - Fire	18.25 days	208 days
OnCall Dispatch Fire Mobile Unit Configuration 1	3 days	213.25 days
Customer Configures OnCall Dispatch Mobile Unit	10 days	216.25 days
OnCall Dispatch Mobile Responder Configuration - Police	2 days	202 days
OnCall Dispatch Mobile Responder Configuration - Fire	2 days	216.25 days
OnCall Dispatch Customer Rules Engine (CRE) Configuration Services	4 days	0 days
Custom Interface Installation	15 days	137 days
Standard Interface Product Installation and Configuration	5 days	190.25 days
CAD to CAD OnCall Dispatch Interface (Marcus Alerts)	5 days	190.25 days
Fire Station Alerting OnCall Dispatch Interface (Westnet)	1 day	190.25 days
Dispatch Alerts OnCall Interface (Everbridge)	3 days	190.25 days
External Alarms OnCall Dispatch Interface (ASAP to PSAP)	1 day	190.25 days
Body Worn Camera OnCall Interface (Axon)	1 day	190.25 days
RapidSOS Call-Taker Interface	1 day	190.25 days
Consulting Services for NICE Logging Recorder	1 day	190.25 days
Test Plan and Test Cases Development	0 days	117.25 days
Customer Functional Testing	59 days	247.25 days
Customer Functional Testing	15 days	247.25 days
Customer Provides Blocker Error Report	5 days	252.25 days
Hexagon Addresses Blocker Errors	20 days	261.25 days
Customer Executes Test Plan Post-Blocker Error Resolution	10 days	281.25 days
Hexagon-Led Training	35.5 days	267.25 days
HxGN OnCall Dispatch | Train the Trainer	9.5 days	276.25 days
OnCall Dispatch | Mobile Unit Train-the-Trainer	8.5 days	296.25 days
OnCall Dispatch | Mobile Responder Train-the-Trainer	5 days	306.5 days
OnCall Analytics System Administrator & User Training	35.5 days	306.5 days
Train-the-User Classes	33.5 days	306.5 days
OnCall Dispatch Train-the-User Class 1	4 days	315 days
OnCall Dispatch Train-the-User Class 2	5 days	306.5 days
OnCall Dispatch Train-the-User Class 3	5 days	306.5 days
OnCall Dispatch Train-the-User Class 4	5 days	316 days
OnCall Dispatch Train-the-User Class 5	5 days	320 days
OnCall Dispatch Train-the-User Class 6	3.5 days	325 days
OnCall Dispatch Train-the-User Class 7	5 days	330 days
Customer-Led End User Training (30 calendar days)	15 days	335 days
Replicate Cloud Environments	12 days	306.5 days
Cloud Cutover Plan	11.63 days	310 days
Hexagon Delivers Draft Cutover Plan	0.13 days	342 days

TASK NAME	DURATION	BUSINESS DAYS SINCE START
Customer Reviews Draft Cutover Plan	10 days	306.5 days
Completion of Cutover Plan	0.5 days	306.5 days
Cloud Program Readiness Review	1.13 days	307.5 days
Cloud Cutover to Production Use	6 days	307.63 days
Post-Cutover Support	26.13 days	317.63 days

Attachment D – Training Curriculum

HxGN OnCall Dispatch | Advantage Train-the-User (Qty: 7)

HxGN OnCall Dispatch | Advantage Train-the-User is a four (4)-day comprehensive course to familiarize communications personnel with the use of OnCall. Students will learn all of the essential functions of OnCall including navigating the application, entering and updating events, performing inquiries, handling units including updates and status changes, and communicating with other users. An introduction to the use of interfaces to such things as NCIC, state crime databases, and mobile units is also presented, if the interfaces are available. Students completing the course should have a good working knowledge of using HxGN OnCall Dispatch | Advantage.

MAJOR TOPICS

- Events – Creation, Updates, and Status Changes
- Mapping – Commands, Controls, and Views
- Units – Status Changes and Properties Updates
- Inquiries – Events, Units, and Employees
- Messaging – Send, Receive, and Attachments

PREREQUISITES

- Customer Environment fully staged and available
- HxGN OnCall Dispatch | Advantage fully licensed, staged, and available
- Credentials available
- Hexagon user account provisioned with local administrator rights on all appropriate servers and workstations

TRAINING DETAILS

Method	Conducted on site by Hexagon Personnel
Target Audience	Call-taking and dispatching end users
Duration	Four (4) Business Days
Student Capacity	Twelve (12), with a maximum of one (1) student per workstation

HxGN OnCall Dispatch | Advantage Train-the-Trainer (Qty: 1)

HxGN OnCall Dispatch | Advantage Train-the-Trainer is a four (4)-day comprehensive course to familiarize communications personnel with the use of OnCall. Students will learn all of the essential functions of OnCall including navigating the application, entering and updating events, performing inquiries, handling units including updates and status changes, and communicating with other users. An introduction to the use of interfaces to such things as NCIC, state crime databases, and mobile units is also presented, if the interfaces are available. Students completing the course should have a good working knowledge of using HxGN OnCall Dispatch | Advantage.

This course also includes three (3) additional days of consulting to guide the Customer in developing its training plan and materials for end users.

MAJOR TOPICS

- Events – Creation, Updates, and Status Changes
- Mapping – Commands, Controls, and Views
- Units – Status Changes and Properties Updates
- Inquiries – Events, Units, and Employees
- Messaging – Send, Receive, and Attachments
- Using training guidelines and techniques for HxGN OnCall Dispatch | Advantage

PREREQUISITES

- Customer Cloud Environment fully staged and available
- HxGN OnCall Dispatch | Advantage fully licensed, staged, and available
- Credentials available
- Hexagon user account provisioned with local administrator rights on all appropriate workstations

TRAINING DETAILS

Method	Conducted on site by Hexagon Personnel
Target Audience	Personnel responsible for training call-taking and dispatching staff
Duration	Four (4) days
Student Capacity	Twelve (12)

HxGN OnCall Dispatch | Mobile Unit Train-the-Trainer (Qty: 1)

COURSE OVERVIEW

HxGN OnCall Dispatch | Mobile Unit Train-the-Trainer is a two (2)-day comprehensive course to familiarize trainers with the operation and use of the HxGN OnCall Dispatch | Mobile Unit software. Trainers will learn all of the essential functions of HxGN OnCall Dispatch | Mobile Unit including navigating the application, creating, receiving and updating events, utilizing the map, performing inquiries, handling units including updates and status changes, and communicating with other users. Trainers completing the course should have a good working knowledge of HxGN OnCall Dispatch | Mobile Unit.

This course also includes four (4) additional days of consulting to guide the Customer in developing its training plan and materials for end users.

MAJOR TOPICS

- Create, receive and update active events
- Update active unit status and properties
- Submitting inquires for events and units
- Submitting and receiving messages
- Create and receive HxGN OnCall Dispatch | Informer queries from HxGN OnCall Dispatch | Mobile Unit
- Using training guidelines and techniques for HxGN OnCall Dispatch | Mobile Unit

PREREQUISITES

- Customer mobile hardware fully staged and available
- HxGN OnCall Dispatch | Advantage and HxGN OnCall Dispatch | Mobile Unit fully licensed, staged, and available
- Credentials available
- Hexagon user account provisioned with local administrator rights on all workstations
- Customer Data collection spreadsheets completed
- HxGN OnCall Dispatch | Advantage and HxGN OnCall Dispatch | Mobile Unit fully staged and available on the trainer’s workstation

COURSE DETAILS

Method	Conducted on site by Hexagon Personnel
Target Audience	Personnel responsible for training the field personnel that respond to CAD events
Duration	Two (2) days
Student Capacity	Twelve (12)

Mobile Responder Train-the-Trainer (Qty: 1)

Mobile Responder training is a Train-the-Trainer course designed to train Agency trainers in the use of the Mobile Responder product.

MAJOR TOPICS

- Using Mobile Responder on Smartphone or tablet
- Changing unit status
- Submitting inquiries
- Sending and receiving messages
- Updating unit properties
- Updating events
- Informer queries

PREREQUISITES

- Responsibility for mobile computing operations
- Assignment of at least one person who has been through OnCall Dispatch training to perform necessary dispatching and other CAD functions
- Availability of customer-specific Mobile Responder configuration
- Availability of test or training Mobile Responder smartphone or tablet for use in class

TRAINING DETAILS

Method	Conducted on site by Hexagon Personnel
Target Audience	Designed for Mobile Responder Trainers
Duration	One (1) day, but can be changed depending on Customer needs
Student Capacity	Twelve (12)

HxGN OnCall Analytics | Dispatch User Training (Qty: 1)

COURSE OVERVIEW

HxGN OnCall Analytics | Dispatch offers the ability to perform reporting and analysis from a data warehouse containing data from databases, as well as provide capabilities for the user to view and modify reports and conduct ad-hoc queries from the data warehouse.

This course is designed to familiarize the end user with HxGN OnCall Analytics | Dispatch. It will provide instruction on accessing, viewing, and creating reports from the OnCall Analytics Report portal.

It will also provide an overview of the delivered reports and data models. The delivered report provides out-of-the box access to key performance metrics while the data models provide an easy and powerful way for users to ask their own questions of the data and create new reports.

TARGET AUDIENCE

Personnel responsible for reporting and analysis (Report Builders, Report Consumers, and System Admins)

MAJOR TOPICS

OnCall Analytics Report Portal

- Introduction
- Overview and Navigation

Delivered Reports and Data Models

- Overview of delivered reports
- Overview of analytical data models
- Overview of live data models

Creating and Modifying Reports:

- Add Visualizations
- Filtering Visualizations
- Formatting Visualizations
- Pages – Size and Alignment
- Interacting and Sharing

Power Visuals

- Creating pin, cluster and heatmaps
- Playback data over time

PREREQUISITES

- Familiarity with Windows-based applications
- Familiarity with agency workflows

COURSE DETAILS

Course Duration	Two (2) days
Course Type	Conducted on site by Hexagon Personnel
Student Capacity	Ten (10)

HxGN OnCall Analytics | Dispatch System Administrator Training (Qty: 1)

COURSE OVERVIEW

This System Administrator Training course is designed for System Administrators, to provide instructions on the setup, site-specific configurations, and administrative tasks needed to maintain the HxGN OnCall Analytics - Dispatch Solution.

TARGET AUDIENCE

System Administrators

MAJOR TOPICS

- Introduction
- Site specific Configuration
- User and Group Management
- Data Security

PREREQUISITES

- Familiarity with Microsoft Windows-based applications, administrative tasks, and agency workflows
- Familiarity with CAD configuration

COURSE DETAILS

Course Duration	One (1) Day
Course Type	Conducted on site by Hexagon Personnel
Student Capacity	Four (4)

Attachment E – OnCall Cloud Specifications

[following this page]

HxGN OnCall® Dispatch Suite

System Specifications for Cloud Deployments

Release date: August 2023
Release version: 10.00.2303.01
Release type: On-premises and cloud
Released by: Hexagon Global Technology Center
Release method: Hexagon Global Software Delivery Process

Copyright

Warning: The product made the subject of this documentation, including the computer program, icons, graphical symbols, file formats, audio-visual displays and documentation (including this documentation) (collectively, the “Subject Product”) may be used only as permitted under the applicable software license agreement, and subject to all limitations and terms applicable to use of the Subject Product therein. The Subject Product contains confidential and proprietary information of Intergraph Corporation, a member of the Hexagon Group of companies (“Hexagon”), its affiliates, and/or third parties. As such, the Subject Product is protected by patent, trademark, copyright and/or trade secret law and may not be transferred, assigned, provided, or otherwise made available to any third party in violation of applicable terms and conditions cited further below.

Terms of Use

By installing, copying, downloading, accessing, viewing, or otherwise using the Subject Product, you agree to be bound by the terms of the EULA found *here* (*https://www.hexagonsafetyinfrastructure.com/-/media/Legal/Hexagon/SI/Licenses/EULA_SA_SIG-Eng_062021.pdf*).

Disclaimers

Hexagon and its suppliers believe the information in this publication is accurate as of its publication date. Hexagon is not responsible for any error that may appear in this document. The information and the software discussed in this document are subject to change without notice.

Language Translation Disclaimer: The official version of the documentation is in English. Any translation of this document into a language other than English is not an official version and has been provided for convenience only. Some portions of a translation may have been created using machine translation. Any translation is provided "as is.” Any discrepancies or differences occurring in a translation versus the official English version are not binding and have no legal effect for compliance or enforcement purposes. Hexagon disclaims any and all warranties, whether express or implied, as to the accuracy of any translation.

Reasonable efforts have been made to provide an accurate translation; however, no translation, whether automated or provided by human translators is perfect. If any questions arise related to the accuracy of the information contained in a translated version of documentation, please refer to its official English version. Additionally, some text, graphics, PDF documents, and/or other accompanying material may not have been translated.

Links to Third-Party Websites

This document may provide links to third-party websites for your convenience and information. Third-party websites will be governed by their own terms and conditions. Hexagon does not endorse companies or products to which it links.

Third-party websites are owned and operated by independent parties over which Hexagon has no control. Hexagon shall not have any liability resulting from your use of the third-party website. Any link you make to or from the third-party website will be at your own risk and any information you share with the third-party website will be subject to the terms of the third-party website, including those relating to confidentiality, data privacy, and security.

Hexagon provides access to Hexagon international data and, therefore, may contain references or cross references to Hexagon products, programs and services that are not announced in your country. These references do not imply that Hexagon intends to announce such products, programs or services in your country.

Trademarks

"Hexagon,” “Hexagon Safety, Infrastructure & Geospatial,” “Intergraph,” the Hexagon logo, and the Intergraph logo are registered trademarks of Hexagon AB or its subsidiaries.

Other brands and product names are trademarks of their respective owners.

Revisions

Hexagon reserves the right to revise these terms at any time. You are responsible for regularly reviewing these terms. Your continued use of this document after the effective date of such changes constitutes your acceptance of and agreement to such changes.

Contact Us

Contact us https://hexagon.com/company/contact-us with any questions regarding these terms.

Contents

General Notes

This document provides the specifications for hardware required to support the HxGN OnCall® Dispatch Cloud Program. The system specifications included in this document apply to HxGN OnCall Dispatch Application Client specifications only. The HxGN OnCall Dispatch Cloud applications are cloud-hosted and the server components required to support the various customer configurations and resource needs are provided based on the Cloud Services documented in the associated Cloud Program Orders.

The client specifications in this document reflect technology that is currently considered standard and is routinely available from hardware vendors. These specifications should be used when purchasing new equipment. For customers with existing hardware and planning on a software upgrade, these specifications are intended to serve as a guide for determining whether existing equipment should be upgraded or replaced to support a mission-critical configuration.

HxGN OnCall Dispatch Specifications - Cloud Only

Cloud Access Network Specifications

Some customers may want a dedicated connection to the Cloud platform provider. In the case of a dedicated connection, the specifications of that connection are agreed upon during contract negotiation and are separate from the system specifications contained in this document.

Browser Requirements

For information on the browsers that were verified for this release see the *HxGN OnCall Dispatch Supported Environments*. Any other browsers or versions of browsers should be verified and tested before deployment to production use.

Desktop Client Specifications

OnCall Dispatch Client Workstations

Item	Specification
Processors	i3-2350M processor or greater (Not ARM)
Memory	16 GB minimum; 32 GB recommended
Internal Disk	80 GB or greater (Solid State is recommended but not required.)[1]
OS	64-bit Windows 10
Video	1920x1080 resolution display or better

Graphics Card	NVIDIA Quadro 4000 (2 GB GDDR5 PCI) Minimum: 256 MB PCI-Express x16 video card Recommended: ● NVIDIA® QuadroTM K620 2 GB video card ● High Performance: 2 x NVIDIA ● GeForceTM GTX 970 4 GB video card ● GPU Considerations: ● Minimum of 2 GB of video RAM recommended ● NVIDIA® Maxwell-based or better GPU recommended ● Intel® Quick Sync Video is recommended only if the Intel discrete graphics card is directly connected to a display device. ● Two or more graphic cards can be used to support different monitors individually. To have the video decoding done on the card, at least one monitor must be connected to each card. NVIDIA SLI™ bridge is not supported.
Example Hardware	Dell OptiPlex 3000 series

[1] *The OS and client application require ~80 GB of space.*

HxGN OnCall Dispatch | Records Client Workstations

Item	Specification
Processors	i3-2350M Processor or greater (Not ARM)
Memory	8 GB
Internal Disk	80 GB or greater
OS	Windows 10 64-bit
Video	1024x768 resolution display or better
Webcam (optional)[1]	Any Windows-compatible webcam
Example Hardware	Dell or HP compatible

[1] *Webcam only needed to use optional image capture feature.*

HxGN OnCall Dispatch | Analytics Client Workstations

Item	Specification
Processors	i3-2350M Processor or greater (Not ARM)
Memory	8 GB
Internal Disk	80 GB or greater (Solid State is recommended but not required.)[1]
OS	Windows 10 64-bit
Video	1920x1080 resolution display or better
Example Hardware	Dell OptiPlex 3000 series

[1] *The OS and client application require ~80 GB of space.*

Mobile Client Specifications

HxGN OnCall Dispatch | Mobile Unit Client Specifications

Item	Specification
Processors	i3-2350M Processor or greater (Not ARM)
Memory	16 GB minimum; 32 GB recommended [1]
Internal Disk	80 GB or greater (Solid State is recommended but not required.)[2]
OS	Windows 10[3]
Video	1024x768 resolution display Touch screen recommended
Ports	RS-232 Serial\USB
NIC	1 Gb physical and Wireless (WiFi and/or Cellular) 3G or 4G is recommended of cellular wireless data connectivity, either built-in or attached using a USB port.
Example Hardware	Panasonic, Dell, or Samsung

[1] *Mobile Unit memory requirements are dependent on what other applications are being used, such as field-based reporting, third-party citation application, and so forth.*

[2] *The OS and Mobile Unit application require ~80 GB of space. If pictometry or other data resides on the device, then additional space is required.*

[3] *Mobile Unit has not been tested on Windows 8. Mobile Unit does not support Google® Android™ or Apple™ iOS™. It is a Windows-only product. Windows RT (Windows using ARM Processor) is not supported.*

HxGN OnCall Dispatch Mobile Handheld Client Specifications

- Apple Inc.® devices (iPhone® and iPad®) with iOS 12.0 or greater (Tested using iPhone 6s, iPhone X, iPad Pro, and iPad Air 2)
- Google LLC Android devices with OS versions 10.0 or greater (Tested using Galaxy S9 and Pixel 3 XL)

Certification has been performed on a limited number of devices due to the extreme diversity in the Android market. Testing has been performed with the platforms and devices listed above. While other devices are certainly viable, Hexagon strongly recommends customers to test with a single device before purchasing large quantities.

HxGN OnCall Dispatch | Tracker GPS Device Specifications

Hexagon AVL products only support the protocols listed below. Devices that support one of these protocols should be compatible with the HxGN OnCall Dispatch | Tracker product.

Protocols supported:

- NMEA (National Marine Electronics Association)
- TAIP (Trimble ASCII Interface Protocol)
- OpenSky Subscriber Application Interface (M/A-COM Tyco Electronics – Revision 1.3)
- BlueTree (IO Management and Event Reporting for the BlueTree 4000 and 5000 Series – Version 1.0)
- OMA/MLP

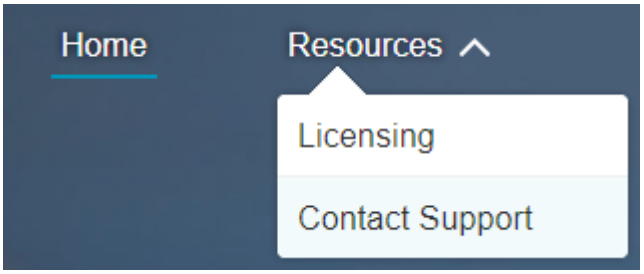
Technical Support

Hexagon's Safety, Infrastructure & Geospatial division provides several ways to contact Support, including online case submission and phone support. For general Hexagon information, call 800-345-4856 (US). For phone support, see the *Contact Support page https://supportsi.hexagon.com/help/s/contactsupport?language=en_US*.

Submit a Case Online

Hexagon provides an online method of requesting support 24/7.

1. Go to the *Support page https://supportsi.hexagon.com/help/s/?language=en_US*.
2. Click **Log in**.
3. Type your username and password, and click **Log in**.
4. From the **Resources** list, select **Contact Support**.



   The **Contact Support** page displays.
5. Click **Online case submission**.

Attachment F – System Configuration Diagram

[following this page]

HEXAGON

Arlington, VA
OnCall Dispatch
Managed Service (SaaS) Configuration

September 2023

System Overview & Client Hardware Specifications

Color Legend

- - - - Hosted services in Cloud Environment
Black – Base products
Red – Optioned products
Green – Customer-furnished products
Purple – Virtual Specifications for On-Premise

TABLE OF CONTENTS

OnCall Dispatch Advantage Workstations
(Supervisor, Production, Backup, Test, Training)

Recommended Specifications:
Windows 10/11 (64-bit) or Apple Mac OS X
Modern Web Browser (for OnCall Dispatch access)
Processor: i3-2350M or greater (not ARM)
Memory: 16GB min; 32GB recommended
Internal Disk: 80GB or greater
1920 x 1080 resolution display

On-Premise Communications/Interface Server

Recommended Specifications:
Processors: 8 cores
Memory: 32 GB
OS disk space – 300GB
Network: Single 1 Gb required
Windows Server 64-bit 2022 Standard or DataCenter

Mobile Responder Smartphones

Recommended Specifications:
Apple® Inc. devices (iPhone® and iPad®) with iOS™ 12 or greater (Tested using iPhone 6s, iPad Pro, and iPad Air2)
Google® Inc. Android™ devices with OS versions 9.0 or greater (Tested using Samsung Galaxy S9 and Pixel3 XL)

OnCall Mobile Computers

Recommended Specifications:
Windows 10/11 Professional, 64-bit
Processor: i3-2350M or greater (not ARM)
Memory: 16GB min; 32GB recommended
500GB hard drive
1,024 x 768 resolution (touch screen recommended)
RS-232 Serial\USB
1 Gb physical and Wireless (WiFi and/or Cellular)
4G or 5G is recommended of cellular wireless data connectivity, either built-in or attached using a USB port.

HEXAGON

Arlington, VA
OnCall Dispatch
Managed Service (SaaS) Configuration

September 2023

CAD Cloud Environment

Color Legend

- - - - Hosted services in Cloud Environment
Black – Base products
Red – Optioned products
Green – Customer-furnished products
Purple – Virtual Specifications for On-Premise

OnCall Dispatch Cloud Environment
(includes development and staging environments)

HxGN OnCall HA Web Services:
HxGN OnCall Dispatch | Advantage* (**Qty: 12**)
HxGN OnCall Dispatch | Resource Management (**Qty: 12**)
HxGN OnCall Dispatch | ESRI Map Control (**Qty: 12**)
HxGN OnCall Dispatch | Viewer (**Qty: 20**)
HxGN OnCall Dispatch | Mobile Unit** (**Qty: 100**)
HxGN OnCall Dispatch | Mobile Responder** (**Qty: 75**)
HxGN OnCall Dispatch | Customer Rules Engine Server
HxGN OnCall Dispatch | Customer Rules Engine Editor CCU (**Qty: 1**)
HxGN OnCall Dispatch | Customer Rules Engine ADV Client CCU (**Qty: 12**)
HxGN OnCall Integration Engine

COTS Interfaces:
HxGN OnCall Dispatch | RestAPI
HxGN OnCall Dispatch | Informer (**Qty: 1**)
- *to State NCIC/VCIN*

HxGN OnCall Dispatch | Notifications
- *to Active 911*

HxGN OnCall Dispatch | CAD Link Interface
- *Tyler LERMS*
- *Public Safety Data Warehouse*

HxGN OnCall Dispatch | Call-Taker Interface (**Qty: 3**)
- *to RapidSOS*
- *to Text to 911*
- *Amazon Connect*

HxGN OnCall Dispatch | Fire Link Interface
- *ImageTrend FMRS*

HxGN OnCall Dispatch | Deccan LiveMUM

**Includes ANI/ALI spill*
***Includes AVL*

OnCall Dispatch Cloud Environment
(includes development and staging environments)

Standard Interfaces:
RapidSOS OnCall Call-Taker Interface
External Alarms OnCall Dispatch Interface
- *ASAP to PSAP*

Dispatch Alerts OnCall Interface
- *Everbridge*

CAD to CAD OnCall Dispatch Interface **(Qty: 2)**
- *Marcus Alerts*
- *NCR DEH*

Fire Station Alerting OnCall Dispatch Interface
- *Westnet/FirstIn*

Custom Interfaces:
Text to 911 – Vesta
Amazon Connect (Call Center as a Service)
Telestaff

Consulting Services:
NICE Logging Recorder

**Includes ANI/ALI spill*
***Includes AVL*

OnCall Analytics Cloud Environment
(includes development and staging environments)

HxGN OnCall HA Web Services:
HxGN OnCall Analytics | Dispatch Data Models & Reports
HxGN OnCall Analytics Viewer Client **(Qty: 10)**
HxGN OnCall Analytics Author Client **(Qty: 5)**

E-Learning*

Dynamo Curriculum HxGN OnCall Dispatch Admin **(Qty: 12)**
Dynamo Curriculum HxGN OnCall Analytics Admin **(Qty: 3)**

**Each license lasts for one year and can be renewed upon request.*

HEXAGON

Arlington, VA
OnCall Dispatch
Managed Service (SaaS) Configuration

September 2023

CAD On-Premise Environment

Color Legend

- - - - Hosted services in Cloud Environment
Black – Base products
Red – Optioned products
Green – Customer-furnished products
Purple – Virtual Specifications for On-Premise

Communications/Interface On-Premise Server #1a (Production)

Windows Server
Xalt Runtime Engine

Standard Interfaces
Body Worn Camera OnCall Interface
- *Axon BWC*

Informer-related Interfaces
NCIC
Query to Tyler RMS

Third Party Product
CommSys ConnectCIC (for NCIC)
- ASAP

OnCall Dispatch Advantage Production Clients

Windows 10/11 Professional (64-bit)
HxGN OnCall Dispatch | Offline (Qty: 12)

Communications/Interface On-Premise Server #1c (Cold Backup)

Windows Server
Xalt Runtime Engine

Standard Interfaces
Body Worn Camera OnCall Interface
- *Axon BWC*

Third Party Product
CommSys ConnectCIC (for NCIC)

Communications/Interface On-Premise Test Server #1

Windows Server
Xalt Runtime Engine

HEXAGON

Arlington, VA
OnCall Dispatch
Managed Service (SaaS) Configuration

September 2023

Notes

Color Legend

- - - - Hosted services in Cloud Environment
Black – Base products
Red – Optioned products
Green – Customer-furnished products
Purple – Virtual Specifications for On-Premise

General Notes:

1. Hexagon assumes that the Local Area Network (LAN) and the wide area network (WAN) infrastructure will be provided and staged by the Customer.
2. Active Directory and Domain Name System (DNS) infrastructure will be managed by the Customer.
3. All workstations, PCs, laptops, and specified peripheral hardware provided by the Customer are assumed to meet the specifications delineated on this diagram.
4. Hexagon assumes that the Customer will provide WAN communications, including wireless network communications.
5. This Configuration Diagram illustrates the proposed hardware and software configuration at the time of submission. During implementation, the Hexagon Implementation Team, or an Hexagon subcontractor, may alter this configuration to reflect the negotiated system or alter the location of software to take advantage of efficiencies determined following submission.
6. Development and Staging licenses are available for proposed interfaces. However, implementation is subject to Customer's ability to provide connection to the applicable system. All third-party external interface connections required for Development and Staging Environments are the responsibility of the Customer and/or third-party vendor(s).
7. The Customer may use the Staging Environment to perform training; however, the staging environment will not be accessible during the OnCall system upgrade process.
8. The Customer is responsible for the connection between the cloud environment and the on-premise server. VPN connection may be required.

Attachment G – CAD/Mobile Functional Specifications Matrix

[following this page]

Reqt. ID	I. CAD SOFTWARE REQUIREMENTS	RESPONSE CODE	Comments
I.A	Computer Aided Dispatch Key Functionality and Features		
I.A-1	Call Data Entry		
I.A-1.1	Ability to create incidents via:		
I.A-1.1.1	Pre-formatted screens	C	
I.A-1.1.2	Command line	C	
I.A-1.1.3	Mouse click	C	
I.A-1.2	Ability for narrative fields to have the following attributes:		
I.A-1.2.1	Unlimited number of characters	C	
I.A-1.2.2	Word wrap	C	
I.A-1.3	Ability to enter standard information in defined fields for the following:		
I.A-1.3.1	Individuals (caller, witness, suspect)	C	
I.A-1.3.2	Vehicles	C	
I.A-1.3.3	Locations	C	
I.A-2	Incident Creation		
I.A-2.1	Ability to display a blank form for entering new incidents with a single keystroke, mouse click or function key	C	
I.A-2.2	Ability to initiate an incident from the input of location and incident type	C	
I.A-2.3	Ability to transfer a call to a dispatcher queue prior to completion of call taking	C	Call can be put in dispatcher queue prior to completing call after inputting information location and event type in the system.
I.A-2.4	Ability for telecommunicator to add comments to a call after it has been dispatched	C	
I.A-2.5	Ability for telecommunicator comments added after a call has been dispatched to automatically update all other view screens (other dispatchers, Mobile users, etc.)	C	
I.A-2.6	Ability for telecommunicator to modify any call information (e.g., information in defined data fields) after a call has been dispatched	C	
I.A-2.7	Ability for any modified data fields to have an indicator in narrative of change (e.g., if the location is changed, in narrative field it states "location changed to: XX")	A	Location fields, e.g. type, sub type, and priority change, can be captured in the comments.
I.B	Call Taking		
I.B-1	Call Receipt		
I.B-1.1	Ability to import call data from:		
I.B-1.1.1	911 Call Handling Equipment	C	
I.B-1.1.2	Private alarm companies via Automated Secure Alarm Protocol (ASAP)	M	Via External Alarms OnCall Dispatch Interface and Commsys's ASAP add-on to their ConnectCIC product. For interface details, refer to SOW Attachment H.
I.B-1.2	Ability to manually override imported call data	C	
I.B-2	Call Classification and Prioritization		
I.B-2.1	Ability for department to define call types	C	
I.B-2.2	Ability to separately capture initial call type and situation found call type	C	
I.B-2.3	Ability to maintain a history of call types if the call type changes over the course of an incident	C	
I.B-2.4	Ability for department to associate priorities with call types	C	
I.B-2.5	Ability for user to override associated priority	C	
I.B-2.6	Ability to visually identify the priority level of an incident (color-code)	C	
I.B-2.7	Ability to modify the priority level during a incident	C	
I.B-2.8	Ability to change call type without impacting active call data	C	
I.B-3	Duplicate Call Management		
I.B-3.1	Ability to identify potential duplicate calls	C	
I.B-3.2	Ability to alert user when entering a potential duplicate call	C	
I.B-3.3	Ability to automatically identify potential duplicate calls based on any combination of the following:		
I.B-3.3.1	Incident type	C	
I.B-3.3.2	Incident location	C	
I.B-3.3.3	Incident location range (e.g., not exact address but proximity)	C	
I.B-3.3.4	Time parameter	C	
I.B-3.4	Ability to include recently closed incidents in the potential duplicate call identification process	C	
I.B-3.5	Ability to include pending calls in the potential duplicate call identification process	C	
I.B-3.6	Ability for the user to do any of the following if a CAD incident is determined to be a duplicate call:		
I.B-3.6.1	Add to the original incident record additional complainants with complete complainant information and additional incident comments	C	
I.B-3.6.2	Close a duplicate incident and cross-reference it to the original CAD incident	C	
I.B-3.6.3	Create a new incident	C	
I.B-3.6.4	Close a duplicate incident and merge incidents into one event.	C	
I.B-4	Premises Information Retrieval		
I.B-4.1	Ability to automatically initiate, upon address verification, an address inquiry to search for associated premises information in CAD	C	
I.B-4.2	Ability to search for premises information on locations not associated with incidents	C	
I.B-4.3	Ability to automatically show premises history related to a current incident	C	
I.B-4.4	Ability to display summary premises information with the option to drill down for additional detail	C	
I.B-4.5	Ability to display the number of past incidents at a location	C	
I.B-4.6	Ability for premises information to be available to user but not prevent operator from continuing current work (e.g., window does not cover entire workstation screen)	C	
I.B-4.7	Ability for all premises information to be available to user in Mobile without requiring dispatcher to send or attach information to incident record	C	
I.B-4.8	Ability for County authorized personnel to mine premise information directly from the database.	A	Report authors with permissions can use Power BI Desktop or Report Builder to create reports against a replicated copy of the OnCall Dispatch database. Hexagon assumes the report will be created by the County.
I.B-4.9	Ability to interface with third party systems for managing premise information.	C	Hexagon clarifies, the system has the ability to interface to third party systems, but would need more specific information about the vendors and system to be interfaced to.
I.B-5	Incident Scheduling		
I.B-5.1	Ability to enter incidents scheduled for dispatching at a later time, maintaining the original time of entry	C	

I.B-5.2	Ability to modify scheduled incidents	C	
I.B-5.3	Ability to generate a call for service at specified intervals (e.g., directed patrol 5 hours after the last directed patrol left)	C	
I.B-5.4	Ability to associate an expiration date with a scheduled incident	C	
I.B-5.5	Ability to query all scheduled incidents (including cancelled scheduled incidents)	C	
I.B-6	**Call Taking and Dispatch Protocols**		
I.B-6.1	Ability for questions and recorded responses from dispatching protocols to be linked to incident record	C	
I.B-6.2	Ability to incorporate use of call taking protocols as part of Call Taking	C	
I.C	**Dispatching**		
I.C-1	**Pending Queues**		
I.C-1.1	Ability to have dedicated pending queues for relevant departments/agencies (e.g., PD pending queue, FD pending queue)	C	
I.C-1.2	Ability to have dedicated pending queues for designated response boundaries (e.g., two separate pending queues for PD-North and PD-South)	C	
I.C-1.3	Ability for incidents in pending queue to be organized by:		
I.C-1.3.1	Priority	C	
I.C-1.3.2	Chronological order	C	
I.C-1.4	Ability for dispatcher to sort their pending queue on any available column	C	
I.C-1.5	Ability for pending queues to incorporate response plans and response time as the determinant for which units to dispatch.	N	
I.C-1.6	Ability to sort pending queues by geospatial clustering	N	
I.C-2	**Resource Recommendation**		
I.C-2.1	Ability to automatically provide appropriate resource recommendations based on any combination of:		
I.C-2.1.1	AVL location (using X, Y and Z coordinates)	C	
I.C-2.1.2	Beat/location responsibility	C	
I.C-2.1.3	Closest, most appropriate unit (based on street network)	C	
I.C-2.1.4	Incident location	C	
I.C-2.1.5	Incident type	C	
I.C-2.1.6	Type of units required	C	
I.C-2.1.7	Number of units required	C	
I.C-2.1.8	Unit status	C	
I.C-2.1.9	Skills required	C	
I.C-2.1.10	Equipment required	C	
I.C-2.2	Ability to update closest unit recommendation (e.g., when a new unit comes into service and is closer to the incident)	C	
I.C-2.3	Ability to recommend closest unit incorporating any temporary hazards (e.g. detours due to roadwork, accidents, etc.)	C	
I.C-2.4	Ability to incorporate divided roadway response plans when recommending units.	C	
I.C-2.5	Ability for closest unit to be based on street network (not "as the crow flies")	C	
I.C-2.6	Ability for system to update the unit recommendation if user makes relevant incident information changes (e.g., call type, location)	C	
I.C-2.7	Ability to present a dispatcher with multiple unit recommendations (e.g., show both the response plan recommendation and closest unit recommendation)	C	
I.C-2.8	Ability to record the unit recommendation as it was presented to the dispatcher	C	
I.C-3	**Resource Dispatch**		
I.C-3.1	Ability to support a multi-agency dispatch structure	C	
I.C-3.2	Ability to add or modify department and agency structure after deployment	C	
I.C-3.3	Ability to dispatch units by:		
I.C-3.3.1	Accepting the proposed application-recommended units	C	
I.C-3.3.2	Selecting and dispatching units other than those recommended by the application	C	
I.C-3.3.3	Selecting some, but not all, of the recommended units	C	
I.C-3.3.4	Adding units	C	
I.C-3.4	Ability to log recommendation overrides in the audit trail (e.g., log recommended units versus dispatched units)	C	
I.C-3.5	Ability for CAD application to do the following upon dispatch:		
I.C-3.5.1	Assign the recommended or requested units	C	
I.C-3.5.2	Remove the incident from the pending queue	C	
I.C-3.5.3	Send the incident to the assigned unit's mobile computer	C	
I.C-3.5.4	Trigger the start of status timers based on County defined criteria.	C	
I.C-3.5.5	Update the status display	C	
I.C-3.6	Ability to automatically notify individuals via SMS text, email or page if an incident is created based on any combination of the following parameters (e.g., for any fire in a designated area/location, the appropriate Chief is notified):		
I.C-3.6.1	Incident type	M	Via Hexagon's Dispatch Alerts OnCall Interface to Everbridge. For interface details, refer to SOW Attachment H.
I.C-3.6.2	Unit	M	Via Hexagon's Dispatch Alerts OnCall Interface to Everbridge. For interface details, refer to SOW Attachment H.
I.C-3.6.3	Location	M	Via Hexagon's Dispatch Alerts OnCall Interface to Everbridge. For interface details, refer to SOW Attachment H.
I.C-3.7	Ability to manually send incident notifications	M	Via HxGN OnCall Dispatch | Notifications
I.C-3.8	Ability to dispatch more than one unit at a time to the same call	C	
I.C-3.9	Ability to provide sender notification that dispatches have been successfully delivered	C	Via acknowledging status updates that appear on status screens.
I.C-4	**Artificial Intelligence Dispatching**		
I.C-4.1	Ability to leverage Artificial Intelligence (AI) for dispatching.	N	
I.C-4.2	Ability for AI dispatching to automatically dispatch department-defined call-types (system would identify most appropriate unit and dispatch units, with call transferred to active incident queue)	N	
I.C-4.3	Ability to use AI software to manage and classify calls in the event of a drastic increase in calls (call surge classification).	N	
I.C-5	**Call Stacking/Queuing**		
I.C-5.1	Ability to hold an incident for a specific unit	C	
I.C-5.2	Ability to provide a visual indication for any incident that is being queued for a specific unit	C	
I.C-5.3	Ability to automatically (without user intervention) notify the dispatcher of a held incident when the unit becomes available	C	
I.C-5.4	Ability for dispatcher to hold more than one incident for a given unit or resource (call stacking)	C	

I.C-5.5	Ability for administrator to turn call stacking on and off	C	
I.C-6	**Call Preemption**		
I.C-6.1	Ability to remove a unit from an incident and reassign the unit to a new incident	C	
I.C-6.2	Ability to alert a dispatcher if a unit that is closer becomes available	C	
I.C-6.3	Ability to return CAD incident to the pending dispatch queue if all units are removed from an active incident	C	
I.C-6.4	Ability for dispatch to swap incidents between two units with a single command	C	
I.D	**Unit Management**		
I.D-1	**Unit Placement in Service**		
I.D-1.1	Ability for real time updates of system when mobile units log themselves into and off of CAD	C	
I.D-1.2	Ability to associate multiple individuals with a unit	C	
I.D-1.3	Ability to provide a visual distinction for a unit with multiple individuals assigned	C	
I.D-1.4	Ability to indicate a unit that does not have a mobile computer	C	
I.D-2	**Unit Status Display**		
I.D-2.1	Ability to provide a unit display queue	C	
I.D-2.2	Ability to have dedicated unit display queues for relevant departments/agencies (e.g., PD queue, FD queue)	C	
I.D-2.3	Ability to have dedicated unit display queues for designated response boundaries (e.g., separate queues for PD-North and PD-South)	C	
I.D-2.4	Ability to develop separate queues at a department level (e.g., multiple PD queues)	C	
I.D-2.5	Ability to support unique dispatch protocols per department/agency (e.g., one department requires only a single patrol vehicle for an incident type, whereas another requires two patrol vehicles; system can differentiate its unit recommendations based on location of incident and responding department)	C	
I.D-2.6	Ability to monitor an unlimited number of units	C	
I.D-2.7	Ability to display all unit statuses	C	
I.D-2.8	Ability for department to define unit status types	C	
I.D-2.9	Ability to associate a default availability with each status (e.g., unit available when in particular status)	C	
I.D-2.10	Ability to automatically update and display unit status (without manually refreshing screen)	C	
I.D-2.11	Ability to visually differentiate through color, text and/or symbol, units in varying status or conditions	C	
I.D-2.12	Ability to use symbols or characters in the unit status display to supplement unit status color	C	
I.D-2.13	Ability to modify the unit status for multiple units with a single command	C	
I.D-2.14	Ability to provide a unique visual indicator when a unit using the software on a mobile device loses connectivity	C	
I.D-3	**Field-Initiated Calls for Service**		
I.D-3.1	Ability for dispatcher to enter field-initiated incidents (e.g., traffic stop)	C	
I.D-3.2	Ability to update in real time for field initiated events (traffic stop, found property, etc.) entered by units into their mobile devices.	C	
I.D-3.3	Ability to have multiple types of field-initiated calls for service	C	
I.D-3.4	Ability to add units to a field-initiated incident	C	
I.D-3.5	Ability for dispatcher to verify addresses of field-initiated incidents	C	
I.D-3.6	Ability to have a unique, pre-formatted screen for each type of field initiated incident (e.g., traffic stop, warrant service, etc.)	C	
I.D-3.7	Ability to set defaults for any of the criteria captured as part of the field-initiated incident (e.g., State for Driver License)	C	
I.D-3.8	Ability for dispatcher to put a unit on a traffic stop and run the plate in one step	C	
I.D-4	**Unit Activity Tracking**		
I.D-4.1	Ability to record all unit assignments	C	
I.D-4.2	Ability to record all unit locations	C	
I.D-4.3	Ability to record all unit status changes	C	
I.D-4.4	Ability to review unit status history within the CAD application	C	
I.D-4.5	Ability for user to generate reports on any details associated with a unit's activity (e.g., unit status, geographical area, etc.)	C	
I.E	**Fire Unit Management and Arrival Tracking**		
I.E-1	**On-Scene Arrival Tracking**		
I.E-1.1	Ability to record multiple arrival times associated with different statuses (e.g., arrival at a staging area, arrival at the scene)	C	
I.E-1.2	Ability to record multiple units arriving:		
I.E-1.2.1	At one time (all at once)	C	
I.E-1.2.2	At different times	C	
I.E-2	**Apparatus Cross Staffing**		
I.E-2.1	Ability to identify apparatus capable of serving multiple purposes (e.g., truck also serves as engine)	C	
I.E-2.2	Ability to dispatch an apparatus as one purpose while simultaneously putting it's other apparatus purpose out of service (e.g., if vehicle A can serve as both an engine and a truck, when it is dispatched as an engine, it is unavailable as a truck)	C	
I.E-2.3	Ability to place an apparatus "role" back in service when the apparatus has returned	C	
I.E-2.4	Ability to notify dispatcher of resource deficiencies; for example, when units that do not meet the minimum required capabilities have been assigned to a call (e.g., run card indicates that an engine must respond, but a truck has been assigned)	C	
I.E-3	**Personnel Cross Staffing**		
I.E-3.1	Ability to support personnel cross-staffing so that when personnel are dispatched to an incident with one apparatus, the other apparatus they support at their station are made unavailable	C	
I.E-3.2	Ability to automatically update unit status when cross-staffed personnel return to quarters	C	
I.E-4	**Move-Up Recommendations**		
I.E-4.1	Ability to identify coverage deficiencies by department-defined parameters	N	Hexagon has optioned our Deccan LiveMUM interface, if the County chooses to contract with Deccan.
I.E-4.2	Ability to integrate with third party applications that can provide management and automatic recommendations for move-ups.	N	Hexagon has optioned our Deccan LiveMUM interface, if the County chooses to contract with Deccan.
I.E-4.3	Ability for system to alert user when coverage does not meet defined parameters	N	Hexagon has optioned our Deccan LiveMUM interface, if the County chooses to contract with Deccan.
I.E-4.4	Ability to identify coverage deficiencies by response time standards (e.g., available BLS unit is more than eight minutes out of a particular area or available fire unit is more than five minutes out of a particular area)	N	Hexagon has optioned our Deccan LiveMUM interface, if the County chooses to contract with Deccan.
I.E-4.5	Ability for one area to cover the assigned area of another unit	N	Hexagon has optioned our Deccan LiveMUM interface, if the County chooses to contract with Deccan.
I.E-4.6	Ability to visually indicate a unit in a cover assignment status on the unit status monitor lists	C	If this is a unique status in CAD, then it can be reflected in the GUI, along with every other unit's status.
I.E-4.7	Ability for units that are moved-up to compensate for coverage gaps to be automatically returned to their home station upon clearing of the incident that necessitated the move-up	N	Hexagon has optioned our Deccan LiveMUM interface, if the County chooses to contract with Deccan.

I.E-4.8	Ability for units that are moved-up to compensate for coverage gaps to be manually returned to their home station	N	Hexagon has optioned our Deccan LiveMUM interface, if the County chooses to contract with Deccan.
I.E-4.9	Ability for dispatchers to override cover and move-up recommendations	N	Hexagon has optioned our Deccan LiveMUM interface, if the County chooses to contract with Deccan.
I.E-4.10	Ability to log recommendation overrides in the audit trail (e.g., log recommended units versus dispatched units)	N	Hexagon has optioned our Deccan LiveMUM interface, if the County chooses to contract with Deccan.
I.E-4.11	Ability to provide a visual alert that units involved in a move-up recommendation have returned to service	N	Hexagon has optioned our Deccan LiveMUM interface, if the County chooses to contract with Deccan.
I.E-4.12	Ability to return moved-up or cover units to original/primary station using a single command	N	Hexagon has optioned our Deccan LiveMUM interface, if the County chooses to contract with Deccan.
I.E-4.13	Ability for units put into a covering status to be recommended from the station for which they are covering	C	
I.E-4.14	Ability to provide a move-up management map that provides a visual indication of coverage status	N	Hexagon has optioned our Deccan LiveMUM interface, if the County chooses to contract with Deccan.
I.E-4.15	Ability to interface with a third-party move-up management application; in "Comments" field, identify which systems are supported	N	Hexagon has optioned our Deccan LiveMUM interface, if the County chooses to contract with Deccan.
I.F	**Incident Management**		
I.F-1	**CAD Incidents & Display**		
I.F-1.1	Ability to provide an active incident display queue	C	
I.F-1.2	Ability to have dedicated Incident display queue for relevant departments/agencies (e.g., PD queue, FD queue)	C	
I.F-1.3	Ability to have dedicated incident display queues for designated response boundaries (e.g., separate queues for PD-north and PD-south)	C	
I.F-1.4	Ability to dynamically display (e.g., automatically update) incident status data in a summary window (status monitor)	C	
I.F-1.5	Ability to allow for an unlimited number of department-defined incident statuses	C	
I.F-1.6	Ability to retrieve a CAD incident and review all data	C	
I.F-2	**CAD Incident Updates**		
I.F-2.1	Ability to display narrative information in chronological order	C	
I.F-2.2	Ability to display narrative information in reverse chronological order by default	C	
I.F-2.3	Ability to add information to an existing CAD incident record from the command line without retrieving the CAD incident	C	
I.F-2.4	Ability to show a timestamp with all updates to CAD incident record	C	
I.F-2.5	Ability to indicate an NCIC query was completed, but not attached the return to the incident record	C	
I.F-3	**Cross-Referencing Calls**		
I.F-3.1	Ability to cross-reference multiple incidents (indicate maximum in "Comments" field)	C	
I.F-3.2	Ability to cross-reference incidents generated from the Mobile software.	C	
I.F-3.3	Ability to cross-reference closed incidents	C	
I.F-3.4	Ability to cross-reference active incidents	C	
I.F-4	**Multi-Operator Incident**		
I.F-4.1	Ability to allow multiple personnel to work on a single incident	C	
I.F-4.2	Ability to provide a visual identification (e.g., ID stamp) or data segregation (e.g., different text box windows) to identify which operator entered specific information into a call	C	
I.G	**Unit Clearance and Disposition Recording**		
I.G-1	**Unit Clearance**		
I.G-1.1	Ability to clear one unit from a CAD incident while allowing the other assigned units to remain on the call	C	
I.G-1.2	Ability to select any number of units to clear from CAD incident	C	
I.G-1.3	Ability to clear all units simultaneously from a CAD incident	C	
I.G-2	**Disposition Recording**		
I.G-2.1	Ability for the department to define disposition codes	C	
I.G-2.2	Ability to support an unlimited number of disposition codes (if limited, enter the maximum number of codes in the "comments" field)	C	
I.G-2.3	Ability to require a disposition to be entered prior to clearing the primary unit from a CAD incident	C	
I.G-2.4	Ability to enter comments along with a disposition	C	
I.G-2.5	Ability to change an incident disposition after a call is closed	C	
I.G-2.6	Ability for disposition codes to be unique per discipline (e.g., codes segregated by law vs. fire)	C	
I.G-2.7	Ability to record both an incident disposition (e.g., false alarm) and a unit disposition (e.g., primary officer, assisting officer)	C	
I.G-2.8	Ability to set unique mandated disposition permissions for each agency.	C	
I.G-3	**Mobile Report Transfer**		
I.G-3.1	Ability to ***manually*** trigger transfer of call for service data to:		
I.G-3.1.1	Law enforcement RMS	M	Hexagon has included a HxGN OnCall Dispatch |CAD Link interface to meet this requirement. For interface details, see SOW Attachment H.
I.G-3.1.2	Fire RMS	M	Hexagon has included a HxGN OnCall Dispatch |Fire Link interface to meet this requirement. For interface details, see SOW Attachment H.
I.G-3.1.3	Electronic Patient Care Reporting (ePCR)	C	
I.G-3.2	Ability to initiate a report before incident is closed (e.g., download data to Fire RMS or ePCR)	C	
I.G-3.3	Ability to ***automatically*** trigger transfer of call for service data to other County systems.	C	
I.G-4	**Reopening CAD Incidents**		
I.G-4.1	Ability to reopen closed incidents	C	
I.G-4.2	Ability to maintain original response time and metrics for re-opened incidents	C	
I.G-4.3	Ability to reopen a closed call without losing previously recorded date and timestamps	C	
I.G-4.4	Ability to assign units to reopened calls	C	
I.G-4.5	Ability for dispatchers to add comments to a CAD call record after the call is closed without reopening the incident	C	
I.G-5	**Time Stamps**		
I.G-5.1	Ability to manually override a time stamp (e.g., if a unit forgets to hit "on-scene" and dispatcher needs to "back time" the time stamp)	C	
I.G-5.2	Ability to capture a time stamp for the overridden time stamp (e.g., the time the time stamp was overridden)	C	
I.G-5.3	Ability for all overridden date and time stamps to be visually distinguished from automatic time stamps	C	
I.H	**Tow Rotation List**		
I.H-1	Ability to maintain a tow rotation list	C	
I.H-2	Ability to automatically place a contractor at the end of the rotation list after contractor is selected for service	C	
I.H-3	Ability for department to restore contractor's position in the rotation list	C	
I.H-4	Ability to record that a contractor was selected from the service rotation list	C	
I.H-5	Ability to record contractor response	C	
I.H-6	Ability to timestamp a contractor's arrival on scene	C	
I.H-7	Ability when a vehicle is being towed to record the following:		
I.H-7.1	Pick-up location	C	

I.H-7.2	Stored-at location	C	
I.H-7.3	License plate number	C	
I.H-7.4	Make	C	
I.H-7.5	Model	C	
I.H-7.6	Date/time	C	
I.H-7.7	Tow company	C	
I.H-7.8	Associated incident number	C	
I.H-8	Ability to generate a report of tows by any combination of captured tow information	C	
I.I	**False Alarms**		
I.I-1	Ability to create an incident from information obtained from an alarm monitoring unit	M	Hexagon has included an External Alarms OnCall Dispatch Interface and Commsys's ASAP add-on to their ConnectCIC product. For interface details, see SOW Attachment H.
I.I-2	Ability to create a false alarm disposition	C	
I.I-3	Ability to generate a list of false alarms by:		
I.I-3.1	Timeframe	C	
I.I-3.2	Location	C	
I.I-3.3	Owner	C	
I.I-4	Number of false alarms in an agency-defined time period (e.g., 2 false alarms in 90 days)	C	
I.J	**Communications Supervisor Support**		
I.J-1	Ability for a communications supervisor to monitor system configuration and current staffing (e.g., who is signed-on, at what position, and with what responsibilities)	C	
I.J-2	Ability for a CAD workstation to be configured as a supervisor workstation upon logon of a user with a CAD supervisor profile	C	
I.J-3	Ability for a supervisor to choose logon type (e.g. supervisor or dispatcher) upon workstation logon	C	
I.J-4	Ability for a communications supervisor to monitor activity on any user workstation	C	Hexagon clarifies that supervisors have permission to access the users logged in, agency, and dispatch groups data. Additionally, the supervisor has ability to access the workspace the dispatcher is using.
I.K	**Be-On-The-Lookouts (BOLOs)**		
I.K-1	Ability to create and maintain BOLOs	C	
I.K-2	Ability to provide an audit trail for BOLOs	C	
I.K-3	Ability for field personnel to create BOLOs	C	With the exception of the Mobile Responder Smartphone iOS & Android app.
I.K-4	Ability to provide the following fields for a BOLO record:		
I.K-4.1	Date issued	C	
I.K-4.2	BOLO expiration date	C	
I.K-4.3	Nature of the BOLO	C	
I.K-4.4	BOLO priority	C	
I.K-4.5	Subject information	C	
I.K-4.6	Vehicle information	C	
I.K-4.7	Narrative	C	
I.K-5	Ability to search for BOLO based upon any of the above-mentioned items	C	
I.K-6	Ability to accommodate multiple subjects in a BOLO	C	
I.K-7	Ability to accommodate multiple vehicles in a BOLO	C	
I.K-8	Ability to attach a file to a BOLO	C	
I.K-9	Ability to embed a photo in a BOLO	A	Hexagon clarifies that we do not embed, but as alternative, can attach a photo.
I.K-10	Ability to update a BOLO	C	
I.K-11	Ability to set time limits for BOLO retention	C	Broadcasts can be set to expire as desired and may be retained in the database for as long as needed.
I.K-12	Ability to generate, at user-defined times, reports listing expired BOLOs	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.K-13	Ability to link BOLOs to an address such that the BOLO is retrieved when that address is referenced (e.g., in a call for service or report)	C	Hexagon clarifies, this is possible only if the broadcast is attached to an event and then (via Broadcast Search function) the user searches by event number.
I.K-14	Ability to view history of recently created BOLOs	C	
I.K-15	Ability to archive expired BOLO records	C	
I.K-16	Ability to search expired BOLO records	C	
I.L	**Vulnerable Persons Database**		
I.L-1	Ability to maintain a vulnerable persons database within the CAD application	C	
I.L-2	Ability to document the following related to each vulnerable person:		
I.L-2.1	Name	C	
I.L-2.2	Location(s)	C	
I.L-2.3	Instructions on how to interact with person (narrative)	C	
I.L-2.4	Person submitting information	C	
I.L-3	Ability to associate each person with:		
I.L-3.1	Location	C	
I.L-3.2	Name	C	
I.L-3.3	Vehicle(s)	C	
I.L-4	Ability to associate each person with multiple locations	C	
I.L-5	Ability to automatically query the vulnerable persons database upon entry of a:		
I.L-5.1	Location	C	Via supplemental info workflow
I.L-5.2	Name	C	Via supplemental info workflow
I.L-5.3	Vehicle(s)	C	Via supplemental info workflow
I.M	**Workflow & User Interface/User Design (UI/UX)**		
I.M-1	**General Data Entry and Submission Requirements**		

I.M-1.1	Ability to accelerate routine data entry tasks (i.e., workflow functionality) with the following:		
I.M-1.1.1	Code-driven drop down menus	C	
I.M-1.1.2	Type ahead based on drop down menus	C	
I.M-1.1.3	Shortcut keys (e.g., BR = Brown)	N	
I.M-1.1.4	Default menus	C	
I.M-1.1.5	Auto-completion	C	
I.M-1.2	Ability to automate filling of fields that are the same across multiple forms, reports or screens within the solution. (e.g. Caller name, location details, etc.).	C	
I.M-1.3	Ability to not require any information be entered more than once for a field that may appear in multiple locations.	C	
I.M-1.4	Ability to copy and paste across fields	C	
I.M-1.5	Ability to validate codes prior to data submission (where appropriate)	C	
I.M-1.6	Ability to visually indicate to users whether a field is mandatory.	C	
I.M-1.7	Ability for users to use a spell check function.	C	Via the browser's spellcheck function.
I.M-1.8	Ability to autosave based on a settable timeframe.	N	
I.M-1.9	Any multi-tiered software should be continually configured by the Offeror to maintain alignment of business rules for mobile applications and web applications, providing the County with a complete solution with aligned versioning.	C	
I.M-1.10	Ability to add electronic signatures through a designated workflow and approval process.	N	This is typically a records workflow.
I.M-1.11	Ability to support speecth-to-text software (or Voice-to-Text)	C	Only on smartphones with Mobile Responder.
I.M-2	**Application User Interface**		
I.M-2.1	Ability to provide a user experience that is consistent without regard to client type	C	
I.M-2.2	Ability for users to enter data using any combination of:		
I.M-2.2.1	Command line interface (CLI)	C	
I.M-2.2.2	Mouse or Touch Screen	C	
I.M-2.2.3	Keyboard	C	
I.M-2.2.4	Speech to text	C	Only on smartphones with Mobile Responder.
I.M-2.3	Ability for commands triggered by use of mouse or hot key to appear and auto populate command line	C	
I.M-2.4	Ability to configure the user interface at the following levels:		
I.M-2.4.1	Department	C	
I.M-2.4.2	Role	C	
I.M-2.4.3	Workstation	N	
I.M-2.4.4	User	C	
I.M-2.5	Ability to configure any screen to include: (Note: if certain features are customizable at only the user or Department level, indicate as such as in the "Comments" field to the right):		
I.M-2.5.1	Font size	C	Agency-level authorized user can set font size. This is available for end users using the browser zooming function on the display window.
I.M-2.5.2	Font type	C	Agency-level authorized user can set font size.
I.M-2.5.3	Font color	C	At the user level
I.M-2.5.4	Window background color	A	Light and dark mode, at the user level.
I.M-2.5.5	Day/night mode	C	At the user level
I.M-2.5.6	Window sizes	C	At the user level
I.M-2.5.7	Window locations	C	At the user level
I.M-2.5.8	Required, optional or not required fields	C	Via authorized user
I.M-2.5.9	Location of fields on the screen	C	Via authorized user
I.M-2.5.10	Field label	C	Via authorized user
I.M-2.6	Ability for Department to define fields that are mandatory to display in status windows	C	Via authorized user
I.M-2.7	Ability for user to enlarge and shrink columns in their status windows	C	
I.M-2.8	Ability to save windows configurations based on user ID (e.g., not workstation-specific)	C	
I.M-2.9	Ability to save map configuration (layers turned on) based on user ID	C	
I.M-2.10	Ability to maintain configuration settings during upgrades	C	
I.M-2.11	Ability to display one or more status windows at the same time	C	
I.M-2.12	Ability to save multiple profiles for individual users	C	
I.M-2.13	Ability to restore the user client configuration to the system default	C	
I.M-2.14	Ability to view multiple events simultaneously (e.g., in different windows)	C	
I.M-2.15	Ability to configure the maximum number of windows a dispatcher can have open at any one time	N	
I.M-2.16	Ability to save windows configurations based on user IDs (e.g., not workstation-specific)	C	
I.M-2.17	Ability to maintain configuration settings during upgrades	C	
I.M-2.18	Ability to display system messages without affecting work in progress	C	
I.M-3	**Command Line Entry**		
I.M-3.1	Ability to enter any command via the command line	C	
I.M-3.2	Ability to enter commands in any order on the command line	C	
I.M-3.3	Ability to enter more than one command on a single command line	C	
I.M-3.4	Ability for department to define commands	C	Via authorized user in OnCall Administrator application
I.M-3.5	Ability when entering a command to be presented with required syntax	N	
I.M-3.6	Ability to support multiple command lines	C	
I.N	**Messaging**		
I.N-1	**General Messaging Features**		
I.N-1.1	Ability to support a messaging system that can transmit messages to and from mobile and desktop workstations	C	
I.N-1.2	Ability to display the following identifiers within a message:		
I.N-1.2.1	Sender Information	C	
I.N-1.2.2	Receiver Information	C	
I.N-1.2.3	Date/Time	C	
I.N-1.3	Ability to send messages to a user who is not logged into CAD and store that message for retrieval when the user logs onto CAD	C	
I.N-1.4	Ability for message server to continuously attempt to deliver a message until received and confirmed	C	

I.N-1.5	Ability to store messages for later viewing	C	
I.N-1.6	Ability for messages to be sorted by most recent or first received	C	
I.N-1.7	Ability for authorized users to search all system messages based on attributes of the sender or message.	C	
I.N-2	**Sending Messages**		
I.N-2.1	Ability to create and save message groups	C	
I.N-2.2	Ability to send broadcast messages	C	
I.N-2.3	Ability for users to select any number of people as part of a message group with no limitation on the number of people in a group	C	
I.N-2.4	Ability to enter unlimited narrative with wrap-around feature (if characters are limited, indicate the maximum number of characters permitted in the "comments" section)	C	
I.N-2.5	Ability to support reply and reply all	C	
I.N-2.6	Ability to select a recipient by a single command to create a message (e.g., double click on a logged on user to initiate a message)	A	Can be done via command line.
I.N-2.7	Ability to attach files to messages	C	
I.N-2.8	Ability to embed photos in messages	A	Hexagon clarifies, can alternatively attach photos to message but not embed.
I.N-2.9	Ability to set department-defined file size limit	C	
I.N-2.10	Ability to send a message to all units handling a specific incident	C	
I.N-2.11	Ability to transmit a reply message to the originator of a currently displayed message without having to re-enter the originator's address	C	
I.N-2.12	Ability to forward a message	C	
I.N-2.13	Ability to create messages that are retained in the system and sent at pre-specified times	C	
I.N-2.14	Ability to provide a notification for delivery of messages to the device	C	Via the Acknowledge workflow.
I.N-3	**Receiving Messages**		
I.N-3.1	Ability to notify receiver via an audible and/or visual flag that a new message has arrived in mailbox	C	
I.N-3.2	Ability to prevent incoming messages from interfering with current work	C	
I.N-3.3	Ability to notify receiver of total number of unread messages	C	
I.N-3.4	Ability for messages to be queued in an "inbox" for later viewing at the convenience of users	C	
I.N-3.5	Ability to query message logs by department-defined criteria (e.g., date/time range, sender, recipient, device)	C	
I.N-3.6	Ability to note time opened/read by receiver	C	This data is stored in the database and is available for reporting purposes.
I.N-3.7	Ability to clear a message from the queue	C	
I.N-3.8	Ability to retain a message in the queue	C	
I.N-3.9	Ability for supervisors to monitor messages	C	
I.N-3.10	Ability for supervisors to search messages by a text string (e.g., to identify inappropriate language use)	C	
I.N-3.11	Ability to archive messages and attachments	C	
I.N-3.12	Ability to save messages for a department-determined period of time	C	
I.N-3.13	Ability to purge messages for a department-determined period of time	C	
I.N-4	**Instant Messaging**		
I.N-4.1	Ability to support an instant messaging features between and amongst CAD and Mobile users	C	
I.N-4.2	Ability for all instant messages to be logged into a continuous Instant Messaging thread (e.g., recorded conversation)	C	
I.N-4.3	Ability for instant messages to be searchable	C	
I.N-4.4	Ability for user to delete instant messages from their view screen	C	
I.N-4.5	Ability for all instant messages to be date and time stamped	C	
I.O	**Queries**		
I.O-1	**General Query Functionality**		
I.O-1.1	Ability to conduct searches based on:		
I.O-1.1.1	Soundex	C	
I.O-1.1.2	"Wild cards"	C	
I.O-1.1.3	Diminutive names	N	
I.O-1.1.4	Exact match	C	
I.O-1.1.5	Partial information	C	
I.O-1.1.6	Boolean operators ("and," "or," and "not")	C	
I.O-1.1.7	Ranges (date, location, time)	C	
I.O-1.2	Ability to run a query on any operational data element	C	
I.O-1.3	Ability to search on multiple operational data fields	C	
I.O-1.4	Ability to support federated queries	C	
I.O-1.5	Ability to support cascading queries	C	
I.O-1.6	Ability to provide users an option to select which databases to query	C	
I.O-1.7	Ability to set defaults for databases to query within each application	C	
I.O-1.8	Ability to restrict user access to query specific databases	C	
I.O-1.9	Ability to consolidate query returns when multiple databases are queried	C	
I.O-1.10	Ability for query returns to indicate the information source	C	
I.O-1.11	Ability to select any result from a query and drill down for detailed information (e.g., hyperlink)	C	
I.O-1.12	Ability to access multiple files and tables in a single search	C	
I.O-1.13	Ability to search narrative fields	C	
I.O-1.14	Ability to exclude specified text when conducting narrative text searches	N	
I.O-1.15	Ability to restrict searches that result in large volumes of data by:		
I.O-1.15.1	Providing a warning of the size of records found	N	
I.O-1.15.2	Requesting users to prompt the system to continue the search	N	
I.O-1.15.3	Requesting users to prompt the system to cancel the search	N	
I.O-1.16	Ability to clearly indicate when additional information (e.g., more search results) is available	C	
I.O-2	**Common Queries**		
I.O-2.1	Ability to query and view the following by any public safety boundary layer (e.g., department, beat, sector):		
I.O-2.1.1	Active calls	C	
I.O-2.1.2	Pending Calls	C	
I.O-2.1.3	Closed calls	C	
I.O-2.2	Ability to query unit history by any combination of:		

I.O-2.2.1	Date and time range	C	
I.O-2.2.2	Unit	C	
I.O-2.2.3	Location range	C	
I.O-2.3	Ability to review historical information related to:		
I.O-2.3.1	Incident	C	
I.O-2.3.2	Location	C	
I.O-2.3.3	Unit	C	
I.O-2.4	Ability to query response area activity by:		
I.O-2.4.1	Unit ID	C	
I.O-2.4.2	Call source	C	
I.O-2.4.3	Date and time range	C	
I.O-2.4.4	Disposition	C	
I.O-2.4.5	Incident type	C	
I.O-2.4.6	Reporting area	C	
I.O-2.5	Ability to query geographic area with the aid of a drawing tool	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.O-3	**Query Return Features**		
I.O-3.1	Ability to drill down on query results	C	
I.O-3.2	Ability to save queries for later use	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.O-3.3	Ability to clearly indicate when additional information (e.g., more query returns) is available	C	
I.O-3.4	Ability to print query returns at any time	C	
I.O-3.5	Ability to direct query results to any printer	C	
I.O-3.6	Ability to direct query results to any terminal	C	
I.O-3.7	Ability to sort query results by any criteria (e.g., most recent to oldest, by priority)	C	
I.O-3.8	Ability to provide an alert if a return contains a positive hit (e.g., stolen vehicle, felony warrant)	C	Via HxGN OnCall Dispatch Informer's hit detection functionality
I.O-4	**Timers**		
I.O-4.1	Ability to configure incident timers and alerts based on department-defined parameters (e.g., type of incident, unit arrival time, priority status) and times	C	
I.O-4.2	Ability to associate timers with any combination of:		
I.O-4.2.1	Unit status	C	
I.O-4.2.2	Incident type	C	
I.O-4.3	Ability to alert user to the expiration of the timer via:		
I.O-4.3.1	Audible alert	C	
I.O-4.3.2	Visual alert	C	
I.O-4.4	Ability to configure the alerts to repeat at department-defined intervals until the timer has been reset	N	
I.O-4.5	Ability to manually set incident timers and alerts	C	
I.O-4.6	Ability to record acknowledgement of timer alert	C	
I.O-4.7	Ability to provide the following options when a status timer expires:		
I.O-4.7.1	Modify to new time value	C	
I.O-4.7.2	Reset to default value	C	
I.O-4.7.3	Stop timer	C	
I.O-5	**Flags and Alerts**		
I.O-5.1	Ability to associate a flag/alert with any structured data field within the system (e.g., name, address, license plate)	C	
I.O-5.2	Ability to associate a flag/alert with an address range	C	
I.O-5.3	Ability to associate a flag/alert with multiple addresses	C	
I.O-5.4	Ability to associate a flag/alert to an incident and radius from incident	C	
I.O-5.5	Ability to associate a flag/alert based on it's priority in relation to other incidents within the pending queue.	C	
I.O-5.6	Ability, upon entering an address, to automatically present user any flags/alerts associated with the address	C	
I.O-5.7	Ability to attach a file to a flag/alert (e.g., photo)	C	
I.O-5.8	Ability for alerts to include:		
I.O-5.8.1	Audible alert	C	
I.O-5.8.2	Visual flags	C	
I.O-5.9	Ability for flags/alerts to be dynamic (e.g., user can click on flag for additional information)	C	
I.O-5.10	Ability for users to sort summary of past incidents by:		
I.O-5.10.1	Chronological order (most recent call shown first)	C	
I.O-5.10.2	Incident type	C	
I.O-5.11	Ability to associate an expiration with a flag/alert	C	
I.O-5.12	Ability to notify personnel of pending expiration of a flag	M	Report authors with permission can use PowerBI and Report Builder via our included Analytics to create reports against a replicated copy of the OnCall Database. Hexagon assumes this report will be created by the County report authors. It is our understanding that the County wants to keep and use the Public Safety data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.O-5.13	Ability to include flagged information with dispatches sent to responding units	C	

I.O-5.14	Ability to categorize flag types and have a unique visualization for each flag type (e.g., violent is red, medical is blue)	C	
I.O-5.15	Ability to provide narrative information with flags	C	
I.O-5.16	Ability to keep hazard and event flags in CAD system for an unlimited length of time until manually removed by administrator/supervisor	C	
I.O-5.17	Ability to archive deleted flags	C	
I.O-5.18	Ability to maintain a record of deleted flags	C	
I.O-5.19	Ability when creating a flag/alert, to record:		
I.O-5.19.1	User creating flag/alert	C	
I.O-5.19.2	Expiration date	C	
I.P	**GIS & Location Data**		
I.P-1	**Location Capture**		
I.P-1.1	Ability to receive geographic coordinates from a cellular telephone carrier	C	
I.P-1.2	Ability to capture the following information upon receipt of a wireless 9-1-1 call:		
I.P-1.2.1	X/Y coordinates	C	
I.P-1.2.2	Closest street address	C	
I.P-1.2.3	Nearest cross streets	C	Based on agency-configured map data source and geocoder provider(s).
I.P-1.3	Ability to relate X/Y coordinates to an actual address	C	
I.P-1.4	Ability to transform X/Y coordinates to a map for display	C	
I.P-1.5	Ability to support the Z coordinate	N	
I.P-1.6	Ability to incorporate the Z coordinate for display on CAD map	N	
I.P-1.7	Ability to capture incident location separately from caller location	C	
I.P-1.8	Ability to transfer caller location to incident location fields in the event locations are identical (e.g., one-click transfer)	M	This can be configured by the County with the Customer Rules Engine (CRE) product. Hexagon has included services to perform this configuration.
I.P-1.9	Ability, when entering an incident location that is separate from the caller location, for the system to check the incident location for prior incidents	C	
I.P-1.10	Ability to enter a location for an event via:		
I.P-1.10.1	Street address	C	Based on agency-configured map data source and geocoder provider(s).
I.P-1.10.2	Block number or address range	C	Based on agency-configured map data source and geocoder provider(s).
I.P-1.10.3	Commonplace name	C	Based on agency-configured map data source and geocoder provider(s).
I.P-1.10.4	Landmark	C	Based on agency-configured map data source and geocoder provider(s).
I.P-1.10.5	Intersections	C	Based on agency-configured map data source and geocoder provider(s).
I.P-1.10.6	X/Y coordinates	C	Based on agency-configured map data source and geocoder provider(s).
I.P-1.10.7	Selected location (point and click) on a map	C	Based on agency-configured map data source and geocoder provider(s).
I.P-1.10.8	Street aliases	C	Based on agency-configured map data source and geocoder provider(s).
I.P-1.10.9	Building aliases	C	Based on agency-configured map data source and geocoder provider(s).
I.P-1.11	Ability to save intersections as identical address points regardless of order of streets entered (e.g., 1st/Main same as Main/1st)	C	Based on agency-configured map data source and geocoder provider(s).
I.P-1.12	Ability to capture zip code information	C	Based on agency-configured map data source and geocoder provider(s).
I.P-1.13	Ability to capture census tract information	C	Based on agency-configured map data source and geocoder provider(s).
I.P-1.14	Ability to capture the location type (e.g. school, retirement home, etc.)	C	Based on agency-configured map data source and geocoder provider(s).
I.P-2	**Location Verification**		
I.P-2.1	Ability to verify locations for any address entered into the system	C	Based on agency-configured map data source and geocoder provider(s), and depending on if that address is valid in the city or county region.
I.P-2.2	Ability to enter a street name and be presented with:		
I.P-2.2.1	Aliases	C	Based on agency-configured map data source and geocoder provider(s).
I.P-2.2.2	Associated address ranges	C	Based on agency-configured map data source and geocoder provider(s).
I.P-2.2.3	List of cross streets	C	Based on agency-configured map data source and geocoder provider(s).
I.P-2.3	Ability to translate call location to appropriate public safety geographical boundary (e.g., beat)	C	Based on agency-configured map data source and geocoder provider(s).
I.P-2.4	Ability to translate alias names to actual street names or addresses	C	Based on agency-configured map data source and geocoder provider(s).
I.P-2.5	Ability to support multiple aliases with a location	C	
I.P-2.6	Ability to notify user through a visual and/or audible flag if multiple street addresses/street names/intersections are found in geofile	C	Based on agency-configured map data source and geocoder provider(s).
I.P-2.7	Ability to offer a list of address options if multiple similar addresses/intersections/street names are found in geofile	C	Based on agency-configured map data source and geocoder provider(s).
I.P-2.8	Ability to display on a map the incident location in relation to other active incidents during the incident entry process	C	
I.P-3	**Location Verification Failure**		
I.P-3.1	Ability to manually override address if not verified by geofile	C	
I.P-3.2	Ability to log all locations that fail geofile validation	C	
I.P-3.3	Ability for notification of correction to be automatically generated and sent to geofile administrator whenever a user manually overrides and corrects an address/location	N	
I.P-3.4	Ability for the notification of correction to capture the following:		
I.P-3.4.1	Address Information	C	
I.P-3.4.2	Date/time of report	C	
I.P-3.4.3	User ID of person making the correction	C	
I.Q	**CAD Mapping**		
I.Q-1	**General Mapping Requirements**		
I.Q-1.1	Ability for mapping functionality to be integrated into CAD, starting at call receipt and continuing through to the conclusion of a CAD incident	C	
I.Q-1.2	Ability to view map in a separate window	C	
I.Q-1.3	Ability to use a mouse to click on a point at any zoom level and have the street name and latitude/longitude information displayed	C	Based on agency-configured map data source and geocoder provider(s) and map layers.
I.Q-1.4	Ability to import GIS data from ESRI data formats	C	
I.Q-2	**Map Display**		
I.Q-2.1	Ability to display the following on the mapping application:		
I.Q-2.1.1	Active Incidents	C	
I.Q-2.1.2	Pending Incidents	C	
I.Q-2.1.3	Real-Time Unit Location	C	
I.Q-2.1.4	Unit Status	C	
I.Q-2.2	Ability for user to filter which type of units are displayed (e.g., Fire only, PD only)	C	
I.Q-2.3	Ability to click on a map, and generate a query based on the selected address	C	

I.Q-2.4	Ability to distinguish between Phase I and Phase II location information on map by using different symbols, colors and/or text	C	
I.Q-2.5	Ability to display incident location on map when incident is retrieved	C	
I.Q-2.6	Ability to select a unit and have its location automatically display on the map	C	
I.Q-2.7	Ability for users to select which map layers are displayed	C	
I.Q-2.8	Ability to display icons and symbols specific to the County and agency	C	
I.Q-3	**Map Navigation**		
I.Q-3.1	Ability to provide users with the following map navigation functionality:		
I.Q-3.1.1	Return back to previous view	C	
I.Q-3.1.2	Zoom in/out	C	
I.Q-3.1.3	Move up/down/left/right	C	
I.Q-3.2	Ability to utilize color, text, and/or symbols to distinguish:		
I.Q-3.2.1	Incident type	C	
I.Q-3.2.2	Unit status	C	
I.Q-3.3	Ability for map to center on and zoom to location upon incident entry	C	
I.Q-3.4	Ability to center map display on:		
I.Q-3.4.1	Selected Incident location	C	
I.Q-3.4.2	Commonplace name	C	
I.Q-3.4.3	Address Point	C	
I.Q-3.4.4	Specified vehicle/unit	C	
I.Q-3.4.5	Vehicle activating emergency button	C	
I.Q-4	**Real-Time Map Modification**		
I.Q-4.1	Ability to close streets by clicking on a specific area (e.g., street, hundred block area) from the CAD map	M	Hexagon has provided a modification to our software to meet this requirement. Function available via ESRI Map Control add-on.
I.Q-4.2	Ability for user to define an expected duration for street closures	M	Hexagon has provided a modification to our software to meet this requirement. Function available via ESRI Map Control add-on.
I.Q-4.3	Ability to push closed street information to mobile computers	M	Hexagon has provided a modification to our software to meet this requirement. Function available via ESRI Map Control add-on.
I.Q-4.4	Ability to schedule street closures	M	Hexagon has provided a modification to our software to meet this requirement. Function available via ESRI Map Control add-on.
I.Q-5	**Live Data**		
I.Q-5.1	Ability to incorporate live traffic data from a third-party application (e.g., Waze, Google Maps, etc.)	C	Based on agency-configured map data source and geocoder provider(s) and configured routing service provider. With the exception of Google, which does not support due to their licensing terms.
I.Q-5.2	Ability for live traffic data to be a configurable layer on the map (e.g., allow users to turn view on/off)	C	
I.Q-5.3	Ability for live traffic data to impact unit recommendations	C	Based on agency-configured map data source, geocoder provider(s), and configured routing service provider.
I.Q-5.4	Ability to incorporate live weather data from a third-party application (e.g., Tomorrow.io, AccuWeather, etc.)	C	
I.Q-5.5	Ability for live weather data to be a configurable layer on the map (e.g., allow users to turn view on/off)	C	Based on agency-configured map data source, geocoder provider(s), additional data layers, and configured routing service provider.
I.Q-5.6	Ability for live weather data to impact unit recommendations	C	Based on agency-configured map data source, geocoder provider(s), and configured routing service provider.
I.Q-6	**Routing Directions**		
I.Q-6.1	Ability to provide directions to an incident from a unit's last known location or, if available, current location based on AVL information from the dispatched unit's Mobile	C	Based on agency-configured map data source, geocoder provider(s), and configured routing service provider.
I.Q-6.2	Ability to adjust routing recommendations based on closed streets	C	Based on agency-configured map data source, geocoder provider(s), and configured routing service provider.
I.Q-6.3	Ability to adjust routing recommendations based on live traffic data	C	Based on agency-configured map data source, geocoder provider(s), and configured routing service provider.
I.Q-6.4	Ability to project anticipated response times between two points on a map	C	
I.Q-7	**Geofencing**		
I.Q-7.1	Ability for system to provide automatic status updates based on department-defined geofencing parameters (e.g., when assigned unit has passed 25 feet from station, status is changed to en route location)	C	
I.Q-7.2	Ability to restrict what type of unit status may be updated based on geofencing capabilities (e.g., unit status can only be changed to "in quarters" as opposed to arrival on-scene)	N	
I.Q-7.3	Ability for geofencing to be configurable per discipline (e.g., ACFD utilizes geo-fencing, but law enforcement agencies do not)	C	
I.Q-7.4	Ability to create and maintain geo-fenced areas.	C	
I.Q-7.5	Ability to create multiple geo-fences.	C	
I.Q-7.6	Ability to create overlapping geo-fences.	C	
I.Q-7.7	Ability to enable/disable the display on the CAD or Mobile map any geo-fenced area on any CAD connected client.	C	
I.Q-7.8	Ability to uniquely identify a geo-fence (e.g., label, name)	C	
I.Q-7.9	Ability for an authorized user to create an ad hoc geo-fence.	C	
I.Q-7.10	Ability to associate a geo-fence with an event.	C	
I.Q-7.11	Ability to record in the event record any time a unit crosses a geofence that is associated with an event.	C	
I.Q-7.12	Ability to use a geo-fence associated with an event to change unit status (e.g., change unit status to arrived for any unit assigned to the event that crosses into the geo-fence area) based on Department-defined criteria.	C	This is met with OnCall Dispatch Halo functionality.
I.Q-7.13	Ability to generate an alert when a unit enters or leaves an established geo-fence to:		
I.Q-7.13.1	Any dispatch client	C	
I.Q-7.13.2	Authorized/selected dispatch clients	C	
I.Q-7.13.3	Any mobile client	C	
I.Q-7.13.4	Authorized/selected mobile clients	C	
I.Q-7.13.5	Unit crossing the geo-fence	C	
I.Q-7.13.6	Authorized/selected non-dispatch desktop clients	C	
I.Q-7.13.7	External devices (e.g., SMS, email)	M	This can be configured by the County with the Customer Rules Engine (CRE) product. Hexagon has included services to perform this configuration.
I.Q-7.14	Ability to generate an alert when an event is created within an established geo-fence to:		

I.Q-7.14.1	Any dispatch client	C	
I.Q-7.14.2	Authorized/selected dispatch clients	C	
I.Q-7.14.3	Dispatch client creating the event	C	
I.Q-7.14.4	Any mobile client	C	
I.Q-7.14.5	Authorized/selected mobile clients	C	
I.Q-7.14.6	Units within the geo-fence	C	
I.Q-7.14.7	Authorized/selected non-dispatch desktop clients	C	
I.Q-7.14.8	External devices (e.g., SMS, email)	M	This can be configured by the County with the Customer Rules Engine (CRE) product. Hexagon has included services to perform this configuration.
I.Q-7.15	Ability for authorized users to enable/disable an established geo-fence.	C	
I.Q-7.16	Ability for all activity related to geo-fence to be included in the system's audit log.	C	
I.Q-8	**Geofile Administration**		
I.Q-8.1	Ability to add additional layers to the map	C	
I.Q-8.2	Ability to turn map layers off and on from a System Administrator role (i.e., turned off layer would not be available to any user)	C	
I.Q-8.3	Ability to force adherence to user-defined addressing standards (e.g., abbreviations and directions)	C	Based on agency-configured map data source, geocoder provider(s), and configured routing service provider.
I.Q-8.4	Ability to associate geofile data with reporting boundaries (e.g., beats, sectors)	C	
I.Q-8.5	Ability for geofile administrator to change reporting boundaries (e.g., areas, beats and districts)	C	
I.Q-8.6	Ability to update the system with a new geofile without system downtime or degradation	C	
I.Q-8.7	Ability to test new geofile updates "offline" for accuracy and errors, prior to updating the "live" geofile	C	
I.Q-8.8	Ability for geofile updates to be recognized without requiring logging off and logging back on to the system	C	
I.Q-8.9	Ability to include overlays and overhead photography in mapping application	C	
I.Q-9	**Automatic Vehicle Location (AVL)**		
I.Q-9.1	Ability to support the use of a continuous, real-time AVL system via a CAD interface	C	
I.Q-9.2	Ability to display average speed of vehicle between two points when data is polled	N	
I.Q-9.3	Ability to capture, save and report on the average vehicle speed between two points	M	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement, provided that speed is reported by the agency's AVL device. It is our understanding that the County wants to keep and use the Public Safety data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.Q-9.4	Ability to generate reports from AVL data, including:		
I.Q-9.4.1	Vehicle route	M	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement, provided that speed is reported by the agency's AVL device. It is our understanding that the County wants to keep and use the Public Safety data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.Q-9.4.2	Speeds along the route	M	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement, provided that speed is reported by the agency's AVL device. It is our understanding that the County wants to keep and use the Public Safety data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.Q-9.4.3	Ability to provide AVL playback utility	M	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement, provided that speed is reported by the agency's AVL device. It is our understanding that the County wants to keep and use the Public Safety data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.Q-9.5	Ability for AVL playback to display the movements of all units simultaneously	M	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement, provided that speed is reported by the agency's AVL device. It is our understanding that the County wants to keep and use the Public Safety data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.Q-9.6	Ability for AVL playback to include an audit trail that indicates the following:		
I.Q-9.6.1	Time	M	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.

I.Q-9.6.2	Unit	M	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.Q-9.6.3	Status	M	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.Q-9.6.4	Location	M	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.R	**Government Regulations & Compliance**		
I.R-1	Ability for all data extracts and inputs to comply with National Information Exchange Model (NIEM) standards	C	Hexagon is committed to the use of NIEM-compliant Information Exchange Package Documentation (IEPDs) where effective and efficient, as a primary means of interoperable communications between compliant public safety systems. Hexagon has implemented NIEM-compliant IEPDs in support of the National Capital Region Data Exchange Hub (DEH). Hexagon has also deployed a NIEM-compliant IEPD in support of the APCO/Central Station Alarm Association (CSAA) external Alarm interface.
I.R-2	Ability for applications to use an Open Database Connectivity (ODBC) structured query language database engine	C	Hexagon's database standards are ODBC-compliant and the Hexagon solution also supports the use of other standard middleware connections.
I.R-3	Ability to comply with Criminal Justice Information Services (CJIS) software application security requirements	C	
I.R-4	Ability to ensure the system comlpies and maintains compliance with published regulations and standards, including but not limited to:		
I.R-4.1	NENA NG9-1-1	N	Hexagon actively participates in standards development and is a contributing member of the NENA/APCO NG911 PSAP working group and is well-informed of the NG911 requirements. Hexagon's OnCall Dispatch system includes NG911 functionality in addition to existing PSAP functions to support PSAPs that have not yet transitioned to NG911. HxGN OnCall Dispatch | Call-Taker currently supports ANI/ALI over IP and has the ability to interface with remote Public Safety Answering Points (PSAPs). We also support the APCO/CSAA Alarm standard which is a transitional element to NG911. Hexagon would need more information to provide a definitive response. Hexagon welcomes further discussion with the County on their needs.
I.R-4.1.1	Ability to fully support all of the defined fields and associated attribute data as documented in the NENA Standard for NG9-1-1 GIS Data Model (NENA-STA-006.1.1-2020)	N	Hexagon is a contributing member of the NENA / APCO NG9-1-1 PSAP working group and is well-informed of NG9-1-1 requirements. Hexagon would need more information to provide a definitive response. Hexagon welcomes further discussion with the County on their needs.
I.R-4.2	HIPPA	C	Hexagon's CAD system provides safeguards within the system to allow agencies to remain compliant with HIPAA privacy guidelines. In most cases the CAD system collects minimal information on the patient.
I.R-4.3	CJIS	C	
I.R-4.4	VCIN/NCIC	C	
I.S	**CAD System Administration**		
I.S-1	**CAD Configuration**		
I.S-1.1	Ability to include an administrative module which allows configuration by authorized County employees.	C	
I.S-1.2	Ability to allow System Administrator Roles to add/change/delete any dropdown on the device	C	
I.S-1.3	Ability for system administrator to edit error messages	C	
I.S-1.4	Ability for department to create data entry screens (i.e., preformatted screens)	C	
I.S-1.5	Ability for department to configure data entry screens (i.e., preformatted screens)	C	
I.S-1.6	Ability for department to determine what fields are contained in the preformatted screen	C	
I.S-1.7	Ability for department to create fields that are contained in the preformatted screen	C	
I.S-1.8	Ability for department to determine order of fields in preformatted screen	C	
I.S-1.9	Ability to run a standard report identifying potential duplicate records as part of quality assurance.	C	
I.S-1.10	Ability for department to define mandatory data fields	C	
I.S-1.11	Ability for department to create an information file (e.g., utility contact information, business directory)	C	
I.S-1.12	Ability to query the information file via keyword	C	
I.S-1.13	Ability for department administrator to configure commands (e.g., V = vehicle stop)	C	
I.S-1.14	Ability to configure status code colors	C	
I.S-1.15	Ability to create or modify status types.	C	
I.S-1.16	Ability for department to configure alerts:		
I.S-1.16.1	Associated message displayed	C	
I.S-1.16.2	Audible indicator	C	
I.S-1.16.3	Visual indicator	C	
I.S-2	**Premises File Maintenance**		
I.S-2.1	Ability to update/create CAD premises history files	C	
I.S-2.2	Ability to automatically update premises history when an incident occurs	C	
I.S-2.3	Ability to capture and maintain specific premises information, including but not limited to the following:		
I.S-2.3.1	Alarm/access information	C	
I.S-2.3.2	Emergency contact information	C	
I.S-2.3.3	Business owner name	C	
I.S-2.3.4	Hazardous conditions	C	

I.S-2.3.5	Pre-plan Information	C	
I.S-2.3.6	Previous calls for service	C	
I.S-2.3.7	Trespass list (persons who have been notified they may not trespass at a location)	C	
I.S-2.4	Ability to capture and maintain specific premises information by groups of addresses (e.g., all apartments in an apartment complex, all houses in a subdivision)	C	
I.S-2.5	Ability to define valid date ranges for time limited premises information at a given location (e.g., information valid between <start date> and <end date>)	C	
I.S-2.6	Ability to archive expired premises file information	C	
I.S-2.7	Ability to include in a premises record the following information when premises information is added or changed:		
I.S-2.7.1	Expiration date	C	
I.S-2.7.2	Unit ID of person entering information	C	
I.S-2.8	Ability to attach files to a premises record (e.g., floor plans, building diagrams, special instructions)	C	
I.S-2.9	Ability to access files attached to a premises record:		
I.S-2.9.1	In CAD environment	C	
I.S-2.9.2	In Mobile environment	C	
I.S-3	**Code Table Administration**		
I.S-3.1	Ability to update code tables without taking the system offline	C	
I.S-3.2	Ability for department to maintain code tables (add/change/delete) without vendor intervention	C	
I.S-3.3	Ability to create a new code and merge/link historical records to a new code	C	
I.S-3.4	Ability to track attributes of changes made to the code table, including at a minimum:		
I.S-3.4.1	Expiration date	C	
I.S-3.4.2	Effective date	C	
I.S-3.4.3	Available for use?	C	
I.S-3.5	Ability to prevent display of obsolete code table values on drop down lists.	C	
I.S-3.6	Ability to designate code table values as obsolete and unavailable for current use, preventing further entry of that value, yet retain the value in the table for inquiries on historical data	C	
I.S-4	**Code Table Transfer**		
I.S-4.1	Ability to import code tables created in other applications (e.g., Excel)	C	
I.S-4.2	Ability to export code tables into other applications (e.g., Excel) for the purpose of updating and editing the tables	C	
I.S-4.3	Ability for code table updates to propagate throughout the system (e.g., an update in a code table for one application component updates the same code table in other application components) where applicable	A	HxGN OnCall Dispatch propagates to OnCall Mobile Unit.
I.S-4.4	Ability for System to prevent users from modifying code tables in the event they are altering state or federally required data (e.g., NIBRS code tables)	C	
I.S-5	**General Field Configuration**		
I.S-5.1	Ability for department to make the following modifications to data fields:		
I.S-5.1.1	Add	C	
I.S-5.1.2	Delete	C	
I.S-5.1.3	Rename	C	
I.S-5.2	Ability to query the database directly using SQL	C	
I.S-5.3	Ability for System Administrator to configure GUI screens.	C	
I.S-6	**Dashboards Business Intelligence, Analytics and Data Visualizations**		
I.S-6.1	Ability to display CAD activity in a real-time, summary format (i.e., Dashboard)	C	HxGN OnCall Dispatch | Dashboards (included with Advantage)
I.S-6.2	Ability for dashboards to include, but not be limited to, the following:		
I.S-6.2.1	Pending calls	C	HxGN OnCall Dispatch | Dashboards (included with Advantage)
I.S-6.2.2	Recently closed calls	C	HxGN OnCall Dispatch | Dashboards (included with Advantage)
I.S-6.2.3	Active calls	C	HxGN OnCall Dispatch | Dashboards (included with Advantage)
I.S-6.2.4	Response times	C	HxGN OnCall Dispatch | Dashboards (included with Advantage)
I.S-6.2.5	Call processing times	C	HxGN OnCall Dispatch | Dashboards (included with Advantage)
I.S-6.3	Ability to incorporate the following features:		
I.S-6.3.1	Bar graphs	C	HxGN OnCall Dispatch | Dashboards (included with Advantage)
I.S-6.3.2	Mapping	C	HxGN OnCall Dispatch | Dashboards (included with Advantage)
I.S-6.3.3	Summary totals	C	HxGN OnCall Dispatch | Dashboards (included with Advantage)
I.S-6.4	Ability for dashboards to update in real-time	C	HxGN OnCall Dispatch | Dashboards (included with Advantage)
I.T	**Public Communication**		
I.T-1	**Customer Service: Incident Number**		
I.T-1.1	Ability to send reporting party via SMS text the incident number upon call closure/disposition entry	M	Via Hexagon's OnCall Dispatch | Call-Taker Interface. For interface details, refer to SOW Attachment H.
I.T-1.2	Ability to send an agency-designed message with incident number upon call closure/disposition entry (e.g., "This is Arlington County 911. Your incident number is 123. Should you need further assistance, please provide the referenced incident number.")	M	Via Hexagon's OnCall Dispatch | Call-Taker Interface. For interface details, refer to SOW Attachment H.
I.T-2	**Customer Service: Quality of Service**		
I.T-2.1	Ability to send a scheduled message to all reporting parties via SMS text regarding quality of service (e.g., "You've recently contacted Arlington County 911. Please click the following hyperlink to complete a customer satisfaction survey.")	N	
I.T-2.2	Ability for scheduled message to be delivered to designated public parties upon department-defined interval (e.g., automatically distributed 72 hours after original incident closure)	N	
I.U	**Public Portal**		
I.U-1	Ability to provide information to a public web portal for display of CAD incidents	N	
I.U-2	Ability for public portal to contain the following:		
I.U-2.1	List of CAD Events	N	
I.U-2.2	Map of CAD Events	N	
I.U-3	Ability for portal to include a time delay for closed events	N	
I.U-4	Ability for department to determine which data may be made available (e.g., just call type, but exclude unit information)	N	
I.U-5	Ability to exclude department identified event types	N	
I.U-6	Ability for system to automatically translate locations to general incident areas (e.g., instead of 123 Main St, would list 100 Block of Main St)	N	
I.U-7	Ability to allow any public facing websites to be fully configurable by County for User Interface/User Experience (UI/UX)	N	
I.U-8	Ability to incorporate County CSS (Cascading Style Sheets)	N	

I.V	**CAD Reports**		
I.V-1	**CAD Reporting Functionality**		
I.V-1.1	Ability to perform CAD reporting functions without requiring a full CAD dispatch client license	M	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-1.2	Ability to create ad hoc CAD reports based on any data fields in the CAD database	M	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-1.3	Ability to run CAD reports without exiting the operational CAD application	M	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-1.4	Ability to create a report based on a disposition code that automatically generates a listing of all reports within a user-identified timeframe	M	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-1.5	Ability to create a report based on multiple disposition codes that automatically generates a listing of all reports within a user-identified timeframe	M	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-1.6	Ability to anonymize Department-defined fields, including but not limited to:		
I.V-1.6.1	Street number	N	Hexagon would need more information commit to this requirement.
I.V-1.6.2	X/Y coordinates	N	Hexagon would need more information commit to this requirement.
I.V-1.7	Ability to classify and protect certain types of calls/event information (e.g., Juvenile and Domestic Violence).	M	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-1.8	Ability to automatically redact the following from free form text fields (e.g., non-structured field, narrative) without user interaction:		
I.V-1.8.1	Employee/User ID of agency personnel	A	Hexagon clarifies we do not automatically redact. Users can elect to exclude fields from the reports if desired, using the included OnCall Analytics. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-1.8.2	Reporting party information	A	Hexagon clarifies we do not automatically redact. Users can elect to exclude fields from the reports if desired, using the included OnCall Analytics. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-1.8.3	Subject/witness information	A	Hexagon clarifies we do not automatically redact. Users can elect to exclude fields from the reports if desired, using the included OnCall Analytics. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-1.8.4	CJIS queries	A	Hexagon clarifies we do not automatically redact. Users can elect to exclude fields from the reports if desired, using the included OnCall Analytics. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-1.8.5	CJIS returns	A	Hexagon clarifies we do not automatically redact. Users can elect to exclude fields from the reports if desired, using the included OnCall Analytics. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.

I.V-1.8.6	System messages	A	Hexagon clarifies we do not automatically redact. Users can elect to exclude fields from the reports if desired, using the included OnCall Analytics. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-1.8.7	Structured call taking protocol scripts	A	Hexagon clarifies we do not automatically redact. Users can elect to exclude fields from the reports if desired, using the included OnCall Analytics. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-1.8.8	Medical history	A	Hexagon clarifies we do not automatically redact. Users can elect to exclude fields from the reports if desired, using the included OnCall Analytics. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-1.8.9	Security sensitive items (e.g., door codes, lock combinations, key locations)	A	Hexagon clarifies we do not automatically redact. Users can elect to exclude fields from the reports if desired, using the included OnCall Analytics. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-1.8.10	Other Agency-defined information	A	Hexagon clarifies we do not automatically redact. Users can elect to exclude fields from the reports if desired, using the included OnCall Analytics. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-1.9	Ability to manually redact department-defined fields from a CAD record for reporting purposes.	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-1.10	Ability to exclude any operational field from a report.	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-1.11	Ability for the report generating tool to handle:		
I.V-1.11.1	Arithmetic operations, including fractals and percentiles	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-1.11.2	A full suite of statistical operations	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-1.11.3	Logic operations (e.g., greater than, equal to)	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-1.11.4	Time operations	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-1.12	Ability for the reporting tool to provide filters, including at a minimum:		
I.V-1.12.1	Date and time ranges	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.

I.V-1.12.2	Location (e.g., Block ranges or geographical boundaries)	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-1.12.3	Discipline	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-1.13	Ability to support access to CAD reporting database using Open Database Connectivity (ODBC) standard.	N	It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-1.14	Ability to associate an event record with any captured audio for that event.	C	
I.V-1.15	Ability to associate an event record with any captured screen activity for that event.	C	
I.V-2	**Standard Reports**		
I.V-2.1	Ability to generate the following standard reports from within the CAD application:		Hexagon clarifies, application can have window designated for reporting from within the OnCall Dispatch layout.
I.V-2.1.1	Activity analysis by:		
I.V-2.1.1.1	Day of week	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-2.1.1.2	Geographic area	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-2.1.1.3	Time of day	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-2.1.1.4	Shift	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-2.1.1.5	Call type	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-2.1.1.6	Disposition	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-2.1.1.7	Unit	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-2.1.1.8	User	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-2.1.1.9	Incident Type	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.

I.V-2.1.1.10	Incident Status	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-2.1.1.11	Agency or Department	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-2.1.1.12	Any combination of the above	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-2.1.2	Response times by:		
I.V-2.1.2.1	Day of week	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-2.1.2.2	Geographic area	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-2.1.2.3	Time of day	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-2.1.2.4	Call type	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-2.1.2.5	Unit	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-2.1.2.6	Priority	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-2.1.2.7	Contact method (Call vs. Text)	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-2.1.2.8	Any combination of the above	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-2.1.3	Total and average time on call:		
I.V-2.1.3.1	Day of week	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.

I.V-2.1.3.2	Geographic area	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-2.1.3.3	Time of day	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-2.1.3.4	Call type	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-2.1.3.5	Dispatcher ID	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-2.1.3.6	Any combination of the above	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-2.1.3.7	Disposition	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-2.1.3.8	Shift	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-2.2	Ability to attach AVL data (e.g., route, speed) to a report	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-2.3	Ability to account for unavailable resources in response time calculations	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-2.4	Ability to print a chronological incident report	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-2.5	Ability when running queries to use multiple field variables (e.g., multiple dispositions)	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-2.6	Ability to filter criteria in queries	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-2.7	Ability to generate a daily listing of incidents and personnel assigned to the incidents including, but not limited to:		

I.V-2.7.1	Dispatch location	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-2.7.2	Dispatcher ID	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-2.7.3	Date/time received	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-2.7.4	Disposition	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-2.7.5	Unit ID	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-2.7.6	Incident location	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-2.7.7	Incident number	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-2.8	Ability to print audit report of changes to incident records including:		
I.V-2.8.1	Transaction type (e.g., deletion, edit)	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-2.8.2	Unit ID	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-2.8.3	Workstation/terminal ID	N	
I.V-2.8.4	Before and after value	M	Report authors with permission can use PowerBI and Report Builder via our optional Analytics to create reports against a replicated copy of the OnCall Database. Hexagon assumes this report will be created by the County report authors. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
I.V-2.9	Ability to generate forecasting reports	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.

Reqt. ID	II. MOBILE SOFTWARE REQUIREMENTS	RESPONSE CODE	Comments
II.A	General Mobile Data Computing Features		
II.A-1	General Capabilities		
II.A-1.1	Ability to support automatic screen refreshes of information	C	
II.A-1.2	Ability to provide a visual alert if Mobile is not receiving response from CAD system (no connection to CAD)	C	
II.A-1.3	Ability to continuously attempt to reconnect to CAD system or mobile server in the event connectivity is lost	C	
II.A-1.4	Ability to meet all CJIS requirements (including data encryption requirements per FIPS 140-2 for the transport and storage of data)	C	
II.A-1.5	Ability to alert mobile users any time new information is added to a call via:		
II.A-1.5.1	Audible alert	C	
II.A-1.5.2	Visual alert	C	
II.A-1.6	Ability to support speecth-to-text software (or Voice-to-Text)	C	In Mobile Responder app, on iOS and Android tablets and phones.
II.A-2	Mobile Logging		
II.A-2.1	Ability to log all mobile activities with the **minimum** following information:		
II.A-2.1.1	Date and time of transmission	C	
II.A-2.1.2	Mobile terminal ID	N	
II.A-2.1.3	User ID	C	
II.A-3	System Access		
II.A-3.1	Ability for Mobile software to function on mobile devices with Operating Systems including but not limited to:		
II.A-3.2	Laptops:		
II.A-3.2.1	Windows	C	OnCall Dispatch | Mobile Unit
II.A-3.2.2	Linux	N	OnCall Dispatch | Mobile Unit in browser
II.A-3.2.3	MacOS	N	OnCall Dispatch | Mobile Unit in browser
II.A-3.3	Tablets:		
II.A-3.3.1	iOS	C	OnCall Dispatch | Mobile Responder, and OnCall Dispatch | Mobile Unit in browser on tablet.
II.A-3.3.2	Android	C	OnCall Dispatch | Mobile Responder, and OnCall Dispatch | Mobile Unit in browser on tablet.
II.A-3.3.3	Windows	C	OnCall Dispatch | Mobile Responder, and OnCall Dispatch | Mobile Unit in browser on tablet.
II.A-3.4	Smartphones:		
II.A-3.4.1	iOS	C	Available in OnCall Dispatch | Mobile Responder, not OnCall Dispatch | Mobile Unit
II.A-3.4.2	Android	C	Available in OnCall Dispatch | Mobile Responder, not OnCall Dispatch | Mobile Unit
II.A-3.5	Ability to mirror all functionality available in the CAD software via all mobile devices (e.g., smartphone, tablet other than MDT).	N	
II.A-4	Mobile Application User Interface		
II.A-4.1	Ability to have unique user interfaces based on department type (e.g., Fire Department is different than Police and Sheriff Department)	C	
II.A-4.2	Ability to set separate functionality per department	C	
II.A-4.3	Ability to set a unique configuration for users with access to both law and fire incidents (e.g., Fire Marshal)	C	
II.A-4.4	Ability to accept input from:		
II.A-4.4.1	Barcode reader	C	
II.A-4.4.2	Mag stripe reader	C	
II.A-4.4.3	Command entries on a command line	C	
II.A-4.4.4	Function keys (one touch keys)	C	
II.A-4.4.5	Point-and-click devices	C	
II.A-4.4.6	Touchscreen	C	
II.A-4.5	Ability for users to configure their own Mobile displays, including but not limited to the following features:		
II.A-4.5.1	Font color	N	This can be configured by an agency administrator, but not at the user level.
II.A-4.5.2	Font size	N	A user can zoom the browser window in and out to adjust size of interface window, but cannot adjust the specific font size only.
II.A-4.5.3	Day/night mode	C	
II.A-4.6	Ability for department to restrict user configurable fields/displays	C	
II.A-4.7	Ability to store a user profile for automatic Mobile display configuration upon application logon	C	
II.A-4.8	Ability to allow users to return to application default settings for any configuration changes they have made to their specific user view.	C	
II.A-4.9	Ability to provide a department-designed home screen unique per discipline (e.g., Fire, Police, Sheriff have different home screens)	C	
II.A-4.10	Ability for default colors to be "color-blind friendly"	C	The unit and event status colors are definable by agency.
II.A-4.11	Ability to store a user profile for automatic Mobile display configuration upon application logon	C	
II.A-4.12	Ability to allow users to return to application default settings	C	
II.A-4.13	Ability for dispatch data to be updated in real-time without user intervention (e.g., events, unit statuses, comments) (Automatic Refresh)	C	
II.A-4.14	Ability for each Department to disable automatic screen refreshes	N	
II.A-4.15	Ability for each Department to determine the type of information that triggers an automatic refresh to open events when new information is available by:		
II.A-4.15.1	The change of any field that is defined in the system and visible on the mobile client (e.g., location, event type, priority)	C	
II.A-4.15.2	The addition of a comment	C	
II.A-4.15.3	Other Department-defined criteria	C	
II.A-4.16	Ability for each Department to configure the interval between refreshes	C	
II.A-4.17	Ability to receive updated dispatch information (e.g., location, suspect, pictures, vehicle information, medical updates) without interrupting or overlaying the current screen	C	
II.A-4.18	Ability for new information to be visually distinct from information previously reviewed by Mobile user (e.g., text color, highlighting)	C	
II.A-4.19	Ability to "pin" an incoming event update so that it remains on the screen	N	
II.A-4.20	Ability for users to configure the following types of alerts when new information is available:		
II.A-4.20.1	Visual	C	
II.A-4.20.2	Audible	C	
II.A-4.21	Ability for each Department to configure what audible and/or visual alerts can be enabled or disabled by the user on the mobile client	C	
II.A-4.22	Ability for each Department to define the types of alerts that are active (e.g., disable loss of connectivity but enable new dispatch) on the mobile client	C	
II.A-4.23	Ability to provide a day/night mode for use under different lighting conditions	C	
II.A-4.24	Ability for each Department to configure the mobile client to automatically switch between day and night mode based on:		

II.A-4.24.1	Ambient light	N	
II.A-4.24.2	Time-of-day	N	
II.A-4.25	Ability for each Department to create on screen buttons for frequently used functions uniquely configurable by discipline (e.g., on scene, clear)	C	
II.A-4.26	Ability to continuously display critical all information on mobile screen when a unit is assigned to an event, regardless of other open views or other displayed information	C	
II.A-4.27	Ability for each Department to determine the location of continuously displayed information	C	
II.A-4.28	Ability for the user to configure the order of the display of most current event history data (e.g. newest-to-oldest, oldest-to-newest)	C	
II.B	**Application Integration**		
II.B-1	**CAD/Mobile Integration**		
II.B-1.1	Ability to support a real-time data transmission between the CAD system and Mobile device	C	
II.B-1.2	Ability to log onto the CAD system from the Mobile device	C	
II.B-1.3	Ability for a unit logged on to automatically default to "available" status	C	
II.B-1.4	Ability to view all incident information available in CAD on the Mobile	C	
II.B-1.5	Ability to display all CAD timers	C	All relevant timers within the mobile environment in OnCall Dispatch | Mobile Unit.
II.B-1.6	Ability to query CAD data from the Mobile	C	
II.B-1.7	Ability to restrict query access based on discipline	C	
II.B-1.8	Ability to query any system interfaced to the CAD application from the Mobile	N	
II.B-1.9	Ability for alerts created in CAD to be made available to users in the Mobile environment	C	
II.B-2	**Unit Status and Incident Information**		
II.B-2.1	Ability to display the following information on the screen during normal operations:		
II.B-2.1.1	Availability of wireless connectivity	C	
II.B-2.1.2	Current unit status	C	
II.B-2.1.3	Current assignment	C	
II.B-2.1.4	Date and time	C	
II.B-2.1.5	Map	C	
II.B-2.1.6	Message inbox	C	
II.B-2.1.7	Unit ID	C	
II.B-2.2	Ability for department to determine which of the above fields are displayed	C	
II.B-2.3	Ability to view multiple calls simultaneously (e.g., in different windows)	C	
II.B-2.4	Ability to open any incident to view dispatch data, units and incident notes	C	
II.B-2.5	Ability for each unit status to be displayed in a unique color	C	
II.B-2.6	Ability to identify other units assigned to same call/incident	C	
II.B-2.7	Ability for Mobile user to add to call comments	C	
II.B-2.8	Ability for Mobile user to view the following:		
II.B-2.8.1	Logged on units	C	
II.B-2.8.2	Pending calls	C	
II.B-2.8.3	Active calls	C	
II.C	**Mobile Mapping**		
II.C-1	**Map Navigation**		
II.C-1.1	Ability for map to function without wireless connectivity	C	
II.C-1.2	Ability to provide users with the following map navigation functionality:		
II.C-1.2.1	Pan from given area to adjacent area	C	
II.C-1.2.2	Return back to previous view	C	
II.C-1.2.3	Zoom in/out	C	
II.C-1.2.4	Move up/down/left/right	C	
II.C-1.3	Ability to utilize color, text, and/or symbols to distinguish status of unit	C	
II.C-1.4	Ability to utilize color, text, and/or symbols to distinguish type of unit (e.g., traffic units are red, patrol units are blue)	C	
II.C-1.5	Ability to center map display on:		
II.C-1.5.1	Incident location	C	
II.C-1.5.2	Specified geographic area	C	
II.C-1.5.3	Specified vehicle/unit	C	
II.C-1.5.4	Vehicle activating emergency button	C	
II.C-1.6	Ability to view map and mobile application on the screen at the same time	C	
II.C-1.7	Ability to cache map layers to minimize the amount of data transmitted wirelessly	C	
II.C-1.8	Ability for user to select map layers for display	C	
II.C-1.9	Ability to provide a satellite overview	C	
II.C-1.10	Ability to automatically update map with:		
II.C-1.10.1	Unit locations	C	
II.C-1.10.2	Incident locations	C	
II.C-1.11	Ability to right click on a location to display information associated with that location	C	
II.C-1.12	Ability to click on location and access maps, blueprints, or other premise information associated to the address.	C	
II.C-1.13	Ability to click on location and access contact information for responsible parties associated to the address.	C	
II.C-1.14	Ability to click on a unit or incident in the incident queue or unit status bar and have the unit or incident displayed on the map	C	
II.C-2	**AVL Integration**		
II.C-2.1	Ability to support AVL/GPS functionality using X, Y and Z coordinates	C	Hexagon clarifies, X and Y are supported, but not Z
II.C-2.1.1	For Units	C	
II.C-2.1.2	For individual responders	C	
II.C-2.2	Ability to display other field units on mobile map (assuming AVL and sufficient bandwidth)	C	
II.C-2.3	Ability to filter display of field units on mobile map by unit type	C	
II.C-2.4	Ability to display vehicle location on a map and view progress toward incident location	C	
II.C-3	**Routing**		
II.C-3.1	Ability to automatically calculate and display turn-by-turn directions from user's current location (on Mobile using AVL) to dispatched location	C	This is based on agency-provided map data source and configured routing service.
II.C-3.2	Ability to support quickest-time routing for all dispatches	C	This is based on agency-provided map data source and configured routing service.

II.C-3.3	Ability to update directions to incident/specified location as circumstances change (e.g., traffic changes, incorrect turns)	C	This is based on agency-provided map data source and configured routing service.
II.C-3.4	Ability to provide audible routing information	C	This is based on agency-provided map data source and configured routing service.
II.C-3.5	Ability to provide text-based routing information	C	This is based on agency-provided map data source and configured routing service.
II.C-3.6	Ability to provide closest cross streets	C	This is based on agency-provided map data source, geocoder provider(s) and configured routing service.
II.C-3.7	Ability to take into account the following when calculating routing directions:		
II.C-3.7.1	Street speed limits	C	This is based on agency-provided map data source, geocoder provider(s) and configured routing service.
II.C-3.7.2	Closed streets	C	This is based on agency-provided map data source, geocoder provider(s) and configured routing service.
II.C-3.7.3	Distance between vehicle and incident location	C	This is based on agency-provided map data source, geocoder provider(s) and configured routing service.
II.C-3.7.4	Live traffic data	C	This is based on agency-provided map data source, geocoder provider(s) and configured routing service.
II.C-3.7.5	Any other attribute from the County's GIS (e.g., overpass heights)	C	This is based on agency-provided map data source, geocoder provider(s) and configured routing service.
II.C-3.8	Ability to highlight on the map the recommended route from current location to incident location	C	This is based on agency-provided map data source, geocoder provider(s) and configured routing service.
II.C-3.9	Ability for Mobile user to turn recommended route function on/off	C	
II.C-3.10	Ability to provide estimated travel time	C	This is based on agency-provided map data source, geocoder provider(s) and configured routing service.
II.C-3.11	Ability to automatically orient the map so north is always oriented up on the display	C	This is based on agency-provided map data source, geocoder provider(s) and configured routing service.
II.C-3.12	Ability to automatically orient the map so vehicle direction is always moving forward (up) on the display	N	
II.D	**Mobile Dispatch Operations**		
II.D-1	**Dispatch Receipt**		
II.D-1.1	Ability to receive dispatches on the Mobile application	C	
II.D-1.2	Ability for dispatches to open automatically on Mobile computers	C	
II.D-1.3	Ability to require mobile user intervention to open a dispatched assignment	C	
II.D-1.4	Ability to alert mobile users that a new dispatch has arrived via:		
II.D-1.4.1	Audible alert	C	
II.D-1.4.2	Visual alert	C	
II.D-1.5	Ability to provide a distinguishable alert for high priority calls via:		
II.D-1.5.1	Audible alert	C	
II.D-1.5.2	Visible alert	C	
II.D-1.6	Ability for all personnel dispatched to an incident to receive notification when other personnel are enroute	C	
II.D-1.7	Ability for all personnel dispatched to a call to receive notification of status and location changes of other personnel dispatched to the call	C	
II.D-1.8	Ability for authorized Mobile users to add themselves to an incident	C	
II.D-1.9	Ability to access and read all comments associated with a call, regardless of assignment	C	
II.D-1.10	Ability to display the following in distinct fields or tabs (as opposed to in the call narrative) upon receipt of dispatch:		
II.D-1.10.1	Assisting unit(s)	C	
II.D-1.10.2	Comments/narrative (unlimited)	C	
II.D-1.10.3	Date and time incident entered	C	
II.D-1.10.4	Incident location	C	
II.D-1.10.5	Incident number	C	
II.D-1.10.6	Incident priority	C	
II.D-1.10.7	Incident type	C	
II.D-1.10.8	Flags/alerts/hazards	C	
II.D-1.10.9	Number of previous calls at a location	C	
II.D-1.10.10	Reporting party information	C	
II.D-1.10.11	Suspect information	C	
II.D-1.10.12	Premises information	C	
II.D-1.11	Ability to directly access (e.g., hyperlink, drill down) previous call information related to the address of the call for service	C	
II.D-1.12	Ability to view next due (and third due) units for a fire-related incident	C	
II.D-2	**Dispatch Updates**		
II.D-2.1	Ability to display most current dispatch data at the top of the screen	A	Hexagon clarifies, this information is at the top of the event display panel. The menu is at the top of the screen.
II.D-2.2	Ability to receive supplemental dispatch information (e.g., location, suspect, pictures, vehicle information) without interrupting or overlaying current screen	C	
II.D-2.3	Ability for dispatch data to be updated in real-time without user intervention (e.g., incidents, unit statuses, call comments)	C	
II.D-2.4	Ability for supplemental information to be visually distinct from information previously received by Mobile user (e.g., separate font color, highlighted)	C	New unread supplemental event remarks are marked in bold.
II.D-3	**Field-Initiated Calls for Service**		
II.D-3.1	Ability to create calls-for-service from field	C	
II.D-3.2	Ability to set unique status timers for field-initiated calls-for-service types (e.g., unique timers for transport, warrant service)	C	
II.D-3.3	Ability for department to define which types of CFS can be created from field	C	
II.D-4	**Premises and Hazard Information**		
II.D-4.1	Ability to alert user of availability of information associated with a location (e.g., gate codes, Knox Box, hazards, premises history, pre-plans)	C	
II.D-4.2	Ability to indicate type of information that is attached to a call (e.g., gate code, hazard) so that user can decide whether or not to retrieve the information	C	
II.D-4.3	Ability for field units to have the option of not retrieving information attached to the call	A	Information is in tabs; user does not have to open and view.
II.D-4.4	Ability for users to add hazard information from the field	C	Authorized users can add hazard information with HxGN OnCall Dispatch | Administrator from a browser in the field.
II.D-5	**Call Dispositions and Unit Status Updates**		
II.D-5.1	Ability to clear calls from the Mobile	C	
II.D-5.2	Ability to prevent users from updating unit status from the Mobile application	C	Agency-authorized user can preset permissions.
II.D-5.3	Ability to prevent users from updating unit status based on County defined criteria.	C	Agency-authorized user can preset permissions.
II.D-5.4	Ability to require a call disposition code in order to clear a call from the Mobile	C	
II.D-5.5	Ability to provide a drop down menu for call dispositions	C	
II.D-5.6	Ability to provide a text field for disposition comments	C	
II.D-5.7	Ability for field personnel to clear from call without closing the incident	C	
II.D-6	**Bias-Based Profiling**		
II.D-6.1	Ability to capture bias-based profiling stop information as required by the Commonwealth of Virginia	C	

II.D-6.2	Ability to ensure all collection of data complies with Virginia Community Policing Act (Title 52, Chapter 6.1 of Code of Virginia)	N	Hexagon would need more information about the Virginia Community Policing Act to affirm our ability to comply. Hexagon has existing software operating within the State of Virginia, but we would need to review our current solution more thoroughly to ensure full compliance.
II.D-6.3	Ability for system to notify user when completing a department-defined incident type (e.g., traffic stop) to complete a bias-based profiling report	N	
II.D-6.4	Ability for bias-based profiling report to import any relevant data already entered into the Mobile	N	
II.D-6.5	Ability to generate, on an annual basis, a summary report of bias-based profiling data compliant with Commonwealth of Virginia requirements	N	
II.D-7	**Vehicle Pursuit**		
II.D-7.1	Ability to enter into "Pursuit Mode" which automatically performs the following functions:		
II.D-7.1.1	Offeror shall identify all possible triggers for activation of "Pursuit Mode"	N	
II.D-7.1.2	Pre-empts user from all other calls	N	
II.D-7.1.3	Increases rate of AVL updates (e.g., updates at shorter interval than standard configuration setting).	N	
II.D-7.1.4	Automatically notifies other Mobile users	N	
II.D-7.1.5	Centers map on vehicle	N	
II.D-7.1.6	Changes color, size or type of map icon	N	
II.D-7.1.7	Prevents overlay of agency-defined screen updates and alerts	N	
II.D-7.2	Ability to display a "bread crumb" trail of vehicle when in pursuit	N	
II.D-8	**Perimeters**		
II.D-8.1	Ability to establish a perimeter	C	
II.D-8.2	Ability to display the automatically generated perimeter based on incident location and County defined Perimter defaults(e.g., set a 3 block perimeter around 300 Main St.)	N	
II.D-8.3	Ability to manipulate perimeters	C	
II.D-8.4	Ability to establish multiple perimeters for a single incident	C	
II.D-8.5	Ability to receive suggested perimeter positions from dispatch	C	
II.D-8.6	Ability for suggested perimeter positions to appear mobile map upon receipt.	C	
II.D-8.7	Ability to make temporary "marks" on map (e.g., to note locations of a law enforcement perimeter or the locations of fire apparatus at a large scene).	C	
II.D-8.8	Ability to save marks on map.	C	
II.D-8.9	Ability to share a marked map with other units.	N	
II.D-9	**Be-On-The-Lookouts (BOLOs)**		
II.D-9.1	Ability to view BOLOs in the mobile environment	C	
II.D-9.2	Ability for field personnel to create BOLOs in the mobile environment	C	
II.D-9.3	Ability to pin a BOLO for quick reference	C	
II.D-9.4	Ability for Fire personnel to see authorized law enforcement BOLOs	C	
II.D-9.5	Ability for users to attach files (e.g., photos) to BOLOs	C	
II.D-9.6	Ability for BOLOs to be saved to digital dashboard for later review	A	BOLOs are in a message queue that the operator can access for later review.
II.D-10	**Messaging**		
II.D-10.1	Ability to provide a messaging system that replicates the capabilities provided to dispatch (see "CAD" tab); if there are any functional differences, please provide supporting explanations in the "Comments" field	C	
II.E	**Queries**		
II.E-1	**General Queries**		
II.E-1.1	Ability to perform federated queries	C	
II.E-1.2	Ability to perform cascading queries	C	
II.E-1.3	Ability for query returns to incorporate hyperlinks so that additional information is easily accessible without requiring the re-keying of data	C	
II.E-1.4	Ability to restrict query capability based on discipline	C	
II.E-2	**Query Returns and Access**		
II.E-2.1	Ability to link queries to a call for service	M	Via our HxGN OnCall Dispatch | Informer interface. For interface details, refer to SOW Attachment H.
II.E-2.2	Ability to save all query returns until user clears data	C	
II.E-2.3	Ability to sort query results on any returned field	C	
II.E-2.4	Ability to provide a window from which officers can run common queries	M	Via our HxGN OnCall Dispatch | Informer interface. For interface details, refer to SOW Attachment H.
II.E-2.5	Ability to notify user of a failed query (e.g., access to a database is unavailable)	M	Via our HxGN OnCall Dispatch | Informer interface. For interface details, refer to SOW Attachment H.
II.E-2.6	Ability to provide an alert if a return contains a positive hit (e.g., stolen vehicle, felony warrant)	M	Via our HxGN OnCall Dispatch | Informer interface hit detection. For interface details, refer to SOW Attachment H.
II.E-2.7	Ability for positive hit alert to notify:		
II.E-2.7.1	Unit conducting query	M	Via our HxGN OnCall Dispatch | Informer interface hit detection. For interface details, refer to SOW Attachment H.
II.E-2.7.2	Other units assigned to call	M	Via our HxGN OnCall Dispatch | Informer interface hit detection. For interface details, refer to SOW Attachment H.
II.E-2.7.3	Responsible dispatcher	M	Via our HxGN OnCall Dispatch | Informer interface hit detection. For interface details, refer to SOW Attachment H.
II.E-3	**Query Masks**		
II.E-3.1	Ability to use predefined data entry forms/screens (masks) to minimize data transmitted during queries	M	Via our HxGN OnCall Dispatch | Informer interface. For interface details, refer to SOW Attachment H.
II.E-3.2	Ability to create standard query screen formats (masks)	M	Via our HxGN OnCall Dispatch | Informer interface. For interface details, refer to SOW Attachment H.
II.E-3.3	Ability to access query forms by:		
II.E-3.3.1	Command line entry	M	Via our HxGN OnCall Dispatch | Informer interface. For interface details, refer to SOW Attachment H.
II.E-3.3.2	Drop down menus	M	Via our HxGN OnCall Dispatch | Informer interface. For interface details, refer to SOW Attachment H.
II.E-3.3.3	Dedicated function keys	M	Via our HxGN OnCall Dispatch | Informer interface. For interface details, refer to SOW Attachment H.
II.E-3.4	Ability to provide the following query masks:		
II.E-3.4.1	License plate	M	Via our HxGN OnCall Dispatch | Informer interface. For interface details, refer to SOW Attachment H.
II.E-3.4.2	Wanted persons	M	Via our HxGN OnCall Dispatch | Informer interface. For interface details, refer to SOW Attachment H.
II.E-3.4.3	DMV	M	Via our HxGN OnCall Dispatch | Informer interface. For interface details, refer to SOW Attachment H.
II.E-3.4.4	NCIC (property, gun, boat, bike)	M	Via our HxGN OnCall Dispatch | Informer interface. For interface details, refer to SOW Attachment H.
II.F	**Incident Command**		
II.F-1	**General Incident Command**		
II.F-1.1	Ability to provide an incident command system from the Mobile software	C	

II.F-1.2	Ability for incident command system to be viewable from other authorized CAD accounts and mobile devices.	C	
II.F-1.3	Ability to set roles within the incident command system (e.g., BC 1 is Incident Commander)	C	
II.F-1.4	Ability to assign tasks to units within the incident command system	C	
II.F-1.5	Ability to time stamp entries (for chronological tracking of events)	C	
II.F-1.6	Ability to provide access to agency protocols and SOPs	C	
II.F-1.7	Ability to support incident timers	C	
II.F-1.8	Ability to associate timers and alerts with specific tasks	C	
II.F-1.9	Ability to support voice commands	N	
II.F-1.10	Ability for incident command system to support:		
II.F-1.10.1	Law	C	
II.F-1.10.2	Fire	C	
II.F-1.10.3	Unified command (i.e., Police and Fire/EMS)	C	
II.F-1.11	Ability to provide an organizational breakdown/hierarchy of resources on scene (e.g., organizational chart)	C	
II.F-1.12	Ability for each agency to define tasks necessary to complete as determined by the incident type	C	
II.F-1.13	Ability to provide messaging capabilities within the Incident Command module	C	
II.F-1.14	Ability to link certain data fields to a global view within the incident command module (e.g., provide high level summary of each functional area on a master display)	C	
II.F-1.15	Ability to add images	C	
II.F-1.16	Ability to add videos	C	
II.F-1.17	Ability to save information in progress	C	
II.F-2	**Incident Diagramming**		
II.F-2.1	Ability to provide a scene diagramming tool	N	
II.F-2.2	Ability to use embedded map to provide background for scene diagramming (e.g., utilize image of block with which to provide diagramming on top of)	N	
II.F-2.3	Ability to provide standard icons to be used within the scene diagramming tool	N	
II.F-2.4	Ability to provide a free-form drawing tool on the scene diagramming feature	N	
II.F-2.5	Ability to add text to any drawn images	N	
II.F-2.6	Ability to support "white-board" functionality (e.g., user edits a large white board with data automatically sent electronically to the system)	N	
II.F-2.7	Ability to import images onto "white-board"	N	
II.F-2.8	Ability for diagramming tool to support three-dimensions	N	
II.F-2.9	Ability for system to support plume modeling	N	Hexagon has interfaced in the past to products like Cameo to produce plumes that could be displayed on map. It is not included in scope. Hexagon welcomes further discussion upon selection.
II.F-2.10	Ability for system to support fire modeling	N	
II.F-2.11	Ability to zoom in and out of diagramming tool	N	
II.F-3	**System Access/Sharing**		
II.F-3.1	Ability to use the Incident Management module without wireless connectivity	N	Limited capability in offline mode.
II.F-3.1.1	Offeror shall detail how full functionality of the module is preserved without an active connection.	N	
II.F-3.2	Ability to share incident management screen with other Mobile workstations	C	
II.F-3.3	Ability for Incident Management feature to only be available to authorized users based upon agency-defined rights and privileges	C	
II.F-3.4	Ability for multiple users to enter data in the incident command system simultaneously from separate terminals	C	
II.F-4	**Systems Integration**		
II.F-4.1	Ability for incident management information to be integrated with a Mobile unit's map upon assignment to an incident	C	
II.F-4.2	Ability for Incident Management command screen to be automatically updated with information from CAD	C	
II.F-4.3	Ability for, upon entry of a location into the Incident Command module, the system to automatically recall all pre-plan information for that location	C	
II.F-4.4	Ability for roster information (including equipment) from CAD to be available in the Incident Command system	C	
II.F-4.5	Ability for incident management actions to update CAD and other Mobile users	C	
II.F-5	**After Action Reporting**		
II.F-5.1	Ability for system to create a log of all actions taken within the Incident Management module	C	
II.F-5.2	Ability to provide a system playback to allow users to review step-by-step actions of users	A	Chronology functionality will give a timeline list of all activity on event. Additionally, Hexagon has included HxGN OnCall Analytics | Dispatch Data Models and Reports, which can show an animated playback of units on map across timeline.

Reqt. ID	III. GENERAL SYSTEM REQUIREMENTS	RESPONSE CODE	Comments
III.A	System Architecture		
III.A-1	General System Architecture		
III.A-1.1	Ability of Offeror to provide diagrams of the system architecture, including at a minimum:		
III.A-1.1.1	Hardware	C	
III.A-1.1.2	Software	C	
III.A-1.1.3	Security Components	C	Provided upon contract and implementation as proprietary information.
III.A-1.1.4	Bandwidth recommendations between components	C	
III.A-1.2	Ability of Offeror to list all components necessary to make the system function as designed, including details on their versioning.	C	
III.A-1.3	Ability of Offeror to identify any components not wholly owned or managed by the Offeror.	C	
III.A-1.4	Ability of Offeror to provide a copy of any standard agreements needed to ensure continued component functionality of the system relating to above.	C	
III.A-1.5	Ability of Offeror to disclose all details of system components relating to operation of the system.	N	
III.A-1.6	Ability of Offeror to list all database system products with which the system is certified to operate.	C	
III.A-1.7	Ability of Offeror to list recommended (optimal) desktop hardware software requirements needed to support the System on all platforms.	C	
III.A-1.8	Ability of Offeror to list the minimum desktop hardware and software requirements needed to support the System on all platforms.	C	
III.A-1.9	Ability of Offeror to list what hardware platforms, operating systems, and web browsers are supported by the Offeror software.	C	
III.A-1.10	Ability of Offeror to identify any requirements for installed or 3rd party apps, browser plug-ins, or other system components.	A	This is provided for On Premise requirements.
III.A-1.11	Ability of Offeror to identify recommended environments and instances for appropriate management of the system (development, staging, test, production, etc.)	C	
III.A-1.12	Ability of Offeror to list all support software, tools and utilities (e.g. compilers, text editors, library products, code generators, scripts) needed to perform configuration, installation, operation, administration and management tasks, and whether or not they are included.	C	
III.A-1.13	Ability of Offeror to list all support software vendors and applications for the above if they are not the whole owner of the software.	C	
III.A-1.14	Ability of Offeror to provide their most current UI standards for the system	C	
III.A-1.15	Ability of Offeror to make available all existing software assets required to meet the requirements of the County throughout the contract lifecycle.	C	
III.A-2	Multiple Environments		
III.A-2.1	Ability to support multiple environments, including:		
III.A-2.1.1	Production	C	
III.A-2.1.2	Development/Test/Staging	C	
III.A-2.1.3	Training	C	
III.A-2.1.4	Reporting	C	
III.A-2.2	Ability to simulate the live environment in a non-production environment	C	
III.A-2.3	Ability to stage and test an upgrade before going live with the change	C	
III.A-2.4	Ability to provide a configuration tool to enable migrating elements between environments that supports:		
III.A-2.4.1	Moving selected individual configuration elements between any environment.	N	
III.A-2.4.2	Moving complete configurations between any environment.	N	
III.A-2.4.3	Reporting on configuration elements that are different between any two environments.	N	
III.B	System Accessibility & Availability		
III.B-1	System Accessibility		
III.B-1.1	Ability to provide CAD access via a smartphone or tablet (indicate which mobile operating systems are supported in "Comments" section)	C	OnCall Mobile Unit on MS Windows via Chrome browser, iPad iOS via Chrome browser, and Android via Chrome browser on tablets; Mobile Responder iOS and Android via native app on smartphones.
III.B-1.2	Ability to support a browser-based environment to:		
III.B-1.2.1	View incidents (i.e., read-only)	C	
III.B-1.2.2	Create incidents	C	
III.B-1.2.3	Dispatch units	C	
III.B-1.2.4	Query Incidents	C	
III.B-1.3	Ability to create customizable or user defined fields.	C	
III.B-1.4	Ability to allow all users to search and query for all available system data using user defined parameters.	C	
III.B-1.5	Ability (if a web based application), to comply with Section 508 compatibility guidelines.	N	Given the highly visual nature of OnCall Dispatch, Hexagon is unable to affirm Section 508 compliance
III.B-2	System Availability		
III.B-2.1	Ability for system to automatically adjust number sequencing for new calendar years	C	
III.B-2.2	Ability for system to automatically account for daylight savings time and any required parameter changes to daylight savings	C	
III.B-2.3	Ability to automatically calculate the day of week for any entered date	C	
III.B-2.4	Ability to use formulas to ensure any activities that cross midnight have proper time calculations.	C	
III.B-2.5	Ability to allow for free form notes in all modules provided.	C	
III.B-2.6	Ability to track the date, time, and user information of each change completed to a record in any module.	C	
III.B-2.7	Ability to support a customizable imbedded help function.	N	
III.B-2.8	Ability to calculate time using a 24-hour clock.	C	
III.B-2.9	Ability for system to have uptime of 24 hours a day, 7 days a week, 365 days per year.	N	Hexagon supports 99.5% uptime per the cloud services schedules which are included in SOW Attachment L. Hexagon clarifies that uptime in the context of this and other requirements means the ability to connect to the Cloud Portal, connect to the production environment, launch the application, and access customer data.
III.B-2.10	Ability of system to meet a minimum requirement of system availability at 99.999% uptime.	N	Hexagon supports 99.5% uptime per the cloud services schedules which are included in SOW Attachment L. Hexagon clarifies that uptime in the context of this and other requirements means the ability to connect to the Cloud Portal, connect to the production environment, launch the application, and access customer data.
III.B-2.11	Ability to have all functionality accessible through a web browser.	C	
III.B-2.12	Ability for users to access the system remotely via web.	C	
III.B-2.13	Ability to support access from both Apple or Android Operating System (OS) based devices.	C	
III.B-2.14	Ability for records to be transmitted from any terminal in a timely fashion to the cloud based server (less than 3,000 ms)	N	This is dependent upon the customer's ability to provide high bandwidth, low latency connections to the cloud.
III.B-2.15	Ability to have upload time for a 5 MB file that does not exceed 2,000 ms.	N	This is dependent upon the customer's ability to provide high bandwidth, low latency connections to the cloud.

III.C	**Software Maintenance, Training & Support**		
III.C-1	**Software Change Control**		
III.C-1.1	Ability of Offeror to use a formalized process for managing change during system implementation and all future non-emergency changes to Offeror software used by County personnel, including custom interfaces, configuration or custom enhancements.	C	Hexagon has a formal system implementation and change management process we can use for potential future changes to the software, if required.
III.C-1.2	Ability of Offeror to schedule and coordinate all system maintenance in advance with the County no less than 5 business days in advance.	A	Cloud support is supplied in accordance with the Master Terms.
III.C-1.3	Ability of Offeror to obtain approval for all non-emergency break-fix maintenance prior to deployment of any changes.	C	Cloud support is supplied in accordance with the Master Terms.
III.C-2	**Support & Maintenance**		
III.C-2.1	Ability of Offeror to provide software maintenance for the System including remediation of bugs or defects.	C	
III.C-2.2	Ability to specify a minimum standard for support and maintenance, including response times, categorization and classification of issues.	C	
III.C-2.3	Ability of Offeror to provide all details on maintenance required to maintain the System at 99.999% availability.	N	Hexagon supports 99.5% uptime per the cloud services schedules which are included in SOW Attachment L. Hexagon clarifies that uptime in the context of this and other requirements means the ability to connect to the Cloud Portal, connect to the production environment, launch the application, and access customer data.
III.C-2.4	Ability of Offeror to provide remote diagnostics for the system is provided.	C	
III.C-2.5	Ability of Offeror to provide technical support during County business hours.	C	
III.C-2.6	Ability of Offeror to have technical support available 24/7/365.	C	
III.C-2.7	Ability of Offeror to provide a document detailing its Service Level Agreements for triage and resolution timelines for reported issues.	C	
III.C-2.8	Ability to offer access to County personnel for the ticketing system Offeror uses to track trouble tickets.	C	
III.C-2.9	Ability to have a way to escalate or raise priority of tickets designated by authorized users.	C	
III.C-2.10	Ability to provide training on the ticketing system to end users.	C	
III.C-2.11	Ability to provide access and to view information for all submitted tickets.	C	
III.C-2.12	Ability to have a documented process for triage and analysis of issues related to trouble tickets submitted by the County.	C	
III.C-2.13	Ability of Offeror to provide standard Service Level Agreements (SLA's) that address the following:		
III.C-2.13.1	System Availability	C	
III.C-2.13.2	System Performance	C	
III.C-2.13.3	Incident Response Time	C	
III.C-2.13.4	Incident Resolution Time	C	
III.C-2.13.5	Penalties for service not delievered according to the agreed levels.	C	
III.C-3	**Upgrades & Enhancements**		
III.C-3.1	Ability of Offeror to include new releases and upgrades to the software at no cost, provided the County has a current agreement with Offeror.	C	Cloud support is supplied in accordance with the Master Terms.
III.C-3.2	Ability of Offeror to ensure the most current version of the Offeror's software is available and compliant with all County operating system and web browser requirements.	N	
III.C-3.3	Ability of Offeror to provide documentation detailing the SDLC (Software Development Life Cycle) planning process for new features, upgrades and releases.	C	
III.C-3.4	Ability of Offeror to annually provide updated product roadmaps.	N	
III.C-3.5	Ability of Offeror to disclose End of Life (EOL) for system and system components no later than 2 years of anticipated EOL date.	C	Hexagon agrees to the request as it relates to the application in total, with the understanding that versions in the Cloud will have more frequent upgrade requirements as contemplated in the Cloud Program
III.C-4	**System Documentation**		
III.C-4.1	Ability of Offeror to provide the following documentation no later than 30 days prior to Go-Live:		
III.C-4.1.1	Data Dictionary	C	
III.C-4.1.2	User Manual	C	
III.C-4.1.3	Administrator Manual	C	
III.C-4.2	Ability of Offeror to provide updated documentation for any new releases or upgrades, no later than 30 days prior to Go-Live.	C	
III.C-4.3	Ability of Offeror to provide all necessary training resources and documents for citizens, County personnel, or administrators.	C	
III.C-4.4	Ability of Offeror to provide a register of all software, its purpose and detailed versioning as part of records required to maintain optimal working order of the System.	C	
III.C-4.5	Ability of Offeror to maintain a register accessible by the County, with all Offeror software components and versioning details.	C	
III.C-5	**Software Training**		
III.C-5.1	Ability of Offeror to submit a plan for County approval detailing the training provided for all County personnel.	C	
III.C-5.2	Ability of Offeror to include initial training of all Users and System Administrators for the Offeror's Software.	A	Hexagon has included system admin workshops, Train the Trainer courses for end users, and Train the user courses for CAD end users.
III.C-5.3	Ability of Offeror to, upon completion of all testing and training of users, provide requested support for system Go-Live.	C	Hexagon's implementation plan and go-live support is detailed in our statement of work.
III.C-5.4	Ability of Offeror to assist the County by providing training materials, support and consultation with both Project and Training managers on-site for the first five days of the implementation.	A	Hexagon can provide training materials, support, and consultation, but not necessarily within the first five days of implementation. Hexagon has provided a training schedule in the statement of work.
III.C-5.5	Ability of Offeror to provide comprehensive, hands-on training for up to five (5) County system administrators.	C	Hexagon has included System Administrator workshops.
III.C-5.6	Ability of Offeror to provide initial and annual recorded trainings firsthand in-person or online (i.e., not using the train-the-trainer model or a non-synchronous recorded trainer)	N	
III.C-5.7	Ability of Offeror to include, as an itemized cost option, annual refresher training for the Offeror's software.	N	Hexagon has the ability to provide refresher training at additional cost, but it is not currently included. Hexagon welcomes further discussion upon selection.
III.C-6	**Online Support & Documentation**		
III.C-6.1	Ability to access an online help menu	C	
III.C-6.2	Ability to provide context-sensitive help that may be accessed from anywhere within the application	C	
III.C-6.3	Ability to provide training modules through the help menu (e.g., screenshots, videos, etc.)	C	
III.C-6.4	Ability for department to edit text in help files	N	
III.C-6.5	Ability for help file to automatically update at the time of all version/release updates	C	
III.C-6.6	Ability to prevent software updates from overriding department-specific online documentation and help files	N	Agency can store specific files in another location which the updates will not effect.
III.C-6.7	Ability to track revisions to online documentation and help files	C	Release information is provided per update.
III.C-6.8	Ability to search help file by keyword	C	
III.D	**Reporting**		
III.D-1	**General Reporting Functionality**		

III.D-1.1	Ability to integrate with third party reporting systems.	M	Report authors with permission can user PowerBI and Report Builder via our included Analytics to create reports against a replicated copy of the OnCall Database. Hexagon assumes this report will be created by the County report authors. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-1.2	Ability to provide a report wizard to create ad hoc reports	M	Report authors with permission can user PowerBI and Report Builder via our included Analytics to create reports against a replicated copy of the OnCall Database. Hexagon assumes this report will be created by the County report authors. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-1.3	Ability to support SQL Server Reporting Services (SSRS) reports	C	
III.D-1.4	Ability to provide a reporting tool that can:		
III.D-1.4.1	Create reports based on any operational data field in any system database	M	Report authors with permission can user PowerBI and Report Builder via our included Analytics to create reports against a replicated copy of the OnCall Database. Hexagon assumes this report will be created by the County report authors. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-1.4.2	Create reports based on multiple operational data fields in any system database	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-1.5	Ability for the report generating tool to handle:		
III.D-1.5.1	Arithmetic operations, including fractals and percentiles	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-1.5.2	A full suite of statistical operations	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-1.5.3	Logic operations (e.g., greater than, equal to)	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-1.5.4	Time operations	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-1.6	Ability to create editable documents.	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-1.7	Ability to export information in PDF and email format.	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-1.8	Ability to allow County to create Arlington-specific reports (e.g., form generator):		
III.D-1.8.1	During Implementation	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.

III.D-1.8.2	Following Implementation, without vendor intervention	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-1.9	Ability to allow the user to create a copy of an existing report, then modify information and save as a new report (batch entry).	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-1.10	Ability to allow user to resume work on a saved report at the exact location in report completion process with no loss of data.	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-1.11	Ability to remove any reports deemed not necessary by the County as part of implementation.	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-1.12	Ability to maintain a general library of user-created reports.	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-1.13	Ability to provide separate "folders" for user-created reports by Department.	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-1.14	Ability to preserve all user-created reports during updates and upgrades.	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-1.15	Ability for all authorized users to access the general library of user-created reports.	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-1.16	Ability to assign rights to a report within the library of reports (e.g., who may view report, modify report).	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-1.17	Ability for users to put their own reports in a "dashboard" for later use.	M	Report authors with permission can user PowerBI and Report Builder via our included Analytics to create reports against a replicated copy of the OnCall Database. Hexagon assumes this report will be created by the County report authors. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-1.18	Ability to generate reports on a pre-determined schedule.	M	Report authors with permission can user PowerBI and Report Builder via our included Analytics to create reports against a replicated copy of the OnCall Database. Hexagon assumes this report will be created by the County report authors. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.

III.D-1.19	Ability to automatically send scheduled reports to distribution groups via email.	M	Report authors with permission can user PowerBI and Report Builder via our included Analytics to create reports against a replicated copy of the OnCall Database. Hexagon assumes this report will be created by the County report authors. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-1.20	Ability to save reports for subsequent viewing and/or printing.	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-1.21	Ability for reports to display header information, including, but not limited to all query parameters such as:		
III.D-1.21.1	Name of individual generating the report	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-1.21.2	Time report was generated	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-1.21.3	Date range	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-1.22	Ability to define the layout of a report, including but not limited to:		
III.D-1.22.1	Field arrangement	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-1.22.2	Column width	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-1.22.3	Font	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-1.22.4	Font size	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-1.22.5	Spacing	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-1.23	Ability to export reports into standard formats, including:		
III.D-1.23.1	MS Excel	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.

III.D-1.23.2	MS Word	M	Report authors with permission can user PowerBI and Report Builder via our included Analytics to create reports against a replicated copy of the OnCall Database. Hexagon assumes this report will be created by the County report authors. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-1.23.3	MS Access	M	Report authors with permission can user PowerBI and Report Builder via our included Analytics to create reports against a replicated copy of the OnCall Database. Hexagon assumes this report will be created by the County report authors. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-1.23.4	Text files	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-1.23.5	PDF	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-1.23.6	XML	M	Report authors with permission can user PowerBI and Report Builder via our included Analytics to create reports against a replicated copy of the OnCall Database. Hexagon assumes this report will be created by the County report authors. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-1.23.7	HTML	M	Report authors with permission can user PowerBI and Report Builder via our included Analytics to create reports against a replicated copy of the OnCall Database. Hexagon assumes this report will be created by the County report authors. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-1.23.8	CSV	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-1.24	Ability to exclude all vendor proprietary formatting from exports (e.g., no proprietary headers).	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-1.25	Ability to embed pictures in reports.	M	Report authors with permission can user PowerBI and Report Builder via our included Analytics to create reports against a replicated copy of the OnCall Database. Hexagon assumes this report will be created by the County report authors. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-2	**Report Display**		
III.D-2.1	Ability for reports to display header information, including, but not limited to query parameters such as:		
III.D-2.1.1	Name of individual generating the report	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.

III.D-2.1.2	Time report was generated	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-2.1.3	Report title	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-2.2	Ability to prevent user name from displaying on report	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-2.3	Ability to define the layout of a report, including but not limited to:		
III.D-2.3.1	Field arrangement	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-2.3.2	Column width	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-2.3.3	Font	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-2.3.4	Font size	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-2.3.5	Spacing	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-2.4	Ability for County to modify Offeror provided reports (e.g., re-name data fields, add data fields, delete data fields, etc.)	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-2.5	Ability to include Offeror developed County-specific reports during implementation, as requested by County.	N	Upon Arlington request Hexagon has included an interface to Public Safety Data Warehouse. Hexagon has not included pricing for development of county specific reports. Hexagon welcomes further discussion up selection.
III.D-2.6	Ability to enable all reports (canned and Arlington County unique reports) to have the ability to automatically import appropriate data elements from other reports and/or master indices.	M	Report authors with permission can user PowerBI and Report Builder via our included Analytics to create reports against a replicated copy of the OnCall Database. Hexagon assumes this report will be created by the County report authors. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.D-2.7	Ability to enable all reports to include County symbology (e.g., Arlington County and/or agency header, emblem, etc.).	C	Hexagon has included our reporting and analytics software, HxGN OnCall Analytics | Dispatch Data Models & Reports, in order to meet this requirement. It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one way data push of standard CAD data called CADLink as a starting point for our discussion. See SOW Attachment H for more detail.
III.E	**Data Management**		
III.E-1	Ability of Offeror to respond to any request for County Data or related logs within 2 business days, and provide the data within no more than 5 business days.	C	
III.E-2	Ability of Offeror to provide a detailed description of the data backup methodology, including at a minimum:		

III.E-2.1	Classification of data criticality	C	System backups are included in the technology stack leveraged in the Azure cloud. The OnCall solution leverages an Azure SQL Database, which use SQL server technology to create full backups every week, differential backups every 12-24 hours, and transaction log backups every 5 to 10 minutes. The frequency of transaction log backups is based on the computer size and the amount of database activity. These backups enable database restoration to a point in time within the configured retention period. The backups are stored as RA-GRS storage blobs that are replicated to a paired region for protection against outages impacting backup storage in the primary region.
III.E-2.2	Frequency of full, incremental and differential backups	C	Refer to Line III.E-2.1 above.
III.E-2.3	Offsite rotation	C	Refer to Line III.E-2.1 above.
III.E-2.4	Restoration procedures	C	Refer to Line III.E-2.1 above.
III.E-2.5	Storage of backups.	C	Refer to Line III.E-2.1 above.
III.E-3	Ability of Offeror to ensure Systems are maintained with geographically diverse backups of all configurations at warm or hot sites for failover in the event of catastrophic failure of the existing System.	C	By default, Azure SQL Database stores data in geo-redundant storage blobs that are replicated to a paired region. This helps to protect against outages impacting backup storage in the primary region and allows restoration of the server to a different region in the event of a disaster.
III.E-4	Ability to maintain backups of all configurations not connected to a network, so that in the event of catastrophic failure of both primary and secondary servers, all servers can be restored within three hours of reporting System failure.	C	
III.E-5	Ability to ensure a full backup is taken before any configuration changes to any enviornment.	C	
III.E-6	Ability for County to monitor adherence by the Offeror to agreed upon backup routines and procedures, and validity of most current backups	C	System backups are included in the technology stack leveraged on the Azure cloud. The OnCall solution leverages an Azure SQL Database which use SQL Server technology to create full backups every week, differential backups every 12-24 hours, and transaction log backups every 5 to 10 minutes. The frequency of transaction log backups is based on the computer size and the amount of database activity. These backups enable database restoration to a point in time within the configured retention period. The backups are stored as RA-GRS storage blobs that are replicated to a paired region for protection against outages impacting backup storage in the primary region.
III.E-8	Ability of Offeror to provide disaster recovery policies, procedures and services (such as physical security, access to servers, protection from fire, flooding, etc.) are available to authorized County personnel.	C	
III.E-9	Ability of Offeror to provide accurate descriptions for any RAID, data dispersion, or other Data Loss Prevention (DLP) tools or techniques used in conjunction with the system.	C	Documented by Azure
III.E-10	Ability to utilize data validation to ensure the quality of data. This may include administrative code tables, dates, user-supplied data such as street names or personnel lists, data formatting and other forms of data validation to ensure optimal data integrity.	C	
III.E-11	Ability to provide method(s) of Real-Time and Near Real-Time Data Replication so that a secondary replica of the data can be used for reporting and data warehousing purposes. Methods of data replication should use established technology solutions and protocols such as Microsoft SQL Server Always-On Read Scale.	N	Hexagon clarifies, data replication is provided as part of the business-critical tier of the Azure SQL services. Providing secondary copies for data warehousing purposes will need to be defined in the contract. Hexagon looks forward to further discussion.

Reqt. ID	IV. INFRASTRUCTURE REQUIREMENTS	RESPONSE CODE	Comments
IV.A	General Infrastructure Requirements		
IV.A-1	Ability to ensure any wireless transmission of data does support Arlington County wireless standards.	N	
IV.A-2	Ability to ensure geodiverse locations of primary and backup (or disaster recovery) servers and infrastructure.	C	
IV.B	OPTION A: Vendor Hosted		
IV.B-1	Ability to have VSP approval of any infrastructure configuration.	N	
IV.B-2	Ability to leverage microsegmentation for network security.	C	
IV.B-3	Ability of Offeror to allow inspection of traffic by County.	A	Hexagon clarifies, traffic between the County and the gateway is available to be monitored; traffic within the Azure platform is not available to be inspected.
IV.B-4	Ability to conform to DTS cabling & Network guidelines for any infrastructure on County premises.	C	
IV.B-5	Ability to commit to speed and transmission performance measures	A	Performance is a factor of the Agency network speed AND the Azure cloud platform.
IV.B-6	Ability to function without any infrastructure OSI Layer 2 dependent protocols.	C	
IV.C	OPTION B: County Hosted		
IV.C-1	Ability to run in a VMware environment.	N	Hexagon has not included a county hosted solution.
IV.C-2	Ability to migrate from implemented architecture to a cloud deployment model.	N	Hexagon has not included a county hosted solution.
IV.C-3	Ability to support microsegmentation of the network without impact to performance or function.	N	Hexagon has not included a county hosted solution.
IV.C-4	Ability to incorporate and implement VOIP firewalls as part of the system design.	N	Hexagon has not included a county hosted solution.
IV.C-5	Ability to incorporate and implement TDoS appliances as part of the system design.	N	Hexagon has not included a county hosted solution.

Reqt. ID	INTERFACE REQUIREMENTS	RESPONSE CODE	Comments
V.A	General Interface Requirements		
V.A-1	Ability of Offeror to provide interfaces to systems as described in the attached Interfaces Overview Document	C	Hexagon complies with the interfaces as described, coded, and annotated in the technical matrix.
V.A-2	Ability to support the capture and presentation of the following metadata surrounding any interfaces and be accessible by authorized and designated County personnel:		
V.A-2.1	Routines	C	Every interface has an application/debug log included as part of the interface, which can be used as an audit log. Hexagon's application/debug log does not contain configuration change logs.
V.A-2.2	Upload times	C	Every interface has an application/debug log included as part of the interface, which can be used as an audit log. Hexagon's application/debug log does not contain configuration change logs.
V.A-2.3	Error reporting and Logging	C	Every interface has an application/debug log included as part of the interface, which can be used as an audit log. Hexagon's application/debug log does not contain configuration change logs.
V.A-2.4	Exceptions	C	Every interface has an application/debug log included as part of the interface, which can be used as an audit log. Hexagon's application/debug log does not contain configuration change logs.
V.A-2.5	Failures	C	Every interface has an application/debug log included as part of the interface, which can be used as an audit log. Hexagon's application/debug log does not contain configuration change logs.
V.A-3	Ability of Offeror to provide one or more diagrams for the recommendations regarding the following:		
V.A-3.1	Interfaces	C	Hexagon provides interface high-level diagrams and design documents, along with exchanges/transport options.
V.A-3.2	Data exchanges required for the proposed solution	C	Hexagon provides interface high-level diagrams and design documents, along with exchanges/transport options.
V.A-4	Ability of Offeror to provide a plan to ensure all interfaces are ready for functional testing according to the Implementation plan.	C	Hexagon's interface software is tested through in-house certification procedures prior to distribution to the Hexagon Customer base. Interface testing also occurs as part of the Functional Testing in the Deployment Phase of project implementation. The County can create any specific Test Cases to test interfaces.
V.A-5	Ability of Offeror to provide online API documentation for each interface.	C	Hexagon has provided our RestAPI as part of this solution.
V.A-6	Ability for interfaces to be functional and available in all environments (Test, Development, Training and Production)	C	Development and Staging licenses are available for included interfaces. However, implementation is subject to the County's ability to provide connection to the applicable system. All third-party external interface connections required for Development and Staging Environments are the responsibility of the County and/or third-party vendor(s).
V.A-7	Ability to manage all interfaces from a centralized interface, including at a minimum, the following capabilities:		
V.A-7.1	Ability to stop or start each interface	C	Every interface has an application/debug log included as part of the interface, which can be used as an audit log. Hexagon's application/debug log does not contain configuration change logs.
V.A-7.2	Ability to view status of each interface	C	Every interface has an application/debug log included as part of the interface, which can be used as an audit log. Hexagon's application/debug log does not contain configuration change logs.
V.A-7.3	Ability to view logging for each interface	C	Every interface has an application/debug log included as part of the interface, which can be used as an audit log. Hexagon's application/debug log does not contain configuration change logs.
V.A-7.4	Ability to download logs for each interface	C	Every interface has an application/debug log included as part of the interface, which can be used as an audit log. Hexagon's application/debug log does not contain configuration change logs.
V.B	Mandatory Interfaces		
V.B-1	VESTA Interface		
V.B-1.1	Ability to import EID data from the VESTA system into the CAD system to pre-populate the CAD call entry screen; if any data elements cannot be imported from the phone system, please indicate those fields in the "Comments" field	C	Hexagon assumes EID is a custom Vesta XML format for ANI/ALI. We may be unable to import all data fields, but we have performed similar integrations with other systems.
V.B-1.2	Ability to parse address information when transferring EID data from the VESTA system to the CAD system so that information transfers into appropriate fields	C	
V.B-1.3	Ability to transfer call times from the VESTA system to the CAD system	A	Requires integration between Call-Taker call-handling and Vesta API; only ANI/ALI receive time is recorded.
V.B-1.4	Ability to plot incoming calls on the CAD application map		
V.B-1.4.1	Using Phase 1 data	C	
V.B-1.4.2	Using Phase 2 EID data from VESTA	C	
V.B-1.5	Ability to import information from text-to-911	M	Via Hexagon's OnCall Dispatch | Call-Taker Interface. For interface details, refer to SOW Attachment H.
V.B-1.6	Ability to comply and maintain compliance with published NENA and APCO NG-9-1-1 standards (to include the import of text)	N	Hexagon actively participates in standards development and is a contributing member of the NENA/APCO NG911 PSAP working group and is well-informed of the NG911 requirements. Hexagon's OnCall Dispatch system includes NG911 functionality in addition to existing PSAP functions to support PSAPs that have not yet transitioned to NG911. HxGN OnCall Dispatch | Call-Taker currently supports ANI/ALI over IP and has the ability to interface with remote Public Safety Answering Points (PSAPs). We also support the APCO/CSAA Alarm standard which is a transitional element to NG911. Hexagon would need more information to provide a definitive response. Hexagon welcomes further discussion with the County on their needs.
V.B-1.7	Ability to receive location data from wireless devices and wireless service providers.	M	Requires integration between AML service (e.g. RapidSOS) and OnCall Call-Taker Location Services.
V.B-1.7.1	Ability to support the import of Wireless Phase 1 data	C	
V.B-1.7.2	Ability to support the import of Wireless Phase 2 data	C	
V.B-1.8	Ability to determine a physical address from X/Y coordinates imported from the phone system	C	
V.B-1.8.1	Ability to incorporate the Z coordinate imported from the Call handling system as part of physical address determination.	N	
V.B-1.9	Ability to transfer call times from the phone system to the CAD system to include:		
V.B-1.9.1	Call origination	C	Requires integration between Call-Taker call-handling and Vesta API.
V.B-1.9.2	Call answer	C	Requires integration between Call-Taker call-handling and Vesta API.
V.B-1.9.3	Call transfer	C	Requires integration between Call-Taker call-handling and Vesta API.
V.B-1.9.4	Call end	C	Requires integration between Call-Taker call-handling and Vesta API.
V.B-1.10	Ability to verify address from VESTA EID plotting on an address point within the map.	C	Requires integration between Call-Taker call-handling and Vesta API.
V.B-1.11	Ability to import contact information from the VESTA system into the appropriate data fields in the CAD system when prompted by the call-taker.	C	Via Hexagon's ANI/ALI
V.B-1.11.1	Ability to import the contact information regardless of the caller's format or method of contact (e.g., voice, text, picture, or other multi-media),	N	
V.B-1.12	Ability to store raw call information in the call record, log calls for troubleshooting, and run in a debug mode for troubleshooting.	C	Assuming all data is stored in ANI/ALI and Call-Handling logs.
V.B-1.13	Ability for interface to meet E9-1-1 Phase II compliance (at a minimum)	C	
V.B-1.14	Ability to be configured to support additional location information as that information is made available at no additional cost to the County.	N	Hexagon would need more information.
V.B-1.15	Ability for CAD application to share data with neighboring or regional PSAP's in other jurisdictions at no cost to the County.	N	Hexagon would need more information to include.
V.B-2	VCIN/NCIC/NLETS		

V.B-2.1	Ability to provide a query-only interface between the CAD and mobile applications and NCIC	M	Hexagon has included our HxGN OnCall Dispatch | Informer interface, as well as Commsys's ConnectCIC third party product, to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-2.2	Ability to conduct VCIN/NCIC queries from within the CAD and Mobile applications	M	Hexagon has included our HxGN OnCall Dispatch | Informer interface, as well as Commsys's ConnectCIC third party product, to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-2.3	Ability to run queries automatically upon execution of selected commands (e.g., run plates upon entering a traffic stop)	M	Hexagon has included our HxGN OnCall Dispatch | Informer interface, as well as Commsys's ConnectCIC third party product, to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-2.4	Ability to parse and reformat query returns prior to display on the CAD dispatch terminal	M	Hexagon has included our HxGN OnCall Dispatch | Informer interface, as well as Commsys's ConnectCIC third party product, to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-2.5	Ability for any return associated with queries to not be embedded in the CFS or CAD incident record.	M	Hexagon has included our HxGN OnCall Dispatch | Informer interface, as well as Commsys's ConnectCIC third party product, to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-2.6	Ability for any return associated with queries to not be maintained within the system's data store.	M	Hexagon has included our HxGN OnCall Dispatch | Informer interface, as well as Commsys's ConnectCIC third party product, to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-2.7	Ability to ensure only authorized users are able to conduct queries from within the CAD and Mobile applications.	M	Hexagon has included our HxGN OnCall Dispatch | Informer interface, as well as Commsys's ConnectCIC third party product, to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-2.8	Ability for queries to be configurable.	M	Hexagon has included our HxGN OnCall Dispatch | Informer interface, as well as Commsys's ConnectCIC third party product, to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-2.9	Ability to query records, including, but not limited to:		
V.B-2.9.1	Driving Records	M	Hexagon has included our HxGN OnCall Dispatch | Informer interface, as well as Commsys's ConnectCIC third party product, to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-2.9.2	Vehicle Ownership	M	Hexagon has included our HxGN OnCall Dispatch | Informer interface, as well as Commsys's ConnectCIC third party product, to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-2.9.3	Stolen Property	M	Hexagon has included our HxGN OnCall Dispatch | Informer interface, as well as Commsys's ConnectCIC third party product, to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-2.9.4	Missing Persons	M	Hexagon has included our HxGN OnCall Dispatch | Informer interface, as well as Commsys's ConnectCIC third party product, to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-2.9.5	Warrants	M	Hexagon has included our HxGN OnCall Dispatch | Informer interface, as well as Commsys's ConnectCIC third party product, to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-2.9.6	Parole Status	M	Hexagon has included our HxGN OnCall Dispatch | Informer interface, as well as Commsys's ConnectCIC third party product, to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-2.10	Ability to allow for the attachment of query messages to the CFS record to which the unit is assigned. The attachment should include only the query and not the results of the query.	M	Hexagon has included our HxGN OnCall Dispatch | Informer interface, as well as Commsys's ConnectCIC third party product, to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-2.11	Ability of system to display driver's license images and criminal histories if returned.	M	Hexagon has included our HxGN OnCall Dispatch | Informer interface, as well as Commsys's ConnectCIC third party product, to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-2.12	Ability to reformat returns to enhance end-user readability.	M	Hexagon has included our HxGN OnCall Dispatch | Informer interface, as well as Commsys's ConnectCIC third party product, to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-3	**National Capital Region Data Exchange Hub (NCR DEH) Interface**		
V.B-3.1	Ability to support a two-way interface with the minimum following data:		
V.B-3.1.1	Incidents	M	Hexagon will develop a new custom provider for our CAD to CAD Interface to support the NCR DEH in OnCall Dispatch. For interface details, refer to SOW Attachment H.
V.B-3.1.2	Unit Locations	M	Hexagon will develop a new custom provider for our CAD to CAD Interface to support the NCR DEH in OnCall Dispatch. For interface details, refer to SOW Attachment H.
V.B-3.1.3	Unit Status Updates	M	Hexagon will develop a new custom provider for our CAD to CAD Interface to support the NCR DEH in OnCall Dispatch. For interface details, refer to SOW Attachment H.
V.B-3.2	Ability to exchange requests for mutual aid from the NCR DEH	M	Hexagon will develop a new custom provider for our CAD to CAD Interface to support the NCR DEH in OnCall Dispatch. For interface details, refer to SOW Attachment H.
V.B-3.3	Ability to provide the most accurate location information for closest unit recommendations	M	Hexagon will develop a new custom provider for our CAD to CAD Interface to support the NCR DEH in OnCall Dispatch. For interface details, refer to SOW Attachment H.
V.B-3.3.1	Ability to provide this information for the County, as well as neighboring jurisdictions)	M	Hexagon will develop a new custom provider for our CAD to CAD Interface to support the NCR DEH in OnCall Dispatch. For interface details, refer to SOW Attachment H.
V.B-3.4	Ability to meet alignment with NIEM framework.	M	Hexagon will develop a new custom provider for our CAD to CAD Interface to support the NCR DEH in OnCall Dispatch. For interface details, refer to SOW Attachment H.
V.B-3.5	Ability to process a no call transfer to allow CAD information sent directly to automatic aid partners.	M	Hexagon will develop a new custom provider for our CAD to CAD Interface to support the NCR DEH in OnCall Dispatch. For interface details, refer to SOW Attachment H.
V.B-4	**ImageTrend (Fire RMS and ePCR)**		
V.B-4.1	Ability to support a one-way interface to ImageTrend to transfer CFS information for NFIRS reporting at agency-defined intervals.	M	Hexagon has included a HxGN OnCall Dispatch | Fire Link Interface to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-4.2	Ability to support a one-way interface to ImageTrend to transfer CFS information for ePCR reporting at agency-defined intervals.	M	Hexagon has included a HxGN OnCall Dispatch | Fire Link Interface to meet this requirement. For interface details, refer to SOW Attachment H.

V.B-4.3	Ability to support a one-way interface to ImageTrend in order to transfer After Action Reporting information.	M	Hexagon has included a HxGN OnCall Dispatch | Fire Link Interface to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-4.4	Ability to transfer call for service information to the FRMS and ePCR systems upon:		
V.B-4.4.1	Initiation of a fire or medical incident	M	Hexagon has included a HxGN OnCall Dispatch | Fire Link Interface to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-4.4.2	Completion of an incident	M	Hexagon has included a HxGN OnCall Dispatch | Fire Link Interface to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-4.4.3	Initiation of NFIRS or patient care report	N	This report is handled by ImageTrend, not OnCall Dispatch.
V.B-4.4.4	Location Verification	M	Hexagon has included a HxGN OnCall Dispatch | Fire Link Interface to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-4.4.5	Any agency-defined action	A	Hexagon clarifies, these are the supported ways to trigger output: Event reports (NC01) are generated when the status of the first unit on an event changes to a user-specified status. Accepted status changes are Dispatched, Enroute, On Scene, Transport, Transport Arrive, and Clear. A final event report, also NC01, is generated when the event is closed. Unit reports (NC02), Unit information is generated for each unit whose status changes to a status specified by the user. Multiple statuses can be specified for sending unit information.
V.B-4.4.6	Any agency-defined schedule	M	Hexagon has included a HxGN OnCall Dispatch | Fire Link Interface to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-4.5	Ability to initiate an NFIRS or ePCR report prior to incident closure and populate the report with pertinent CAD data.	M	Hexagon has included a HxGN OnCall Dispatch | Fire Link Interface to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-4.6	Ability for interface to permit updates to a previously transferred or closed CAD incident by FD personnel.	M	Hexagon has included a HxGN OnCall Dispatch | Fire Link Interface to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-4.7	Ability to lookup and verify addresses from the CAD system against the Fire RMS occupancy database.	N	
V.B-4.7.1	Allow authorized user a choice to reconcile and update both databases to the correct information.	N	
V.B-4.8	Ability to display information from within the CAD call record, including but not limited to:		
V.B-4.8.1	Occupancy Information	N	Not available - one-way interface only. This can be added as special address/special situations, but not as an import from ImageTrend.
V.B-4.8.2	Pre-Plans	N	Not available - one-way interface only. This can be added as special address/special situations, but not as an import from ImageTrend.
V.B-4.8.3	Hazardous Materials	N	Not available - one-way interface only. This can be added as special address/special situations, but not as an import from ImageTrend.
V.B-4.8.4	Premise Hazards	N	Not available - one-way interface only. This can be added as special address/special situations, but not as an import from ImageTrend.
V.B-5	**Criminal Justice Records Management System (CJRMS)**		
V.B-5.1	Ability to support a one-way interface to the Tyler LERMS application (including report writing) to transfer CFS information for IBR reporting at agency-defined intervals.	M	Hexagon has included a HxGN OnCall Dispatch |CAD Link interface to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-5.2	Ability to support an export of relevant call-for-service (CFS) information into XML files for ingestion by LERMS application at agency-defined status updates (e.g., dispatch, arrival, when a call is closed)	M	Hexagon has included a HxGN OnCall Dispatch |CAD Link interface to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-5.3	Ability to import critical data (flags, alerts, etc.) into the CAD from the LERMS application	N	HxGN OnCall Dispatch |CAD Link interface is export-only.
V.B-5.4	Ability for CAD to automatically query LERMS for any information related to persons, vehicles, and location when entering a CFS.	M	Hexagon has included a HxGN OnCall Dispatch |CAD Link interface to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-5.5	Ability to support (as part of a two-way interface), import of Case numbers from LERMS into the CAD system.	N	HxGN OnCall Dispatch |CAD Link interface is export-only.
V.B-6	**Structured Emergency Dispatch Protocols**		
V.B-6.1	Ability to support or provide a fully integrated, user-configurable Emergency Medical, Fire, and Police automated protocol software. Offeror shall list all Automated Protocol systems which it has developed and implemented interfaces for in Comments section.	N	Hexagon has ability to interface to ProQA and other protocol systems. Hexagon would need more information to include in the scope.
V.B-6.2	Ability to, upon initiation of a call requiring screening (e.g., call type), automatically initiate a structured dispatch session.	N	Hexagon has ability to interface to ProQA and other protocol systems. Hexagon would need more information to include in the scope.
V.B-6.3	Ability to automatically and dynamically update all requisite and related fields based on updated determinate during the screening process of a call.	N	Hexagon has ability to interface to ProQA and other protocol systems. Hexagon would need more information to include in the scope.
V.B-6.4	Ability to transfer the entire responder script to the CFS record at the conclusion of a call.	N	Hexagon has ability to interface to ProQA and other protocol systems. Hexagon would need more information to include in the scope.
V.B-7	**ASAP-to-PSAP**		
V.B-7.1	Ability to maintain APCO/CSAA ANS 2.101.2-2014 compliance for a bi-directional interface.	M	Hexagon has included an External Alarms OnCall Dispatch Interface and Commsys's ASAP add-on to their ConnectCIC product. To meet this requirement. For interface details, refer to SOW Attachment H.
V.B-7.2	Ability for the system to support the following bidirectional exchange of information at a minimum:		
V.B-7.2.1	Initial notification of an alarm event	M	Hexagon has included an External Alarms OnCall Dispatch Interface and Commsys's ASAP add-on to their ConnectCIC product. To meet this requirement. For interface details, refer to SOW Attachment H.
V.B-7.2.2	Status updates	M	Hexagon has included an External Alarms OnCall Dispatch Interface and Commsys's ASAP add-on to their ConnectCIC product. To meet this requirement. For interface details, refer to SOW Attachment H.
V.B-7.2.3	Requests for cancellations	M	Hexagon has included an External Alarms OnCall Dispatch Interface and Commsys's ASAP add-on to their ConnectCIC product. To meet this requirement. For interface details, refer to SOW Attachment H.
V.B-8	**Fire Station Alerting Interface: WestNet**		
V.B-8.1	Ability to provide an interface with the Westnet First-In system to notify the appropriate fire stations when units at those stations are dispatched to an event.	M	Hexagon has included a Fire Station Alerting OnCall Dispatch Interface to Westnet to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-8.2	Ability to provide necessary Automated Voice Dispatch (AVD) data in the proper format required by the Westnet interface. This includes at a minimum:		

V.B-8.2.1	Tactical Channel	M	Hexagon has included a Fire Station Alerting OnCall Dispatch Interface to Westnet to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-8.2.2	Units Assigned to the call	M	Hexagon has included a Fire Station Alerting OnCall Dispatch Interface to Westnet to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-8.2.3	Incident Type	M	Hexagon has included a Fire Station Alerting OnCall Dispatch Interface to Westnet to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-8.2.4	Address	M	Hexagon has included a Fire Station Alerting OnCall Dispatch Interface to Westnet to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-8.2.5	Cross Streets	M	Hexagon has included a Fire Station Alerting OnCall Dispatch Interface to Westnet to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-8.2.6	Name of Business	M	Hexagon has included a Fire Station Alerting OnCall Dispatch Interface to Westnet to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-8.3	Ability to provide an alert to dispatcher in the event connection to WestNet is lost	M	Hexagon has included a Fire Station Alerting OnCall Dispatch Interface to Westnet to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-8.4	Ability to support transmitting and receiving acknowledgements between the WestNet FSA and CAD system	M	Hexagon has included a Fire Station Alerting OnCall Dispatch Interface to Westnet to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-8.5	Ability to associate all transmission logs to the CAD record for that incident.	M	Hexagon has included a Fire Station Alerting OnCall Dispatch Interface to Westnet to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-8.6	Ability to transmit a message from CAD to WestNet if the message is not acknowledged within a Department-defined time period	M	Hexagon has included a Fire Station Alerting OnCall Dispatch Interface to Westnet to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-8.7	Ability to incorporate Westnet dedicated monitor into proposed layout of workstations	M	Hexagon has included a Fire Station Alerting OnCall Dispatch Interface to Westnet to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-9	**FirstDue Pre-Plan Interface**		
V.B-9.1	Ability to support an interface to ingest pre-plan information from FirstDue at an agency-defined interval.	N	Hexagon has included a CAD to FirstDue (query) interface to meet this requirement as part of Order 5 of the Agreement.
V.B-9.2	Ability to support an interface to transfer CFS information to FirstDue at an agency-defined interval.	N	
V.B-9.3	Ability to interface with third-party call-taking and dispatch protocol applications; in "Comments" field, list all third-party applications to which your company has interfaced the proposed CAD system as well as the integration level with those systems	N	
V.B-9.4	Ability to support additional preplanning softwares in support of ACPD dispatching.	N	Hexagon has included a CAD to FirstDue (query) interface to meet this requirement as part of Order 5 of the Agreement.
V.B-9.5	Ability to merge and reconcile preplans from more than one source system during an incident requiring multidisciplinary response	N	Hexagon has included a CAD to FirstDue (query) interface to meet this requirement as part of Order 5 of the Agreement.
V.B-10	**Third Party and Notification Systems**		
V.B-10.1	Ability to support a one-way interface to transfer data between CAD and third-party responder notification applications.	M	Hexagon has included an OnCall Dispatch | Notifications interface to Active911 to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-10.2	Ability to include, at minimum, the following data:		
V.B-10.2.1	Call Type	M	Hexagon has included an OnCall Dispatch | Notifications interface to Active911 to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-10.2.2	Call Location	M	Hexagon has included an OnCall Dispatch | Notifications interface to Active911 to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-10.2.3	Time Server	M	Hexagon has included an OnCall Dispatch | Notifications interface to Active911 to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-10.2.4	Date	M	Hexagon has included an OnCall Dispatch | Notifications interface to Active911 to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-10.2.5	Comments	M	Hexagon has included an OnCall Dispatch | Notifications interface to Active911 to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-10.3	Ability for system to be configurable to determine paging groups based on incident type and/or location.	M	Hexagon has included an OnCall Dispatch | Notifications interface to Active911 to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-10.4	Ability to configure County defined paging groups in support of broadcast, multicast, and unicast messaging.	M	Hexagon has included an OnCall Dispatch | Notifications interface to Active911 to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-10.5	Ability to configure which CFS information is made eligible for transfer.	M	Hexagon has included an OnCall Dispatch | Notifications interface to Active911 to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-10.6	Ability to configure eligibility of CFS information for transfer based on County defined criteria.	M	Hexagon has included an OnCall Dispatch | Notifications interface to Active911 to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-10.7	Ability for system to confirm delivery to sender.	M	Hexagon has included an OnCall Dispatch | Notifications interface to Active911 to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-10.8	Ability for system to resend pages after an initial page.	M	Hexagon has included an OnCall Dispatch | Notifications interface to Active911 to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-10.9	Ability for system to update and rebroadcast an initial page with additional information.	M	Hexagon has included an OnCall Dispatch | Notifications interface to Active911 to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-10.10	Ability to cancel or retract a page sent and notify all original recipients of the initial page.	M	Hexagon has included an OnCall Dispatch | Notifications interface to Active911 to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-10.11	Ability for system to schedule delivery of CFS information to third party applications at an agency-defined level.	M	Hexagon has included an OnCall Dispatch | Notifications interface to Active911 to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-11	**Motorola ASTRO25 Radio System Interface**		
V.B-11.1	Ability to support an interface with the Motorola ASTRO25 radio system	N	Hexagon has not included an interface at this time, but we are willing to discuss if desired.
V.B-11.2	Ability to display PTT data to the CAD application, including at a minimum:		

V.B-11.2.1	Talkgroup ID	N	Hexagon has not included an interface at this time, but we are willing to discuss if desired.
V.B-11.2.2	Unit ID	N	Hexagon has not included an interface at this time, but we are willing to discuss if desired.
V.B-11.2.3	Unit Alias	N	Hexagon has not included an interface at this time, but we are willing to discuss if desired.
V.B-12	**Time Server**		
V.B-12.1	Ability of system to comply with NENA-STA-026.5-2022 PSAP Master Clock standard.	A	As a browser-based system, system time is based on the servers using Windows OS timer functionality. Hexagon has not included an additional Master clock solution. Hexagon would welcome further discussion with the County regarding a potential interface, but we don't believe an interface is needed to meet this requirement
V.B-12.2	Ability to provide high availability for servers, with redundancy for automatic failover.	C	
V.B-13	**GIS**		
V.B-13.1	Ability to support an interface with the ESRI ArcGIS Web Service.	C	
V.B-13.2	Ability to leverage locally authoritative GIS data for location geocoding.	N	Hexagon would need more details to commit to this requirement.
V.B-13.3	Ability to leverage the County GIS Geodatabases and Layers for geospatial mapping and querying.	C	
V.B-13.4	Ability to transfer incident information and location data to ESRI ArcGIS and associated Geospatial databases.	A	Can export to excel and PDF via HxGN OnCall Analytics
V.B-14	**Public Safety Data Warehouse (PSDW)**		
V.B-14.1	Ability to have copied or replicated database of the CAD system in real-time through Microsoft SQL Server Always-on.	N	It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one-way data push of standard CAD data via our CAD Link as a starting point for our discussion. Additionally, if the County would like, we have included our reporting and analytic software that can perform many features that the County is looking for. We look forward to having discussion with you and designing the perfect software solution for the County. For interface details, refer to SOW Attachment H.
V.B-14.2	Ability of Offeror to provide REST API connection through Microsoft SQL Server and SQL Server Integration Service.	N	It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one-way data push of standard CAD data via our CAD Link as a starting point for our discussion. Additionally, if the County would like, we have included our reporting and analytic software that can perform many features that the County is looking for. We look forward to having discussion with you and designing the perfect software solution for the County. For interface details, refer to SOW Attachment H.
V.B-14.3	Ability to provide and schedule a full database backup file in Microsoft SQL Server. The backup file can be used for restoring and data warehousing purposes.	N	It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one-way data push of standard CAD data via our CAD Link as a starting point for our discussion. Additionally, if the County would like, we have included our reporting and analytic software that can perform many features that the County is looking for. We look forward to having discussion with you and designing the perfect software solution for the County. For interface details, refer to SOW Attachment H.
V.B-14.4	Ability to provide a data dictionary that includes at a minimum:		
V.B-14.4.1	Data objects that include name and definition	N	It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one-way data push of standard CAD data via our CAD Link as a starting point for our discussion. Additionally, if the County would like, we have included our reporting and analytic software that can perform many features that the County is looking for. We look forward to having discussion with you and designing the perfect software solution for the County. For interface details, refer to SOW Attachment H.
V.B-14.4.2	Detailed properties of data elements such as data type, size, nullability, optionality and indexes	N	It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one-way data push of standard CAD data via our CAD Link as a starting point for our discussion. Additionally, if the County would like, we have included our reporting and analytic software that can perform many features that the County is looking for. We look forward to having discussion with you and designing the perfect software solution for the County. For interface details, refer to SOW Attachment H.
V.B-14.4.3	Entity-relationship (ER) and system level diagram	N	It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one-way data push of standard CAD data via our CAD Link as a starting point for our discussion. Additionally, if the County would like, we have included our reporting and analytic software that can perform many features that the County is looking for. We look forward to having discussion with you and designing the perfect software solution for the County. For interface details, refer to SOW Attachment H.
V.B-14.4.4	Reference data for classification and descriptive domains	N	It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one-way data push of standard CAD data via our CAD Link as a starting point for our discussion. Additionally, if the County would like, we have included our reporting and analytic software that can perform many features that the County is looking for. We look forward to having discussion with you and designing the perfect software solution for the County. For interface details, refer to SOW Attachment H.
V.B-14.4.5	Business rules for schema validation and data quality	N	It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one-way data push of standard CAD data via our CAD Link as a starting point for our discussion. Additionally, if the County would like, we have included our reporting and analytic software that can perform many features that the County is looking for. We look forward to having discussion with you and designing the perfect software solution for the County. For interface details, refer to SOW Attachment H.
V.B-14.4.6	Updates to data dictionary as data structures change	N	It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one-way data push of standard CAD data via our CAD Link as a starting point for our discussion. Additionally, if the County would like, we have included our reporting and analytic software that can perform many features that the County is looking for. We look forward to having discussion with you and designing the perfect software solution for the County. For interface details, refer to SOW Attachment H.

V.B-14.5	Ability to support interfaces with cloud data warehouse softwares:	N	It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one-way data push of standard CAD data via our CAD Link as a starting point for our discussion. Additionally, if the County would like, we have included our reporting and analytic software that can perform many features that the County is looking for. We look forward to having discussion with you and designing the perfect software solution for the County. For interface details, refer to SOW Attachment H.
V.B-14.5.1	Amazon Redshift	N	It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one-way data push of standard CAD data via our CAD Link as a starting point for our discussion. Additionally, if the County would like, we have included our reporting and analytic software that can perform many features that the County is looking for. We look forward to having discussion with you and designing the perfect software solution for the County. For interface details, refer to SOW Attachment H.
V.B-14.5.2	Microsoft Azure (SQL and MS Synapse)	N	It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one-way data push of standard CAD data via our CAD Link as a starting point for our discussion. Additionally, if the County would like, we have included our reporting and analytic software that can perform many features that the County is looking for. We look forward to having discussion with you and designing the perfect software solution for the County. For interface details, refer to SOW Attachment H.
V.B-14.5.3	Google BigQuery	N	It is our understanding that the County wants to keep and use the Public Safety Data Warehouse. Hexagon would like to discuss this feature more in depth before we can fully estimate the costs of sending data – we have included a one-way data push of standard CAD data via our CAD Link as a starting point for our discussion. Additionally, if the County would like, we have included our reporting and analytic software that can perform many features that the County is looking for. We look forward to having discussion with you and designing the perfect software solution for the County. For interface details, refer to SOW Attachment H.
V.B-15	**Microsoft Active Directory (AD)**		
V.B-15.1	Ability to authenticate all users via County MS Azure AD Tenant.	C	
V.B-15.2	Ability to integrate role based access control into MS Azure Identity Access Management.	C	
V.B-16	**NICE Logging Recorder Interface**		
V.B-16.1	Ability to support an interface with the NICE Logging Recorder	M	Hexagon will utilize our RestAPI consulting services to discuss endpoints with 3rd party vendor.
V.B-16.2	Ability to transfer relevant CFS data from CAD to the NICE system	M	Hexagon will utilize our RestAPI consulting services to discuss endpoints with 3rd party vendor.
V.B-17	**RapidSOS**		
V.B-17.1	Ability to display RapidSOS call location information in real time for the Telecommunicator to see.	M	Hexagon has included an OnCall Call-Taker Interface to RapidSOS to meet this requirement. For interface details, refer to SOW Attachment H.
V.B-18	**RapidDeploy**		
V.B-18.1	Ability to ingest information related to the outbound emergency text session from the RapidDeploy system and	N	
V.C	**Optional Interfaces**		
V.C.1	**Telestaff Interface**		
V.C-1.1	Ability to import (or ingest) staffing data from Telestaff into the CAD application (e.g., name, unit, role, assignment, etc.)	M	Hexagon has included a CAD interface to Telestaff. For interface details, refer to SOW Attachment H.
V.C-1.1.1	Ability to ingest the data in an XML or CSV format.	M	Hexagon has included a CAD interface to Telestaff. For interface details, refer to SOW Attachment H.
V.C-2	Ability to populate appropriate staffing information in the CAD system, based on the import, including at a minimum:		
V.C-2.1	Name	M	Hexagon has included a CAD interface to Telestaff. For interface details, refer to SOW Attachment H.
V.C-2.2	Assigned Unit	M	Hexagon has included a CAD interface to Telestaff. For interface details, refer to SOW Attachment H.
V.C-2.3	Role	M	Hexagon has included a CAD interface to Telestaff. For interface details, refer to SOW Attachment H.
V.C-2.4	Beat (or assignment)	M	Hexagon has included a CAD interface to Telestaff. For interface details, refer to SOW Attachment H.
V.C-2.5	Special Capabilities	M	Hexagon has included a CAD interface to Telestaff. For interface details, refer to SOW Attachment H.
V.C-2.6	Call Sign	M	Hexagon has included a CAD interface to Telestaff. For interface details, refer to SOW Attachment H.
V.C-2.7	Start Time	M	Hexagon has included a CAD interface to Telestaff. For interface details, refer to SOW Attachment H.
V.C-2.8	End Time	M	Hexagon has included a CAD interface to Telestaff. For interface details, refer to SOW Attachment H.
V.C-3	**AlertUS**		
V.C-3.1	*TBD*	N	Hexagon has removed this interface per County request.
V.C-4	**MarcusAlert**		
V.C-4.1	*TBD*	M	Hexagon's has included a CAD interface to MarcusAlert to meet this requirement. For interface details, refer to SOW Attachment H.
V.C-5	**Axon Body-Worn Camera (BWC) Interface**		
V.C-5.1	Ability to support a one-way interface with the Axon BWC system that transfers unit assignment information automatically upon assignment to an incident	M	Hexagon has included a CAD interface to Axon BWC to meet this requirement. For interface details, refer to SOW Attachment H.
V.C-5.2	Ability to automatically send unit assignment history to the BWC system upon clearance from a call	M	Hexagon has included a CAD interface to Axon BWC to meet this requirement. For interface details, refer to SOW Attachment H.
V.C-5.3	Ability to transfer call for service information to the Axon application	M	Hexagon has included a CAD interface to Axon BWC to meet this requirement. For interface details, refer to SOW Attachment H.
V.C-5.4	Ability to transfer case number to the Axon application	M	Hexagon has included a CAD interface to Axon BWC to meet this requirement. For interface details, refer to SOW Attachment H.

Reqt. ID	VI. INFORMATION SECURITY REQUIREMENTS	RESPONSE CODE	Comments
VI.A	General Configuration & Access Controls		
VI.A-1	Port configuration for all Offeror software shall be documented and submitted for review and approval by Department of Technology Services (DTS) Network and Security teams, including at a minimum:		
VI.A-1.1	Physical port configurations	C	
VI.A-1.2	TCP/UDP port and protocol information	C	
VI.A-1.3	Expected Transaction Flows	C	
VI.A-2	Offeror shall ensure any cloud solution addresses each of the OWASP (Open Web Application Security Project) Top Ten Vulnerabilities for Web Applications	C	Security assurance for OnCall includes development processes, procedures, practices, and methodologies such as secure code training and awareness, OWASP top 10, code reviews to ensure secure by design requirements are implemented and functioning as intended, vulnerability scanning, internal and external penetration testing, as well as internal and external audits to assess efficacy and maintain compliance with relevant regulations and certifications, such as ISO 27001 and GDPR.
VI.A-3	The Offeror shall install a County-approved anti-virus software on all software and hardware, which offeror shall configure as needed to ensure all functionality is operating as required. ***(Specific software used by the County is CONFIDENTIAL)***	N	On-premise anti-virus is the responsibility of the County. Anti-virus is part of the overall Azure security strategy provided by Azure Defender for the Cloud which is what the Hexagon solution leverages.
VI.A-4	Ability to authenticate against the County's approved Identity Provider (Azure AD Tenant) in support of Single-Sign On (SSO).	C	
VI.A-5	Ability of system to use password reset functionality via security questions or other authentication factors	C	
VI.A-6	Ability of system security mechanisms to permit exposing any API(s) and/or web service(s) to destinations inside or outside firewalls	C	Hexagon clarifies, all exposed endpoints are secured
VI.A-7	Ability to support monitoring and interface to the County's approved Endpoint Management software.	C	Endpoint Security is provided the OnCall cloud architecture, leveraging the existing network security mechanisms such as closed Vnets and firewalls, combined with Application Gateways and any end-points that are exposed are secured via OIDC tokens. Additionally, OnCall uses Azure Defender for the Cloud to monitor end-points and fire alerts for any unusual network traffic or multiple failed end-point access attempts.
VI.A-8	Ability to leverage County approved Multi-Factor Authentication for access to the application.	C	
VI.A-9	Ability to be configured to allow detailed scanning, logging and monitoring by County DTS Network & Security approved software. ***(Specific software used by the County is CONFIDENTIAL)***	N	All monitoring is conducted using Azure monitoring and alerting tools.
VI.A-10	Ability to secure all PHI (Personal Health Information), via allowing fields to be masked or redacted from reports and screens through configuration.	C	
VI.A-11	Ability to enforce passwords per State-defined security requirements	C	OnCall is compliant with FBI/CJIS security requirements pertaining to computer aided dispatch solutions and passwords.
VI.A-12	Ability to encrypt all sensitive data cached on local devices.	N	
VI.B	Identity & Access Management		
VI.B-1	User & RBAC Administration		
VI.B-1.1	Ability to build user profiles and control different levels of access rights, which can be associated to unique user ID's provided through the County's IAM solution (MS Azure AD Tenant).	C	
VI.B-1.2	Ability to support security group and permission settings based on a user's role.	C	
VI.B-1.3	Ability to provide capability to restrict access to records within the system, based on User ID or User Profile.	C	
VI.B-1.4	Ability for County to access, configure or update Identity and Access Management controls to include:		
VI.B-1.4.1	Creation, modification and deactivation of user accounts	C	
VI.B-1.4.2	Creation and modification of access control groups for user accounts	C	
VI.B-1.5	Ability to restrict access to features and/or functionality based on:		
VI.B-1.5.1	User ID	C	
VI.B-1.5.2	Device ID	N	
VI.B-1.5.3	Role	C	
VI.B-1.6	Ability to assign personnel to multiple roles	C	
VI.B-1.7	Ability to designate a user as a system administrator	C	
VI.B-1.8	Ability for department to define permission for each role, including but not limited to:		
VI.B-1.8.1	Application access	C	
VI.B-1.8.2	Functional capabilities	C	
VI.B-1.8.3	File Permission (e.g., read, write, execute)	C	
VI.B-1.8.4	Core Database functions (create, read, update, delete)	C	
VI.B-1.9	Ability to use Role Based Access Control to permit authorized users to generate reports or analyze data.	C	
VI.B-1.10	Ability to create temporary security profiles	C	
VI.B-1.11	Ability for temporary profiles to expire after a defined duration of time. (e.g. expire after 30 days)	C	
VI.B-1.12	Offeror's ability to detail every system administrative privilege controlled by role based access control.	C	
VI.B-1.13	Offeror ability to specify any functionality available to Offeror's personnel, but not available to the County.	C	
VI.B-1.14	Offeror's ability to, if a baseline configuration for each role exists, define all roles that exist and best practice application of RBAC used in other clients configurations.	C	HxGN OnCall Dispatch is designed around groups and roles, defining security levels and permissions in the system.
VI.B-1.15	Ability to allow a System Administrator to add/modify/delete statutes, codes, etc. as needed by County personnel.	C	
VI.B-1.16	Ability of Offeror to configure all user profiles of the System software prior to Go-Live.	C	
VI.B-1.17	Ability to allow for those with System Administrator roles to view and query all data in the System without exceptions.	C	
VI.B-1.18	Ability to capture and display to authorized personnel within the system, the following information associated with each user ID:		
VI.B-1.18.1	Name	C	
VI.B-1.18.2	Department	C	
VI.B-1.18.3	Title	C	
VI.B-1.18.4	Assignment	C	
VI.B-1.18.5	Email address	C	
VI.B-1.18.6	Security rights/role	C	
VI.B-1.19	Ability to capture and display all information in VI.B-1.15 based on MS Azure ID.	N	
VI.B-1.20	Ability to prevent users from creating reports on fields to which they do not have proper security permissions	C	
VI.B-1.21	Ability to maintain a history of de-activated user IDs	C	

VI.B-1.22	Remote access shall allow the County, or County-credentialed outside users, the same features and functionalities permitted by the user's level of access on web-enabled computers, laptops, tablets and smart phones.	C	
VI.B-2	**Passwords & Login Controls**		
VI.B-2.1	Ability to enforce passwords per CJIS requirements	C	
VI.B-2.2	Ability to enforce passwords per State and Virginia State Police requirements.	C	
VI.B-2.3	Ability to have system enforced password controls that require:		
VI.B-2.3.1	Specified strong passwords to include minimum length and combination of alpha and numeric characters	C	
VI.B-2.3.2	User passwords automatically changed or revoked after a system administrator defined period has passed	C	
VI.B-2.3.3	Users to change their passwords following the initial setup or resetting of the password by the system or system administrator.	C	
VI.B-2.4	Ability to prevent system administrators from disabling password controls	C	
VI.B-2.5	Ability to prevent auto logon, application remembering, embedded scripts, and hard-coded passwords in the software.	C	
VI.B-2.6	Ability to maintain a history of previously used passwords to prevent Users from reusing any of their previously used passwords.	N	
VI.B-2.7	Ability to permit Users to change their own passwords at their discretion.	C	
VI.B-2.8	Ability to prohibit logon after a specified number of consecutive invalid login attempts.	C	
VI.B-2.9	Ability to automatically deactivate any session by logging the User out after a specified set of time.	C	
VI.B-2.10	Ability to ensure passwords entered are in a non-display field.	C	
VI.B-2.11	Ability to ensure passwords are encrypted when in motion or at rest.	C	
VI.B-2.12	Ability to use key vaults or digital wallets exclusively approved for use by County DTS	A	Access keys and tokens to the Database are secured using a combination of Azure Key Vaults and AAD service principles.
VI.B-2.13	Ability to disable automatic logoff for secured workstations	C	
VI.B-2.14	Ability to remotely log out a workstation	N	Can remotely log out a Mobile user from the browser-based application based on user ID and unit ID associated with a user, but not a workstation.
VI.B-2.15	Ability for system to automatically send notifications to the system administrator in the event the number of allowable attempts for a failed sign-on is exceeded by a user.	C	
VI.B-2.16	Ability to notify supervisors of the User that failed sign-on attempts limit have been breached by their direct report.	N	
VI.B-3	**Logon/Logoff for Mobile Devices**		
VI.B-3.1	Ability to require any combination of the following information to authorize logon to CAD Mobile Software:		
VI.B-3.1.1	Equipment	N	
VI.B-3.1.2	Password	C	
VI.B-3.1.3	Unit ID	C	
VI.B-3.1.4	User ID	C	
VI.B-3.1.5	Radio ID(s)	N	
VI.B-3.1.6	Status (e.g., in service, out-of-service)	N	
VI.B-3.1.7	Special skills/capabilities	N	
VI.B-3.1.8	Department-defined criteria	N	
VI.B-3.2	Ability to automatically logoff previous users when a new user attempts to login to a shared device to access CAD Mobile Software.	N	
VI.B-3.3	Ability to notify a dispatcher and the user attempting to login to the CAD Mobile software that the radio ID they are attempting to logon with is assigned to another unit.	A	Hexagon clarifies, the system notifies the user attempting to log in, but not the dispatcher.
VI.B-3.4	Ability to notify a user or dispatcher that the User ID they are attempting to logon with is assigned to another unit	C	
VI.B-3.5	Ability to configure session duration and session persistance criteria for CAD mobile software access by department and unit.	N	
VI.B-3.6	Ability to trigger automatic logoff based on department and unit criteria for session persistence and duration.	N	
VI.B-3.7	Ability to support a security architecture that allows a group of individuals to login to one mobile device with the same credentials (e.g. personnel at a fire station accessing the mobile device on the apparatus)	C	When logging in to application, can add in-unit properties, such as the additional users that are on the fire engine, by user ID or by position in vehicle (driver, etc.)
VI.C	**Incident Response**		
VI.C-1	Ability to adhere to the Recovery Time Objective (RTO) of no more than 2 milliseconds in the event of any emergency or incident.	N	Hexagon clarifies, the RTO is 5 seconds. RTO of 2 ms is not feasible without a Hot/Hot configuration, which is not included.
VI.C-2	Ability for automatic failover to a hot site to meet RTO.	A	The Hexagon solution includes a Hot/Warm Disaster Recovery solution with availability zones for redundancy; if a Hot/Hot Disaster Recovery is desired, it will need to be discussed with the customer.
VI.C-3	Ability to provide a detailed description of risk mitigation and disaster recovery architecture for the Offeror system as well as continuity of operations plans.	C	
VI.C-4	Ability to utilize as part of commercial disaster recovery services, a completely redundant system running in parallel (hot site) in a geographically diverse location from the production environment.	C	
VI.C-5	Ability for all configured hardware, software to failover automatically to a geographically diverse site (a hot site) that meet the environmental needs of the ECC, automatically.	C	
VI.C-6	Ability for the disaster recovery/failover process to not result in any loss or corruption of data.	C	
VI.D	**Logging & Monitoring**		
VI.D-1	Ability to provide logs of DLP or SIEM systems in format defined by County for ingestion and review by County IT Security Operations personnel, if those tools are in use. ***(Specific software used by the County is CONFIDENTIAL)***	C	Hexagon Azure solution includes an SIEM and can integrate with an SIEM system. Hexagon would need to confirm specific software with the County upon selection.
VI.D-2	Ability to ensure access by County for information relating to diagnostics, performance, and system performance metrics.	A	Hexagon will inform the County about any system updates or changes required to be enacted.
VI.D-3	Ability to maintain system logs of unauthorized access attempts, with the minimum following information for each unauthorized attempt:		
VI.D-3.1	Date	C	
VI.D-3.2	Time	C	
VI.D-3.3	User ID	C	
VI.D-3.4	Device	N	
VI.D-3.5	Location	N	
VI.D-4	Ability to maintain an audit trail of all security maintenance performed with the following minimum information:		
VI.D-4.1	Date	C	
VI.D-4.2	Time	C	
VI.D-4.3	User ID	C	
VI.D-4.4	Device	N	
VI.D-4.5	Location	N	
VI.D-4.6	Version or release information (if available)	C	
VI.D-4.7	Relevant security vulnerabilities (e.g. CVE, if applicable)	N	

VI.D-5	Ability to use a Data Loss Prevention (DLP) tool to identify any data leakage or unauthorized data movement related to the system. ***(Specific software used by the County is CONFIDENTIAL)***	N	Hexagon would need more information to commit to this requirement.
VI.D-6	Ability to use a Security Incident and Event Management (SIEM) monitoring tool for active monitoring of system components. ***(Specific software used by the County is CONFIDENTIAL)***	C	Hexagon Azure solution includes an SIEM and can integrate with an SIEM system. Hexagon would need to confirm specific software with the County upon selection.
VI.D-7	Ability to provide County with credentials to login and review (read only) DLP or SIEM tools and data.	N	
VI.D-8	Ability to log all database operations (read, write or execute).	C	
VI.D-9	Ability to allow logs to be archived and recalled as needed.	C	
VI.D-10	Ability to maintain a full audit trail of all security maintenance performed.	C	
VI.D-11	Ability to provide the capability to audit the system.	C	
VI.D-12	Ability to capture any changes made in the system, capturing at a minimum:		
VI.D-12.1	Timestamp of events	C	
VI.D-12.2	User associated to the event	C	
VI.D-12.3	Nature of the event (Creation/Read/Update/Delete or Read/Write/Execute)	C	
VI.D-12.4	Initial/Final Value	C	
VI.D-12.5	Device ID, Asset Tag, or MAC address	N	
VI.D-13	Ability to allow auditing and assurance capabilities for both online or batch reporting.	N	
VI.D-14	Ability to export any online or batch reporting into County standard formats.	N	
VI.D-15	Ability to include database activity monitoring or file access monitoring to monitor data that is in motion.	C	
VI.D-16	Ability to scan for viruses or malware within uploaded documents.	C	
VI.E	**Audit Trails**		
VI.E-1	Ability to date and time stamp all database transactions within the system (Create, Read, Update, Delete)	C	
VI.E-2	Ability to date and time stamp all file transactions within the system (Read, Write, Execute)	C	
VI.E-3	Ability to limit access to logging or audit trail functionality based on RBAC.	C	
VI.E-4	Ability to log all actions including, but not limited to:		
VI.E-4.1	Modifications	C	
VI.E-4.2	Queries	C	
VI.E-4.3	Print	C	
VI.E-4.4	Successful sign-on	C	
VI.E-4.5	Successful sign-off	C	
VI.E-4.6	Unsuccessful sign-on attempts	C	
VI.E-4.7	View	N	
VI.E-5	Ability to store audit trail data including, but not limited to:		
VI.E-5.1	User ID	C	
VI.E-5.2	IP address	C	
VI.E-5.3	Date and time stamp	C	
VI.E-5.4	Action taken (e.g., print, edit, delete)	C	
VI.E-5.5	Before and after values of modified data	C	
VI.E-6	Ability to review all system activity performed by a specified user during a period of time	C	
VI.E-7	Ability to log all vendor access to system	C	
VI.E-8	Ability to maintain historical audit trail data based on a department-defined length of time	C	
VI.E-9	Ability to archive deleted records	N	
VI.E-10	Ability to retrieve deleted records from the archive (e.g., in the event a record is accidentally deleted)	N	
VI.E-11	Ability to extract reports from the audit log	A	Report authors with permissions can use Power BI Desktop or Report Builder to create reports against a replicated copy of the OnCall Dispatch database. Hexagon assumes the report will be created by the County.
VI.E-12	Ability to audit messages by searching for user-defined criteria.	C	
VI.F	**Cryptography, Encryption and Key Management**		
VI.F-1	Ability to ensure strong work factor encryption systems are implemented for the system data is in motion	C	The data will be encrypted in transit within Azure Government cloud. Data in transit to and from the Azure Government cloud can be encrypted using TLS, or a dedicated VPN connection can be utilized as an option if desired.
VI.F-2	Ability to ensure strong work factor encryption systems are implemented for sensitive system data at rest.	C	The data will be encrypted at rest within the Azure Government Cloud using FIPS Certified algorithms in BitLocker and the SQL TDE.
VI.F-3	Ability of Offeror to utilize in practice, and provide policies describing their key management lifecycle.	C	All customer data is encrypted and secured using Cloud security best practices, which include key management processes, AD aware, AKS clusters, and RBAC access. For details see https://docs.microsoft.com/en-us/azure/security/fundamentals/data-encryption-best-practices.
VI.F-4	Ability to provide any encryption keys in a digital wallet or key vault accessible by authorized County personnel in the event of a mutually agreed to triggering event (e.g. security incident).	N	HxGN clarifies, we store keys in vaults, the system uses them. Hexagon would need more information regarding what the personnel would do with them.
VI.F-5	Ability to ensure key strength and work factor for all encryption systems conform to DTS Security requirements.	C	Azure Government services handle data that is subject to certain government regulations and requirements, such as FedRAMP, NIST 800.171 (DIB), ITAR, IRS 1075, DoD L4, and CJIS. In order to provide customers with the highest level of security and compliance, Azure Government uses physically isolated datacenters and networks (located in U.S. only). The data will be encrypted in transit within Azure Government cloud. Data in transit to and from the Azure Government cloud can be encrypted using TLS, or a dedicated VPN connection can be utilized as an option if desired. The data will be encrypted at rest within the Azure Government Cloud using FIPS Certified algorithms in BitLocker and the SQL TDE.
VI.F-6	Ability to ensure passwords are encrypted when in motion or at rest.	C	The data will be encrypted in transit within Azure Government cloud. Data in transit to and from the Azure Government cloud can be encrypted using TLS, or a dedicated VPN connection can be utilized as an option if desired. The data will be encrypted at rest within the Azure Government Cloud using FIPS Certified algorithms in BitLocker and the SQL TDE.
VI.F-7	Ability to use key vaults or digital wallets exclusively approved for use by County DTS	C	Hexagon clarifies, there is no access provided to the Production Database unless approved by the Agency and their security team. Access keys and tokens to the Database are secured using a combination of Azure Key Vaults and AAD service principles.
VI.F-8	Ability to use assymetric encryption for non-repudiation that has been approved by County DTS.	N	
VI.F-9	Ability to comply with FIPS-140-2 Level 2 for all hardware used by the Offeror to support the system, not managed or maintained by the County.	C	
VI.G	**Patching & Updates**		
VI.G-1	Ability to meet requirements for updating all system components security and OS patching:		

VI.G-1.1	Offeror shall update all system components within one day of release for critical patches (Common Vulnerabilities and Exposures (CVE) Common Vulnerabilities and Exposures scores higher than 8.0)	A	Dependent on the type of Zero Day issue and software components impacted - any OS patches will be applied in 24 hours
VI.G-1.2	Offeror shall update all system components within three day of release for high level patches (Common Vulnerabilities and Exposures (CVE) Common Vulnerabilities and Exposures scores higher than 6-8)	A	Dependent on the type of Zero Day issue and software components impacted - any OS patches will be applied in 24 hours
VI.G-1.3	Offeror shall update all system components within one month of relase for medium level patches (Common Vulnerabilities and Exposures (CVE) Common Vulnerabilities and Exposures scores higher than 4-6)	A	Dependent on the type of issue and software components impacted - any OS patches will be applied in 24 hours
VI.G-1.4	Offeror shall update all system components within one month or upon written justification for why patching is not being resolved for Low (CVE score of 1-4).	C	
VI.G-2	Ability to perform all updates and patching in coordination with designated County personnel to ensure optimal working order of the System.	A	Monthly maintenance, patches, and upgrades to cloud infrastructure will be performed by Hexagon.
VI.G-3	Ability to meet the following patching and update responsibilities for all system components, including at a minimum:		
VI.G-3.1	Active research and monitoring of patches impacting all servers and software relied upon by the Offeror Software	C	
VI.G-3.2	Testing before deployment of any patches or update installations	C	
VI.G-3.3	Debugging and troubleshooting any issues related to patching and updates of components	C	
VI.G-4	Ability to certify the system supports the latest version of the following modern browsers:		
VI.G-4.1	Edge	C	
VI.G-4.2	Chrome	C	
VI.G-4.3	Mozilla	C	
VI.G-4.4	Safari	C	
VI.G-5	Ability to provide description of configuration changes that can be done by offeror's staff only.	C	We publish a document that includes a detailed list of enhancements, fixes, and supported environments with each release. This is published in PDF format
VI.H	**Information Security Policy & Insurance**		
VI.H-1	Offeror ability to provide copies of the following Policies, and attest to it's distribution and agreement by any employee's or Offeror personnel who work with County IT assets:		
VI.H-1.1	Acceptable Use Policy	C	
VI.H-1.2	Remote Access Policy	C	
VI.H-1.3	Access Control Policy	C	
VI.H-2	In the event of any incident that requires activation of the County Emergency Operations Plan (EOP), ability of Offeror to comply with all guidance and instruction from designated and authorized parties, in accordance with the then current EOP.	N	Hexagon would need more information to commit to this requirement.
VI.H-3	Ability to provide in their response a summary surrounding business continuity controls and methodology to ensure the system meets availability requirements.	C	The Business Continuity plans are dependent upon the services contracted by the County. The standard plan includes deployment to other data centers if the active deployment is inaccessible. This is an automated fail-over triggered by the Azure Traffic Manager which is responsible for routing between the data centers.
VI.H-4	Ability of Offeror to provide in their response a summary surrounding disaster recovery planning to ensure the system meets availability requirements.	C	Hexagon has included a highly available configuration which includes the OnCall solution deployed in multiple data centers on the Azure Government Cloud. Data centers within a region provide a latency-defined perimeter and connected through a dedicated low-latency network. An Availability Zone is a high availability offering that protects the OnCall applications and data from datacenter failures. Availability Zones are unique physical locations within an Azure region. Each zone is made up of one or more datacenters equipped with independent power, cooling, and networking. To ensure resiliency, there is a minimum of three separate zones in all enabled regions. The physical separation of Availability Zones within a region protects applications and data from datacenter failures. Zone-redundant services replicate applications and data across Availability Zones to protect from single-points-of-failure.
VI.H-5	Ability to describe information security training policies and programs for the Offeror's employees.	C	Hexagon requires employees conduct CJIS training every 2 years as required by the CJIS Security Policy. All employees who might view or touch protected data shall maintain a "CJIS Online" Level 4 training certificate. All employees who might view or touch protected data shall periodically take Hexagon internal training to specifically cover Hexagon security standards and practices as they apply to CJIS Security Policy.
VI.H-6	Ability to provide the amount of coverage listed within the cybersecurity insurance policy and dates of coverage for the policy	C	Hexagon would be able to provide evidence of $5,000,000 of coverage within its E&O policy, which includes coverage for cyber liability.
VI.H-7	Offeror's ability to provide a copy of their most recent cybersecurity insurance policy.	A	Hexagon would be able to provide the certificate of insurance evidencing it has requisite coverage within its E&O policy, including coverage for cyber liability in lieu of the policy itself
VI.I	**Risk Auditing**		
VI.I-1	Offeror's ability to provide documentation demonstrating adherence and compliance for any IT assets not owned and maintained by the County:		
VI.I-1.1	Statement on Standards for Attestation Engagements (SSAE) 18		
VI.I-1.1.1	Service Organizational Control 1 Type I Report	A	Hexagon has attained both the ISO 27001 and ISO 27017 accreditations. SOC2 is targeted for 2024.
VI.I-1.1.2	Service Organizational Control 1 Type II Report	A	Hexagon has attained both the ISO 27001 and ISO 27017 accreditations. SOC2 is targeted for 2024.
VI.I-1.1.3	Service Organizational Control 2 Report	N	Hexagon has attained both the ISO 27001 and ISO 27017 accreditations. SOC2 is targeted for 2024.
VI.I-2	Ability of Offeror personnel visiting the County's facilities to comply with all applicable County policies regarding access to, use of, and conduct within such facilities.	C	
VI.I-3	Ability to ensure any data stored in a cloud deployment model is hosted within the eastern region of the United States.	C	
VI.I-4	Ability to use Government Cloud infrastructure (e.g. GCC for Azure).	C	
VI.I-5	Ability to demonstrate compliance with relevant data and information security standards and frameworks including (but not limited to):		
VI.I-5.1	NIST 800-53: Security and Privacy Controls for Information Systems and Organizations		
VI.I-5.2	NIST 800-171 Rev.2 : CUI in Nonfederal Systems and Organizations		
VI.I-5.3	FIPS 140-2: Security Requirements for Cryptographic Modules		
VI.I-5.4	ISO/IEC 27001: Information security, cybersecurity and privacy protection	C	
VI.I-5.5	ISO/IEC 27017: Cloud Computing Security and Privacy Management System-Security Controls	C	
VI.I-5.6	ISO/IEC 27036: Multipart standard for the information security of supplier relationship management	A	Hexagon has attained both the ISO 27001 and ISO 27017 accreditations. SOC2 is targeted for 2024.
VI.I-5.7	ITU-T X series: Data networks, open system communications and security recommendations	A	Hexagon has attained both the ISO 27001 and ISO 27017 accreditations. SOC2 is targeted for 2024.

Response Instructions, Assumptions and Definitions

Detailed functional requirements for the systems desired by Arlington County are provided in this workbook. The following codes should be used to indicate the ability of the proposed system to meet the needs of the County. Each tab refers to the application for which the functionality is being requested.

Code	Response
C	The proposed system complies with requirement
N	The proposed system does not comply with requirement
A	Proposer recommends an ALTERNATIVE, no-cost way to meet the requirement; proposer must provide an explanation in the "Comments" column
M	Proposed system requires a software modification to comply with requirement, but does not require third-party software; proposer must provide an explanation in the Comments column and list additional costs (cross-referencing the requirement) in the Cost Proposal
T	Proposed system requires third-party software to comply with requirement; proposer must provide an explanation in the Comments column and list additional costs (cross-referencing the requirement) in the Cost Proposal. Within the Cost Proposal, the third-party should be listed under the applicable section (for example, if a third-party is required for CAD Mapping, it should be listed under the CAD Table in the Cost Proposal).

Place the appropriate Response Code in the "Response Code" column next to each requirement. Where applicable and where requested, provide additional information that describes the way in which the proposed system fulfills the given requirement or how an alternative to the requirement will meet the County's needs. Short responses may be provided in the "Comments" column, while longer answers may be provided on a separate page. Do not insert rows into any portion of the document or modify the numbering or description of the functional requirements. Please respond to each requirement. Omitted responses will be evaluated as response codes of "N" (proposed system does not comply with requirement). Please note that all responses pertain to functionality that is current and can be demonstrated at a live site that has accepted the system. If your solution provides the requested functionality, but has not been formally accepted at an operational live site, the response should be "N", and may be supplemented with additional comments.

Item	Assumptions
1	All activity is completed within the application (e.g., reading, viewing), unless specifically stated otherwise
2	The term "any field" implies any available field. If the word "any" in a requirement is too inclusive, and you can provide the functionality but not to the extent that you believe the word "any" implies, please indicate the limitations.

Attachment H – Interface Descriptions

COTS Interfaces

ANI/ALI Interface (included with HxGN OnCall Dispatch | Advantage)

Description:

The ANI/ALI interface works with the Call-taker component of OnCall Dispatch Advantage to provide Next Generation support for solicited multimedia data associated with a call. Call-Taker is designed to support new modes of communication, such as SMS and MMS text (photos and video) and allows the addition of new call types going forward. It provides global support for handling Next Generation data processed by the PSAP.

OnCall Dispatch supports FCC Phase II requirements for cellular 911 calls and supports the creation of events based on a geographic coordinate location. The ANI/ALI packets for Phase II Wireless 911 calls include the coordinates (in lat/long or other standard coordinate system, as dictated by the NENA standard or FCC requirements), and uses this information to show the caller's geographic coordinate location on the map. The nearest civic address can also be estimated and displayed. The exact format of this data in the ANI/ALI packet must be supplied by the Customer (in conjunction with their phone system supplier).

Assumptions:

- Hexagon assumes that the Customer's ANI/ALI controller supports NENA Format Versions 1 and 2 (Fixed Length ASCII), NENA version 3 (Tagged Delimited), and NENA version 4 (XML). These formats are documented in NENA documents NENA 02—010 v9 now “Legacy Data formats for ALI, MSAG &GIS” and NENA 04-001 v2 now “E9-1-1 PSAP Equipment”.
- The ANI/ALI interface component of the OnCall Dispatch System will provide the interface to an ANI/ALI controller, and will accept ANI/ALI packets containing ASCII, tagged delimited, or XML data via an Ethernet Network (TCP/IP) or an RS-232 connection
- Hexagon assumes that the ANI/ALI protocol packet provides the number, address and answering position of the call when answered.
- The FCC order released June 3, 2005 requires that all VoIP vendors, serving U.S. customers, must offer service to route 911 VoIP calls through the current E-911 infrastructure. This means that all VoIP 911 calls from registered subscribers will be received through the PSAP’s 911 trunks and handled by their ANI/ALI Controller. The PSAP is responsible for ensuring that their ANI/ALI Controller is capable of handling the ALI Database lookup for these calls. ANI/ALI packets for VoIP calls will be received by the CAD system, over the same CAD link, from the ANI/ALI Controller, as the landline and cellular calls. VoIP calls with a caller’s address will be handled like landline calls and VoIP calls with a location specified by coordinates will be handled like Phase II cellular calls.
- If the center requires an interface to a method of receiving ANI/ALI or other Data for VoIP calls other than the traditional ANI/ALI Controller, this interface will have to be rescoped as a custom interface. The Customer must provide complete specifications of the device or service providing the data.
- Given the current uncertainty in the telephony provider market on how SMS/MMS information will be transmitted, Hexagon assumes that the SMS/MMS information is being provided through the external SMS provider.

Constraints:

- The Customer is also responsible for the maintenance and support of any hardware, software, or cabling required to provide the physical interface between the ANI/ALI Communications Server and the ANI/ALI Controller. Hexagon’s demarcation point, for responsibility for the ANI/ALI stream, is at the port or socket on the communications server.

- The Customer must supply a complete and accurate description of the ANI/ALI controller interface and data it provides for CAD field mapping.

HxGN OnCall Dispatch | Informer

- to State NCIC/VCIN

Description:

The Informer interface automatically routes queries and responses between clients and the external systems, and if the external database supports unique routing codes for each query and response, Informer may be implemented to automatically initiate queries in response to actions executed within the OnCall Dispatch system. For example, defining an event as a vehicle stop and entering the license tag number within OnCall Dispatch may automatically initiate the “Vehicle Query by License Number.” The product can be further configured to automatically enter all query results in a centralized server log, as well as to automatically attach query results to the event. Using the OnCall Dispatch messaging capability, responses may also be forwarded. Informer can be configured to use and display HTML forms on its front-end client application. Informer can display HTML, XML/XSL or plain ASCII text responses on that same client.

Informer is comprised of user dialogs and service components. The service components are:

- A module that runs in the OnCall environment,
- A provider that directly interfaces to external systems, and
- A bridge that handles communication between the two.

These services are orchestrated to route requests and responses between OnCall and the external systems.

The services are architected so the module, bridge and provider can be configured to run in the cloud or on-premise. For example, OnCall and the module could be configured to run in the cloud with the bridge and provider configured to run on-premise to facilitate communications with the external systems.

The user dialogs are a standard feature that work within OnCall Dispatch. When configured, these dialogs present the OnCall user with an Informer Message view that will allow them to submit requests and view responses. The dialogs component also supports a command line interface from within the OnCall Dispatch products. A set of configurable OnCall dialogs are provided which are used to collect request data and submit it to external systems.

Hexagon has included the NCIC transactions as listed above in CommSys ConnectCIC Task.

Informer includes three providers that can be configured to communicate with external systems. These are:

1. Open Database Connectivity (ODBC)
2. CommSys
3. OnCall Records

In addition, Informer provides:

- Explicit sign on and sign off using authorizations defined in the OnCall database
- Transaction level security, which verifies user authorization for each query type
- Hit detection that allows responses to be searched for specific text. If found, notifications can be automatically distributed based on configurable designations

Informer currently supports XML responses in TCP/IP packets.

Assumptions:

- Implementation of the CommSys provider requires at a minimum the purchase of the CommSys ConnectCIC module and CommSys' Real Time Data Mining (RTDM) feature.
- Additional provider implementations can be developed through extra services.
- The connection to a state or national database may require additional hardware and software. Connection through TCP/IP or Web Site is highly preferred.
- Each distinct provider requires OnCall Dispatch | Informer implementation installation and configuration services.
- A single license supports a given site. However, each distinct database connection requires custom OnCall Dispatch | Informer implementation development services.

HxGN OnCall Dispatch | Notifications

- to Active 911

Description:

OnCall Dispatch | Notifications provides connectivity between the dispatching environment and multiple internal and external communication endpoints. It allows for the definition of customer-specific rules for notifying interested parties based on activities in the CAD system. These include a third-party paging controller, email application, and SMS text. Dependent on the protocol supported by the system, OnCall Dispatch | Notifications uses either SNPP level 1 (Simple Network Paging Protocol), SMPP (Short Message Peer to Peer), SMTP (Simple Mail Transfer Protocol), or WCTP (Wireless Communication Transfer Protocol).

This product serves as an extension to the OnCall Dispatch functionality. Alphanumeric messages and/or tone pages can be transmitted from the dispatch environment over the third-party paging terminal to the destination paging unit. OnCall Dispatch | Notifications must be customized to adapt to the third-party paging terminal available.

Notifications may be sent through the OnCall messaging system, which supports group messaging and logs messages sent, or may be sent automatically when a unit is dispatched to an event. The OnCall Dispatch | Notifications interface provides the ability to send information or general tone alerting from the OnCall Dispatch system to pagers and units equipped with pagers as well as email. The system can send general text and dispatch/event information to alphanumeric pagers and units equipped with alphanumeric pagers. Tone-only pagers can also be used for ‘tone out’ type pages.

Because most paging systems only support one-way communications, OnCall Dispatch | Notifications cannot confirm receipt of a message but can confirm that the paging controller acknowledged the message.

The SMTP software driver module (SDM) provides the ability to send email messages. The SMTP SDM will distribute paging messages as directed by the paging system interface (PSI) application. The PSI application is designed to listen for Send Message packets from Hexagon’s CAD software application (OnCall Dispatch). Once the PSI application captures a Send Message packet, it forwards the message and its contents to the SDM of interest. The SMTP SDM is an integral part of the complete PSI application and its inclusion helps to complete the functionality for a working paging system interface to the OnCall Dispatch application.

The OnCall Dispatch | Notifications interface consists of three parts:

- The User Interface portion (client)
- Communication server paging process (server)

- Controller/hardware specific driver software (SDM) necessary to control communication to a particular paging system controller

All run time input to the paging system will come from the OnCall Dispatch system. Automatic dispatch paging is only by unit within the OnCall Dispatch system. Pagers may be associated with:

- Units
- Personnel
- Stations

Functionality includes three (3) basic functions:

1 **Automatic Dispatch Pages** – Automatic sending of dispatch messages or tone alerts to appropriate pagers associated with units during a normal dispatch. Dispatch messages sent by OnCall Dispatch workstations will be analyzed and processed for paging units equipped with pagers. This is an automatic feature. Once a dispatch packet is received, the paging server will use the unit ID in the packet to look up the pager ID from the OnCall Dispatch Database. Therefore, only logged-on units can be sent dispatch pages automatically. This pager ID will be used to match records in other page-related tables to locate the actual device specific code to be sent to the proper paging controller. Additionally, dispatch related conditions can be placed against these pages for conditional paging.

4. **Entering Messages through Send Message** – Manually sending user-entered text or pre-formatted text messages to alphanumeric pagers. Through the Send Message dialog box in OnCall Dispatch, users may manually enter or use pre-entered, pre-formatted messages to be sent to alphanumeric pagers. A pick list of pre-formatted messages can be configured. As these messages are manually entered and not the result of a dispatch operation, these type pages do not have conditional capabilities. For example, all pager IDs entered or resolved from a unit ID will be paged.
5. **Manually Sending Dispatch or Event Info** – Manually sending dispatch or event information to alphanumeric pagers. The paging interface can also re-send dispatch type pages to alphanumeric pagers via the Send Message dialog box in OnCall Dispatch. By selecting or entering an event number, the software will build a dispatch page just as it does for the actual dispatch. This text message can then be modified or amended prior to sending the message. Because this is a manual page and not the result of a dispatch, no conditions capabilities can be evaluated for the individual page IDs.

Assumptions:

- Hexagon assumes that the paging system uses one of the supported protocols. Each license of OnCall Dispatch | Notifications allows any number of potential pagers. The connection of the Paging Controller is assumed to be RS-232 or Network based (TCP/IP). Connection may be made through a dedicated or dial up line.
- Hexagon assumes use of a single paging controller type.
- OnCall Dispatch | Notifications currently does not support voice paging; it only supports alphanumeric text.
- Hexagon assumes the Customer is responsible for providing any phone lines, modems, internet connections, etc. required to establish the connection with the paging terminal(s).

Constraints:

- Each distinct paging controller type requires a separate license of OnCall Dispatch | Notifications. However, the Customer may implement multiple paging providers using the same protocol, and these would be considered a single paging controller for licensing purposes.
- SMTP provides the ability to send email messages and is the link between the Microsoft® Windows® Exchange server and the OnCall Dispatch | Notifications system.

- OnCall Dispatch | Notifications does not support bidirectional communications.
- The Customer is responsible for providing complete and accurate documentation for the paging system interface.
- Hexagon cannot be held accountable for incompatibilities that occur in this interface as the result of changes to input/output formats or data requirements associated with the third-party vendor's product.

HxGN OnCall Dispatch | CAD Link

- To Tyler LERMS
- To Public Safety Data Warehouse

Description:

OnCall Dispatch | CAD Link interface will facilitate the automatic periodic transfer of event and unit information from OnCall Dispatch to external systems such as Police Records Management, Electronic Patient Care, and Fire Records Management systems using XML files ASCII delimited files. The third-party vendor (or the Customer) is then responsible for importing the information into the designated database.

The CAD Link interface includes support for configurable event profiles; these are sets of event criteria for matching data field values within the OnCall events to be exported and a configurable target directory for exported output files. The profiles act as event filters, determining which OnCall events are to be exported to which file system directories (inboxes).

Assumptions:

- Hexagon assumes this is for the transfer of CAD event and unit data only to the specified systems.
- Additional services are required from the third-party vendor to consume and distribute the incident information provided via CAD Link.
- The Customer will be responsible for any data mapping
- The Customer will provide a technical resource as well as any necessary subject matter experts
- The Customer will provide a test system for installation and testing
- Hexagon will configure CAD Link to output to a single location where the Customer is responsible for consuming the data
- The Customer is responsible for ensuring that any third-party vendor technical resources are available to support the testing of this interface.
- Hexagon assumes that the third-party vendor will be utilizing XML protocols for this interface.
- This is a one-way interface. CAD Link exports OnCall Dispatch incident-related data, but it does not import data. Any import is the responsibility of Customer or of the third-party vendor.

Constraints:

- OnCall Dispatch events must be closed before they are candidates for export by CAD Link.
- CAD Link does not provide features for obtaining "next available case numbers," "location verification," or any other OnCall Dispatch-related functionality or interface; it only provides export of specified event data for closed OnCall Dispatch events.

HxGN OnCall Dispatch | FireLink

- ImageTrend FMRS

Description:

Hexagon's Fire Link product interfaces to various Fire RMS applications facilitating the automatic transfer of event and unit data from OnCall Dispatch generated during a Call for Service. The designated third-party RMS vendor (or the Customer) is then responsible for importing the information into the relevant fields/tables of the target database.

Fire Link automates data transfers to the external system at periodic intervals as follows:

- Event information is generated when the first unit's status changes to that specified by the user. Valid status changes include Dispatch, Enroute, OnScene, Transport, Transport Arrive and Clear.
- Unit information is generated for each unit whose status changes to that specified by the user. More than one status can be specified for sending unit information.
- Event information that includes event closing data, is generated when the event is closed.

The Fire Link Interface is available in two options (if using more than one option, then a separate Fire Link Interface is required for each option):

- Vendor-defined XML output to FIREHOUSE Software by ESO
  - For the FIREHOUSE FireRMS interface, Fire Link will transfer event and resource data to FIREHOUSE's Custom Hexagon CAD Monitor, which in turn will populate the FIREHOUSE RMS Database. This is an ASCII File Transfer.
- Standard XML output for all other FRMS vendors

Assumptions:

- The transmission protocol between Fire Link and the remote FireRMS is TCP/IP.
- Fire Link interfaces to a single database.
- Fire Link requires Xalt Integration as a prerequisite.

Constraints:

- The Customer is responsible for providing complete and accurate documentation on the systems to be interfaced.
- The Customer is responsible for acquiring and installing a data import capability into their current Fire RMS(s).
- Hexagon cannot be held accountable for incompatibilities in its interface which are due to changes in input/output formats or data requirements of the vendor's product.

Optional HxGN OnCall Dispatch | Deccan LiveMUM

Description:

OnCall Dispatch | Deccan LiveMUM Interface provides a two-way interface between OnCall and the Deccan LiveMUM software for move-up algorithms to monitor and adjust resource coverage for Fire and Ambulance agencies.

Assumptions:

- Hexagon only interfaces with LiveMUM for the relocation of units. Hexagon does not interface with Deccan's ADAM or BARB products.
- This interface is applicable only if the County contracts with Deccan as a vendor. If the County selects another vendor for this optional service, a change order will be required.
- This interface will send the standard XML protocol that Hexagon has defined for unit status information to the Deccan-written server over the TCP/IP connection. Each unit status change will result in a transmission from Deccan Interface to the Deccan-written server.
- This interface price does not include the cost associated by Deccan to write their server piece.

- It is the responsibility of the external system vendor, or Customer, to develop any programs necessary to interface with Deccan Interface using the provided XML documents.

Standard Interfaces

RapidSOS OnCall Call-Taker Interface

Description:

The RapidSOS OnCall Call-Taker Interface is an OnCall Call-Taker direct link based interface, for the purpose of receiving location accuracy information from the caller's device about the caller and offer updates on demand via the RapidSOS Web Portal. The interface will also support receiving location accuracy information as well as launching the RapidSOS Web Portal with the caller's phone number as a parameter.

Assumptions:

- Customer must obtain RapidSOS credentials before interface can be tested.
- This interface requires HxGN OnCall Dispatch | Call-Taker Interface product.

External Alarms OnCall Dispatch Interface

- to ASAP to PSAP

Description:

Hexagon has proposed our standard External Alarms OnCall Dispatch Interface and third party CommSys ASAP product to meet this requirement.

The Automated Secure Alarm Protocol (ASAP) program is a computer-aided dispatch system designed by the Central Station Alarm Association (CSAA) and the Association of Public Safety Communications Officials (APCO Int'l). It allows OnCall to interface with the ASAP Alarm System (also called "ASAP to PSAP"). The APCO ASAP Standard is supported using the External Alarms OnCall Dispatch Interface.

Because ASAP Alarm system operates on the National Law Enforcement Teletype System (NLETS) backbone – state specific development services may be required for each implementation to convert the APCO standard NLETS message into the State CJIS Message Switch format, and Hexagon partners with CommSys to provide this portion of the interface.

Assumptions:

- Hexagon has also proposed consulting services for the Customer to coordinate deployment with the Monitoring Association directly (see Sustaining Coordination Services for CommSys ConnectCIC ASAP Interface Task above).

Dispatch Alerts OnCall Interface

- to Everbridge

Description:

The Dispatch Alerts OnCall Interface provides a method for sending alerts, notifications and messages to third-party providers used in turn to notify a defined group of people. Notifications can include unit dispatch notification, command staff notifications, on demand personal notifications, etc.

Assumptions:

- The Interface is compatible with the Everbridge REST API Specification document dated January 18, 2017.
- Alert endpoints, groups, sub-groups, etc. are defined in Everbridge.

CAD to CAD OnCall Dispatch Interface

- to Marcus Alerts and Regional CAD to CAD

Description:

The CAD to CAD Interface is based on a rules-driven, real-time transfer of unit and event information to and from Hexagon OnCall System and third-party CAD systems.

Marcus Alerts Assumptions:

- Qualifying Events created in Marcus Alerts will be created in OnCall Dispatch. Status updates for responding units will be exchanged in real time.
- Communication will be JSON or XML over TCP or Web Service in Hexagon default formatting.
- Customizations to message format to meet third-party specification will require additional scope.

National Capital Region Data Exchange Hub (NCR DEH) Interface Assumptions:

NCR DEH is managed/maintained by Emerging Digital Concepts (EDC). It uses NIEM based XML message formats to facilitate the real time exchange of information other Capitol Region PSAPs participating in this Data Exchange Hub. This scope includes services to develop a new custom provider for Hexagon's CAD to CAD Interface to support EDC in OnCall Dispatch.

Messages supported include:

- Operation Modes (Normal, System Override and Emergency Override)
- Unit Status Update (USU)
- Unit Status Update / Delta Submission (USUDS)
- Request for Resource with Incident Information (R2I2)
- Request for Resource with Incident Information Update (R2I2U)
- Incident Detail (IDTL)
- Incident Detail / Call for Service (IDTL/CFS)
- Notification (NTIF)
- Instant Message (IMSG)

Fire Station Alerting OnCall Dispatch Interface

- to Westnet/FirstIn

Description:

The Fire Station Alerting OnCall Dispatch Interface provides support for third-party Fire Station Alerting Solutions. The Interface sends unit and event information to the Fire Station Alerting solution to trigger station alarms, unit dispatch, and other services provided by the vendor as defined by their API.

Where appropriate, this interface can be configured to be bi-directional to record alert acknowledgements either by message to the dispatcher or logged to the event remarks.

Vendors supported in this product include:

- US Digital Design's Phoenix G2 (Version 2.5)
- Purvis (Version 2.1)
- Westnet FIRST-IN (API Version 1.0.6. 1.0.7, 1.0.7a and 1.0.8)

Assumptions:

- The Fire Station Alerting software will support sending a notification of alert failure to the event remarks.

Body Worn Camera OnCall Interface

- to Axon BWC

Description:

The Body Worn Camera OnCall Interface provides real-time unit and event data transfer from OnCall Dispatch to third-party body worn camera providers for the purposes of linking OnCall Event and Unit records with body worn camera video records.

The third-party body worn camera vendors supported are:

- AXON/Evidence.com

Assumptions:

- The format required by AXON provided to Hexagon during mutual design sessions is a comma delimited output file.
- Only COTS fields will be exported by the interfaces.
- The location of the output file will be determined during implementation.
- Components of this interface will be installed on the on-premise Local Software server.

CBD OnCall Call-Taker Interface

- To generic EMD

Description:

The CBD OnCall Call-Taker Interface is an interface between OnCall Call-Taker API and third-party Criteria Based Dispatch Application providers. The third-party Criteria Based Dispatch providers' applications prompt call-takers with a script of questions pertaining to Police, Fire or Medical events classify the event (determinant) and associated response.

The purpose of the interface is to receive the response data from these questions and update OnCall Call-Taker comments with this information. Additionally, the interface will map the determinant value with the OnCall Dispatch Event Type/Sub Type.

Assumptions:

- This is an enhancement to an existing product to provide support for a currently unknown/unsupported provider.
- Communication between interface and third-party provider will be either in JSON or XML.
- Connectivity with the third party will be either TCP or HTTP/Web Service/Rest/Websocket.
- The determinant code will be mapped to an existing OnCall Dispatch Event Type or SubType.
- Script with associated answers will be imported into Event Remarks.

- No additional functionality, enhancements, or workflows are included in this scope.
- Additional requirements beyond those described here will require specific vendor API documentation and review for change order.

Custom Interfaces

Text to 911 – Vesta

Hexagon will develop a custom interface to support text to 911 integration with Vesta telephony system.

Assumptions:

- Requires Vesta i3 Event Viewer log interface API/SDK.
- Customer responsible for obtaining licensing from Vesta/Motorola for API/SDK.
- Interface is limited to the capabilities identified in the Vesta i3 Event Viewer log interface API/SDK for supporting ANI/ALI spill plus SMS/MMS to 911.
- Video calls to 911 are not supported at this time.
- This interface requires HxGN OnCall Dispatch | Call-Taker Interface product.

Amazon Connect (Call Center as a Service)

Hexagon will develop a custom interface to support this integration. The Amazon Connect AI assisted phone tree allows PSAPs to take incoming non-emergency calls and reduce wait times by using automation to gather the necessary information to create an event.

Assumptions:

- Amazon will deliver a JSON message containing event information at the time of the call.
- The interface will parse the JSON message and create a new event in OnCall with the details.
- Message elements mapped to the Call Information Mask will be populated directly.
- Message elements that do not map directly to the Call Information Mask will be inserted into event remarks.
- Errors in creating an event due to address verification issues (improperly formatted, location outside limits of jurisdiction, etc.) will be flagged and notification sent to dispatch supervisor and Amazon Connect.
- This interface requires HxGN OnCall Dispatch | Call-Taker Interface product.

Telestaff

Description:

Hexagon will develop a custom interface to import from Telestaff/Kronos to support updating employee information with the following:

- Name
- Personnel Number
- Badge Number
- Vehicle

- Radio
- Department
- Position
- Title
- Skills
- Lineup

Additionally, the ability to import staffing/line up from Telestaff to create/update lineups will be included in OnCall Dispatch for:

- Unit ID
- Personnel (Employee IDs)
- Radio Assignment (Radio IDs)
- Vehicle ID

Assumptions:

- The interface cannot automatically logon units scheduled to logon. Logon command required in OnCall for group logons.
- Logging on group from lineups will log units onto the "default" unit status defined in the OnCall Administration for defining units.

Query to Tyler RMS

Description:

Hexagon will develop a custom interface using Informer to query the Tyler Law RMS. The following inquiries are included:

- Person Inquiry by (NAM, DOB, SEX) or (OLN), State
- Vehicle Inquiry by (LIC), State
- Gun Inquiry by SER, MAKE, Caliber, Model

Assumptions:

- The interface supports a web service query using XML or JSON.
- The Customer will provide the API documentation for the inquiries listed. This is required during the ICD review phase.
- Nested inquiries / follow up inquiries are excluded.
- Images are excluded.
- Test records will be provided by the Customer or system technical point of contact. This is required during the ICD review phase.
- Test records will return production-equivalent response data for each inquiry.
- The data requested in the select statements for the listed inquiries will not exceed the maximum number of fields listed below:
    - Person Inquiry - 20 fields
    - Vehicle Inquiry -20 fields
    - Firearms: 8 fields

- The inquiries will be supported from the Person, Vehicle and Gun forms that are included in OnCall Dispatch Informer and Mobile Unit. No additional forms are included to support the inquiries.
- Query and response examples will be provided during the ICD review phase. This is required before software development begins.
- A test connection will be obtained by the Customer before the scheduled interface delivery.
- This interface is installed on the on-premise Local Software server.

Consulting Services

NICE Logging Recorder

Description:

Hexagon has included consulting services to support working with third-party vendor to use RestAPI.

OnCall Dispatch RestAPI provides direct interaction with OnCall via an industry standard REST API. It delivers a secure and convenient way for third party applications to pass data into and request information from the system. The RestAPI web calls can be made by almost any programming language that supports HTTP requests.

RestAPI also delivers and works in conjunction with the OnCall CAD Notification Service (CNS) (feature included with OnCall). Like the OnCall Dispatch | RestAPI, the CNS can be consumed and used by almost any programming language that supports HTTP requests.

The CAD Notification Service requires authentication with RestAPI and HxGN OnCall Dispatch for initial subscription. Authentication works the same as the RestAPI, that is, the commands token is expected in the Authentication header.

Assumptions:

- Hexagon assumes the information to be transferred is based on the third-party requirements but must also be within the scope of what Hexagon can expose via our REST API.
- The Customer will assist Hexagon as needed to facilitate the communication with the third party vendor.
- Any third party service, API, documentation, etc. is the responsibility of the Customer.

Attachment J – Glossary of Terms

Capitalized terms that are not defined below or within the body of the SOW, shall have the same meaning as set forth in the Master Terms Glossary.

"Acceptance" to mean acceptance of a Task in accordance with Task Acceptance Process.

"Analytics Cloud Program" means a certain Cloud Program that pertains only to OnCall Analytics.

"Benchmark Criteria" and "Specifications" means the objective criteria which identifies an intended outcome as reflected in, as applicable, an ICD, a Design Document, Specifications, or Software Requirements (whichever document having last addressed the functionality in question being dispositive)

"Blocker Error" means a Level One and Level Two Error.

"CJIS" means the Criminal Justice Information Services Security Policy version number 5.8 formally published by the Federal Bureau of Investigation, Criminal Justice Information Services Division.

"Cloud Consulting Services Order" means this Order for Cloud Consulting Services related to the Cloud Applications identified in the Cloud Program Order

"Cloud Program Order" means that certain Order, which identifies the Cloud Applications and Cloud Term, executed simultaneously with this Order. For purposes of clarity, the Cloud Program Order is separate and distinct from the Cloud Consulting Services Order.

"COTS Interfaces" means those Interfaces specifically identified in in the COTS Interface Questionnaire Completion task

"Customer Responsibilities" means (1) those specific tasks and obligations identified in the SOW as being the responsibility of the Customer and (2) those obligations, not stated in the SOW, but which would otherwise be reasonably considered as being Customer obligations and responsibilities.

"Custom Interfaces" means those Interface(s) specifically identified in the Custom Interface Requirements Gathering task

"Customization" means a modification of the source code of Software.

"Cutover Plan" means a document reflecting the Activities and actions necessary to complete Cloud Cutover

"Day" means a calendar day.

"Design Document" means a document articulating the design and intended output of a Customization.

"Dispatch Cloud Program" means a certain Cloud Program, or as applicable, collection Cloud Applications, that pertains only to OnCall Dispatch, including but not limited to, OnCall Dispatcher, OnCall Calltaker, OnCall Viewer, OnCall Mobile Unit, and OnCall Mobile Responder

"Documentation" means, whether in printed or electronic format, all documents (digital or hardcopy) delivered by Hexagon as part of the Project. Unless otherwise specified, it shall mean COTS Documentation.

"Facility" means a Customer provided facility/building/room that: (i) Can accommodate up to twelve (12) Customer participants; (ii) Has a projector and screen for displaying the content being presented, (iii) has Project Workstations for each participant; and a Customer workstation available for Hexagon's use while in the Facility.

“FIPS” means Federal information processing standards, which describe document processing, encryption, and other information technology standards for government contractors.

“Fire/EMS” means the agency(ies) of Customer that are primarily oriented towards firefighting and emergency medical response.

“GIS” means geographic information system

“Initial Project Schedule” means the initial iteration of the Project Schedule, which is contained in Attachment A of the SOW.

“Interface Control Document” or **“ICD”** means a document reflecting the design and requirements of a Custom Interface or certain Informer Interfaces based upon the requirements set forth in the Custom Interface Requirements Gathering task.

“Help Desk Portal” the electronic portal through which Customer may access the Help Desk to among other actions, log Services Requests, review the Knowledge Base

“Hexagon Project Manager” means the person authorized by Hexagon to coordinate and manage the providing of Hexagon Services and Deliverables for the Project on behalf of Hexagon, in addition to being responsible for other duties specified in the Agreement and SOW.

“Law” means the agency(ies) of Customer that are primarily oriented towards statutory and regulatory code enforcement and service.

“Master Terms Glossary” means that certain Common Terms Glossary contained in the Agreement.

“NCIC” means the National Crime Information Center.

“Network Infrastructure” means the provision of adequate network and internet connectivity to provide sufficient operational bandwidth for the operation of the Cloud Program in a manner consistent with the Product System Specifications together with all industry-standard network security, monitoring, and protection.

“**Permissive Errors**” means a substantially failed Test Case that would correspond to a Level Three or Level Four Error (as defined in the HelpDesk website) if the Error occurred in a live environment.

“Production Ready System” means the earlier of: the point at which the Customer is either satisfied with the testing results for the Cloud Program or the resolution of all Blocker Errors reporting during Functional Testing.

“Project Assumptions” means assumptions regarding the Project, which are listed in the SOW. Changes in any of the assumptions will affect the scope, schedule, and/or cost of the Project.

“Project Start” means the date following mutual acceptance of the Cloud Consulting Services Order on which Hexagon communicates to the Customer the Project shall commence.

“Project Team” means the applicable Core Team and other resources assigned to provide information or services in connection with the Project, or applicable part thereof.

“Project Workstation” means a computer workstation (expressly excludes tablets or other smart devices) that has: (i) Google Chrome installed and ready for use; (ii) Internet access; (iii) at least one (1) external monitor with a resolution no smaller than 1920x1080 (understanding two (2) external monitors are recommended); (iv) the ability to connect to the web conference audio; and (v) a headset.

“PSAP” means a public service answering point.

“Records Cloud Program” means a certain Cloud Program, or as applicable, collection Cloud Applications, that pertains only to OnCall Records.

“Server Setup Worksheet” means a document reflecting, among other details, the identification of servers, IP addresses, and node names for the System.

“Site Configuration Document” means a document reflecting the configurations made to the System.

“Software Requirements” means the functionality and capabilities affirmatively included in the OnCall Software as expressly specified in OnCall Functional Matrix set forth in Attachment G.

“SR” or **“Service Request”** a request logged into Hexagon’s Help Desk Portal identifying a request for Hexagon to address a Error, question, provide an Update, or provide an enhancement request, among other requests.

“Subject Matter Expert” or “SME” means a person(s) who has particular knowledge about a specific topic(s).

“System Administrator(s)” means a person or persons having the appropriate education, training, and/or experience in information technology to provide first tier support of the System.

“Task Prerequisites” means those events, Deliverables, or accomplishments that are required to occur prior to the commencement of the applicable Task, except as may otherwise be agreed by Hexagon.

“Test Case” means a set of conditions and parameters agreed to by the Parties which the Parties shall use to test whether the intended functionality identified in the Benchmark Criteria is reflected in the System.

“Test Case Failure” means a situation in which an executed Test Case has substantially failed in meeting the passage criteria set forth in the applicable portion of the Benchmark Criteria.

“Updated Initial Project Schedule” means the Initial Project Schedule updated by the Parties’ Project Managers during Project Initiation Task and reflecting the actual Project Start.

“VPN” means virtual private network.

Attachment K – GIS Requirements for OnCall Dispatch

HxGN OnCall Cloud Programs require integration with a third-party mapping provider for GIS information. These third-party mapping services fall into three (3) main areas: Map Tile Services, Geocoding Services, and Routing Services.

The Customer is responsible for the following:

- Maintaining Customer's GIS Data, including updating, editing, and correcting GIS data as needed in its on-premise ESRI system;
- Maintaining and backing up the on-premise GIS server and its on-premise ESRI environment and application;
- Publishing its GIS data to Hexagon in acceptable format compliant with ESRI protocols and requirements;
- Obtaining and providing Hexagon with necessary ESRI GIS Server licenses;
- Resolving or addressing mapping issues;
- Consolidating GIS data among agencies, and providing a single map source for the OnCall solution; and
- Complying with its ESRI license agreement and having rights to future updates and patches to its ESRI software.

Subject to the above, Hexagon is responsible for the following:

- Supporting and hosting ESRI GIS services in Azure;
- Updating, patching, and maintaining ESRI hosted services in Azure, provided ESRI agrees to allow Hexagon to provide such update or release to the Customer, and providing access to such updates and releases; and
- Providing high availability and resiliency for the ESRI GIS Services in Azure up to the parameters provided in the Cloud Services Schedule.

Map Service

The map contains the area of responsibility for the dispatch system and is accessed by HxGN OnCall Dispatch through published map web services. Many maps may be accessible and configured as base maps and/or translucent overlays to the base maps. The Customer shall utilize a single instance of a cloud hosted mapping service that provides webservice endpoints that support visualization, routing, and address verification.

Geocoding/Address Locator Service

A Web geocoding service resolves address strings and street names to longitude/latitude coordinates (geocoding) and returns an address string for a point selected from the map or precision coordinate key-in (reverse-geocoding). The Customer and/or its mapping services provider will be responsible for providing geocoding services. The Customer shall utilize a single instance of a cloud hosted mapping services that provides webservice endpoints that supports visualization, routing, and address verification.

Routing Service

A routing service is used to determine the best route between two (2) or more points on the map based on time and distance. The routing service can also return driving directions for the calculated route. Some services have the capability to react to real-time traffic conditions, thereby increasing the accuracy of route results and providing more efficient workflows which strive to mimic real world conditions. The Customer and/or its mapping services provider will be responsible for providing routing services.

Customer shall utilize a single instance of a cloud hosted mapping service that provides webservice endpoints that supports visualization, routing, and address verification.

Attachment L – Cloud Service Schedules

PRODUCTS: The products listed below are subject to this Schedule.

PRODUCT
HxGN OnCall Dispatch - Advantage - Cloud
HxGN OnCall Dispatch - Resource Management - Cloud
HxGN OnCall Dispatch - Esri Map Control - Cloud
HxGN OnCall Dispatch - Viewer - Cloud
HxGN OnCall Dispatch - Mobile Unit - Cloud
HxGN OnCall Dispatch - Mobile Responder Client - Cloud
HxGN OnCall Dispatch - Customer Rules Engine - Server - CLD
HxGN OnCall Dispatch - Customer Rules Engine - Editor - CLD
HxGN OnCall Dispatch - Customer Rules Engine - Advantage-CLD
HxGN OnCall Integration Engine
HxGN OnCall Dispatch - RestAPI - Cloud
HxGN OnCall Dispatch - Informer - Cloud
HxGN OnCall Dispatch - Notifications - Cloud
HxGN OnCall Dispatch - CAD Link Interface - Cloud
HxGN OnCall Dispatch - Call-Taker Interface - CLD
HxGN OnCall Dispatch - Fire Link Interface - Cloud
RapidSOS OnCall Call-Taker Interface - Cloud
External Alarms OnCall Dispatch Interface - Cloud
Dispatch Alerts OnCall Interface - Cloud
CAD to CAD OnCall Dispatch Interface - Cloud
Fire Station Alerting OnCall Dispatch Interface
HxGN OnCall Analytics - Dispatch Data Models & Reports - CLD
HxGN OnCall Analytics - Viewer - Cloud
HxGN OnCall Analytics - Author - Cloud

CLOUD PLATFORM PROVIDER:

Azure

REDUNDANCY:

Azure/SQL Active Geo-replication

SERVICE LEVEL:

99.5% Availability

SERVICE CREDIT:

10% of the monthly fee for the affected Cloud Applications

CLOUD SERVICES SUPPORT AVAILABILITY HOURS:

For Level One Error (P1) telephone support is available 24x7x365; for all other Errors telephone support is available between 07:00 – 19:00 CT US.

PRIORITY	PROBLEM DESCRIPTION	RESPONSE TIME
Level One	• Loss of data • Data corruption • Productive use prohibited • No workaround available • Aborts	Immediate* or within 30 minutes of notification
Level Two	• Primary purpose compromised • Productive use significantly impacted • Workaround generally not available	M-F, 7:00AM-7:00PM Central Time – Immediate* or within one hour of notification during normal business hours
Level Three	• Productive, but incomplete operation • Workarounds generally available	M-F, 7:00AM-7:00PM Central Time – Immediate* or within eight hours of notification during normal business hours
Level Four	• Productive, mainly cosmetic in nature • Workarounds or configurable options generally available	M-F, 7:00AM-7:00PM Central Time – Immediate* or within eight hours of notification during normal business hours

Attachment M – Regional Provisions

The following terms, including any sub-attachments to this Attachment M, modify provisions set forth above to accommodate regional requirements. To the extent there is any conflict between the terms specified below and the terms set forth in the remainder of the SOW, the following shall control.

1. A Business Day includes up to eight (8) Business Hours, including breaks, during a twenty-four (24) hour period.

2. Upon Customer request, Hexagon personnel may undergo a criminal background check consisting of biographical information necessary to initiate an NCIC query and fingerprinting. To the extent the Customer requires Hexagon personnel to undergo such criminal background check, the Customer shall arrange for such criminal background check and fingerprinting and be responsible for all costs associated with the criminal background check and fingerprinting. Any remote personnel shall only be required to provide biographical information necessary to initiate a NCIC query and a fingerprint card completed by any law enforcement agency.
3. The Cloud Program shall store data (in either transit or at rest) in the Cloud Environment, which is within Microsoft Azure Government Cloud. Customer is solely responsible for (i) assuring it is permitted by appropriate State agencies to transmit CJI and store data (in either transit or at rest) in the Cloud Environment and (ii) otherwise complying with and ensuring this Project and the Cloud Program to be provided does not violate applicable State CJIS policies.
4. Per CJIS security policy, customers who wish to access U.S. national databases using mobile devices must use data encryption that is FIPS 140-2 certified and meets other CJIS requirements. The Customer is responsible for ensuring that their data communications infrastructure and devices comply with CJIS and applicable State requirements.

Attachment M-1 – CJIS Security Addendum

FEDERAL BUREAU OF INVESTIGATION

CRIMINAL JUSTICE INFORMATION SERVICES

SECURITY ADDENDUM

The goal of this document is to augment the CJIS Security Policy to ensure adequate security is provided for criminal justice systems while (1) under the control or management of a private entity or (2) connectivity to FBI CJIS Systems has been provided to a private entity (contractor). Adequate security is defined in Office of Management and Budget Circular A-130 as “security commensurate with the risk and magnitude of harm resulting from the loss, misuse, or unauthorized access to or modification of information.”

The intent of this Security Addendum is to require that the Contractor maintain a security program consistent with federal and state laws, regulations, and standards (including the CJIS Security Policy in effect when the contract is executed), as well as with policies and standards established by the Criminal Justice Information Services (CJIS) Advisory Policy Board (APB).

This Security Addendum identifies the duties and responsibilities with respect to the installation and maintenance of adequate internal controls within the contractual relationship so that the security and integrity of the FBI's information resources are not compromised. The security program shall include consideration of personnel security, site security, system security, and data security, and technical security.

The provisions of this Security Addendum apply to all personnel, systems, networks and support facilities supporting and/or acting on behalf of the government agency.

1.00 Definitions

1.01 Contracting Government Agency (CGA) - the government agency, whether a Criminal Justice Agency or a Noncriminal Justice Agency, which enters into an agreement with a private contractor subject to this Security Addendum.

1.02 Contractor - a private business, organization or individual which has entered into an agreement for the administration of criminal justice with a Criminal Justice Agency or a Noncriminal Justice Agency.

2.00 Responsibilities of the Contracting Government Agency.

2.01 The CGA will ensure that each Contractor employee receives a copy of the Security Addendum and the CJIS Security Policy and executes an acknowledgment of such receipt and the contents of the Security Addendum. The signed acknowledgments shall remain in the possession of the CGA and available for audit purposes. The acknowledgement may be signed by hand or via digital signature (see glossary for definition of digital signature).

3.00 Responsibilities of the Contractor.

3.01 The Contractor will maintain a security program consistent with federal and state laws, regulations, and standards (including the CJIS Security Policy in effect when the contract is executed and all subsequent versions), as well as with policies and standards established by the Criminal Justice Information Services (CJIS) Advisory Policy Board (APB).

4.00 Security Violations.

4.01 The CGA must report security violations to the CJIS Systems Officer (CSO) and the Director, FBI, along with indications of actions taken by the CGA and Contractor.

4.02 Security violations can justify termination of the appended agreement.

4.03 Upon notification, the FBI reserves the right to:

a. Investigate or decline to investigate any report of unauthorized use;

b. Suspend or terminate access and services, including telecommunications links. The FBI will provide the CSO with timely written notice of the suspension. Access and services will be reinstated only after satisfactory assurances have been provided to the FBI by the CGA and Contractor. Upon termination, the Contractor's records containing CHRI must be deleted or returned to the CGA.

5.00 Audit

5.01 The FBI is authorized to perform a final audit of the Contractor's systems after termination of the Security Addendum.

6.00 Scope and Authority

6.01 This Security Addendum does not confer, grant, or authorize any rights, privileges, or obligations on any persons other than the Contractor, CGA, CJA (where applicable), CSA, and FBI.

6.02 The following documents are incorporated by reference and made part of this agreement: (1) the Security Addendum; (2) the NCIC 2000 Operating Manual; (3) the CJIS Security Policy; and (4) Title 28, Code of Federal Regulations, Part 20. The parties are also subject to applicable federal and state laws and regulations.

6.03 The terms set forth in this document do not constitute the sole understanding by and between the parties hereto; rather they augment the provisions of the CJIS Security Policy to provide a minimum basis for the security of the system and contained information and it is understood that there may be terms and conditions of the appended Agreement which impose more stringent requirements upon the Contractor.

6.04 This Security Addendum may only be modified by the FBI, and may not be modified by the parties to the appended Agreement without the consent of the FBI.

6.05 All notices and correspondence shall be forwarded by First Class mail to:

Information Security Officer

Criminal Justice Information Services Division, FBI

1000 Custer Hollow Road

Clarksburg, West Virginia 26306

EXHIBIT A-2

STATEMENT OF WORK FOR HxGN CONNECT

Statement of Work
for
HxGN Connect
Cloud Consulting Services

May 20, 2024

TABLE OF CONTENTS

Purpose

The SOW describes the Cloud Consulting Services for the HxGN Connect Cloud Program for Order 4. It documents Project implementation requirements, Cloud Application and Local Software functionality, the Activities and Tasks comprising the Project, the timeframe for completion of Activities and Tasks, the responsibilities for each Party, and the Task Acceptance Criteria. This SOW describes the Cloud Consulting Services and other Software (if purchased) provided by Hexagon in connection with the initial implementation of HxGN Connect. Hexagon will provide the Cloud Consulting Services to facilitate implementation of HxGN Connect as expressly set forth in this SOW (the "Project").

Additionally, this SOW includes the necessary details for Order 3 (See Attachments A and K).

This SOW, and the Orders documented hereunder, are made pursuant to the Master Agreement between the Customer and Hexagon. Unless otherwise defined in this SOW, capitalized terms shall have the same meaning as set forth in the Common Terms Glossary and Attachment H (Glossary) attached hereto.

Statement of Work Outline

The Services reflected in this SOW, exclusive of the Services described in Attachments G (Interface Addendum) and I (Additional Services), are included in the Quote[1] line item, "HxGN Connect Program Implementation Services." Services for Interfaces and Additional Services are reflected in Attachments G and I, if any, and separately identified in the Quote.

The SOW includes and incorporates the following Attachments:

- Attachment A – Bill of Materials
- Attachment B – Payment Milestones
- Attachment C – Initial Project Schedule
- Attachment D –Training Courses Curriculum
- Attachment E – Local Application System Requirements
- Attachment F – Functional Specifications Matrix
- Attachment G – Interface Addendum
- Attachment H – Glossary of Terms
- Attachment I – Reserved
- Attachment J – Onboarding Information Worksheet
- Attachment K – Cloud Service Schedules

Each Task identified in the SOW includes the following as necessary: Task Description, description of Activities, Task Deliverables, Task Prerequisites and Assumptions, Hexagon/Customer Team Participation and Responsibilities, and Task Acceptance Criteria. The Tasks described in this SOW may not be listed chronologically, and the actual Project implementation Tasks and timelines will follow the Project Schedule, unless otherwise noted.

[1] For purposes of this Statement of Work, the Quote refers to Attachment A.

Project Outline

The Project consists of two (2) phases: Initial Operating Capability (“IOC”) and Final Operating Capability (“FOC”). During IOC, Hexagon will Onboard the tenant(s) accounts associated with this Project and provide access to the HxGN Connect application. As part of FOC, Hexagon shall provide services to support Customer Activities as expressly described in this SOW.

All Tasks reflected in this SOW are regarded as complete and accepted upon completion of Task: System Availability.

HxGN Connect Program Functionality and Support

As part of the Cloud Program, Hexagon shall provide Credentials/License Keys to the Cloud Application components identified in the Quote. The Cloud Program shall have the capabilities and functionality set forth in the Specifications, which reflects all of the functionality Hexagon is obligated to provide in the HxGN Connect Program. From time to time, Hexagon may update HxGN Connect, including during the Project, which may modify the Specifications. Such updates as documented by Hexagon will reflect the then-current Specifications for purposes of this SOW. User Acceptance Testing shall only test that the functionality set forth in corresponding to Cloud Programs purchased (see Attachment A), and data is flowing into the HxGN Connect application as expected. Errors identified during testing are addressed in accordance with the terms related to Cloud Services Support. Only Blocker Errors are required to be resolved prior to completion of the System Availability Task. This scope does not include any Product Change Requests.

Upon completion of the IOC Completion Task, the Cloud Program Start Date shall have occurred. The Cloud Term for HxGN Connect (Order 3) may be different from the Cloud Term for Order 1 for OnCall. Consequently, Cloud Services Support will also begin at that time. The Customer is responsible for performing its Cloud Services Support obligations as reflected in the Master Agreement for the duration of the Cloud Term, including any extensions.

Customer Project Team Structure

The Customer is responsible for providing qualified resources to staff the Core Team (described below) to facilitate a successful implementation of HxGN Connect. The Core Team roles and responsibilities are described in the following sections.

Core Team Roles and Responsibilities

The Core Team (as described below) shall consist of designated organization (Customer) personnel with the various skill sets and knowledge and backgrounds required to implement HxGN Connect. The following list identifies the required Core Team and its respective roles and corresponding responsibilities:

- **Project Manager** – responsible for the day-to-day coordination of Project Activities on behalf of the Customer. Note, there will be one overall Customer Project Manager.
- **System Administrator Personnel** – responsible for all system administration and configuration responsibilities related to the HxGN Connect Program. Note, it is recommended that each separate organization have its own System Administrator.
- **Subject Matter Experts (SMEs)** – responsible for representing end-users' needs and providing specific IT/networking expertise. SMEs should have a deep understanding of their organization's business processes. Note, it is recommended that each separate organization have SME(s) on the Core Team.

Project Assumptions and Responsibilities

The following reflects the assumptions and responsibilities regarding the Project. Changes in any of the assumptions will affect the scope, Project Schedule, and/or cost of the Project.

Agreement and Schedule Assumptions

- This Cloud Consulting Services Order and the Cloud Program Order have been approved by the Customer and Hexagon, and the Customer has provided a notice to proceed, Purchase Orders (PO) for both Orders, or written confirmation.
- Prior to Project Kickoff, Customer shall have secured any necessary permissions or agreements with Tenants who are to exchange data with Customer and be bound to the responsibilities and obligations of this Order and the Agreement. This includes any required agreements between/among participating organizations.
- The Customer shall perform its assigned Activities set forth in this SOW in the timeframe identified within the Initial Project Schedule (Attachment C) and Project Schedule developed as part of Task: “Project Kickoff Meeting,” as modified from time to time. If the Customer requests Hexagon extend the Initial Project Schedule or any subsequent Project Schedule, it acknowledges additional Consulting Services may be necessary for which a Change Order will be required. Note, it is assumed there is only one “Project Kickoff Meeting,” unless otherwise negotiated.
- Hexagon will have timely access to Customer Project staff in accordance with the Project Schedule and Tasks. Customer shall make additional personnel available on a priority basis, as needed, to provide subject matter expertise to complete this Project.
- Customer shall have at least one (1): Project Manager, System Administrator, technical resource(s), and SME available to perform and/or support all Customer responsibilities and timely respond to Hexagon requests.
- The Customer shall provide Hexagon with or access to all data, documents, plans, reports, and diagrams, related to this Project and Hexagon responsibilities for this Project.
- Unless otherwise noted in this SOW, all Documentation, if any, provided by Hexagon under this SOW will be COTS Documentation and the Documentation will not be customized by Hexagon. All Documentation delivered will be in Hexagon-approved electronic format.
- Customer, and any Tenants, shall conform to the requirements of the Master Agreement, including, but not limited to, those provisions related to the Cloud Program, at all times.
- Unless otherwise stated in the Task, all Tasks will be conducted remotely.
- If the Customer desires additional Services from Hexagon, the Parties can enter into a separate a contract amendment. Except for those Services expressly identified as being performed by Hexagon herein, it is not obligated to provide any other or additional Services under this Order.
- Notwithstanding anything to the contrary within the Master Terms, the Customer shall substantively respond to the delivery of a sign-off form within five (5) Business Days as part of the Task Acceptance Process.
- Historical data conversion or importation is not included in this Project.
- Hexagon shall provide its Project Services only during normal Business Hours.
- For meetings or workshops involving both the Customer and Hexagon there will be at least a fifteen (15) minute break every two (2) hours with a one (1) hour lunch break for meetings scheduled to last an entire day (eight (8) hours).

Hardware and Software Assumptions

- Local Software, if any, will be electronically delivered to the Local Environment.

- To the extent Local Software is delivered as part of this SOW, the Customer shall provide access to its Local Environment to Hexagon for the duration of the Project.
- No Local Software will be delivered during the IOC Phase.
- The Customer shall purchase, install, and test all physical hardware comprising the Local Environment.
- The Customer will ensure its hardware, operating system software, and other third-party products/environments conform with Attachment E – Local Application System Requirements.
- Customer shall purchase all applicable operating systems and software in the Local Environment, including, but not limited to, client workstations, and ensure such operating systems and software meet the minimum requirements as defined in Attachment E Local Application System Requirements.
- Customer shall be responsible for the wired and wireless connectivity between servers/clients and clients/clients and with the Cloud Applications.
- To the extent the Customer desires to use the Cloud Program or other deliverables provided herein in a manner or in combination with software or hardware that is not certified or recommended by Hexagon, then the Customer shall be solely responsible for such use. Hexagon shall not be responsible for the correction of any Errors, reduced performance, compromised functionality, or other unintended consequences arising from such use. The Customer also shall not withhold acceptance of any Task or the Cloud Program due to such use.

System Access Assumptions

- The Cloud Program shall store data (in either transit or at rest) in the Cloud Tenant. Customer is solely responsible for (i) assuring it is permitted by appropriate government organizations to transmit the intended information and store data (in either transit or at rest) in the Cloud Tenant and (ii) otherwise complying with and ensuring this Project and the Cloud Program to be provided does not violate applicable government regulations.
- Customer shall purchase, install, configure, and administer its Network Infrastructure, including, but not limited to, its WAN/LAN and wireless infrastructure.
- Customer consents to Hexagon's inspection and use of Customer's data and systems, including, but not limited to, log files and databases, for the limited purpose of providing the Cloud Services and Cloud Consulting Services.
- If necessary, Hexagon shall access the Cloud Program, including Local Software, and Customer Data via a Security Access Tool.
- The Customer is responsible for ensuring its data communications infrastructure and devices comply with applicable government requirements.

Third-Party Assumptions

- Customer shall schedule and coordinate third-party technical resources with the skills necessary to perform and/or support all Customer Responsibilities, respond to Hexagon requests, and support the testing of Interfaces, as required.
- Customer shall maintain, in good working order, all third-party systems which will integrate with Hexagon software or on which the Hexagon software depends as part of this Project except for the Third-Party Software included as part of the Cloud Program and provided thereunder.
- Customer shall be responsible for the operation and timely availability of external systems or third-party software necessary for the execution of the Project, if any.
- If a delay in the Project is caused by a third-party vendor or Tenants, Hexagon services not covered in this SOW may be required at additional costs.

Training and Development

Hexagon shall provide the Customer access to user and system administration documentation for HxGN Connect and related product component documentation.

At the Project Kickoff Meeting, Hexagon will also provide the Customer e-learning credentials (the “Base eLearning Credentials”) for the e-learning courses purchased in the Quote accompanying this SOW (“Base eLearning Courses”).

The e-learning classes reflect Hexagon’s latest learning and training tool, which can and should be used throughout the Project. The product Documentation and Base e-learning Credentials may be used at all times during the Project; however, the Customer’s access to the Base e-learning Credentials shall end one (1) year after formation of this Order, unless otherwise renewed. The Training Program Statement for the Base e-learning Credentials provided in this Project is described in Attachment D, which may be supplemented with other Training Program Statements for additional e-learning classes purchased and not identified in this SOW.

The Customer should take advantage of these tools during all Phases of the Project. The comprehensive use of these learning tools will facilitate a better transition to HxGN Connect and can lead to more constructive exchanges with Hexagon resources during workshops and consulting sessions. As denoted at certain Tasks, certain prerequisites for Tasks will include Customer personnel having read the relevant sections of the Documentation and/or watched the relevant e-learning course.

Project Initiation

Prior to the Project Kickoff Meeting and after placement of the Order, the following initial Activities must be performed before any Tasks can occur:

- The Hexagon Project Manager will contact the Customer Project Manager. During this initial contact, the Hexagon Project Manager will:
  - Identify the Project Start Date, which should be within two (2) business days prior to the Project Kickoff Meeting;
  - Schedule the Project Kickoff Meeting;
  - Provide an agenda describing the goals of the Project Kickoff Meeting; and
  - Discuss factors that could affect the Project (*e.g.*, scheduling conflicts, communication factors, change management and other risk factors).
- Hexagon's Project Manager shall update the Initial Project Schedule to reflect local holidays, Hexagon resource availability, and any additional Services, Software, or other items included within the Order; identify the Project State Date; and provide the Updated Initial Project Schedule to the Customer Project Manager prior to the Project Kickoff Meeting.
- Hexagon shall provide the Customer an electronic copy of the User and System Administrator Documentation for HxGN Connect prior to the Project Kickoff Meeting.

Project Tasks

IOC Phase

1. Project Kickoff Meeting

Task Description

The objective of this Task is to confirm the updated Initial Project Schedule (Attachment C) provided on the Project Start and provide an overview of the Project. A meeting for Project Kickoff will be held after the Project Start date. There will be only one Project Kickoff meeting, regardless of how many Tenants are included in the Project. The Kickoff Meeting may be held in conjunction with the Kickoff Meeting for the OnCall Dispatch Order or independently.

The Project Kickoff Meeting shall last no more than four (4) hours. As part of the Kickoff Meeting, Hexagon will provide an overview of HxGN Connect.

During this Task, the Parties, including representatives from the Tenants, shall confirm the updated Initial Project Schedule as updated by the Hexagon Project Manager. The resulting updated Initial Project Schedule shall be substantially similar in duration as provided within Attachment C unless accepted by Hexagon. Prior to the Project Kickoff Meeting Task, the Customer Project Manager shall have reviewed the updated Initial Project Schedule and be in a position to succinctly identify any needed changes, understanding material extensions of the Initial Project Schedule may require additional Hexagon Services to be added via a Change Order. Once the list of changes has been made to the updated Initial Project Schedule by the Hexagon Project Manager, the Hexagon Project Manager will thereafter provide the Project Schedule to the Customer Project Manager. From time to time, the Parties' Project Managers may modify the Project Schedule upon mutual written consent or upon transmission of an updated Project Schedule to the Customer Project Manager as part of a status report and if the Customer Project Manager offers no objection to the updated Project Schedule within five (5) Business Days thereafter.

As part of the Project Kickoff Meeting, the Hexagon Project Manager shall provide to Customer: (i) access credentials to Hexagon online training materials and (ii) any applicable Interface Worksheets (as described in the Interface Addendum). At the Project Kickoff Meeting, the Customer shall provide: (i) contact information for all members of its Core Team and Executive/Departmental Sponsor, (ii) proposed alterations to the updated Initial Project Schedule, (iii) contact information for any third party vendors which HxGN Connect will integrate as contemplated in the Interface Addendum, (iv) review and complete the onboarding information worksheet (Attachment J), and (v) identify to Hexagon any perceived concerns or risks with the Project.

Task Deliverables

- Project Schedule
- Access credentials to Hexagon online training materials
- Onboarding information worksheet (Attachment J)

Task Prerequisites

- The Cloud Consulting Services Order and Cloud Program Order have been accepted in writing by the Customer and the Customer has issued to Hexagon Purchase Orders for the full amount reflected in both Quotes (or the Customer has indicated in writing it does not need to issue Purchase Orders to facilitate transactions of this type).
- Hexagon Project Manager has verbally communicated with the Customer to (i) identify the Project Start date and (ii) coordinate a date for the Project Kickoff Meeting.
- Customer has assigned a Customer Project Manager.
- Customer's Core Team has reviewed this SOW.

- Customer is in compliance with Attachment E – Local Application System Requirements.

Task Assumptions

- The Core Team, representatives from the Tenants, and the Hexagon Project Manager shall attend the Project Kickoff Meeting.
- The Project Kickoff Meeting will last no more than four (4) hours unless otherwise extended because other SOWs are to be discussed (as described above).

Hexagon Team Participation and Responsibilities

- The Hexagon Project Manager shall attend the Project Kickoff Meeting
- Hexagon shall:
    - Provide an overview of this Project and address non-technical questions;
    - Provide an overview of the HxGN Connect Cloud Application
    - Conduct an overview of the Project including a review of the SOW to verify all aspects of the Project approach;
    - Establish status reporting requirements (but no more frequently than once per month);
    - Provide the Customer the Base e-Learning Credentials for the Base e-learning Courses;
    - Gather information from the customer to complete the onboarding information worksheet; and
    - Prepare the updated Initial Project Schedule the parties will review during the Project Kickoff Meeting.

Customer Team Participation and Responsibilities

- The Core Team shall attend the Project Kickoff Meeting.
- The Customer shall:
    - Provide Hexagon: contact information for all members of its Core Team and Executive/Departmental Sponsor, (ii) proposed alterations to the updated Initial Project Schedule, and (iii) contact information for any third-party vendors which the HxGN Connect Program will integrate.
    - Provide information to complete the onboarding information worksheet; and
    - Identify any perceived risks or concerns.

Task Acceptance Criteria

This Task is complete at the conclusion of the Project Kickoff Meeting and delivery of the Project Schedule to Customer.

2. HxGN Connect Cloud Tenant Creation

The objective of this Task is to create and “spin-up” the Customer’s Production Tenant for the HxGN Connect Program.

The Production Tenant will be used by Customer during the Project and serve as the basis for the Production Tenant upon Cloud Cutover. Hexagon will inform the Customer once the applicable Production Tenant for Customer has been created.

Task Prerequisites

- Project Kickoff Meeting Task is complete.

Task Assumptions

- None

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Create the Production Tenant (only Production Tenant at this Task) with the HxGN Connect Cloud Program (excluding Interfaces) identified in the Cloud Program Order, which will be used for subsequent Tasks (Customer is not provided Credentials/License Keys at this time).

Customer Team Participation and Responsibilities

- None.

Task Acceptance Criteria

This Task shall be complete upon creation of the Customer’s Production Tenant for the HxGN Connect Cloud Program.

3. HxGN Connect Administrator Training

Task Description

The objective of this Task is to have the Core Team prepare for the subsequent Tasks. HxGN Connect Administrator training consists of e-learning training curricula (subject to being purchased) intended for the persons responsible for administering and configurating the HxGN Connect system (see Attachment D). Customer will complete its review of the Administrator and User training and other training Documentation ("IOC Training Materials") within 30 Business Days from the end of the Project Kickoff Meeting Task ("System Administrator Training Period").

Example topics in this Base e-learning Curricula include:

- Creating and managing user accounts
- Access management – creating and managing access tokens for API interfaces
- Defining HxGN Connect screen layouts
- Configuring map display data

Task Prerequisites and Assumptions

- Hexagon has provided access to Hexagon Base eLearning Credentials to Customer.
- HxGN Connect Cloud Tenant Creation Task is complete.
- No Hexagon live training is provided as part of IOC.

Hexagon Team Participation and Responsibilities

- None

Customer Team Participation and Responsibilities

Customer shall:

- Ensure its Project Manager has distributed access credentials to Hexagon online training materials and training Documentation to Core Team;
- Ensure its Core Team views and reads IOC Training Materials; and
- Manage the Customer's training compliance and report to Hexagon Project Manager once the Customer Core Team has completed the requirements of this Task.

Task Acceptance Criteria

This Task is complete upon the earlier of: (i) the Customer Project Manager reports the Customer Core Team has viewed and read the IOC Training Materials or (ii) the System Administrator Training Period has lapsed.

4. IOC Completion

This Task serves as a milestone and culmination of the previous Tasks. It is at this point in the Project that: Hexagon has created all relevant license keys and set up the Tenant account(s). Hexagon will host a virtual meeting with the Customer project manager and designated system administrator(s) to (i) deliver the customer credentials/license keys applicable to the Cloud Program, and (ii) walk the system administrator(s) through the steps to logon and setup the initial Tenant account(s) and guide the system administrator(s) in setting up the initial default user interface forms. Note, if additional virtual meetings are desired for each organization, they can be quoted.

The Credentials Delivery Meeting is complete once those two objectives are achieved. Completion of this Task also serves to mark the completion of IOC Phase.

Task Deliverables

- Delivery of Credentials/License Keys for Cloud Program included within the Quote.
- Customer can login to the Cloud Program using Credentials/License Keys and navigate to the initial user interface screens.

Task Prerequisites

- HxGN Connect Cloud Tenant Creation Task is complete.

Task Assumptions

- Customer has necessary hardware, equipment, and Network Infrastructure ready and available to access the Cloud Program.
- The Credentials Delivery Meeting is of a limited duration and only intended to cover the two topics specified above.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Host the Credentials Delivery Meeting;
- Deliver Credentials/License Keys for Cloud Program;
- Ensure the Customer can log into the Cloud Program to confirm connectivity; and
- Address Customer reported issues with accessing HxGN Connect.

Customer Team Participation and Responsibilities

Customer shall:

- Ensure its Project Manager and System Administrator(s) attend the Credentials Delivery Meeting. Note, if the Customer desires a separate meeting for each Tenant, additional meetings can be quoted;
- Access the HxGN Connect Program via the Credentials/License Keys provided during the Credentials Delivery Meeting;
- Report to Hexagon verbally during the Credentials Delivery Meeting whether the Customer can access the Cloud Program or identify issues encountered in accessing the HxGN Connect Program; and
- Work collaboratively with Hexagon if Customer encounters issues in accessing HxGN Connect, to troubleshoot and address the issue until resolution.

Task Acceptance Criteria

This Task is complete when Hexagon has delivered the Cloud Program Credentials/License Keys to Customer and confirmed the Customer is able to access HxGN Connect.

FOC Phase

5. Configuration of HxGN Connect Program

Task Description

HxGN Connect is a highly configurable software suite that is intended to be configured by the Customer and reconfigured by the Customer as needs change. This Task is intended to provide the Customer time within the scope of the FOC and Hexagon consulting services to facilitate Customer's initial configuration of the HxGN Connect Program. This Task is intended only for the Customer. Other Tenants desiring configuration services may separately order or request a Change Order for such Services, which are not included in this scope. This Task assumes the Customer wants assistance in setting up an initial configuration in HxGN Connect. If the Customer does not want assistance with initial system configuration, then this Task shall be regarded as complete.

The Customer shall complete all configurations within thirty (30) days after the Task commences (the "Configuration Period"). Hexagon will host up to two (2), two (2) hour configuration consulting sessions to assist the Customer in configuring HxGN Connect. The first configuration consulting session will occur no earlier than five (5) Business Days after this Task commences. The remaining configuration consulting session should be complete prior to user acceptance testing. Additional configuration sessions can be quoted as requested.

The configuration sessions should be attended by System Administrator(s) and Subject Matter Experts (SMEs) who fully understand their organization's business processes.

Task Deliverables

- HxGN Connect configuration session(s).

Task Prerequisites

- HxGN Connect System Administration Training Task is complete.
- IOC Completion Task is complete.

Task Assumptions

- Customer SMEs have significant knowledge of and/or access to Customer Business Processes.
- Customer has available at least one (1) SME for the HxGN Connect configuration sessions

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Conduct up to two (2) Configuration Session(s).

Customer Team Participation and Responsibilities

Customer shall:

- Make its desired configurations to the HxGN Connect Program within the Configuration Period; and
- Ensure its Core Team, as applicable, attends and participates in the configuration session(s).

Task Acceptance Criteria

This Task is complete upon the earlier of: Customer advising Hexagon it has completed making its configuration changes or the Configuration Period has lapsed.

6. COTS Interface Product Installation and Configuration

Task Description

During this Task, Hexagon will install and unit test the COTS Interfaces in the Customer's Cloud Tenant.

The following are regarded as "COTS Interfaces":

- HxGN Connect Interface | OnCall Dispatch
- HxGN Connect Interface - I/CAD 9.4 (to OUC and Fairfax County I/CAD Systems)

Although the Customer is expected to participate in Hexagon's internal testing of the COTS Interfaces, the Customer will formally test interface functionality during the User Acceptance Testing Task.

Task Deliverables

- Installation and configuration of the COTS Interfaces

Task Prerequisites

- Operation or availability of all external systems or Third-Party Software.
- IOC Completion Task is complete.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Install COTS Interfaces in the Customer's Cloud Tenant; and
- Unit test interfaces.

Customer Team Participation and Responsibilities

Customer shall:

- Ensure SMEs are available to support Hexagon Activities as needed.

Task Acceptance Criteria

This Task is complete when each COTS Interface is installed and configured subject to the functionality and features within the COTS version of the COTS Interface.

7. Custom Interface Requirements Gathering

Task Description

During this Task, Hexagon and Customer will meet to validate the assumptions and design of each Custom Interface identified in the Order Documents ("Custom Interface Review Meeting"). Prior to the Custom Interface Review Meeting, the Customer shall have provided appropriate points of contact within the Customer and/or at its third-party vendors who Hexagon may contact to enter into a non-disclosure agreement and obtain information and cooperation to facilitate the development of the Interface Control Documents (ICDs) and the Custom Interfaces. The Custom Interface Review Meeting with last four (4) Business Hours for each Custom Interface included in the Quote. The Custom Interface Review Meeting is intended to validate the requirements and assumptions underlying the Custom Interfaces. Additionally, specific workflow and data requirements for the Custom Interface(s) will be discussed during the Custom Interface Review Meeting. The Custom Interface Review Meeting should include third-party vendors where appropriate.

The information obtained in the Custom Interface Review Meeting in combination with the information included with the Order Documents will be used to develop an ICD for each Custom Interface. If the assumptions reflected below materially change, a Change Order may be appropriate. The ICDs will become the foundation for the Custom Interface development by the Project Team. The ICDs will go through a change control process to ensure validity and alignment with the agreed-upon scope of work. Once the ICDs are approved, changes will be managed through the change control process and reviewed against the Project Schedule. The Customer shall not make, and shall take appropriate actions to prevent the Tenant(s) and/or third-party from making, substantive changes to the software or hardware that is the subject of a Custom Interface once that Custom Interface's respective ICD has been finalized.

The following are regarded as "Custom Interfaces:"

- Interface to Alexandria CAD
- Interface to Airport (MWAA) CAD
- Interface to Flock License Plate Reader (LPR)
- Interface to LSAG LPR

For descriptions and assumptions regarding each Custom Interface, please see the Custom Interface Descriptions provided in Attachment G.

As it pertains to the development of the ICD, the parties shall follow the following process. After the Custom Interface Review Meeting, Hexagon will prepare a draft ICD for each Custom Interface. Hexagon will then provide the initial draft ICD to the Customer for its review. The Customer shall review the draft ICD and provide any feedback or comments within ten (10) business days. As appropriate Hexagon will incorporate the feedback into the ICD or advise the Customer why certain requests could not be included (e.g. the request conflicted with the Custom Interface Descriptions) and finalize the ICD. Hexagon will provide the finalized ICD to the Customer for its written acknowledgement. The Customer will provide a response within three (3) business days from Hexagon providing the finalized ICD.

Task Deliverables

- ICD(s)

Task Prerequisites

- Project Kickoff Meeting Task is complete.
- Customer has provided Hexagon appropriate contacts for the third parties whose software and hardware are the subject of the Custom Interface.

Task Assumptions

- The Customer will coordinate interactions with the third-party vendors, including obtaining and providing any API or specification documentation required to develop the Custom Interfaces.
- If required, all NDAs between Hexagon and third parties will be executed and current. Customer is responsible for making reasonable efforts to facilitate its third-party vendors cooperation with this requirement.
- The Customer is responsible for obtaining cooperation, information, and access to test systems, devices, and/or sensors from participating Tenants and/or third-party vendors as reasonably necessary for the development, testing, and cutover of the Interfaces.
- The Customer is responsible for notifying Hexagon if any interface requirements have been changed by a Tenant or third-party. Hexagon Team Participation and Responsibilities

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Conduct the Custom Interface Requirements Meeting;
- Confer with Customer and third-party points of contact to gather information required to develop ICD(s);
- Validate the Customer and third-party points of contact are appropriate sources of information necessary to develop ICD;
- Prepare draft ICDs and submit to Customer for feedback;
- Incorporate Customer feedback into draft ICDs; and
- Finalize ICDs.

Customer Team Participation and Responsibilities

Customer shall:

- Provide points of contacts within Customer and/or at third party vendors who are knowledgeable of the workflow and data requirements for Customer hardware and software components with which the Custom Interfaces will interact;
- Promptly review all draft ICD submissions and provide comments, questions, or approval within ten (10) business days of receipt; and
- Review and execute the finalized ICD within three (3) Business Days of receipt from Hexagon.

Task Acceptance Criteria

This Task is once all ICDs are finalized and executed by the Parties.

8. Custom Interface Development

Task Description

Following execution of the ICD(s), Hexagon will commence development of the Custom Interfaces, which may occur through the Configuration Phase. During this Task, Hexagon will the Custom Interface(s) based upon the ICD(s) that were created from the Custom Interface Requirements Gathering Task.

Modifications to previously approved ICDs will require a Change Request.

If the Customer wishes to develop their own interfaces, it will be considered outside the scope of this Project. Any schedule modifications required to accommodate the Customer's interface development will need to be negotiated and incorporated via a contract amendment or change order.

Task Deliverables

- Custom Interface documentation

Task Prerequisites

- Custom Interface Requirements Gathering Session Task is complete.

Task Assumptions

- Any changes to a Tenant or third-party interface developed by Hexagon that will alter the agreed-upon ICD will have to be memorialized in a Change Order.
- Development of the Custom Interface shall not commence until the signed/approved ICD is returned to Hexagon. Failure to approve in a timely manner may impact Project Schedule.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Develop the Custom Interfaces.

Customer Team Participation and Responsibilities

Customer shall:

- Ensure SMEs are available as needed; and
- Make reasonable efforts to obtain third-party cooperation as reasonably requested by Hexagon.

Task Acceptance Criteria

This Task is complete when all Custom Interfaces are developed.

9. Custom Interface Product Installation and Configuration

Task Description

This Task is the final Task associated with the Custom Interfaces. During this Task, Hexagon will install, configure, and test the Custom Interfaces in the Production Tenant. Although the Customer is expected to participate in Hexagon's internal testing of the Custom Interfaces, the Customer will formally test the interface functionality and reliability during the User Acceptance Testing Task through its Final Test Plan.

Task Deliverables

- Installation of Custom Interface(s)

Task Prerequisites

- Operation or availability of the external systems, third-party software, sensors, and/or devices.
- Custom Interface Development Task is complete.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Install Custom Interfaces in the Customer's Local or Cloud Tenant; and
- Test Custom Interfaces in accordance with the approved ICDs.

Customer Team Participation and Responsibilities

Customer shall:

- Ensure SMEs are available to support Hexagon Activities as needed;
- Provide availability and confirm operation of external systems, third-party software, sensors, and/or devices;
- Provide information required to interface with Tenant and/or third-party software and/or hardware, such as: IP addresses, user credentials, etc.;
- Ensure the system and network administrators are available to work closely with the Hexagon team for the duration of the Task; and
- Make reasonable efforts to facilitate Tenants' and/or third-party's cooperation with Hexagon's reasonable requests.

Task Acceptance Criteria

This Task is complete when each Custom Interface is installed and configured in accordance with the applicable ICD.

10. User Acceptance Testing

The objective of this Task is to test the HxGN Connect Program and its interfaces and identify any Blocker Errors.

Following completion of the Configuration of the HxGN Connect Program Task and specified Interface Addendum Tasks, the Customer will test the HxGN Connect Program interfaces to identify Blocker Errors. The UAT will consist of Customer evaluating whether the HxGN Connect Program is able to materially achieve the intended outcome set forth in the Specifications with ordinary use. No other testing or evaluation is contemplated in the FOC Phase of this Project. The Customer shall complete UAT within five (5) Business Days from the latter of: the date the Task Configuration of Cloud HxGN Connect Program is complete or specified Interface Addendum Tasks are complete ("UAT Commencement").

Within one (1) Business Day of the completion of UAT, Customer shall provide the Hexagon Project Manager a written report of any Blocker Errors encountered during UAT ("Blocker Error Report"), if any. For any Blocker Error identified in the Blocker Error Report, the Customer shall provide, at minimum, the following information: a description of the Error and the steps used to reproduce it, the functionality tested when the Blocker Error was encountered, the manner in which the functionality was tested, and the outcome when the functionality was tested. If the Blocker Error Report is not provided to Hexagon within the time allotted, it is presumed UAT was completed without any Blocker Errors, and this Task is complete. The Customer may report Permissive Errors to Hexagon through Hexagon's Customer Resource Management (CRM) system, which will be addressed in accordance with the Master Terms. The existence or Permissive Errors shall not preclude or be a condition of completion of any subsequent Tasks.

Task Prerequisites

- Configuration of HxGN Connect Program Task has been completed.
- Custom Interface Product Installation and Configuration Task is complete.

Task Assumptions

- UAT will consist of only testing the HxGN Connect Program against the Specifications identified in the HxGN Connect Program Order.
- Only qualified Customer personnel will conduct UAT. Qualified Customer personnel are considered resources who have completed the online training sessions required up to this point in the Project and reviewed the identified portions of the System Administration documentation in this SOW in the preceding Tasks.

Hexagon Team Participation and Responsibilities

- None

Customer Team Participation and Responsibilities

Customer shall:

- Complete UAT for the HxGN Connect Program in the manner described above within five (5) Days; and
- Provide the Blocker Error Report within one (1) Business Day following completion of UAT with, at minimum, the details described above.

Task Acceptance Criteria

This Task is complete upon the earlier completion of UAT and tendering the Blocker Error Report to Hexagon or six (6) Business Days from UAT Commencement.

11. Address Blocker Errors from UAT

Task Description

During this Task, Hexagon will investigate, troubleshoot, and resolve valid Blocker Errors documented in the Blocker Error Report. Notwithstanding the Task Acceptance Criteria below, which assumes the existence of Blocker Errors, this Task is complete if the Customer does not timely return the Blocker Report or if the Customer reports the absence of any Blocker Errors. Permissive Test Case Failures are addressed in accordance with the Cloud Support Services provisions of the Master Terms.

After receiving the Blocker Error Report, Hexagon will investigate each Blocker Error identified in the Blocker Error Report to diagnose the source and cause of the Blocker Error. To the extent requested, Customer agrees to promptly respond to requests for additional information regarding each Blocker Error requested by Hexagon. Upon diagnosing the Blocker Error and validating the Error encountered meets the attributes of a Blocker Error, Hexagon resources shall proceed to resolve the Blocker Error and update the HxGN Connect Program accordingly. If the investigation determines the reported Blocker Error did not meet the attributes of a Blocker Error then the reported Error will be reclassified in accordance with the levels provided in the Master Terms. Alternatively, if the investigation shows the reported Blocker Error was caused by Customer and/or third-party hardware, Network Infrastructure, or software not provided by Hexagon, or non-conformance with Attachment E, then Hexagon will provide such information to the Customer for the Customer to resolve and the Blocker Error will be closed and regarded as complete.

As part of its resolution efforts, Hexagon may at its discretion provide a procedural or programmatic work around, a configuration change, or provide an Update to the HxGN Connect Program. Once the Blocker Error(s) is addressed, Hexagon will report to Customer the Blocker Error has been addressed and the Customer will have two (2) Business Days to test only the resolution to confirm the resolution efforts addressed the Blocker Error (“Resolution Testing Period”)

Upon addressing all Blocker Errors, the HxGN Connect Program is a “**Production Ready System.”** A Production Ready System signifies completion of all configuration and testing Tasks.

Task Deliverables

- Response to Blocker Errors

Task Prerequisites

- User Acceptance Testing Task is complete.

Task Assumptions

- None

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Investigate and address the Blocker Errors reported on the Blocker Error Report; and
- Advise Customer once the valid Blocker Errors have been resolved in a manner described above.

Customer Team Participation and Responsibilities

Customer shall:

- Promptly respond to requests for additional information from Hexagon related to a reported Blocker Error; and
- Test Blocker Error resolution efforts within the Resolution Testing Period.

Task Acceptance Criteria

This Task will be complete when Hexagon has addressed valid Blocker Errors and the Customer has either confirmed the Blocker Errors are resolved or the Resolution Testing Period has lapsed.

12. User Training

The objective of this Task is to facilitate the transfer of knowledge and information necessary for the Users to use the HxGN Connect Program for its intended purposes.

The Customer is solely responsible for training its Users. Appreciating User training is a critical element of the Project, Hexagon has provided specific online training materials for the Core Team (see Attachment D). It is recommended that Customer develop its own training program, including, but not limited to: creating a training plan suitable for its needs and leveraging the Hexagon online training materials and Documentation to ensure its Users have acquired the necessary knowledge and are in a position to use the HxGN Connect Program. The Customer may start User training at any point in the Project. The Customer shall complete its User Training within thirty (30) calendar days after User Acceptance Testing ("User Training Period").

Task Prerequisites and Assumptions

- User Acceptance Testing Task is complete.

Hexagon Team Participation and Responsibilities

- None

Customer Team Participation and Responsibilities

Customer shall:

- Disseminate User training materials to its Users; and
- Complete User training within the User Training Period.

Task Acceptance Criteria

This Task is complete upon the earlier of: (i) the Customer Project Manager reporting the Customer's Users have completed User Training or (ii) the User Training Period has lapsed.

13. System Availability

Task Description

This Task reflects the final Task within the Project.[2] Customizing the HxGN Connect user interface, data sharing options, and workflows can be performed directly in the HxGN Connect production tenant.

Upon completion of this Task the production HxGN Connect system is ready for use. The Customer may use the Cloud Program in production at its convenience.

Task Deliverables

- None

Task Prerequisites

- Achievement of Production Ready System

Task Assumptions

- This is the final Task of the Project, and the Customer may use in production at its convenience.

Hexagon Team Participation and Responsibilities

- None

Customer Team Participation and Responsibilities

- None

Task Acceptance Criteria

This Task is considered complete when all prior SOW tasks have been completed.

[2] For purposes of clarity, the completion of this Task constitutes "Cloud Cutover" notwithstanding any alternate connotation or meaning to the contrary within the Common Terms Glossary.

BILL OF MATERIALS	
Qty	**Application Name**
20	HxGN Connect Live Share
4	HxGN Connect Interface - Incident API
5	HxGN Connect Interface - Unit API
1	HxGN Connect Interface – Shape API
2	HxGN Connect Interface - Alarm API
2	HxGN Connect Interface - IoT Device API
1	HxGN Connect Tenant Access
20	HxGN Connect Live Share | Smart Advisor
1	HxGN Connect Smart Advisor | Incident Agents
1	HxGN Connect Interface - OnCall Dispatch - Cloud
5	Xalt - Integration Runtime for HxGN Connect Interfaces - SU
5	HxGN Connect Xalt Gateway - Subscription
5	Dynamo Curriculum HxGN Connect Admin - cloud
5	Dynamo Curriculum HxGN Connect User - cloud
1	HxGN Connect Xalt Interface - Alexandria
1	HxGN Connect Xalt Interface - MWAA
1	HxGN Connect Xalt Interface - Flock LPR
1	HxGN Connect Xalt Interface - LSAG LPR

Attachment B – Payment Milestones

The payment milestones percentages below are only for the Cloud Consulting Services (Order 4) described in this SOW, which total $171,297 (Order price and Extended Warranty/Maintenance).

PAYMENT MILESTONE	PAYMENT (%)
Upon Completion of Task: IOC Credentials Meeting	50%
Upon Completion of Task: System Availability	50%

For purposes of clarity, the Cloud Program Fee amount for the first year of the Cloud Program (Order 3) is $120,809 and the amount for the second year of the Cloud Program is $126,849 and is due in accordance with the Master Agreement.

Attachment C – Initial Project Schedule

TASK NAME	DURATION	BUSINESS DAYS SINCE START
Arlington County HxGN Connect Project Schedule	**100 days**	**0 days**
Initial Operation Capability (IOC) Phase	**31.28 days**	**2 days**
Project Kickoff Meeting	1 day	2 days
HxGN Connect Cloud Tenant Creation	0.13 days	3 days
HxGN Connect Administrator Training	30.03 days	3.13 days
Customer Core Team Completes Administrator Training	30 days	3.13 days
IOC Phase Completion	0.13 days	33.16 days
Final Operation Capability (FOC) Phase	**66 days**	**33.28 days**
Configuration of HxGN Connect Program	30 days	33.28 days
Customer Configures Connect	30 days	33.28 days
Configuration Consulting Session 1	1 day	37.28 days
Configuration Consulting Session 2	1 day	53.28 days
COTS Interface Product Installation and Configuration	1 day	33.28 days
User Acceptance Testing	6 days	63.28 days
Customer Executes User Acceptance Testing	5 days	63.28 days
Customer Provides Blocker Error Report	1 day	68.28 days
Address Blocker Errors from UAT	7 days	69.28 days
Hexagon Addresses Blocker Errors	5 days	69.28 days
Customer Tests Resolved Blocker Errors	2 days	74.28 days
Production Ready System	0 days	76.28 days
User Training	30 days	69.28 days
Customer Conducts User Training	30 days	69.28 days
System Availability	1 day	76.28 days

Attachment D – Training Courses Curriculum

The following is a list of HxGN Connect E-Learning courses offered by Hexagon:

- Dynamo Curriculum: HxGN Connect – Admin (HXTC0007)
- Dynamo Curriculum: HxGN Connect – User (HXTC0008)

Attachment E – Local Application System Requirements

HxGN Connect Workstations

- Windows 10 (64-bit) or Apple Mac OS X
- Modern Web Browser
- Single, quad-core processor
- 8GB RAM
- 250GB hard drive
- Single, 1GB NIC card
- 1920 x 1080 resolution display

On-Premise Communications/Interface Server

- Processors: 8 cores
- Memory: 32 GB
- 300 GB of space
- Network: Single 1 Gb required
- Windows Server 64-bit 2019 Standard or DataCenter

Attachment F – Functional Specifications Matrix

This matrix is intended to provide a list of all functionality HxGN Connect can perform. Please note functionality is only available for purchased Cloud Programs that match the application listed in the bill of materials in Attachment A.

HxGN Connect Live Share Capabilities Matrix (2023.06) – Cloud

7/7/2023

#	Section	Category	Capability	Product Name
1.	About	Display	Information about the product	HxGN® Connect Live Share
2.	Administration	Home	Overview display for the current user and tenant showing information about users, organizations, data usage, and action items	HxGN Connect Live Share
3.	Administration	Home	Quick links to other parts of the administration user interface	HxGN Connect Live Share
4.	Administration	Home	Data usage display providing information about licensed data types, usage, and trend statistics	HxGN Connect Live Share
5.	Administration	Home	List of action items that an administrator may want to examine and act on	HxGN Connect Live Share
6.	Administration	Access Manager	Manage security access tokens for each data type a tenant can access	HxGN Connect Live Share
7.	Administration	Access Manager	Manage active user sessions	HxGN Connect Live Share
8.	Administration	Access Manager	View Access Manager Changelog	HxGN Connect Live Share
9.	Administration	Access Manager	Support metered licenses	HxGN Connect Live Share
10.	Administration	Activity Monitor*	Review user activity for all organizations	HxGN Connect Live Share
11.	Administration	Activity Monitor*	Review user activity for a selected organization	HxGN Connect Live Share
12.	Administration	Activity Monitor*	Manage global activity emails for all organizations	HxGN Connect Live Share
13.	Administration	Data Sharing	Enable/disable data sharing	HxGN Connect Live Share
14.	Administration	Data Sharing	Enable/disable data receiving	HxGN Connect Live Share
15.	Administration	Data Sharing	Manage data types a tenant is sharing	HxGN Connect Live Share
16.	Administration	Data Sharing	Manage filtering criteria for each data type being shared with other organizations	HxGN Connect Live Share

#	Section	Category	Capability	Product Name
17.	Administration	Data Sharing	Manage which organizations are part of a data sharing network	HxGN Connect Live Share
18.	Administration	Data Sharing	Manage override criteria for certain organizations which are part of a data sharing network	HxGN Connect Live Share
19.	Administration	Data Sharing	Control what data is shared and who can access it internally within an organization	HxGN Connect Live Share
20.	Administration	Data Sharing	View Data Sharing Changelog	HxGN Connect Live Share
21.	Administration	User and Group Manager	Manage users and assign roles	HxGN Connect Live Share
22.	Administration	User and Group Manager	Manage pending user invitations	HxGN Connect Live Share
23.	Administration	User and Group Manager	Set visibility for a user	HxGN Connect Live Share
24.	Administration	User and Group Manager	Manage groups of users (add and remove)	HxGN Connect Live Share
25.	Administration	User and Group Manager	Reorder groups to change their priority	HxGN Connect Live Share
26.	Administration	User and Group Manager	Set visibility for a group	HxGN Connect Live Share
27.	Administration	User and Group Manager	View User and Group changelog	HxGN Connect Live Share
28.	Administration	User and Group Manager	Documentation User Role	HxGN Connect Live Share
29.	Administration	Identity Manager*	Provide sign-in access to HxGN Connect if you have a proprietary identity solution.	HxGN Connect Live Share
30.	Administration	Identity Manager*	Add identity provider	HxGN Connect Live Share
31.	Administration	Identity Manager*	Clone identity provider	HxGN Connect Live Share
32.	Administration	Identity Manager*	Edit identity provider	HxGN Connect Live Share
33.	Administration	Identity Manager*	Delete identity provider	HxGN Connect Live Share
34.	Administration	Icon Manager	Configure and manage default icons that are displayed for the distinct types of data	HxGN Connect Live Share
35.	Administration	Icon Manager	Provide the ability to upload custom icons	HxGN Connect Live Share
36.	Administration	Layout Manager	Manage workspaces	HxGN Connect Live Share
37.	Administration	Layout Manager	Manage screens	HxGN Connect Live Share

#	Section	Category	Capability	Product Name
38.	Administration	Layout Manager	Manage presets	HxGN Connect Live Share
39.	Administration	Layout Manager	Manage tabs	HxGN Connect Live Share
40.	Administration	Layout Manager	Manage views and configure view settings	HxGN Connect Live Share
41.	Administration	Layout Manager	Control which workspace can be accessed by a group	HxGN Connect Live Share
42.	Administration	Map Setup	Create Standard Base Maps and Overlays	HxGN Connect Live Share
43.	Administration	Map Setup	Create Standard Map Presets	HxGN Connect Live Share
44.	Administration	Map Setup	Clone Standard Base Maps or Overlays	HxGN Connect Live Share
45.	Administration	Map Setup	Create Luciad (3D) Base Maps or Overlays	HxGN Connect Live Share
46.	Administration	Map Setup	Create Luciad (3D) Map Presets	HxGN Connect Live Share
47.	Administration	Map Setup	Clone Luciad (3D Base Maps or Overlays	HxGN Connect Live Share
48.	Administration	Map Setup	Set Map Display properties for WFS or GeoJson map features	HxGN Connect Live Share
49.	Administration	Map Setup	Perform Fit Layer for Standard and Luciad Maps	HxGN Connect Live Share
50.	Administration	Notification Manager	Create Notification Preset to manage how notifications are displayed	HxGN Connect Live Share
51.	Administration	Notification Manager	Clone Notification Preset	HxGN Connect Live Share
52.	Administration	Notification Manager	Configure Email Notifications	HxGN Connect Live Share
53.	Administration	OnCall Gateway Manager	Configure and display interface connections to an OnCall system	HxGN Connect Interface | OnCall Dispatch Cloud
54.	Administration	Video Manager	Manage Video Sources	HxGN Connect Live Share / Video Streamer
55.	Administration	Video Manager	Discover camera metadata	HxGN Connect Live Share / Video Streamer
56.	Administration	Video Manager	Manage cameras	HxGN Connect Live Share / Video Streamer
57.	Administration	Video Manager	Ability to geo-locate cameras	HxGN Connect Live Share / Video Streamer

#	Section	Category	Capability	Product Name
58.	Administration	Organization Manager*	Add a new organization	HxGN Connect Live Share
59.	Administration	Organization Manager*	Set global feature flags for all organizations	HxGN Connect Live Share
60.	Administration	Organization Manager*	Manage activity emails for all organizations	HxGN Connect Live Share
61.	Administration	Organization Manager*	Upload/update licensing file	HxGN Connect Live Share
62.	Administration	Organization Manager*	Refresh applications	HxGN Connect Live Share
63.	Administration	Organization Manager*	Add organization network and assign organizations to it	HxGN Connect Live Share
64.	Administration	Organization Manager*	Configure Away Mode settings	HxGN Connect Live Share
65.	Administration	Organization Manager*	Create/Edit Trusted Domains List	HxGN Connect Live Share
66.	Administration	Organization Setup	Edit information about an organization	HxGN Connect Live Share
67.	Administration	Organization Setup	Control features available to users of an organization	HxGN Connect Live Share
68.	Administration	Organization Setup	Control features available to a group	HxGN Connect Live Share
69.	Administration	Organization Setup	View and request downloads of backups of Live Share data	HxGN Connect Live Share
70.	Administration	Organization Setup	Manage activity emails for an organization	HxGN Connect Live Share
71.	Administration	Organization Setup	View Organization Setup changelog	HxGN Connect Live Share
72.	Administration	Organization Setup	Create/Edit Trusted Domains List	HxGN Connect Live Share
73.	Administration	Organization Setup	Set preferred time zone for an organization for email notifications	HxGN Connect Live Share
74.	Administration	Priority Manager	Create named collections of priority settings for internally managed incidents	HxGN Connect Live Share
75.	Administration	Recovery Manager*	Backup and restore Live Share data for all or selected organizations	HxGN Connect Live Share
76.	Administration	API Documentation	Access API documentation and code samples for HxGN Connect	HxGN Connect Live Share
77.	Administration	Shape Manager	Draw smart shapes on the Live Share map	HxGN Connect Live Share
78.	Administration	Shape Manager	Draw Polygon	HxGN Connect Live Share

#	Section	Category	Capability	Product Name
79.	Administration	Shape Manager	Draw Rectangle	HxGN Connect Live Share
80.	Administration	Shape Manager	Draw Circle	HxGN Connect Live Share
81.	Administration	Shape Manager	Draw Line	HxGN Connect Live Share
82.	Administration	Shape Manager	Clone a smart shape	HxGN Connect Live Share
83.	Administration	Shape Manager	Edit a smart shape	HxGN Connect Live Share
84.	Administration	Shape Manager	Delete a smart shape	HxGN Connect Live Share
85.	Administration	Shape Manager	Monitor a shape for data updates	HxGN Connect Live Share
86.	Administration	Smart Advisor Manager	Set up, manage, and create missions for Smart Advisor agents.	HxGN Connect Live Share-Smart Advisor
87.	Administration	System Manager*	View system configuration information	HxGN Connect Live Share
88.	Administration	Terminology Manager	Change translation token values (words and phrases that can appear on the Live Share user interface)	HxGN Connect Live Share
89.	Administration	Event Logger	View system error logging	HxGN Connect Live Share
90.	Alarms	Display	Show list of alarms	HxGN Connect Live Share
91.	Alarms	Display	Show alarm details from a list or the map	HxGN Connect Live Share
92.	Alarms	Display	Show alarm keywords	HxGN Connect Live Share
93.	Alarms	Display	Show alarm attachments (2D and 3D)	HxGN Connect Live Share
94.	Alarms	Display	Show devices associated with alarms	HxGN Connect Live Share
95.	Alarms	Sort	Sort the list of alarms	HxGN Connect Live Share
96.	Alarms	Filter	Filter the list of alarms	HxGN Connect Live Share
97.	Alarms	Associate	Associate alarms with a channel	HxGN Connect Live Share
98.	Alarms	Create Channel	Use an alarm to create a channel from a list or the map	HxGN Connect Live Share
99.	Alarms	Add to Channel	Add an alarm to a channel from a list or the map	HxGN Connect Live Share
100.	Alarms	Clear	Clear alarms from the list	HxGN Connect Live Share
101.	Alarms	Multi-select	Select multiple alarms from the Alarms list to perform an operation on several alarms at once	HxGN Connect Live Share
102.	Assets	Display	Show list of assets	HxGN Connect Live Share

#	Section	Category	Capability	Product Name
103.	Assets	Display	Show assets details from a list or the map	HxGN Connect Live Share
104.	Assets	Display	Show assets keywords	HxGN Connect Live Share
105.	Assets	Display	Show alarms associated with assets	HxGN Connect Live Share
106.	Assets	Clear	Clear alarms that are associated with an asset	HxGN Connect Live Share
107.	Assets	Sort	Sort the list of assets	HxGN Connect Live Share
108.	Assets	Filter	Filter the list of assets	HxGN Connect Live Share
109.	Assets	Associate	Associate assets with a channel	HxGN Connect Live Share
110.	Assets	Create Channel	Use an asset to create a channel from a list or the map	HxGN Connect Live Share
111.	Assets	Add to Channel	Add an asset to a channel from a list or the map	HxGN Connect Live Share
112.	Channel	Create	Create a channel to collaborate securely with other users, groups, and organizations, to see updates from their activities, and to associate distinct types of data with the channel.	HxGN Connect Live Share
113.	Channel	Update/Delete	Edit channel metadata. Delete a channel.	HxGN Connect Live Share
114.	Channel	Invite users and groups to channel	Invite user and members of groups in your data-sharing network to join a channel	HxGN Connect Live Share
115.	Channel	Post	Post announcements to other users or organizations using the name and organization of channel participant.	HxGN Connect Live Share
116.	Channel	Post	Upload media (images, video, etc.) and attach to a channel	HxGN Connect Live Share
117.	Channel	Display	Channel display includes organizations, channel detail, channel timeline, associated data, and map	HxGN Connect Live Share
118.	Channel	Add/Remove	Add or remove organizations from the channel	HxGN Connect Live Share
119.	Channel	Reply/Respond	Reply and respond to announcements	HxGN Connect Live Share

#	Section	Category	Capability	Product Name
120.	Channel	Tag Channel members	Tag channel members in an announcement or reply	HxGN Connect Live Share
121.	Channel	Associate	Associate data (alarms, assets, devices, incidents, and units) with a channel	HxGN Connect Live Share
122.	Channel	Action Requests	Create and manage action requests for a channel	HxGN Connect Live Share | Action Plans
123.	Channel	Action Requests	Filter and sort Action Requests	HxGN Connect Live Share | Action Plans
124.	Channel	Action Requests	Self assign Action Requests	HxGN Connect Live Share | Action Plans
125.	Chat	Quick Chat	Create a chat with other users	HxGN Connect Live Share
126.	Chat	Quick Chat	Post and read messages in the chat	HxGN Connect Live Share
127.	Chat	Quick Chat	Add users to a chat	HxGN Connect Live Share
128.	Chat	Quick Chat	Remove users from chat	HxGN Connect Live Share
129.	Chat	Quick Chat	Upload media (images, video, etc.) and attach to a chat	HxGN Connect Live Share
130.	Chat	Quick Chat	Download media (images, video, etc.) from a chat	HxGN Connect Live Share
131.	Chat	Quick Chat	Respond to a message with emojis	HxGN Connect Live Share
132.	Chat	Chat tab	Create a chat with other users	HxGN Connect Live Share
133.	Chat	Chat tab	Post and reply to messages in the chat	HxGN Connect Live Share
134.	Chat	Chat tab	Add users to a chat	HxGN Connect Live Share
135.	Chat	Chat tab	Remove users from chat	HxGN Connect Live Share
136.	Chat	Chat tab	Upload media (images, video, etc.) and attach to a chat	HxGN Connect Live Share
137.	Chat	Chat tab	Download media (images, video, etc.) from a chat	HxGN Connect Live Share
138.	Chat	Chat tab	Respond to a message with emojis	HxGN Connect Live Share
139.	Chat	Quick Chat or Chat tab	Create a Video Conference for members of a chat	HxGN Connect Live Share |Video Conference Essentials
140.	Devices	Display	Show list of devices	HxGN Connect Live Share
141.	Devices	Display	Show device details from a list or the map	HxGN Connect Live Share

#	Section	Category	Capability	Product Name
142.	Devices	Display	Show device keywords	HxGN Connect Live Share
143.	Devices	Display	Show alarms associated with devices	HxGN Connect Live Share
144.	Devices	Clear	Clear alarms that are associated with a device	HxGN Connect Live Share
145.	Devices	Sort	Sort the list of devices	HxGN Connect Live Share
146.	Devices	Filter	Filter the list of devices	HxGN Connect Live Share
147.	Devices	Associate	Associate devices with a channel	HxGN Connect Live Share
148.	Devices	Create Channel	Use a device to create a channel from a list or the map	HxGN Connect Live Share
149.	Devices	Add to Channel	Add a device to a channel from a list or the map	HxGN Connect Live Share
150.	Facebook	Display	Show Facebook feeds	HxGN Connect Live Share
151.	Help	Display	Access online help for the product	HxGN Connect Live Share
152.	Image Feed	Display	Show image feeds	HxGN Connect Live Share
153.	IFrame	Display	Show external Web applications that support being hosted in an IFrame	HxGN Connect Live Share
154.	Incidents	Display	Show list of incidents	HxGN Connect Live Share | Incident Command
155.	Incidents	Display	Show incident details from a list or the map	HxGN Connect Live Share | Incident Command
156.	Incidents	Display	Show incident history from a list or the map	HxGN Connect Live Share | Incident Command
157.	Incidents	Display	Show incident keywords	HxGN Connect Live Share | Incident Command
158.	Incidents	Display	Show incident attachments (2D and 3D)	HxGN Connect Live Share | Incident Command
159.	Incidents	Sort	Sort the list of incidents	HxGN Connect Live Share | Incident Command
160.	Incidents	Filter	Filter the list of incidents	HxGN Connect Live Share | Incident Command
161.	Incidents	Associate	Associate incident with a channel	HxGN Connect Live Share | Incident Command

#	Section	Category	Capability	Product Name
162.	Incidents	Create	Manually create an internal incident	HxGN Connect Live Share | Incident Command
163.	Incidents	Edit Incident	Edit an incident that was created with Live Share	HxGN Connect Live Share | Incident Command
164.	Incidents	Add Attachments	Add an attachment to an incident that was created with Live Share	HxGN Connect Live Share | Incident Command
165.	Incidents	Create Channel	Create a channel using an incident that was created with Live Share	HxGN Connect Live Share | Incident Command
166.	Incidents	Add to Channel	Add an incident that was created with Live Share to a channel	HxGN Connect Live Share | Incident Command
167.	Incidents	Add Remark	Add a remark an incident that was created with Live Share	HxGN Connect Live Share | Incident Command
168.	Incidents	Clear Incident	Clear an incident that was created with Live Share from the Incidents list	HxGN Connect Live Share | Incident Command
169.	Insights	Display	Show a list of insights	HxGN Connect Smart Advisor | Incident Agents
170.	Insights	Display	Show insight details	HxGN Connect Smart Advisor | Incident Agents
171.	Insights	Sort	Sort the list of insights	HxGN Connect Smart Advisor | Incident Agents
172.	Insights	Filter	Filter the list of insights	HxGN Connect Smart Advisor | Incident Agents
173.	Insights	Create Channel	Create a channel using an insight that was created with Live Share	HxGN Connect Smart Advisor | Incident Agents
174.	Insights	Add to Channel	Add an insight that was created with Live Share to a channel	HxGN Connect Smart Advisor | Incident Agents
175.	Links	Display	Show hyperlinks to other web sites	HxGN Connect Live Share
176.	Luciad	Display	Show Luciad map	HxGN Connect Live Share | Luciad Visualizer
177.	Map	Display	Turn the display of map layers and overlays, such as a weather overlay, on or off	HxGN Connect Live Share

#	Section	Category	Capability	Product Name
178.	Map	Display	Display data from various sources. The distinct types of data are indicated on the map by icons.	HxGN Connect Live Share
179.	Map	Display	Display details for data by right-clicking an icon on the map.	HxGN Connect Live Share
180.	Map	Video	Play video from the map by clicking on a camera icon.	HxGN Connect Live Share
181.	Map	Filter	Sync filtered lists with the map	HxGN Connect Live Share
182.	Map	Layer Properties	Display and search for layer information in base maps or overlays	HxGN Connect Live Share
183.	Map	Layer Properties	Display WFS layers features on the map	HxGN Connect Live Share
184.	Map	Layer Properties	Create Smart Shape from WFS or GeoJson layer feature	HxGN Connect Live Share
185.	Map	Layer Properties	Use a WFS or GeoJson layer as a filter	HxGN Connect Live Share
186.	Map	Layer Properties	Fit Layer for Standard and Luciad map layers	HxGN Connect Live Share
187.	Map	Shape Filter	Filter information in the incident, unit, alarm, asset, or device lists and on the map by drawing shapes on the map	HxGN Connect Live Share
188.	Map	Shape Filter	Draw polygon	HxGN Connect Live Share
189.	Map	Shape Filter	Draw rectangle	HxGN Connect Live Share
190.	Map	Shape Filter	Draw circle	HxGN Connect Live Share
191.	Map	Shape Filter	Draw line	HxGN Connect Live Share
192.	Notifications	Display	Show notifications when changes occur to a category of data for which the organization is licensed, such as when a unit is dispatched to an incident.	HxGN Connect Live Share
193.	Notifications	Display	Show notifications when channels are created or updated	HxGN Connect Live Share
194.	Notifications	Display	Show notifications when chats are created or updated	HxGN Connect Live Share
195.	Notifications	Display	Show notifications when data enters or exits a monitored shape	HxGN Connect Live Share

#	Section	Category	Capability	Product Name
196.	Notifications	Display	Enable email notifications when user is away or signed out.	HxGN Connect Live Share
197.	Notifications	Change	Change the notification panel settings	HxGN Connect Live Share
198.	Organizations	Change active organization	Change the active organization by selecting the Organization icon	HxGN Connect Live Share
199.	RSS	Display	Show RSS feeds such as a list of headlines, update notices, and other content	HxGN Connect Live Share
200.	Shapes	Create Smart Shape	Create and edit a smart shape	HxGN Connect Live Share
201.	Shapes	Draw Polygon	Draw a polygon smart shape	HxGN Connect Live Share
202.	Shapes	Draw Rectangle	Draw a rectangle smart shape	HxGN Connect Live Share
203.	Shapes	Draw Circle	Draw a circle smart shape	HxGN Connect Live Share
204.	Shapes	Draw Circle	Draw a line smart shape	HxGN Connect Live Share
205.	Shapes	Display	Show a list of shapes	HxGN Connect Live Share
206.	Shapes	Display	Show shape details from a list or the map	HxGN Connect Live Share
207.	Shapes	Display	Show shape keywords	HxGN Connect Live Share
208.	Shapes	Sort	Sort the list of shapes	HxGN Connect Live Share
209.	Shapes	Filter	Filter the list of shapes	HxGN Connect Live Share
210.	Shapes	Create Channel	Use a smart shape to create a channel	HxGN Connect Live Share
211.	Shapes	Add to Channel	Add a smart shape to a channel	HxGN Connect Live Share
212.	Shapes	Filter	Use a smart shape to filter information	HxGN Connect Live Share
213.	Shapes	Edit	Edit a smart shape	HxGN Connect Live Share
214.	Shapes	Delete	Delete a smart shape	HxGN Connect Live Share
215.	Shapes	Monitoring tab	Monitor a shape for data updates	HxGN Connect Live Share
216.	Units	Display	Show list of units	HxGN Connect Live Share
217.	Units	Display	Show unit details from a list or icon	HxGN Connect Live Share
218.	Units	Display	Show unit history from a list or icon	HxGN Connect Live Share
219.	Units	Display	Show unit keywords	HxGN Connect Live Share
220.	Units	Sort	Sort the list of units	HxGN Connect Live Share
221.	Units	Filter	Filter the list of units	HxGN Connect Live Share
222.	Units	Associate	Associate unit with a channel	HxGN Connect Live Share

#	Section	Category	Capability	Product Name
223.	Units	Create Channel	Use a unit to create a channel from a list or the map	HxGN Connect Live Share
224.	Units	Add to Channel	Add a unit to a channel from a list or the map	HxGN Connect Live Share
225.	User Profile	Display	Show read-only information about the user who is currently signed in	HxGN Connect Live Share
226.	User Profile	Change	Change the preferred language for the user	HxGN Connect Live Share
227.	User Profile	Sign out	Sign out of active user sessions	HxGN Connect Live Share
228.	User Profile	Display	Review the privacy policy	HxGN Connect Live Share
229.	User Profile	User Status	Show and Change a user's status	HxGN Connect Live Share
230.	User Profile	Set Preferred Email	Set preferred email for email notifications	HxGN Connect Live Share
231.	User Profile	Set Preferred Time Zone	Set preferred time zone for email notifications	HxGN Connect Live Share
232.	Workspace	Save	Save the last workspace selected before signing out.	HxGN Connect Live Share
233.	Video	Display	Show and PTZ live video	HxGN Connect Live Share-Video Streamer
234.	Waze	Display	Show Waze map	HxGN Connect Live Share
235.	Alarms	REST API	API for Alarms capability (JSON/GeoJSON support)	HxGN Connect Interface | Alarm API
236.	Assets	REST API	API for Assets capability (JSON/GeoJSON support)	HxGN Connect Interface | Asset API
237.	Device	REST API	API for IoT Device capability (JSON/GeoJSON support)	HxGN Connect Interface | IoT Device API
238.	Shapes	REST API	API for Shapes capability(JSON/GeoJSON support)	HxGN Connect Interface | Shape API
239.	Incidents	REST API	API for Incident capability (JSON/GeoJSON support)	HxGN Connect Interface | Incident API
240.	Units	REST API	API for Unit capability (JSON/GeoJSON support)	HxGN Connect Interface | Unit API

#	Section	Category	Capability	Product Name
241.	Video	REST API	API for Video capability	HxGN Connect Interface | Video API
242.	OnCall	REST API	API specific to interfacing with OnCall Dispatch	HxGN Connect Interface | OnCall Dispatch Cloud

* Provisioner only – Hexagon

HxGN Connect Live Share | Mobile (2023.06)

7/7/2023

#	Section	Category	Capability	Product Name
1.	Chat	Mobile	Create a chat with other members of data-sharing network	HxGN Connect Live Share | Mobile
2.	Chat	Mobile	Post and read messages in the chat	HxGN Connect Live Share | Mobile
3.	Chat	Mobile	Add users to a chat	HxGN Connect Live Share | Mobile
4.	Chat	Mobile	Remove users from chat	HxGN Connect Live Share | Mobile
5.	Chat	Mobile	Take a photo and add to a chat	HxGN Connect Live Share | Mobile
6.	Chat	Mobile	Record video and add to a chat	HxGN Connect Live Share | Mobile
7.	Chat	Mobile	Upload media (images, video, etc.) and attach to a chat	HxGN Connect Live Share | Mobile
8.	Chat	Mobile	Download media from a chat (images, video, etc.)	HxGN Connect Live Share | Mobile
9.	Chat	Mobile	Refresh a chat	HxGN Connect Live Share | Mobile
10.	Change User Status	Mobile	Show and Change a user's status	HxGN Connect Live Share | Mobile

#	Section	Category	Capability	Product Name
11.	Change Active Organization	Mobile	Change the organization that is active	HxGN Connect Live Share | Mobile

HxGN Connect Interfaces Capabilities Matrix (2023.06) – On-premises

7/7/2023

#	Section	Category	Capability	Product Name
1.	Gateway	Xalt Interface	Xalt Integration-based interface to the HxGN Connect APIs.	HxGN Connect Gateway for Xalt
2.	Gateway	Windows Interface	Windows-based interface to the HxGN Connect APIs.	HxGN Connect Gateway for Windows
3.	CSV	Windows Interface	Windows-based interface to the HxGN Connect APIs via a CSV file interface.	HxGN Connect Gateway for Windows
4.	OnCall	Windows Interface	Windows interface for connecting HxGN OnCall on-premises to HxGN Connect	HxGN Connect Interface | OnCall Dispatch
5.	I/CAD 9.4	Xalt Interface	Xalt Integration based interface to I/CAD 9.4	HxGN Connect Interface | I/CAD 9.4
6.	BLK247	Xalt Interface	Xalt Integration based interface to BLK247 device from Leica	HxGN Connect Interface | BLK247

Attachment G – Interface Addendum

Interface to Alexandria CAD

Hexagon will develop a custom interface to create a windows service that will listen for Calls For Service (CFS) files from the Alexandria CAD, transform the message into a HxGN Connect CAD CFS message, and post it to the HxGN Connect RestAPI endpoint for CAD CFS.

Assumptions:

- The message from the CAD Vendor is in XML or JSON and delivered either via FTP/SFTP, File Drop or TCP connection.
- The Customer is responsible for obtaining CAD CFS message specification from the respective CAD Vendor and any costs associated with obtaining said documentation.
- Since CAD Vendor is not defined, this scope assumes full CFS import for the CAD Vendor into HxGN Connect.

Interface to Airport (MWAA) CAD

Hexagon will develop a custom interface to create a windows service that will listen for Calls For Service (CFS) files from the MWAA CAD, transform the message into a HxGN Connect CAD CFS message, and post it to the HxGN Connect RestAPI endpoint for CAD CFS.

Assumptions:

- The message from the CAD Vendor is in XML or JSON and delivered either via FTP/SFTP, File Drop or TCP connection.
- The Customer is responsible for obtaining CAD CFS message specification from the respective CAD Vendor and any costs associated with obtaining said documentation.
- Since CAD Vendor is not defined, this scope assumes full CFS import for the CAD Vendor into HxGN Connect.

Interface to Flock LPR and LSAG LPR

The intent of the interface is to detect “alerts” or “hits” from the vendor's Automated License Plate Reader (ALPR) and transmit them to the HxGN Connect API. This interface requires HxGN Connect Gateway.

There are multiple ALPR devices offered by the vendor in this area. On startup, the interface will request a list of all ALPR devices in the system from the ALPR vendor's API. The list should contain a unique device ID and location (by latitude/longitude or physical address point). The API should also provide a status of each device (online, offline, etc.) and update when that status changes.

The interface will send the device information as “sensors” to HxGN Connect, so their positions are visible on the HxGN Connect Map.

When an alert is received, the alert message should contain the device ID, the location of the device, and the content of the alert (the license plate). That alert will be transmitted to HxGN Connect via Alert API. If a still image of the license plate from the reader is available, the interface can pass that image to HxGN Connect via the API, too.

The criteria for a "hit" is to be determined, but generally accepted are "stolen" or "wanted" vehicles as defined by the ALPR Vendor system.

This interface is not intended to make real-time CJIS queries to validate the state or NCIC status of the vehicle.

It is assumed that this interface will be hosted either in the HxGN Connect cloud space or in the OnCall Dispatch cloud space as a containerized application. Depending on connectivity requirements and access to the 3rd party vendor, an on-premise server may be necessary to host the service and manage the connection with the 3rd party.

Attachment H – Glossary of Terms

Capitalized terms within the SOW are defined as follows:

"Benchmark Criteria" or **"Specifications"** means the objective criteria which identifies an intended outcome as reflected in, as applicable, an ICD, a Design Document, or Software Requirements (whichever document having last addressed the functionality in question being dispositive)**.**

"Blocker Error" means a Level One Error or a Level Two Error.

"Cloud Consulting Services Order" means this Order for Cloud Consulting Services related to the Cloud Applications identified in the HxGN Connect Program Order

"Cloud Program Order" means that certain Order, which identifies the Cloud Applications and Cloud Term, executed simultaneously with this Order. For purposes of clarity, the Cloud Program Order is separate and distinct from the Cloud Consulting Services Order.

"Common Terms Glossary" means that certain collection of defined terms set forth at the link: https://www.hexagonsafetyinfrastructure.com/-/media/Legal/Hexagon/SI/TPS/CTG 06-2021.pdf **"Core Team"** means those certain Customer resources as described in Section 6.

"COTS Interfaces" means those pre-built, product delivered Interfaces specifically identified in the Order Document and the Interface Addendum (if any).

"Customer" means the organization that purchases and has a contract with Hexagon for the HxGN Connect Program. A Customer may have one Tenant (i.e., one organization) or multiple Tenants. For example, a Customer could be a police department, and it could have Tenants for each major department within the police department. In this case it is an INTRA Agency scenario, but with multiple Tenants. There could also be a Customer that is comprised of more than one organization.

"Customer Responsibilities" means (1) those specific tasks and obligations identified in the SOW as being the responsibility of the Customer and (2) those obligations, not stated in the SOW, but which would otherwise be reasonably considered as being Customer obligations and responsibilities.

"Custom Interfaces" means those Interface(s) developed as part of the Project and specifically identified in the Order Document and Interface Addendum (if any).

"Day" means a calendar day.

"Documentation" means any COTS materials describing the system or use of the system. These materials may be delivered only in electronic format, such as online help, e-learning courses, and/or other documentation files delivered with software. Custom versions of documentation will need to be quoted.

"FOC" means Final Operational Capability.

"GIS" means geographic information system

"Hexagon Project Manager" means the person authorized by Hexagon to coordinate and manage the providing of Hexagon Services and Deliverables for the Project on behalf of Hexagon, in addition to being responsible for other duties specified in the Agreement and SOW.

"Initial Project Schedule" means the initial iteration of the Project Schedule, which is contained in Attachment C of the SOW.

"Interface Control Document" or **"ICD"** means a document reflecting the design and requirements of a Custom Interface based upon the requirements set forth in the Interface Addendum.

“IOC” means Initial Operating Capability.

“Network Infrastructure” means the provision of adequate network and internet connectivity to provide sufficient operational bandwidth for the operation of the Cloud Program in a manner consistent with the Product System Specifications together with all industry-standard network security, monitoring, and protection.

“**Permissive Errors**” means a substantially failed Test Case that would correspond to a Level Three or Level Four Error (as defined in the Common Terms Glossary) if the Error occurred in a live environment.

“Production Ready System” means the earlier of: the point at which the Customer is either satisfied with the testing results for the Cloud Program or the resolution of all Blocker Errors reporting during UAT.

“Project Assumptions” means assumptions regarding the Project, which are listed in the SOW. Changes in any of the assumptions will affect the scope, schedule, and/or cost of the Project.

“Project Start” means the date following mutual acceptance of the Cloud Consulting Services Order on which Hexagon communicates to the Customer the Project shall commence.

“Project Team” means the applicable Core Team and other resources assigned to provide information or services in connection with the Project, or applicable part thereof.

“Standard Interfaces” means those Interfaces specifically identified in the Interface Addendum (if any).

“Subject Matter Expert” or “SME” means a person(s) who has particular knowledge about a specific topic(s).

“System Administrator(s)” means a person or persons having the appropriate education, training, and/or experience in information technology to provide first tier support of the System.

“Task Prerequisites” means those events, Deliverables, or accomplishments that are required to occur prior to the commencement of the applicable Task, except as may otherwise be agreed by Hexagon.

“Tenant” means an organization or collection of organizations that is authorized to use HxGN Connect and is subject to the applicable provisions of the Master Terms. The Tenant need not be synonymous with the Customer,

“Updated Initial Project Schedule” means the Initial Project Schedule updated by the Parties’ Project Managers during Project Initiation Task and reflecting the actual Project Start.

Attachment I – Reserved

Attachment J – Onboarding Worksheet

The information provided on this worksheet is required to establish a Customer Tenant account in HxGN Connect. Once the Tenant account is created, the person(s) designated as the system administrator can modify this information as needed in HxGN Connect.

Tenant Name: _____

This is the name describing the Tenant in the HxGN Connect application.
Example: *Phoenix Public Works Dept*

Azure location: for Azure commercial use or Azure Government (U.S. only) _____

Location: _____ _____ _____

City State Country

Primary Administrator email address: _____

The email address of the person designated as the primary system administrator for the HxGN Connect Tenant account.

Industries – Identify the industry most closely associated with your organization

Government

___ Mayor's office

___ Traffic dept

Public Safety

___ EMS/Ambulance

___ Fire Dept

___ Highway Patrol

___ Police Agency

___ Sheriff

Private and Non-Profits

___ Hospital

___ Public Works

___ Transit Company

___ Utility Company

___ Volunteer Group

Attachment K – Cloud Service Schedule

CLOUD SERVICES SCHEDULE

PRODUCT:
Part: HCN1301 – Product Name: HxGN Connect Live Share – Smart Advisor

CLOUD PLATFORM PROVIDER:
Microsoft Azure

REDUNDANCY:
Azure Geo-replication

SERVICE LEVEL:
99.5% Availability

SERVICE CREDIT:
10% of the monthly fee for this Cloud Application

CLOUD SERVICES SUPPORT AVAILABILITY HOURS:
For Level One Error (P1) telephone support is available 24x7x365; for all other errors telephone support is available between 07:00 – 19:00 CT US.

ADDITIONAL TERMS

Information Sharing. The product (or related products) enables Customer, and actors and entities Customer enables, to share information from systems of record with persons and entities accessing a multi-tenant application, including persons and entities not affiliated with Customer. Through direct action of Customer, or actors and entities it enables, (such as direct adjustment of settings by Customer or agencies enabled by Customer), and/or through action of Hexagon which is directed by Customer in writing, permissions may be configured so as to grant certain information access to some tenants or users accessing the multi-tenant application and deny information access to other tenants. It will be possible to share information with persons and entities unrelated to Customer, dependent upon configuration choices. It is Customer's responsibility to assure the appropriateness and legality of sharing information with those provided access as a result of data sharing configurations made by Customer or actors it enables or made by Hexagon at the written direction of any employee or representative of Customer. By enabling information accessibility options and

permissions (either directly, through actors it enables, or thorough written direction to Hexagon as aforesaid), Customer warrants that it is entitled to receive and to share the subject information with all persons and entities to whom access will be enabled, that the sharing of information violates no law or agreement to which Customer is a party, that all agreements required by applicable law or policy to enable the sharing of information are in place, and that Customer has investigated the facts and circumstances necessary to reasonably provide this warranty, including the Credential assignment policies and practices followed by tenants with whom information will be so shared.

CLOUD SERVICES SCHEDULE

PRODUCT:
Part: HCN1307 – Product Name: HxGN Connect Interface | Incident API

CLOUD PLATFORM PROVIDER:
Microsoft Azure

REDUNDANCY:
Azure Geo-replication

SERVICE LEVEL:
99.5% Availability

SERVICE CREDIT:
10% of the monthly fee for this Cloud Application

CLOUD SERVICES SUPPORT AVAILABILITY HOURS:
For Level One Error (P1) telephone support is available 24x7x365; for all other errors telephone support is available between 07:00 – 19:00 CT US.

ADDITIONAL TERMS

Capacity. The product made the subject of this Cloud Services Schedule is a particular Application Programming Interface ("API") used to interface systems or applications. Each call to this API represents a transaction across the API. These transactions typically consist of requests to create, update, or delete a data record in an environment, product, or application supplied by Hexagon. For each unit of the API product purchased, Customer has purchased the capacity to process a maximum of 9,125,000 incident transactions in the production environment, and 912,500 incident transactions in any non-production environment across the API during each full year of the Cloud Term, beginning with the one year period commencing on the Cloud Program Start Date. (Partial years in the Cloud Term shall be subject to proportionately pro-rated transaction capacity limitations.) If Customer exceeds the purchased transaction capacity, Hexagon may, at its election, suspend operation of the API, reduce the operation of the API, or upon Customer's continued use of the API with notice that its

usage exceeds purchased capacity, invoice Customer for additional units of the API product as necessary to provide capacity consistent with Customer's actual usage.

Information Sharing. The product (or related products) enables Customer, and actors and entities Customer enables, to share information from systems of record with persons and entities accessing a multi-tenant application, including persons and entities not affiliated with Customer. Through direct action of Customer, or actors and entities it enables, (such as direct adjustment of settings by Customer or agencies enabled by Customer), and/or through action of Hexagon which is directed by Customer in writing, permissions may be configured so as to grant certain information access to some tenants or users accessing the multi-tenant application and deny information access to other tenants. It will be possible to share information with persons and entities unrelated to Customer, dependent upon configuration choices. It is Customer's responsibility to assure the appropriateness and legality of sharing information with those provided access as a result of data sharing configurations made by Customer or actors it enables or made by Hexagon at the written direction of any employee or representative of Customer. By enabling information accessibility options and permissions (either directly, through actors it enables, or thorough written direction to Hexagon as aforesaid), Customer warrants that it is entitled to receive and to share the subject information with all persons and entities to whom access will be enabled, that the sharing of information violates no law or agreement to which Customer is a party, that all agreements required by applicable law or policy to enable the sharing of information are in place, and that Customer has investigated the facts and circumstances necessary to reasonably provide this warranty, including the Credential assignment policies and practices followed by tenants with whom information will be so shared.

CLOUD SERVICES SCHEDULE

PRODUCT:
Part: HCN1308 – Product Name: HxGN Connect Interface | Unit API

CLOUD PLATFORM PROVIDER:
Microsoft Azure

REDUNDANCY:
Azure Geo-replication

SERVICE LEVEL:
99.5% Availability

SERVICE CREDIT:
10% of the monthly fee for this Cloud Application

CLOUD SERVICES SUPPORT AVAILABILITY HOURS:
For Level One Error (P1) telephone support is available 24x7x365; for all other errors telephone support is available between 07:00 – 19:00 CT US.

ADDITIONAL TERMS

Capacity. The product made the subject of this Cloud Services Schedule is a particular Application Programming Interface ("API") used to interface systems or applications. Each call to this API represents a transaction across the API. These transactions typically consist of requests to create, update, or delete a data record in an environment, product, or application supplied by Hexagon. For each unit of the API product purchased, Customer has purchased the capacity to process a maximum of 54,750,000 unit transactions in the production environment, and 5,475,000 unit transactions in any non-production environment across the API during each full year of the Cloud Term, beginning with the one year period commencing on the Cloud Program Start Date. (Partial years in the Cloud Term shall be subject to proportionately pro-rated transaction capacity limitations.) If Customer exceeds the purchased transaction capacity, Hexagon may, at its election, suspend operation of the API, reduce the operation of the API, or upon Customer's continued use of the API with notice that its

usage exceeds purchased capacity, invoice Customer for additional units of the API product as necessary to provide capacity consistent with Customer's actual usage.

Information Sharing. The product (or related products) enables Customer, and actors and entities Customer enables, to share information from systems of record with persons and entities accessing a multi-tenant application, including persons and entities not affiliated with Customer. Through direct action of Customer, or actors and entities it enables, (such as direct adjustment of settings by Customer or agencies enabled by Customer), and/or through action of Hexagon which is directed by Customer in writing, permissions may be configured so as to grant certain information access to some tenants or users accessing the multi-tenant application and deny information access to other tenants. It will be possible to share information with persons and entities unrelated to Customer, dependent upon configuration choices. It is Customer's responsibility to assure the appropriateness and legality of sharing information with those provided access as a result of data sharing configurations made by Customer or actors it enables or made by Hexagon at the written direction of any employee or representative of Customer. By enabling information accessibility options and permissions (either directly, through actors it enables, or thorough written direction to Hexagon as aforesaid), Customer warrants that it is entitled to receive and to share the subject information with all persons and entities to whom access will be enabled, that the sharing of information violates no law or agreement to which Customer is a party, that all agreements required by applicable law or policy to enable the sharing of information are in place, and that Customer has investigated the facts and circumstances necessary to reasonably provide this warranty, including the Credential assignment policies and practices followed by tenants with whom information will be so shared.

CLOUD SERVICES SCHEDULE

PRODUCT:
HCN1314 - HxGN Connect - Tennant Access

CLOUD PLATFORM PROVIDER:
Microsoft Azure

REDUNDANCY:
No Applicable

SERVICE LEVEL:
Not Applicable

SERVICE CREDIT:
No Applicable

CLOUD SERVICES SUPPORT AVAILABILITY HOURS:
Not Applicable

CLOUD SERVICES SCHEDULE

PRODUCT:
Part: HCN1316 – Product Name: HxGN Connect Interface | Shape API

CLOUD PLATFORM PROVIDER:
Microsoft Azure

REDUNDANCY:
Azure Geo-replication

SERVICE LEVEL:
99.5% Availability

SERVICE CREDIT:
10% of the monthly fee for this Cloud Application

CLOUD SERVICES SUPPORT AVAILABILITY HOURS:
For Level One Error (P1) telephone support is available 24x7x365; for all other errors telephone support is available between 07:00 – 19:00 CT US.

ADDITIONAL TERMS

Capacity. The product made the subject of this Cloud Services Schedule is a particular Application Programming Interface ("API") used to interface systems or applications. Each call to this API represents a transaction across the API. These transactions typically consist of requests to create, update, or delete a data record in an environment, product, or application supplied by Hexagon. For each unit of the API product purchased, Customer has purchased the capacity to process a maximum of 4,380,000 asset transactions in the production environment, and 438,000 asset transactions in any non-production environment across the API during each full year of the Cloud Term, beginning with the one year period commencing on the Cloud Program Start Date. (Partial years in the Cloud Term shall be subject to proportionately pro-rated transaction capacity limitations.) If Customer exceeds the purchased transaction capacity, Hexagon may, at its election, suspend operation of the API, reduce the operation of the API, or upon Customer's continued use of the API with notice that its

usage exceeds purchased capacity, invoice Customer for additional units of the API product as necessary to provide capacity consistent with Customer's actual usage.

Information Sharing. The product (or related products) enables Customer, and actors and entities Customer enables, to share information from systems of record with persons and entities accessing a multi-tenant application, including persons and entities not affiliated with Customer. Through direct action of Customer, or actors and entities it enables, (such as direct adjustment of settings by Customer or agencies enabled by Customer), and/or through action of Hexagon which is directed by Customer in writing, permissions may be configured so as to grant certain information access to some tenants or users accessing the multi-tenant application and deny information access to other tenants. It will be possible to share information with persons and entities unrelated to Customer, dependent upon configuration choices. It is Customer's responsibility to assure the appropriateness and legality of sharing information with those provided access as a result of data sharing configurations made by Customer or actors it enables or made by Hexagon at the written direction of any employee or representative of Customer. By enabling information accessibility options and permissions (either directly, through actors it enables, or thorough written direction to Hexagon as aforesaid), Customer warrants that it is entitled to receive and to share the subject information with all persons and entities to whom access will be enabled, that the sharing of information violates no law or agreement to which Customer is a party, that all agreements required by applicable law or policy to enable the sharing of information are in place, and that Customer has investigated the facts and circumstances necessary to reasonably provide this warranty, including the Credential assignment policies and practices followed by tenants with whom information will be so shared.

CLOUD SERVICES SCHEDULE

PRODUCT:
Part: HCN1317 – Product Name: HxGN Connect Smart Advisor | Incident Agents

CLOUD PLATFORM PROVIDER:
Microsoft Azure

REDUNDANCY:
Azure Geo-replication

SERVICE LEVEL:
99.5% Availability

SERVICE CREDIT:
10% of the monthly fee for this Cloud Application

CLOUD SERVICES SUPPORT AVAILABILITY HOURS:
For Level One Error (P1) telephone support is available 24x7x365; for all other errors telephone support is available between 07:00 – 19:00 CT US.

ADDITIONAL TERMS

Capacity. The product made the subject of this Cloud Services Schedule is a particular Application Programming Interface ("API") used to interface systems or applications. Each call to this API represents a transaction across the API. These transactions typically consist of requests to create, update, or delete a data record in an environment, product, or application supplied by Hexagon. For each unit of the API product purchased, Customer has purchased the capacity to process a maximum of 45,625,000 incident transactions in the production environment, and 4,562,500 incident transactions in any non-production environment across the API during each full year of the Cloud Term, beginning with the one year period commencing on the Cloud Program Start Date. (Partial years in the Cloud Term shall be subject to proportionately pro-rated transaction capacity limitations.) If Customer exceeds the purchased transaction capacity, Hexagon may, at its election, suspend operation of the API, reduce the operation of the API, or upon Customer's continued use of the API with notice that its

usage exceeds purchased capacity, invoice Customer for additional units of the API product as necessary to provide capacity consistent with Customer's actual usage.

Information Sharing. The product (or related products) enables Customer, and actors and entities Customer enables, to share information from systems of record with persons and entities accessing a multi-tenant application, including persons and entities not affiliated with Customer. Through direct action of Customer, or actors and entities it enables, (such as direct adjustment of settings by Customer or agencies enabled by Customer), and/or through action of Hexagon which is directed by Customer in writing, permissions may be configured so as to grant certain information access to some tenants or users accessing the multi-tenant application and deny information access to other tenants. It will be possible to share information with persons and entities unrelated to Customer, dependent upon configuration choices. It is Customer's responsibility to assure the appropriateness and legality of sharing information with those provided access as a result of data sharing configurations made by Customer or actors it enables or made by Hexagon at the written direction of any employee or representative of Customer. By enabling information accessibility options and permissions (either directly, through actors it enables, or thorough written direction to Hexagon as aforesaid), Customer warrants that it is entitled to receive and to share the subject information with all persons and entities to whom access will be enabled, that the sharing of information violates no law or agreement to which Customer is a party, that all agreements required by applicable law or policy to enable the sharing of information are in place, and that Customer has investigated the facts and circumstances necessary to reasonably provide this warranty, including the Credential assignment policies and practices followed by tenants with whom information will be so shared.

CLOUD SERVICES SCHEDULE

PRODUCT:
Part: HCN1300 – Product Name: HxGN Connect Live Share
Part: HCN1304 – Product Name: HxGN Connect Live Share | Mobile

CLOUD PLATFORM PROVIDER:
Microsoft Azure

REDUNDANCY:
Azure Geo-replication

SERVICE LEVEL:
99.5% Availability

SERVICE CREDIT:
10% of the monthly fee for this Cloud Application

CLOUD SERVICES SUPPORT AVAILABILITY HOURS:
For Level One Error (P1) telephone support is available 24x7x365; for all other errors telephone support is available between 07:00 – 19:00 CT US.

ADDITIONAL TERMS

Capacity. The product made the subject of this Cloud Services Schedule processes, stores, and displays multimedia, documents, and other attachments as part of collaboration functionality. By purchasing the product, the Customer has purchased the capacity to upload, process, and store a maximum of 1TB of data in the production environment, and 100GB of data in any non-production environment, per Customer during each full year of the Cloud Term, beginning with the one year period commencing on the Cloud Program Start Date. (Partial years in the Cloud Term shall be subject to proportionately pro-rated transaction capacity limitations.) If Customer exceeds the purchased storage capacity, Hexagon may, at its election, suspend operation of the product, reduce the operation of the product, or upon Customer's continued use of the product with notice that its usage exceeds purchased capacity, invoice Customer for additional storage as necessary to provide capacity consistent with Customer's actual usage.

Information Sharing. The product (or related products) enables Customer, and actors and entities Customer enables, to share information from systems of record with persons and entities accessing a multi-tenant application, including persons and entities not affiliated with Customer. Through direct action of Customer, or actors and entities it enables, (such as direct adjustment of settings by Customer or agencies enabled by Customer), and/or through action of Hexagon which is directed by Customer in writing, permissions may be configured so as to grant certain information access to some tenants or users accessing the multi-tenant application and deny information access to other tenants. It will be possible to share information with persons and entities unrelated to Customer, dependent upon configuration choices. It is Customer's responsibility to assure the appropriateness and legality of sharing information with those provided access as a result of data sharing configurations made by Customer or actors it enables or made by Hexagon at the written direction of any employee or representative of Customer. By enabling information accessibility options and permissions (either directly, through actors it enables, or thorough written direction to Hexagon as aforesaid), Customer warrants that it is entitled to receive and to share the subject information with all persons and entities to whom access will be enabled, that the sharing of information violates no law or agreement to which Customer is a party, that all agreements required by applicable law or policy to enable the sharing of information are in place, and that Customer has investigated the facts and circumstances necessary to reasonably provide this warranty, including the Credential assignment policies and practices followed by tenants with whom information will be so shared.

EXHIBIT A-3

STATEMENT OF WORK FOR FIRSTDUE INTERFACE

Arlington County, Virginia
Statement of Work
for
OnCall Dispatch FirstDue Interface

May 20, 2024

Table of Contents

Purpose

The SOW, constituting Order 5, guides the Tasks and Activities for the development and implementation of OnCall Dispatch FirstDue Interface following Cloud Cutover as described in Order 1.

Except as otherwise defined below, capitalized terms shall have the same meaning as provided in the Master Agreement to which this SOW is attached as Order 5.

Project Tasks

1. Custom Interface Requirements Gathering

Task Description

During this Task, Hexagon and Customer will meet via conference call to validate the assumptions and design of the Custom Interface (query interface to FirstDue). This Custom Interface Requirements Gathering workshop is intended to contain a series of discussions to validate the requirements and assumptions underlying the Custom Interface. This session should include the third-party vendor where appropriate. During the session, the specific workflow and data requirements for the interface will be discussed in detail.

The information obtained in combination with the information provided in this SOW will be used to develop an Interface Control Document for the Custom Interface. If the assumptions reflected in this SOW materially change, a Change Order may be appropriate. The ICD will become the foundation for the Custom Interface development by Hexagon. Once an ICD is mutually approved, it should only be modified through a Change Order or contract amendment, as determined by the County The Customer shall not make any changes to and shall take appropriate actions to prevent its third-party vendor from making substantive changes to the third-party software that is the subject of a Custom Interface once that Custom Interface's respective ICD has been finalized.

The following is regarded as the "Custom Interface":

- Query Interface to FirstDue

As it pertains to the development of the ICD, the parties shall follow the following process. After the Customer provides the necessary information regarding the Custom Interface, Hexagon will prepare a draft ICD for the Custom Interface. Hexagon will then provide the initial draft ICD to the Customer for its review. The Customer shall review the draft ICD and provide any feedback or comments within ten (10) Business Days. As appropriate, Hexagon will incorporate the feedback into the ICD or advise the Customer why certain requests could not be included and finalize the ICD. Hexagon will provide the finalized ICD to the Customer for its written acknowledgement. The Customer will provide a response within three (3) Business Days from Hexagon providing the finalized ICD.

Interface Description

The interface includes query by location to obtain information on keyholder, hazmat, and preplan information. If occupancy information, such as pre-plans, hazardous materials or other information, is available, it should be accessible from within the CAD call record. If there is a return, the interface will attach responses to the CAD event.

Task Deliverables

- Workshop meeting minutes, to include notes on the specific workflow and data requirements for the Custom Interface
- ICD documents

Task Prerequisites

- Project Kickoff Meeting Task is complete.

Task Assumptions

- This Task shall not occur prior to the latter of: June 30, 2025 or Cloud Cutover as described in Order 1.
- FirstDue provides access using a web service or ODBC.
- A single inquiry using SQL or GET method is used to obtain preplan and hazardous material response information.
- Nested/cascading inquiries are not included.
- The Customer obtains a test connection to FirstDue FRMS system at least thirty (30) days before the scheduled Custom Interface Installation and Configuration Task.
- Inquiries and response examples contain production-equivalent data for accurate testing.
- The Customer provides a subject matter expert with unlimited support. This includes communicating with the database vendor and users.
- Image responses are not included.
- The database provider supports a configurable maximum number of records to control the response size.
- The Customer will coordinate interactions with the third-party vendors, including obtaining and providing any API or specification documentation required to develop the proposed interface.
- This task is dependent on current NDAs between Hexagon and third parties. Customer is responsible fo making reasonable efforts to facilitate r its third-party vendors' cooperation with this requirement.
- The Customer is responsible for obtaining cooperation and information from its third-party vendors and/or state agency as reasonably necessary for the development, testing, and cutover of the interface.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Lead the interface requirements gathering process and track outstanding items requiring resolution;
- Confer with Customer and third-party points of contact to gather information required to develop ICD;
- Validate the third-party points of contact are appropriate sources of information necessary to develop the ICD;
- Mutually agree with the third-party vendors on the operational and technical interface requirements;
- Gather all available interface data detailed schema, protocols, and specifications, as needed;
- Prepare draft ICD and submit to Customer for feedback;
- Incorporate Customer feedback into draft ICD;
- Finalize ICD for Customer review and approval; and
- Manage the approved ICD consistent with the change control process.

Customer Team Participation and Responsibilities

Customer shall:

- Identify and set up appropriate facilities;

- Provide points of contacts who are knowledgeable of the workflow and data requirements for Customer hardware and software components with which the Custom Interface will interact;
- Provide or have available all necessary information during the workshop to facilitate the creation of the ICD;
- Promptly review all draft ICD submissions and provide comments, questions, or approval within ten (10) Business Days of receipt; and
- Agree to and sign the ICD before any development work can begin. Failure to approve in a timely manner may impact Project Schedule and incur additional cost.

Task Acceptance Criteria

This Task is complete upon completion of the ICD and execution of the ICD by both Hexagon and the Customer.

2. Custom Interface Development

Task Description

During this Task, Hexagon will develop the Custom Interface based upon the ICD that was created from the Custom Interface Requirements Gathering Task.

Task Deliverables

- Custom Interface documentation

Task Prerequisites

- Custom Interface ICD have been executed by each Party.

Task Assumptions

- Any changes to a third-party interface developed by Hexagon that will alter the agreed-upon ICD will have to be reflected in a mutually executed document, which may include a Change Order.
- Development of the Custom Interface shall not commence until the signed/approved ICD is returned to Hexagon. Failure to approve in a timely manner may impact project schedule and incur additional cost.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Develop the Custom Interface based upon the ICD.

Customer Team Participation and Responsibilities

Customer shall:

- Ensure SMEs are available as needed; and
- Obtain third-party cooperation as reasonably requested by Hexagon.

Task Acceptance Criteria

This Task is complete when the Custom Interface is developed.

3. Custom Interface Product Installation and Configuration

Task Description

During this Task, Hexagon will install, configure, and test the Custom Interface in the Customer On-premise Test Environment.

Task Deliverables

- Documentation of Custom Interfaces installation/testing

Task Prerequisites

- Operation or availability of the external system or Third-Party Software.
- Custom Interface Development Task is complete.

Task Assumptions

- This interface is installed on-premise.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Install Custom Interface in the Customer Test Environment;
- Test Custom Interface in accordance with the approved ICD; and
- Promote to the Customer Production Environment.

Customer Team Participation and Responsibilities

Customer shall:

- Ensure SMEs are available to support Hexagon Activities as needed;
- Provide availability and confirm operation of external systems or third-party software;
- Provide the following information to Hexagon:
    - IP address for remote databases
    - Socket value for remote systems
    - Operator IDs (ORIs), terminal mnemonics, etc., as needed by remote systems
- Ensure the system and network administrators are available to work closely with the Hexagon team for the duration of the Task;
- Customer will be allowed up to 10 business days to test the Interface before being pushed into the Cloud production Environment; and
- Ensure third-party cooperation with Hexagon's reasonable requests.

Task Acceptance Criteria

This Task is complete when the Custom Interface is installed in the Production Environment and configured in accordance with the applicable ICD.

BILL OF MATERIALS	
Qty	**Application Name**
1	CAD Query Interface to First Due

Attachment B – Payment Schedule

PAYMENT MILESTONE	PAYMENT
Upon Completion of Task 3: Custom Interface Product Installation and Configuration Task	**100%**

The total for the Payment Milestone payment is $30,617.

EXHIBIT A-4

STATEMENT OF WORK FOR RESIDENT SYSTEM ADMINISTRATOR

Arlington County, Virginia
Statement of Work
for
Resident System Administrator Services

May 20, 2024

Table of Contents

Purpose

The SOW, constituting Order 6, describes the scope for Resident System Administrator (RSA) services.

Except as otherwise defined below, capitalized terms shall have the same meaning as provided in the Master Agreement to which this SOW is attached as Order 6.

As part of the Master Agreement and commencing at Cloud Cutover (see Order 2), Hexagon shall assign a full-time, on-site Resident System Administrator (RSA) to provide the services as described herein. The term of this Order is for five (5) years.

RSA Description

"Working Hours"

RSA services will be provided to the Customer during the normal day shift hours of operation, Monday through Friday, excluding Hexagon-Observed Holidays and mutually agreed upon vacation periods, for a total of forty (40) hours per week. Occasionally work may need to be conducted on weekends (e.g., system maintenance); if work over the weekend is needed, the time must be scheduled in advance.

In the event an RSA is out more than a total of two (2) continuous weeks (14 consecutive calendar days) and not more than three (3) weeks per calendar year, Hexagon will provide a replacement for the period beyond the two (2) weeks, which may be remote. During the initial 2-week period, the RSA(s) that are not taking time off will continue to provide support consistent with the scope herein as appropriate; however, the Customer's administration staff may be required to fill in, using telephone software support from Hexagon's Customer Care Center to support the system

In addition, the RSAs should be allowed an additional two (2) weeks off for training in Huntsville; the training period shall be taken during non-critical operational periods mutually agreed upon with the Customer Administrative staff and does not have to be a consecutive two (2) week period.

Normal sick leave should be anticipated. Should sickness, accidents or other unforeseen situations arise on-site staff shall back fill for the initial two (2) week period of disability. For any disability that exceeds a two (2) week period, Hexagon will provide a replacement for the period beyond the two (2) weeks, which may be remote. The Customer's training, administration and supervisory staff are generally expected to be the first level support for non-critical user questions and operational or workflow guidance. While the RSA is a systems person and not an up-front trainer for operational issues or workflows, they on occasion may be requested to assist Customer staff as needed with clarification for training materials.

The Customer shall contact the Customer Care Center during a period when the RSA is not available or during after-hours for critical support issues. A critical issue is defined as loss of major functionality in use on the system for which there is no known work-around.

Tracking and Working System Issues

The RSA will provide services for five (5) years starting at Cloud Cutover. Following the Post-Cutover Support period, the RSA will be the initial technical points of contact for logging and resolving Dispatch Cloud Program issues (for clarification the Hexagon Project Manager will remain the point of contact for Project related issues). The RSA will log all the items that they are notified of or work on into the Hexagon CRM system (except for general questions and change requests) to ensure these are tracked and have visibility. As a note, the RSA is not a GIS specialist or intended to provide GIS support.

During out-of-office hours (described under "Working Hours," above) and when the RSA is not on site, a designated Customer representative(s) will contact the Hexagon Customer Support Center (Help Desk) for Level One and Level Two Errors. Ordinarily, the RSA is not available for on-call services outside of

their defined Working Hours; however, in extreme circumstances of global Dispatch Cloud Program issues, and when the RSA is available in the area, they may be called out by the Hexagon Help Desk to assist on-site. Occasionally work may need to be conducted on weekends (e.g., system maintenance); if work over the weekend is needed, the time must be scheduled in advance. Any time worked over weekends would result in fewer hours worked later that week.

VPN Access to Hexagon

The Customer shall provide internet access to the RSA such that the RSA may VPN into Hexagon's systems for access to the CRM tool and other internal Hexagon sites such as Travel and Technical Documentation. Arrangements will be made to enable the Hexagon RSA to have VPN access from their Hexagon laptop to Hexagon systems. This VPN will not be accessible from any of the Customer's servers or workstations.

Administrator Access to Hexagon Servers and Workstations

This access will be required as part of the RSA's System and database administration and trouble-shooting responsibilities. Access into the Customer's System is strictly controlled and adherence to security procedures will be required.

Report Writing

The RSA may be requested by the Customer to create, or to assist the Customer's staff in creating, custom reports for the System. Any report writing done will take place on the Customer site as part of their defined Working Hours. It should be noted that any extensive report writing could take time and attention away from the RSA's defined duties of administering and maintaining the system.

Site-Specific OnCall Dispatch and Mobile Responsibilities and Scope

The RSA will work with the Customer's system administration staff to manage and work with the Hexagon System as directed by the Customer. The RSA provides the primary point of contact for all configuration and general support issues for all installed Hexagon Software. The RSA's primary focus shall be the OnCall applications and interfaces. The RSA will work their defined Working Hours on the following, as directed by the Customer:

System Administration

- Provide general Hexagon System administration duties;
- Perform Hexagon OnCall Dispatch and Mobile Unit configuration;
- Develop and maintain Hexagon System Support procedures as needed;
- Perform initial diagnostics for failures and Errors, identifying hardware or software problems;
- Change, customize and manage user configurable forms for the OnCall Dispatch and Mobile software (where possible);
- Monitor Hexagon System loading and provide guidance on efficient use of equipment and software;
- Assist Customer training staff in development of workflows, operating procedures to improve dispatcher efficiency, deploy new functionality, and assist Customer training staff in limited and technically focused overviews;
- Administer user accounts and passwords as directed by the Customer's system administrator;
- Aid in installation of Hexagon Local Software upgrades (software supplied under separate Software Maintenance Agreements). Hexagon can also provide quotes for these services as needed;

- Train the Customer's technical staff for backup Hexagon System Administration duties via hands-on, daily work apprenticeships;
- Document any system anomalies in Hexagon's CRM tool and for inclusion into periodic site reports as requested;
- Support the Customer in OnCall application update testing;
- Lead activities for the deployment of updated Hexagon software;
- Provide complex issue troubleshooting and resolution;
- Travel within Arlington County within their scope of duties;
- Provide support for the entire suite of Hexagon-provided products;
- Deploy OnCall Mobile Unit to mobile data terminals;
- Deploy OnCall Mobile Responder to smart devices; and
- Deploy OnCall Dispatch | Advantage to workstations.

Liaison with Hexagon Huntsville

- Manage the Dispatch Cloud Program problems with immediate communications to Hexagon headquarters and access to internal developers, systems engineers and hardware professionals;
- Provide the interface to the Hexagon product development process to promote future software features to enhance site operations; and
- Provide the interface with Hexagon second-level engineers and software Implementation Engineers to expedite on-site support and answer complex system questions or configuration issues.

RSA services are limited to support for specific products furnished by Hexagon and functioning on the appropriate Hexagon supported hardware.

The RSA may perform other duties related to the administration of the Dispatch Cloud Program as requested by the Customer, and agreed upon by Hexagon, within the limits of time and responsibilities for one employee.

Excluded Services

Hexagon RSAs are not responsible for:

- Management or maintenance of the Customer's network, including Active Directory, although the RSA may assist qualified staff with any software or hardware problem as time permits;
- Furnishing operating supplies or accessories; painting or refinishing the hardware or furnishing materials for this purpose, electrical work external to the Hexagon-furnished machines; or maintenance of other devices or software not furnished by Hexagon;
- Software development;
- General data entry, although assistance with bulk-loading of data using Hexagon tools may be supplied;
- Map data editing, or the map maintenance process; and
- On-call services (except as denoted above).

Customer Responsibilities

During the term of performance of the RSA under this Order, the Customer shall:

- Provide a clean, professional, business type atmosphere for the RSA to work with appropriate work accommodations and office equipment and furniture;
- Provide free access to telephone equipment and long distance when used strictly for purposes of calling for additional support or information in resolution of a Customer problem or condition;
- Provide high speed internet access from a local fixed machine on the LAN to be used to access Hexagon's VPN and Customer Care Center for support coordination purposes;
- Provide an administration type desktop workstation on the system being supported for administrative type duties, licensed with the appropriate software; and
- For any remote support required and approved by the Customer, provide the necessary privileges for Hexagon to access and conduct work on the appropriate systems.

Attachment B – Payment Schedule

The annual fee for RSA Services shall be due and payable as provided below. The first day the RSA provides services to Customer ("RSA Start Date") shall mark the beginning of the five-year term of this Order. Anniversaries shall be measured from the RSA Start Date.

PAYMENT MILESTONE	PAYMENT
Upon the RSA Start Date (Year 1)	$337,365
Upon the First Anniversary of the RSA Start Date (Year 2)	$364,354
Upon the Second Anniversary of the RSA Start Date (Year 3)	$393,503
Upon the Third Anniversary of the RSA Start Date (Year 4)	$424,983
Upon the Fourth Anniversary of the RSA Start Date (Year 5)	$458,981

EXHIBIT B

CONTRACT PRICING

Exhibit B

Pricing Document for Arlington, VA

May 20, 2024

Exhibit B
Master Pricing Document

HxGN OnCall Dispatch Cloud Program Fees	Total
Cloud Program Fee (Order 1)	
Year 1 Cloud Program Fee (Due at OnCall Dispatch IOC Completion)	$706,396.00
Implementation (Order 2)	
Services	$1,653,730.00
Interfaces	$268,111.00
CommSys	$98,344.00
30 Day Reliability Period	$41,515.00
Order 2 Subtotal	**$2,061,700.00**
HxGN Connect Cloud Program Fee (Order 3)	
Year 1 Cloud Program Fee (Due at HxGN Connect IOC Completion)	$153,278.00
HxGN Connect Implementation (Order 4)	
Services	$71,330.00
Interfaces	$89,949.00
Order 4 Subtotal	**$161,279.00**
First Due Interface (Order 5)	
Development and Implementation	$27,244.00
Resident System Administrator (Order 6)	
Resident System Administrator	$337,365.00
Project Subtotal	**$3,447,262.00**
OnCall Dispatch Extended Warranty/Maintenance (included in Order 2 Milestones)	$52,290.00
HxGN Connect Interface Extended Warranty/Maintenance (included in Order 4 Milestones)	$10,018.00
First Due Interface Extended Warranty/Maintenance (included in Order 5 Milestones)	$3,373.00
Total Implementation Costs	**$3,512,943.00**
Recurring Fees	
Year 2 OnCall Cloud Program Fee (Order 1)	$741,716.00
Year 2 OnCall Dispatch Maintenance (Order 2)	$54,905.00
Year 2 HxGN Connect Cloud Program Fee (Order 3)	$160,942.00
Year 2 HxGN Connect Interface Maintenance (Order 4)	$10,519.00

Year 2 First Due Interface Maintenance (Order 5)	$3,541.00
Year 2 Recurring RSA Fee (Order 6)	$364,354.00
Year 3 OnCall Cloud Program Fee (Order 1)	$778,801.00
Year 3 OnCall Dispatch Maintenance (Order 2)	$57,650.00
Year 3 HxGN Connect Cloud Program Fee (Order 3)	$168,989.00
Year 3 HxGN Connect Interface Maintenance (Order 4)	$11,045.00
Year 3 First Due Interface Maintenance (Order 5)	$3,719.00
Year 3 Recurring RSA Fee (Order 6)	$393,503.00
Year 4 OnCall Cloud Program Fee (Order 1)	$817,741.00
Year 4 OnCall Dispatch Maintenance (Order 2)	$60,532.00
Year 4 HxGN Connect Cloud Program Fee (Order 3)	$177,439.00
Year 4 HxGN Connect Interface Maintenance (Order 4)	$11,597.00
Year 4 First Due Interface Maintenance (Order 5)	$3,904.00
Year 4 Recurring RSA Fee (Order 6)	$424,983.00
Year 5 OnCall Cloud Program Fee (Order 1)	$858,629.00
Year 5 OnCall Dispatch Maintenance (Order 2)	$63,559.00
Year 5 HxGN Connect Cloud Program Fee (Order 3)	$186,311.00
Year 5 HxGN Connect Interface Maintenance (Order 4)	$12,177.00
Year 5 First Due Interface Maintenance (Order 5)	$4,100.00
Year 5 Recurring RSA Fee (Order 6)	$458,981.00
Options	
Deccan LiveMUM Interface – Year 1 Subscription	$3,807

Pricing Assumptions

- The offers presented in Orders 1-6 are valid until 5/30/24.
- This pricing assumes production, development, and staging environments. Users can train on the staging environment unless an upgrade is being performed in that particular environment.
- Project Services included in this response are inclusive of project management, implementation, train-the-trainer training services, train-the-user training services and related travel.
- Hexagon is providing a fixed firm price for the proposed contract and thus does not provide individual labor categories and rates. If additional services are needed, Hexagon can provide an additional quote at the time of the request.

- Please see the Bill of Materials in applicable Order Documents for the full list of Cloud Program Applications and Software and quantities included in the applicable Order.
- On-premise server hardware and MS Server licenses provided above are included for on-premise interfaces only. Hexagon's OnCall application software is hosted in MS Azure Gov Cloud and does not require any additional server hardware or MS Server licenses.
- Third-party hardware procured by Hexagon is provided with Mission Critical, 7x24, 4 hour response support for a 5 year Pre-Paid period as a pass-thru warranty from the original manufacturer. The warranty for third party hardware commences on the date the hardware is shipped to the Customer.
- Year 1 Cloud Program Fee is due at IOC Completion of the applicable Cloud Program (see Orders 1 and 3). Year 2 Cloud Term is due 12 months after IOC Completion of the applicable Cloud Program, if purchased.
- Extended Warranty/Maintenance is due at Cutover of the applicable project (see Orders 2, 4, and 5). Year 2 Annual Maintenance is due12 months after Cutover, if purchased.
- Year 1 of the RSA fee is due at the commencement of RSA services. Year 2 of the RSA fee is due 12 months after the commencement of RSA services, if purchased.
- The “Years” denoted in the Recurring Fees section may be at different times and are dependent upon the parameters regarding commencement of Year 1 for the Cloud Programs, Services, and Maintenance Services.
- The Optional Deccan LiveMUM Interface pricing is valid for up to 6 months after contract signing,

EXHIBIT C

BUSINESS ASSOCIATE AGREEMENT

This Business Associate Agreement is hereby entered into between Intergraph Corporation, by and through its Hexagon Safety, Infrastructure & Geospatial division (hereafter referred to as "Business Associate"), and the County Board of Arlington County, Virginia (hereafter referred to as "Covered Entity" or "County") (collectively "the parties") and is hereby made a part of any Underlying Agreement for goods or services entered into between the parties.

Recitals

The County provides services to its residents and employees which may cause it or others under its direction or control to serve as covered entities for purposes of the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

The County, in its capacity as a covered entity, may provide Business Associate with certain information that may include Protected Health Information (PHI), so that Business Associate may perform its responsibilities pursuant to its Underlying Agreement(s) with and on behalf of County.

Covered Entity and Business Associate intend to protect the privacy of PHI and provide for the security of any electronic PHI received by Business Associate from Covered Entity, or created or received by Business Associate on behalf of Covered Entity in compliance with HIPAA; in compliance with regulations promulgated pursuant to HIPAA, at 45 CFR Parts 160 and Part 164; and in compliance with applicable provisions of the Health Information Technology for Economic and Clinical Health Act, as incorporated in the American Recovery and Reinvestment Act of 2009 (the "HITECH Act") and any applicable regulations and/or guidance issued by the U.S. Department of Health and Human Services ("DHHS") with respect to the HITECH Act (collectively "federal law").

WHEREAS, federal law and the specific regulations promulgated pursuant to HIPAA at 45 CFR § 164.314, 45 CFR § 164-502(e) and 45 CFR § 164.504(e) require a Covered Entity to enter into written agreements with all Business Associates (hereinafter "Business Associate Agreement");

WHEREAS, the parties desire to comply with HIPAA and desire to secure and protect such PHI from unauthorized disclosure;

THEREFORE, **Business Associate** and **Covered Entity,** intending to be legally bound**,** agree as follows. The obligations, responsibilities and definitions may be changed from time to time as determined by federal law and such changes are incorporated herein as if set forth in full text:

1) Definitions

The capitalized terms used in this Business Associate Agreement shall have the meaning set out below:

a) **Accounting**. "Accounting" means a record of disclosures of protected health information made by the Business Associate.

b) **Breach.** "Breach" means the acquisition, access, use, or disclosure of protected health information in a manner not permitted by this Business Associate Agreement and/or by HIPAA, which compromises the security or privacy of the protected health information. For purposes of this Business Associate Agreement, any unauthorized acquisition, access, use, or disclosure of protected health information shall be presumed to be a breach.

c) **Business Associate**. "Business Associate" means a person who creates, receives, maintains, or transmits protected health information on behalf of a Covered Entity to accomplish a task regulated by HIPAA and not as a member of the Covered Entity's workforce. A Business Associate shall include, but is not limited to, a non-workforce person/entity who performs data processing/analysis/transmission, billing, benefit management, quality assurance, legal, actuarial, accounting, administrative and/or financial services on behalf of the Covered Entity involving protected health information. A Business Associate also includes a subcontractor.

d) **Covered Entity**. "Covered Entity" means a health plan, a health care clearinghouse, and/or a health care provider who transmits any health information in electronic form in connection with an activity regulated by HIPAA.

e) **Data Aggregation**. "Data Aggregation" means, with respect to PHI created or received by Business Associate in its capacity as the Business Associate of Covered Entity, the combining of such PHI by the Business Associate with the PHI received by the Business Associate in its capacity as a Business Associate of another covered entity, to permit data analyses that relate to the health care operations of the respective covered entities.

f) **Designated Record Set.** "Designated Record Set" means all records, including medical, enrollment, billing, payment, claims, and/or case management maintained by and/or for a Covered Entity.

g) **Discovery**. "Discovery" shall mean the first day an unauthorized use or disclosure is known or reasonably should have been known by Business Associate, including when it is or should have been known by any person other than the person who engaged in the unauthorized use/disclosure who is an employee, officer, or agent of Business Associate.

h) **Electronic Protected Health Information**. "Electronic Protected Health Information" means individually identifiable health information that is transmitted by or maintained in electronic media.

i) **HIPAA.** "HIPAA" means the Health Insurance Portability and Accountability Act of 1996 as in effect and/or as amended.

j) **HITECH Act**. "HITECH Act" means the portions of the Health Information Technology for Economic and Clinical Health Act which serve as amendments to HIPAA. HITECH is included within the definition of HIPAA unless stated separately.

k) **Individual.** "Individual" means the person who is the subject of protected health information and/or a person who would qualify as a personal representative of the person who is the subject of protected health information.

l) **Protected Health Information.** "Protected Health Information" or "PHI" means individually identifiable health information transmitted and/or maintained in any form that is provided by the Covered Entity and within the custody of Business Associate.

m) **Remuneration**. "Remuneration" means direct or indirect payment from or on behalf of a third party.

n) **Required By Law.** "Required By Law" means an activity which Business Associate is required to do or perform based on the provisions of state and/or federal law.

o) **Secretary.** "Secretary" means the Secretary of the Department of Health and Human Services or the Secretary's designee.

p) **Security Incident.** "Security Incident" means the attempted or successful unauthorized access, use, disclosure, modification, or destruction of information or interference with the system operations in an information system.

q) **Underlying Agreement**. "Underlying Agreement" means the County contract for goods or services made through the County's procurement office which the parties have entered into and which the County has determined requires the execution of this Business Associate Agreement.

r) **Unsecured Protected Health Information**. "Unsecured Protected Health Information" means protected health information that is not rendered unusable, unreadable, or indecipherable to unauthorized persons through the use of a technology or methodology approved by the Secretary.

2) Obligations and Activities of Business Associate

a) Business Associate acknowledges and agrees that it is obligated by law (or upon the effective date of any portion thereof shall be obligated) to meet the applicable provisions of HIPAA and such provisions are incorporated herein and made a part of this Business Associate Agreement. Covered Entity and Business Associate agree that regulations and/or guidance issued by DHHS with respect to HIPAA that relate to the obligations of business associates shall be deemed incorporated into and made a part of this Business Associate Agreement.

b) In accordance with 45 CFR §164.502(a)(3), Business Associate agrees not to use or disclose PHI other than as permitted or required by this Business Associate Agreement or as Required by Law. Moreover, the Parties acknowledge the County is a data controller as it pertains to PHI and Hexagon is a data processor and that each party's responsibilities obligations shall be considered in that framework notwithstanding any term or provision that would conflict with such roles.

c) Business Associate agrees to develop, implement, maintain and use appropriate administrative, technical, and physical safeguards that reasonably prevent the use or disclosure of PHI provided to it as part of its data processing efforts other than as provided for by this Business Associate Agreement, in accordance with 45 CFR §§164.306, 310 and 312. Business Associate agrees to develop, implement, maintain and use administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of Electronic PHI, in accordance with 45 CFR §§164.306, 308, 310, and 312. In accordance with 45 CFR §164.316, Business Associate shall also develop and implement policies and procedures and meet the documentation requirements as and at such time as may be required by HIPAA.

d) Business Associate agrees to mitigate, to the extent practicable, any harmful effect that is known to Business Associate, of a use or disclosure of PHI by Business Associate in violation of the requirements of this Business Associate Agreement.

e) In accordance with 45 CFR §§164.308, 314 and 502, Business Associate will ensure that any workforce member or agent, including a vendor or subcontractor, whom Business Associate engages to create, receive, maintain, or transmit PHI on Business Associate's behalf, agrees to the same restrictions and conditions that apply through this Business Associate Agreement to Business Associate with respect to such information, including minimum necessary limitations. Business Associate will ensure that any workforce member or agent, including a vendor or subcontractor, whom Business Associate engages to create, receive, maintain, or transmit PHI on Business Associate's behalf, agrees to implement reasonable and appropriate safeguards to ensure the confidentiality, integrity, and availability of the PHI.

f) At the written request of Covered Entity, (or if so directed by Covered Entity, at the written request of an Individual), Business Associate agrees to make any amendment to PHI in a Designated Record Set, in a time and manner that is sufficient to meet the requirements of 45 CFR § 164.526.

g) In accordance with 45 CFR §164.504(e)(2), Business Associate agrees to make its internal practices, books, and records, including policies and procedures, and any PHI, relating to the use and disclosure of PHI, available to Covered Entity or to the Secretary for purposes of determining compliance with applicable law. To the extent permitted by law, said disclosures shall be held in strictest confidence by the Covered Entity. Business Associate will provide such access in a time and manner that is sufficient to meet any applicable requirements of applicable law. In no event shall Covered Entity expect or require Business Associate to "use" the PHI in light of the scope of its work for Covered Entity.

h) Through the OnCall Dispatch Cloud Program Business Associate agrees to make available to Covered Entity the ability to document and maintain a record of disclosures of PHI and information related to such disclosures, including the date, recipient and purpose of such disclosures, in a manner that is sufficient for Covered Entity to respond to a request by an Individual for an Accounting of disclosures of PHI and in accordance with 45 CFR § 164.528. Subject to its limited role in storing and processing PHI that is available only to Covered Entity, Business Associate further shall provide any additional information where required by HIPAA and any implementing regulations. Unless otherwise provided under HIPAA, Business Associate will make available within the OnCall Dispatch Cloud Program functionality allowing for Covered Entity

to maintain the Accounting with respect to each disclosure for at least six years following the date of the disclosure or the end of the C loud Program Term, whichever is earlier.

i) In accordance with 45 CFR §164.502(b), Business Associate shall only use and store PHI in accordance with the limited scopes set forth in Exhibit A. Business Associate may not disclose PHI unless expressly directed by the Covered Entity.

j) In accordance with 45 CFR §502(a)(5), Business Associate shall not directly or indirectly receive remuneration in exchange for any PHI of an Individual, except with the express written pre-approval of Covered Entity.

k) To the extent Business Associate is to carry out one or more obligation(s) of the Covered Entity's under Subpart E of 45 CFR Part 164, Business Associate shall comply with the requirements of Subpart E that apply to the Covered Entity in the performance of such obligation(s).

l) In accordance with 45 CFR §164.314(a)(1)(i)(C), Business Associate agrees to promptly report to Covered Entity any Security Incident of which Business Associate becomes aware.

m) In accordance with 45 CFR §164.410 and the provisions of this Business Associate Agreement, Business Associate will report to Covered Entity, following Discovery and without unreasonable delay, but in no event later than five business days following Discovery, any Breach of Unsecured Protected Health Information. Business Associate shall cooperate with Covered Entity in investigating the Breach and in meeting Covered Entity's obligations under HIPAA and any other applicable security breach notification laws, including, but not limited to, providing Covered Entity with such information in addition to Business Associate's report as Covered Entity may reasonably request, e.g., for purposes of Covered Entity making an assessment as to whether/what Breach Notification is required.

Business Associate's report under this subsection shall, to the extent available at the time the initial report is required, or as promptly thereafter as such information becomes available but no later than 30 days from discovery, include:

1. The identification (if known) of each Individual whose Unsecured Protected Health Information has been, or is reasonably believed by Business Associate to have been, accessed, acquired, or disclosed during such Breach;

2. A description of the nature of the unauthorized acquisition, access, use, or disclosure, including the date of the Breach and the date of discovery of the Breach;

3. A description of the type of Unsecured PHI acquired, accessed, used or disclosed in the Breach (e.g., full name, Social Security number, date of birth, etc.);

4. The identity of the individual(s) who made and who received the unauthorized acquisition, access, use or disclosure;

5. A description of what Business Associate is doing to investigate the Breach, to mitigate losses, and to protect against any further breaches; and

6. Contact information for Business Associate's representatives knowledgeable about the Breach.

n) Business Associate shall maintain for a period of six years all information required to be reported under paragraph "o". This records retention requirement does not in any manner change the obligation to timely disclose all required information relating to a non-permitted acquisition, access, use or disclosure of Protected Health Information to the County Privacy Officer and the County Project Officer or designee five business days following Discovery.

3) Permitted Uses and Disclosures by Business Associate

Except as otherwise limited in this Business Associate Agreement, Business Associate may use or disclose PHI, consistent with HIPAA, as follows:

a) Business Associate may use or disclose PHI as necessary to perform functions, activities, or services to or on behalf of Covered Entity under any service agreement(s) with Covered Entity, including Data Aggregation services related to the health care operations of Covered Entity, if called for in the Underlying Agreement, if Business Associate's use or disclosure of PHI would not violate HIPAA if done by Covered Entity.

b) Business Associate may use PHI for the proper management and administration of Business Associate or to carry out the legal responsibilities of Business Associate.

c) Business Associate may disclose PHI for the proper management and administration of Business Associate if:

1. Disclosure is Required by Law;

2. Business Associate obtains reasonable assurances from the person to whom the PHI is disclosed that the PHI will remain confidential, and will be used or further disclosed only as Required By Law or for the purpose for which it was disclosed, and the person agrees to promptly notify Business Associate of any known breaches of the PHI's confidentiality; or

3. Disclosure is pursuant to an order of a Court or Agency having jurisdiction over said information.

d) Business Associate may use PHI to report violations of law to appropriate Federal and State authorities, consistent with 45 CFR § 164.502(j)(1).

4) Obligations of Covered Entity

a) Covered Entity will notify Business Associate of any limitations on uses or disclosures described in its Notice of Privacy Practices (NOPP).

b) Covered Entity will notify Business Associate of any changes in, or revocation of, permission by an Individual to use or disclose PHI, to the extent that such changes or revocation may affect Business Associate's use or disclosure of PHI.

c) Covered Entity will notify Business Associate of any restriction of the use or disclosure of PHI, to the extent that such restriction may affect Business Associate's use or disclosure of PHI.

d) Covered Entity will notify Business Associate of any alternative means or locations for receipt of communications by an Individual which must be accommodated or permitted by Covered Entity, to the extent that such alternative means or locations may affect Business Associate's use or disclosure of PHI.

e) Except as otherwise provided in this Business Associate Agreement, Covered Entity will not ask Business Associate to use or disclose PHI in any manner that would not be permissible under HIPAA if such use and/or disclosure was made by Covered Entity.

5) Term, Termination and Breach

a) This Business Associate Agreement is effective when fully executed and will terminate when all of the PHI provided by Covered Entity to Business Associate, or created or received by Business Associate on behalf of Covered Entity, is destroyed or returned to Covered Entity, including any material provided to subcontractors. If it is infeasible to return or destroy all PHI, protections are extended to such information, in accordance with the Section 5(c) and 5(d) below.

b) Upon a Party's determination that the other has committed a violation or material breach of this Business Associate Agreement, the Party claiming the violation may exercise remedies provided in Dispute Resolution and/or Termination for Default sections of the Party's main Agreement.

c) Except as provided in Section 5(d) upon termination of this Business Associate Agreement for any reason, Business Associate will return or destroy, at the discretion of Covered Entity, all PHI received from Covered Entity or created or received by Business Associate on behalf of Covered Entity. This provision will also apply to PHI that is in the possession of workforce members, subcontractors, or agents of Business Associate. Neither Business Associate**,** nor any workforce member, subcontractor, or agent of Business Associate**,** will retain copies of the PHI.

d) If Business Associate determines that returning or destroying all or part of the PHI received or created by and/or on behalf of Covered Entity is not feasible, Business Associate will notify Covered Entity of the circumstances making return or destruction infeasible. If Covered Entity agrees that return or destruction is infeasible, then Business Associate will extend the protections of this Business Associate Agreement to such PHI and limit further uses and disclosures of such PHI to those purposes that make the return or destruction infeasible, for so long as Business Associate maintains such PHI. Business Associate further agrees to retain the minimum necessary PHI to accomplish those tasks/responsibilities which make return and/or destruction infeasible.

6) Miscellaneous

a) Covered Entity and Business Associate agree to take any action necessary to amend this Business Associate Agreement from time to time as may be necessary for Covered Entity or Business Associate to comply with the requirements of HIPAA, and/or any other implementing regulations or guidance.

b) Notwithstanding the expiration or termination of this Business Associate Agreement or any Underlying Agreement, it is acknowledged and agreed that those rights and obligations of Business Associate which by their nature are intended to survive such expiration or termination shall survive, including, but not limited to, Sections 5(d) and 5(e) herein.

c) Notices and requests provided for under this Business Associate Agreement will be made in writing to Covered Entity, delivered by hand-delivery, overnight mail or first class mail, postage prepaid at:

(1) Marcy Foster,
Arlington County Privacy Officer
2100 Clarendon Blvd., Suite 511
Arlington, Virginia 22201

(2) MinhChau Corr
County Attorney
2100 Clarendon Blvd., Suite 511
Arlington, Virginia 22201

(3) County Project Officer
Grace Reyes
1425 Courthouse Road, 7th Floor
Arlington, Virginia 22201

Notice and requests provided for under this Business Associate Agreement will be made in writing in the manner described above to Business Associate at:

Intergraph Corporation
Attn: SIG Legal Department
305 Intergraph Way
Madison, Alabama 35758

d) Covered Entity will have the right to inspect any records of Business Associate or to audit Business Associate to determine whether Business Associate is in compliance with the terms of this Business Associate Agreement. However, this provision does not create any obligation on the part of Covered Entity to conduct any inspection or audit.

e) Nothing in this Business Associate Agreement shall be construed to create a partnership, joint venture, or other joint business relationship between the parties or any of their affiliates, or a relationship of employer and employee between the parties. Rather, it is the intention of the parties that Business Associate shall be an independent contractor.

f) Nothing in this Business Associate Agreement provides or is intended to provide any benefit to any third party.

g) The Business Associate will indemnify and hold harmless Arlington County, its elected officials, officers, directors, employees and/or agents from and against any employee, federal administrative action or third party claim or liability, including attorneys' fees and costs, arising

out of or in connection with the Business Associate's violation (or alleged violation) and/or any violation and/or alleged violation by Business Associate's workforce, agent/s, or subcontractor/s of the terms of this Business Associate Agreement, federal law, HIPAA, the HITECH Act, and/or other implementing regulations or guidance or any associated audit or investigation.

The obligation to provide indemnification under this Business Associate Agreement shall be contingent upon Section 21A Indemnification Provisions of the Underlying Agreement.

This indemnification shall survive the expiration or termination of this Business Associate Agreement or the Underlying Agreement.

h) Any ambiguity in this Business Associate Agreement shall be resolved to permit the parties to comply with HIPAA, its implementing regulations, and associated guidance. The sections, paragraphs, sentences, clauses and phrases of this Business Associate agreement are severable. If any phrase, clause, sentence, paragraph or section of this Business Associate Agreement is declared invalid by a court of competent jurisdiction, such invalidity shall not affect any of the remaining phrases, clauses, sentences and sections of this Business Associate Agreement.

i) If any dispute or claim arises between the parties with respect to this Business Associate Agreement, the parties will make a good faith effort to resolve such matters informally, it being the intention of the parties to reasonably cooperate with each other in the performance of the obligations set forth in this Business Associate Agreement. The Dispute Resolution clause of the Underlying Agreement ultimately governs if good faith efforts are unsuccessful.

j) A waiver with respect to one event shall not be construed as continuing, or as a bar to or waiver of any other right or remedy as to any subsequent events.

k) Neither party may assign any of its rights or obligations under this Business Associate Agreement without the prior written consent of the other party.

l) This Business Associate Agreement and the rights and obligations of the parties hereunder shall be construed, interpreted, and enforced with, and shall be governed by, the laws of the Commonwealth of Virginia and the United States of America.

m) This Business Associate Agreement shall remain in effect for the duration of the Underlying Agreement between the parties, any renewals, extension or continuations thereof, and until such time as all PHI in the possession or control of the Business Associate has been returned to the Covered Entity and/or destroyed. If such return or destruction is not feasible, the Business Associate shall use such PHI only for such limited purposes that make such return or destruction not feasible and the provision of this Business Associate Agreement shall survive with respect to such PHI.

n) The Business Associate shall be deemed to be in violation of this Business Associate Agreement if it knew of, or with the exercise of reasonable diligence or oversight should have known of, a pattern of activity or practice of any subcontractor, subsidiary, affiliate, agent or workforce member that constitutes a material violation of that entity's obligations in regard to PHI unless the Business Associate took prompt and reasonable steps to cure the breach or end the violation,

as applicable, and if such steps were unsuccessful, terminated the contract or arrangement with such entity, if feasible.

o) Upon the enactment of any law or regulation affecting the use or disclosure of PHI, or any change in applicable federal law including revisions to HIPAA; upon publication of any decision of a court of the United States or of the Commonwealth of Virginia, relating to PHI or applicable federal law; upon the publication of any interpretive policy or opinion of any governmental agency charged with the enforcement of PHI disclosures or applicable federal law, the County reserves the right, upon written notice to the Business Associate, to amend this Business Associate Agreement as the County determines is necessary to comply with such change, law or regulation. If the Business Associate disagrees with any such amendment, it shall so notify the County in writing within thirty (30) days of the County's notice. In case of disagreement, the parties agree to negotiate in good faith the appropriate amendment(s) to give effect to such revised obligation.

p) The County makes no warranty or representation that compliance by the Business Associate with this Business Associate Agreement, HIPAA, the HITECH Act, federal law or the regulations promulgated thereunder will be adequate or satisfactory for the Business Associate's own purposes or to ensure its compliance with the above. The Business Associate is solely responsible for all decisions made by it, its workforce members, agents, employees, subsidiaries and subcontractors regarding the safeguarding of PHI and compliance with federal law.

q) The Business Associate agrees that its workforce members, agents, employees, subsidiaries and subcontractors shall be bound by the confidentiality requirements herein and the provisions of this Business Associate Agreement shall be incorporated into any training or contracts with the same.

r) This Business Associate Agreement may be executed in one or more counterparts, each of which shall be deemed an original, but all of which together shall constitute one and the same document.

s) This Business Associate Agreement shall replace and supersede any prior Business Associate Agreement entered between the parties.

IN WITNESS WHEREOF, each party hereto has executed this Business Associate Agreement in duplicate originals on the date below written:

Arlington County, Virginia		**Business Associate**	
By:	Marcy Foster (Signature)	By:	Victor Vasile (Signature)
Name:	Marcy Foster	Name:	victor vasile
Title:	County Privacy Officer	Title:	Regional Counsel
Date:	6/4/2024	Date:	6/4/2024

EXHIBIT D

CONTRACTOR PERFORMANCE EVALUATION FORM

ARLINGTON COUNTY GOVERNMENT

Contractor Performance Evaluation Form

Contractor Name:_____ Contract No.: _____

Date:_____ Project/Contract Name: _____

Interim Evaluation____ Final Evaluation _____

Scope of Work/Services Provided:

_____

_____

_____

_____

_____

Contract Start Date: _____/_____/____ Contract End Date: ___/____/____ Actual Completion Date: ___/___/_____

Please rate the effectiveness of the Contractor's performance on the Contract/Project across the following dimensions:

Evaluation Criteria: Unacceptable Poor Satisfactory Excellent

Written comments to explain assigned ratings are required for any performance ratings below "satisfactory" or an "excellent" in any category.

Evaluation Questions

1. Quality of Workmanship

Rate the quality of the Contractor's workmanship. Were there quality-related or workmanship problems on the Contract? Was the Contractor responsive to remedial work required?

____ Unacceptable ____ Poor ____ Satisfactory ____ Excellent ____ N/A

2. Problem Solving and Decision Making

Rate the Contractor's ability to provide effective and creative problem solving, coordination and fair decision making on Contract/Project.

____ Unacceptable ____ Poor ____ Satisfactory ____ Excellent ____ N/A

3. Project Schedule

   Rate the Contractor's performance with regard to adhering to contract schedules. Did the Contractor meet the contract schedule, or the schedule as revised by approved change orders? If not was the delay attributable to the Contractor?

   ____ Unacceptable ____ Poor ____ Satisfactory ____ Excellent ____ N/A

4. Subcontractor Management

   Rate the Contractor's ability, effort and success in managing and coordinating subcontractors (if no subcontractors rate the Contractor's overall project management). Was the Contractor able to effectively resolve problems?

   ____ Unacceptable ____ Poor ____ Satisfactory ____ Excellent ____ N/A

5. Safety

   Rate the Contractor's safety procedures on this Contract/Project? Were there any OHSA violations or serious safety accidents?

   ____ Unacceptable ____ Poor ____ Satisfactory ____ Excellent ____ N/A

6. Environmental Compliance

   Did the Contractor comply with local, state, and federal environmental standards in the performance of the Contract? Did the Contractor comply in good faith with local erosion and sedimentation control requirements and/or any Stormwater Pollution Prevention Plan?

   ____ Unacceptable ____ Poor ____ Satisfactory ____ Excellent ____ N/A

7. Change Orders

   Did the Contractor unreasonably claim change orders or extras? Were the Contractor's prices on change orders and extra work reasonable?

   ____ Unacceptable ____ Poor ____ Satisfactory ____ Excellent ____ N/A

8. Paperwork Processing

   Rate this Contractor's performance in completing and submitting required project paperwork (i.e. change orders, submittal, drawings, invoices, workforce reports, etc.) Did the Contractor submit the required paperwork promptly and in proper form?

____ Unacceptable ____ Poor ____ Satisfactory ____ Excellent ____ N/A

9. Supervisory Personnel

   Rate the general performance of this Contractor's supervisory personnel. Did they have the knowledge, management skills and experience to run a project of this size and scope?

   ____ Unacceptable ____ Poor ____ Satisfactory ____ Excellent ____ N/A

10. Expertise, Knowledge and Experience

    Rate this Contractor's personnel. Were they dedicated, experienced and qualified for the duration of project.

    ____ Unacceptable ____ Poor ____ Satisfactory ____ Excellent ____ N/A

11. Project/Contract Closeout

    Rate the Contractor's performance on timeliness and quality of closeout deliverables such as As-Built Drawings, Operation and Maintenance Manuals, and training. Did the Contractor complete the tasks or Project on schedule; was the punch list completed within the allotted time?

    ____ Unacceptable ____ Poor ____ Satisfactory ____ Excellent ____ N/A

12. Level of Overall Performance

    ____ Unacceptable ____ Poor ____ Satisfactory ____ Excellent ____ N/A

Based on these comments, would you recommend this Contractor for comparable work in the future?

☐ Yes ☐ No

Please provide any comments regarding the Contractor's performance or the quality of its work. The Contractor can also provide any comments or clarification on the evaluation in the box below.

(Project Officer or Contractor, use additional sheets, if Necessary):

Signatures and Certifications:

1. The information contained in this evaluation form represents, to the best of my knowledge, a true and accurate analysis of the Contractor's performance record on this Contract; and,
2. The contents on the evaluation form and the ratings were not negotiated with the Contractor or its representative for any reason.

Evaluator's Signature:_____ Date: _____

Evaluator's (PjO) Printed Name_____ Evaluator's Title: _____

Contractor's signature below acknowledges receipt and the opportunity to respond:

Contractor Signature:_____ Date: _____

Contractor Printed Name:_____ Title: _____

EVALUATION RATINGS DEFINITIONS

Rating	Definition	Notes
Excellent	Performance meets contractual requirements and exceeds many to the County's benefit. The contractual performance of the element or sub-element being evaluated was accomplished with few minor problems for which corrective actions taken by the contractor were highly effective.	To justify an Exceptional rating, identify multiple significant events and state how they were of benefit to the County. A singular benefit, however, could be of such magnitude that it alone constitutes an Exceptional rating. Also, there should have been NO significant weaknesses identified.
Satisfactory	Performance meets contractual requirements. The contractual performance of the element or sub-element contains some minor problems for which corrective actions taken by the contractor appear or were satisfactory.	To justify a Satisfactory rating, there should have been only minor problems, or major problems the contractor recovered from without impact to the contract/order. There should have been NO significant weaknesses identified. A fundamental principle of assigning ratings is that contractors will not be evaluated with a rating lower than Satisfactory solely for not performing beyond the requirements of the contract/order.

Poor	Performance does not meet some contractual requirements. The contractual performance of the element or sub-element being evaluated reflects a serious problem for which the contractor has not yet identified corrective actions. The contractor's proposed actions appear only marginally effective or were not fully implemented.	To justify poor performance, identify a significant event in each category that the contractor had trouble overcoming and state how it impacted the County. A poor rating should be supported by referencing the management tool that notified the contractor of the contractual deficiency (e.g., management, quality, safety, or environmental deficiency report or letter).
Unacceptable	Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the element or sub-element contains a serious problem(s) for which the contractor's corrective actions appear or were ineffective.	To justify an Unsatisfactory rating, identify multiple significant events in each category that the contractor had trouble overcoming and state how it impacted the County. A singular problem, however, could be of such serious magnitude that it alone constitutes an unsatisfactory rating. An Unsatisfactory rating should be supported by referencing the management tools used to notify the contractor of the contractual deficiencies (e.g., management, quality, safety, or environmental deficiency reports, or letters).
Not Applicable (N/A)	N/A (not applicable) should be used if the ratings are not going to be applied to a particular area for evaluation.	

END

EXHIBIT E

END USER LICENSE AGREEMENT

END-USER LICENSE AGREEMENT

IMPORTANT—READ CAREFULLY: This EULA is a legal agreement by and between User and Hexagon. Software is also subject to Use Terms. Any software, including, without limitation, any third party components and/or Updates, associated with a separate end-user license agreement is licensed to User under the terms of that license agreement. Use Terms applicable to an Update shall apply to the Update. All use of the Software is subject to applicable Order Documents.

1 LICENSE GRANT. Provided User is not in breach of any term or condition of this EULA, Hexagon hereby grants User a limited, non-exclusive license up to the quantity of Software licenses purchased by User to: (i) install and use the Software, in object code form only; (ii) use, read, and modify Documentation prepared by Hexagon and delivered to User pursuant to the Order Documents; and/or (iii) view and/or use Hexagon audio-visual training materials provided to User pursuant to the Order Documents; provided all of the foregoing shall be strictly for User's internal use and strictly in accordance with this EULA and the applicable Order Documents. The license is non-transferable, except as specifically set forth in this EULA. User assumes full responsibility for the selection of the Software to achieve User's intended results, and for the installation, use and results obtained from the Software.

2 UPDATES. If the Software is an Update to a previous version of the Software, User must possess a valid license to such previous version to use the Update. Neither the Software nor any previous version may be used by or transferred to a third party. All Updates are provided to User on a license exchange basis and are subject to all of the terms and conditions of the EULA provided with the Update. By using an Update, User (i) agrees to voluntarily terminate User's right to use any previous version of the Software, except to the extent that the previous version is required to transition to the Update; and (ii) acknowledges and agrees that any obligation that Hexagon may have to support the previous version(s) of the Software will end upon availability of the Update. If an Update is provided, User will take prompt action to install such Update as directed by Hexagon. If User fails to do so, User acknowledges that the Software may not work correctly or that User will not be able to take advantage of all the Software's available features. In such event, Hexagon will not be liable for additional costs User incurs because of User's failure to install such Update. For Third Party Software, please read carefully the applicable Third Party Terms regarding concurrent use of an Update and the prior version of Software during transition to the Update as the Third Party Terms may differ from terms applicable to Hexagon Software Products.

3 RIGHTS AND LIMITATIONS.

3.1 **The Following are Permitted for User's License:**

User may make one copy of Software media in machine readable or printed form and solely for backup purposes. Hexagon retains ownership of all User created copies. User may not transfer the rights to a backup copy unless User transfers all rights in the Software and license as provided for in Section 3.2.1 below. Any other copying of the Software, any use of copies exceeding the number of copies User has been authorized to use and has paid for, and any distribution of the Software not expressly permitted by this EULA, is a violation of this EULA and of federal and/or applicable governing law.

3.2 **The Following are Prohibited for User's License:**

3.2.1 User shall not sell, rent, license, lease, lend or otherwise transfer the Software, or any copy, modification, or merged portion thereof without Hexagon's express written consent for such transfer, which consent may not be unreasonably withheld. Any such unauthorized transfer will result in automatic and immediate termination of the license.

3.2.2 The Software is licensed as a single product. User shall not, and User shall not authorize anyone else to: (i) decompile, disassemble, or otherwise reverse engineer the Software; (ii) work around any technical limitations in the Software; (iii) publish the Software for others to copy or use; (iv) use, copy, modify, distribute, disclose, license or transfer the Software, or any copy, modification, or merged portion, in whole or in part, except as expressly provided for in this EULA; (v) re-use the component parts of the Software with a different software product from the one User is licensed to use or on different computers; (vi) circumvent any license mechanism in the Software or the licensing policy; (vii) publish to a third party any results of benchmark tests run on the Software; (viii) use or view the Software for any purposes competitive with those of Hexagon; (ix) use the Software except as expressly set forth in this EULA; and (x) unless otherwise specifically permitted in writing by Hexagon, use the Software outside the country in which it is licensed.

3.3 **Fault Tolerance.**

The Software is not one hundred percent (100%) fault tolerant. Unless the Software's Documentation expressly provides the contrary, the Software is not designed or intended for use in any situation where failure or fault of any kind of the Software could lead to death or serious bodily injury of any person, or to severe physical, property or environmental damage ("High-Risk Use"); and, User is not licensed to use the Software in, or in conjunction with, any High-Risk Use. High-Risk Use is STRICTLY PROHIBITED. High Risk Use includes, for example, the following: operation of aircraft or other modes of human mass transportation, nuclear or chemical facilities, and Class III medical devices. User hereby agrees not to use the Software in, or in connection with, any High-Risk Use. High Risk Use shall not mean use of the Software for purposes for which it is regularly marketed and sold (e.g., public safety and utility dispatch software may be used to dispatch police, fire, emergency medical services, and emergency utility services).

3.4 **Licensing Mechanism Disclaimer.**

Without waiver of any of its rights herein, Hexagon may at its sole discretion provide User who is operating public safety Software a licensing mechanism to allow such Software to be available for use even when User has accessed all of its purchased licenses. Regardless of whether it receives the licensing mechanism, User acknowledges it is permitted to use the Software only up to the number of licenses it has purchased. Any usage of Software beyond the amount purchased by User will be subject to the payment of additional fees by User to Hexagon at then current prices for the Software in like manner as provided in Section 6.2 below (Audit).

4 USER OBLIGATIONS.

4.1 The Software may require User's System to comply with specific minimum software, hardware, and/or Internet connection requirements. The specific minimum software, hardware, and/or Internet connection requirements vary by Software and type of license and are available from Hexagon upon request.

4.2 User is responsible, and bears the sole risk, for backing up all systems, software, applications, and data, as well as properly using the Software.

4.3 At all times, User must keep, reproduce and include all copyright, patent, trademark and attribution notices on any copy, modification or portion of the Software, including, without limitation, when installed, used, checked out, checked in, and/or merged into another program.

4.4 User shall comply with the Use Terms, including limitations that apply to specific types of licenses identified therein.

5 TERM.

5.1 For a Perpetual License, this EULA is effective until terminated (i) by User, by returning to Hexagon the original Software or by permanently destroying the Software, together with all copies, modifications, and merged portions in any form; (ii) by Hexagon, upon User's breach of any of the terms hereof or User's failure to pay the appropriate license fee(s); or (iii) upon User's installation of an Update that is accompanied by a new license agreement covering the Software Update. User agrees upon the termination of this EULA to cease

using and to permanently destroy the Software (and any copies, modifications and merged portions of the Software in any form, and all of the component parts of the Software), and to certify such destruction in writing to Hexagon.

For a Subscription License, this EULA is effective until the User's Subscription Term expires without being renewed; by Hexagon upon User's breach of any of the terms hereof; User's failure to pay the appropriate Subscription License fee(s); or, the Subscription is otherwise terminated. User agrees upon the termination of this EULA or expiration of User's Subscription to cease using and to permanently destroy the Software (and any copies, modifications, and merged portions of the Software in any form, and all of the component parts of the Software), and to certify such destruction in writing to Hexagon.

6 AUDIT.

6.1 Hexagon shall have the right to:

6.1.1 Audit User's use of the Software and User's compliance with the provisions of this EULA during User's normal Business Hours. Hexagon will provide User with thirty (30) days prior written notice of an audit under this Section. Hexagon's right to conduct this type audit shall be limited to twice per calendar year. Prior to the start of an audit, Hexagon's personnel will sign a reasonable non-disclosure agreement provided by User. During the audit, User shall allow Hexagon's personnel to be provided reasonable access to both User's records and personnel.

6.1.2 Obtain certain documentation from User, as follows. If the Software includes logging mechanisms intended to track usage volume or quantity, User shall transmit log files associated therewith to Hexagon upon Hexagon's demand and in accordance with Hexagon's reasonable transmission instructions. Hexagon will not demand the transmission of usage tracking log files more frequently than four (4) times in any calendar year.

6.2 In the event the results of the audit in Section 6.1.1 or the documentation provided by User in Section 6.1.2 indicate User has used unlicensed Software or quantities thereof, User agrees to promptly pay Hexagon: (i) the current list price for each unlicensed Software used by User; (ii) interest of two percent (2%) per month or the highest rate allowed by applicable law for each month, commencing with the initial month of unlicensed usage of the Software); and (iii) the costs for the audit in Section 6.1.1.

END OF EXHIBIT E

EXHIBIT F

MAINTENANCE TERMS AND CONDITIONS FOR SOFTWARE

These terms and conditions ("Maintenance Terms") govern the provision of maintenance and support services by Hexagon with respect to Covered Products.

1. DEFINITIONS.

All capitalized terms not otherwise defined herein shall have the meaning set forth in the associated Exhibit J titled "Common Terms Glossary."

2. MAINTENANCE COVERAGE

2.1. Term. The Maintenance Contract shall begin, retroactively (if applicable), on the first calendar day of the first Month of the Coverage Period and shall expire on the last calendar day of the last Month of the Coverage Period. The Coverage Period shall be for whole Months only.

2.2. Renewal. Prior to expiration of the Coverage Period, Hexagon may submit to the County a renewal quote with pricing for extension of the Coverage Period. The Parties may extend the Coverage Period pursuant to Order Documents.

2.3. Lapse. In the event of a Lapse: (i) Hexagon shall, at any time, be entitled to discontinue Maintenance Services, in whole or in part, for the affected Covered Products; (ii) Hexagon shall be relieved of any previously provided pricing commitments or options for Maintenance Services, if any, related to time periods following the Lapse; and, (iii) Hexagon may permit the County to reinstate support for Covered Products pursuant to Hexagon's then current policies and practices, including any policies or practices related to payment of reinstatement fees.

3. SCOPE OF COVERAGE FOR COVERED SOFTWARE PRODUCTS.

Maintenance Services described in this Section apply to Covered Software Products only. Maintenance Services for Covered Third Party Products are separately stated.

Hexagon offers three levels of Maintenance Services for Covered Software Products, dependent upon the Software Product and other factors. Under all levels of Maintenance Service, Hexagon shall provide reasonable commercial efforts to aid in the diagnosis of Defects. Under all levels of Maintenance Services, but only until the subject Software Product version reaches Version Limitation I or Version Limitation II, Hexagon shall provide reasonable commercial efforts to aid in correction of Defects. After a Software Product version reaches Version Limitation I, but only until the subject Software Product reaches Version Limitation II, Hexagon shall provide reasonable commercial efforts to aid in correction of Level One Defects only. The level of Maintenance Services for each Software Product is identified in the Order Documents, subject however to Version Limitations. Defect corrections provided by Hexagon shall, unless otherwise agreed by Hexagon, be delivered within Hexagon's product releases, and in accordance with Hexagon's standardized release cycles. Levels of Maintenance Services are as follows:

3.1. Advantage Support. Advantage Support will include and be limited to the diagnostic and Defect correction support as described above, and the following: Out-of-the-box functionality support via the support help desk (telephone or eService via the Designated Portal; and, access to any available Hexagon problem knowledge base online self-help tool. Phone support is available Monday through Friday from 8AM – 5PM Eastern Time, excluding Hexagon-observed holidays.

3.2. Standard Support. Standard Support will include and be limited to the following:

3.2.1. All features of Advantage Support.

3.2.2. Access to available Updates of Covered Software Products. Hexagon will notify the County when Updates are made available for any Covered Software Products for which Maintenance Services have been purchased, by way of posting notices of such to the "Support Notices and

Announcements" section on the Designated Portal site , where available, or via direct notification by Hexagon. Updates are shipped to the County upon County's request logged in the Designated Portal site. Hexagon is not obligated to produce any Updates. For avoidance of doubt, the County's entitlement to Updates shall not include entitlement to any therein embedded or otherwise related module or function which is licensed and priced separately from Covered Products for which the County has purchased an entitlement to Updates.

3.3. Premium Support. Premium Support will include all features available under Standard Support (subject to Version Limitations). Additionally, for a Level One Defect, phone support is also available after-hours and on Hexagon-observed holidays.

3.4. Product Change Requests will be reported in like manner as set forth in Section 3.1. Hexagon will review Product Change Requests and at its sole discretion decide whether to make the requested change to the Covered Product(s) through an Update. Product Change Requests not accepted may be the subject of a separate Order between the Parties. For the avoidance of doubt, to the extent Hexagon agrees to make a requested change to a Covered Product pursuant to a Product Change Request, any and all IPR resulting from the Update, including the change or modification is and shall remain the property of Hexagon.

4. MINIMUM SYSTEM REQUIREMENTS; CUSTOMER'S OBLIGATIONS.

Performance of Maintenance Services by Hexagon is specifically conditioned upon the following minimum system requirements and fulfillment by the County of the following obligations (collectively, minimum system requirements and customer obligations hereinafter referred to as "the County Obligations"):

4.1. System Requirements. the County is responsible for ensuring: the System Equipment and network infrastructure meet minimum system requirements specified by Hexagon and made available to the County upon request; its System Equipment and network infrastructure are adjusted as required to accommodate Updates of Covered Products; compatibility of non-Hexagon provided products with products provided by Hexagon; and, its systems, software, and data are adequately backed up. Hexagon is not liable for lost data.

4.2. Hexagon Access and the County Cooperation. The County's system and/or System Equipment must have input and output devices that enable the use of Hexagon's diagnostic programs and supplemental tests. the County will permit Hexagon to electronically access the County's system via Secure Access Tool . the County will ensure availability of its own system technical support personnel so that Hexagon can fulfill its Maintenance Services obligations. When reporting problems to Hexagon's support help desk, the County will provide a complete problem description, along with all necessary documents and information that is available to the County and required by Hexagon to diagnose and resolve the problem. the County will grant all necessary access to all required systems as well as to the Covered Products, and any other reasonable assistance needed. The County will carry out any reasonable instructions and will install any necessary patches, Defect corrections, or Updates. The County will appoint a minimum of two and a maximum of five contact people who are each authorized to make use of the Maintenance Services ("Authorized Contacts"). The County is obligated to select only those personnel for this task who are suitable for it by means of training and function, and who have knowledge of the County's operating system, network, and hardware and software. The County agrees to promptly notify Hexagon of any replacement of an Authorized Contact. The County must ensure Authorized Contacts have adequate expertise, training, and experience to provide professionally accurate descriptions of malfunctions and facilitate Hexagon's efficient response. Authorized Contacts must have successfully completed Hexagon product training, or complete it at the next available scheduled opportunity, for those products for which formal training is available. The County will bear the cost of this training. The County will enter and/or log requests for assistance in such systems, and utilizing such forms, as Hexagon may designate from time to time.

5. EXCLUDED SOFTWARE SERVICES.

Services for the following are outside the scope of the Maintenance Contract and may be available under separate Order at an additional charge (collectively "Excluded Services"):

5.1. Installation of any Covered Product, Update, or interface software;
5.2. Network configuration;
5.3. Configuration or customization of Covered Products to the Count or other third party requirements (except as necessary to remedy a Defect);
5.4. System-level tuning and optimization and system administration support;
5.5. Training;
5.6. Services required because the Authorized Contact is not available or is not trained;
5.7. On-site services (unless waived by Hexagon, in its sole discretion);
5.8. Services required due to modifications of Covered Products by the County;
5.9. Services required due to use other than in the ordinary manner intended for the Covered Products, or use in a manner that contravenes terms hereunder, or the County's disregard of the installation and operating instructions according to the Documentation provided with the Covered Products;
5.10. Services required due to failure of software or hardware that is not a Covered Product;
5.11. Services required due to the County's use of hardware or software that does not meet Hexagon specifications or failure of the County to maintain or perform industry standard maintenance on the County's hardware or software;
5.12. Services required due to software or portions thereof that were (i) incorrectly installed or configured (other than by Hexagon), (ii) used in an environment inconsistent with the support environment specified by Hexagon, and/or (iii) used with peripherals, operational equipment or accessories not conforming to Hexagon's specifications;
5.13. Services required due to cases of force majeure, especially lightning strikes, fire or flood, third-party criminal acts, or other events not caused through Hexagon's fault;
5.14. Services required due to the County's failure to fulfill the County Obligations; and/or
5.15. Services required due to faulty or incomplete County data.

6. COVERED THIRD PARTY PRODUCTS.

Support and Updates of Covered Third Party Products shall be provided in the fashion and to the extent or duration that Hexagon is authorized to provide such by the third party manufacturer of the Covered Third Party Products, and such Covered Third Party Products and related services may be subject to additional terms and conditions of the third party manufacturer of the Third Party Software.

Services and updates for any Third Party Software not listed in the Order Documents as Covered Products must be obtained from the third party owner of the products or their designated representative.

7. REQUIRED COVERAGE.

7.1. Multiple or Interdependent Licenses. If the County holds multiple licenses for any Covered Product, all held licenses must be included as Covered Products in the Maintenance Contract.
7.2. Prerequisite Licenses. All prerequisite licenses for Software Products necessary to operate the Covered Products, together with all licenses of Software Products interoperating with Covered Products in a single solution, must be included as Covered Products in the Maintenance Contract.

8. ADDITIONS AND REMOVALS OF COVERED PRODUCTS.

8.1. Additions of Covered Products. Software Products licensed from Hexagon during the term of the Maintenance Contract may be added as Covered Products, if such addition is addressed through additional related Order Documents. If Software Products are not added as Covered Products by commencement of

Production use thereof, Hexagon may permit the County to add them as Covered Products, but subject to additional fees payable pursuant to Hexagon's then current policies or practices.

8.2. Removal of Covered Products from Maintenance. Either Party may provide written notice to the other Party at least sixty (60) calendar days prior to the end of any Coverage Period Anniversary of its intent to remove any individual Covered Products from the Maintenance Contract at the end of the then current and contracted Coverage Period or any Coverage Period Anniversary. Neither Party may remove Covered Products except upon Coverage Period renewal or extension or Coverage Period Anniversary; provided that Hexagon may additionally remove Covered Products as part of a general discontinuance program at any time upon one hundred eighty (180) days' written notice. The County may not remove from the Maintenance Contract individual software licenses of a Covered Product for which the County has multiple copies under Maintenance Services or for Covered Products that are being used interdependently, unless the County has first certified to Hexagon on a "Software Relinquishment Agreement" that it surrenders and relinquishes all rights in and to the applicable Software licenses and the copies of the Covered Product for which the County desires to cease Maintenance Services (the "Relinquished Licenses") for the renewal Coverage Period have been uninstalled and removed from its System(s). Should the County desire to resume usage of the Relinquished Licenses at a later date, the County must re-purchase the licenses at the then current list price.

9. CUSTOMER ACKNOWLEDGEMENTS.

During the Coverage Period, the County commits to the following:

9.1. The County shall have reviewed the Order Documents and by executing the Order Documents confirms the Order Documents accurately reflects all Hexagon software in its possession or control.

9.2. The County acknowledges and confirms that for all Covered Products supported under the Maintenance Contract, all licenses of a Covered Product for which the County has multiple copies in its possession and all prerequisite licenses necessary to operate Covered Products, are accounted for in the Order Documents. If all like Covered Products or prerequisite software licenses are not accounted for in the Order Documents, the County agrees to notify Hexagon so that Hexagon may issue a revised Quote to the County.

9.3. The County acknowledges and confirms Maintenance Services provided herein shall be utilized only for the quantity of Covered Products licenses listed in the Order Documents.

10. ADDITIONAL TERMS.

10.1. Pass-Through Third Party Warranties. Covered Third Party Products are only warranted pursuant to a pass-through warranty to the County from the applicable Third Party Software manufacturer and only to the extent warranted by the applicable Third Party Software manufacturer.

10.2. Remedies. In the event a warranted Maintenance Service, Covered Product, or Update provided pursuant to the Maintenance Contract does not substantially comply with the limited warranties set forth in the Maintenance Contract, Hexagon's entire liability and the County's exclusive remedy shall be, in Hexagon's sole and absolute discretion, either (i) providing of a Service, Covered Product, or Update which conforms substantially with the warranty; or (ii) a refund of the purchase price of the particular warranted Service, Covered Product, or Update for the period of time that the warranted Service, Covered Product, or Update did not substantially conform to the limited warranties set forth in the Maintenance Contract. Hexagon is acting on behalf of its suppliers for the sole purpose of disclaiming, excluding and/or limiting obligations and liability as provided in the Maintenance Contract, but in no other respects and for no other purpose.

10.3. WARRANTY DISCLAIMERS. In addition to the Warranty Disclaimer provided in the Agreement, Hexagon does not warrant that any Services, Covered Products, and Updates provided pursuant to the Maintenance Contract will meet the County's requirements, and under no circumstances does Hexagon warrant that any Services, Covered Products, and Updates will operate uninterrupted or error or Defect free.

10.4. Third Party Providers. Hexagon reserves the right to provide Maintenance Services through a third party provider.

END OF EXHIBIT F

EXHIBIT G

PROJECT DELIVERABLE SIGN-OFF FORM

ARLINGTON COUNTY – PROJECT NAME

Submission Date:	Month/Day/Year	Sign-Off Target Date:	Month/Day/year
Submitted By:	Hexagon Contact Name	Submitted To:	Project Officer Name
Contract #:	the County Contract Number	Project #:	Hexagon Project Number

TYPE OF DELIVERABLE

☐ SOW Tasks ☐ Payments ☐ Plans/Designs ☐ Training ☐

DELIVERABLE INFORMATION

DELIVERABLE DESCRIPTION THIS SECTION DESCRIBES THE PAYMENT MILESTONE	$AMOUNT OF PYMT (If applicable)

With the deliverable described above complete, the County shall have ten (10) Business Days after receipt of a written request from Hexagon, to either sign-off that the Task Acceptance Criteria has been satisfied or state in writing to Hexagon the reason the Task Acceptance Criteria has not been satisfied.

Sign-off of the Task shall be based solely upon satisfaction of the Task Acceptance Criteria stated in the Contract between Hexagon and ARLINGTON COUNTY dated Month/Day/Year and shall be indicated by the County signing the Project Deliverable Sign-off Form. If the County does not provide such sign-off or rejection within the ten (10) Business Days after delivery then the Task will be deemed to have been accepted.

The signature below acknowledges that Task Acceptance Criteria described in the Statement of Work and listed above has been satisfied and the Task is accepted.

Project Officer

_____ _____

SIGNATURE **DATE**

END OF EXHIBIT G

EXHIBIT H

CLOUD PROGRAM CONDITIONS

These terms and conditions ("Cloud Conditions") govern the provision of the Cloud Program by Hexagon to the County under a Cloud Program Order. Any additional terms in any Cloud Services Schedule(s) also apply.

1. DEFINITIONS.

Capitalized terms used and not otherwise defined herein have the meanings assigned in the Common Terms Glossary (Exhibit J).

2. SCOPE OF CLOUD PROGRAM.

2.1 From the Cloud Program Start Date and for the duration of the Cloud Term, Hexagon will provide the License Key(s) to the County in the amount specified in the Quote (the initial Quotes are set forth in Exhibits A-1 and A-2) with respect to the Cloud Program purchased by the County to use the Cloud Program subject to the provisions of these Cloud Conditions. Except for the Cloud Services, no other service, including Cloud Consulting Services, are provided by Hexagon pursuant to a Cloud Program Order.

2.2 Hexagon may from time to time provide or otherwise make available Local Software. Local Software may include mobile applications obtainable from an online applications store, applications owned by a third-party, or other facilitating applications. In the event Hexagon provides or makes available such applications, the same shall be made available to the County and owned by Hexagon (or the relevant third party) and used subject to these Cloud Conditions. If not sooner terminated, the license to use such Local Software shall terminate upon expiration of the Cloud Term.

2.3 The scope of the Cloud Program is described in this Exhibit and the Cloud Services Schedules included within Exhibit A-1 and A-2 and any future Orders for the Cloud Program. Where a Cloud Services Schedule conflicts with the other Contract Documents then such inconsistency shall be resolved in favor of first the main Agreement and then the Cloud Services Schedule.

3. CLOUD SERVICES AUTHORIZATION.

During the Cloud Term, Hexagon grants the County and its Affiliates the right to access and use components of the Cloud Program listed in the quantities reflected on the Quote solely for the County's and Affiliates' own internal business purposes and subject to these Cloud Conditions.

4. TERM, TERMINATION AND SUSPENSION.

4.1 The Cloud Program Order commences on the Effective Date of the Order and shall continue for the Cloud Term, unless earlier terminated in accordance with the Agreement and these Cloud Conditions. To the extent any optional renewals are identified in the Quote, the County must issue

a PO or a notice to proceed to extend the Cloud Term and at the prices set forth in the Quote not less than sixty (60) days prior to the end of the Cloud Term. Prior to the end of the Cloud Term, the County may renew the Cloud Program Order and/or have the County Data Offboarded.

4.2 In addition to the rights and remedies set forth in the Agreement, once notified in writing of an overdue payment, the County acknowledges Hexagon may, without further notice, reduce the Cloud Services to the lowest tier of Cloud Services offered by Hexagon. During such time, Hexagon or the Third Party Service Provider is not obligated to facilitate or provide any services related to Onboarding or Offboarding. Without waiver of its right to terminate the Agreement and/or Cloud Program Order or seek additional remedies, if full payment has not been received by Hexagon within thirty (30) days following written notice, Hexagon may suspend providing the Cloud Program to the County until all outstanding Cloud Program Fees together with any applicable interest has been paid to and received by Hexagon. Suspension of the Cloud Program for non-payment shall not prejudice Hexagon's rights hereunder or relieve the County from the obligation to pay Cloud Program Fees associated with the period of suspension.

4.3 Termination shall not relieve the County of the obligation to pay any Cloud Program Fees accrued or payable to Hexagon prior to the date of termination. Unless otherwise agreed to in writing by Hexagon, in the event Hexagon terminates a Cloud Program Order due to any of the conditions set forth in Section 4.2 above, then under no circumstances whatsoever shall the County be entitled to any refund of Cloud Program Fees paid in advance to Hexagon pursuant to the terms of the Agreement.

5. AVAILABILITY. Hexagon shall reasonably endeavor to deliver Availability in accordance with the Service Level specified in the applicable Cloud Services Schedule (the initial Cloud Services Schedules are set forth in Exhibits A-1 and A-2). "**Availability**" or "**Available**" means the ability to connect to the Cloud Portal, connect to the County Cloud Environment for Production, launch Cloud Application(s), and access the County Data contained in the County Cloud Environment for Production. Availability does not include the availability of third-party portals or Cloud Optional Services. Availability of Cloud Application(s) shall be determined by launching the main application for the applicable Cloud Application. For purposes of calculating Availability time, the following is excluded: time expended for Planned Maintenance; downtime required to perform Cloud Consulting Services; time expended due to the inability for the County to connect to the Cloud Portal due to problems with the County's infrastructure or the internet; unavailability arising from the County exceeding the County purchased Cloud Application capacity; and, time expended due to any other circumstances beyond Hexagon's reasonable control, including the County's or any User's use of third-party materials or use of the Cloud Program other than in compliance with the express terms of the Agreement and Hexagon's reasonable instructions (collectively "**Exception(s)**").

6. CRITICAL SERVICE LEVELS. The purchased Service Level classifications are set forth in the Cloud Service Schedule. "**Service Operational Time**" means the time, expressed in a percentage as set forth below, that the Cloud Application is Available for a given Month during the service. The method of calculating the Service Operational Time is:

$$\frac{\textit{Hours of Cloud Program Availability for a given Month}}{\textit{Hours of Cloud Program Availability + downtime hours for such Month which are not related to an Exception}} \times 100$$

7. SERVICE CREDITS.

7.1 If in any Month the Service Operational Time in a Cloud Environment for Production falls below the purchased Service Level (a "**Service Incident**"), a "Return to Green Plan" shall be initiated for the County's Production Environment. Hexagon shall have: (i) the remainder of the Month in which the County notified Hexagon of the Service Incident by way of a Cloud Service Request, which notified Hexagon of the problem which resulted in the Service Operational Time falling below the applicable Service Level, *plus* (ii) one (1) additional Month (collectively, the "**Go Green Period**"), to return the Service Operational Time to such Service Level.

7.2 Subject to Section 7.3 below, if the Service Operational Time does not rise to the applicable Service Level within the Go Green Period, then the Service Credit provided in the Cloud Service Schedule will be applied against each Month in which the Service Operational Time remains below such Service Level.

7.3 Service Credits apply:

7.3.1 Only as specified within the applicable Cloud Services Schedule;

7.3.2 Only to the extent that the affected the County Environment is used in Production;

7.3.3 In strict accordance with Section 5;

7.3.4 Only if a the County has logged a Cloud Service Request which notified Hexagon of the problem that causes the Critical Service Level to fall below the identified Availability percentage in the applicable Cloud Services Schedule ("Green"); and

7.3.5 Only where the County is compliant with the AUP.

7.4 To the extent applicable and properly noticed by the County in accordance with Section 7.1 above, Service Credits shall be credited against the next invoice until such applicable Service Credits have been used. If the Agreement is terminated or the County elects not to renew the Order before an ensuing invoice is issued, then such Service Credits are forfeited. The County shall have no right to receive any monetary remuneration in exchange for unused Service Credits. Notwithstanding anything herein to the contrary, in no event shall Service Credits for any given year during the Cloud Term exceed twenty percent (20%) of the amount of Cloud Program Fees payable by the County to Hexagon pursuant to the Quote for the annual period in which the Service Credit accrued.

7.5 The County's exclusive remedy for not meeting the Critical Service Level specified in the applicable Cloud Services Schedule shall be the Service Credits as set forth in this Section.

8. CLOUD SERVICES SUPPORT.

8.1 As part of Cloud Services, Hexagon will provide the Cloud Services Support described within this Section 8.

8.2 Cloud Services Support is available at the times specified in the applicable Cloud Services Schedule. Cloud Service Requests and Product Change Requests can be directed by an Authorized Cloud User to Hexagon by: (i) the Designated Portal, or (ii) telephoning Hexagon support at the times permitted within the Cloud Services Schedule.

8.3 When reporting a Cloud Service Request, if an Error, an Authorized Cloud User shall assign the Cloud Service Request a priority level based upon the criteria set forth in the Designated Portal. The Authorized Cloud User shall provide a brief justification as to the criticality of the Cloud Service Request and a description of the Error giving rise to the Cloud Service Request, to include a statement of steps necessary to produce the Error. Hexagon shall respond to the Cloud Service Request and provide commercially reasonable efforts to aid and address the Cloud

Service Request. If Hexagon disagrees with the priority of the Cloud Service Request based upon its investigation of the matter, it shall discuss the matter with the County, but Hexagon, in its sole discretion, reserves the right to revise the initially reported priority level of the Cloud Service Request.

8.4 Product Change Requests will be reported in like manner as set forth in Section 8.3. Hexagon will review Product Change Requests and at its sole discretion decide whether to make the requested change to the Cloud Program. Product Change Requests not accepted may be the subject of a separate contract between the Parties. For the avoidance of doubt, to the extent Hexagon agrees to make a requested change to the Cloud Program pursuant to a Product Change Request, any and all IPR resulting from such change or modification is and shall remain the property of Hexagon.

8.5 The County acknowledges and agrees that, as part of providing Cloud Services Support, Hexagon is permitted to make necessary changes to the Cloud Program, without notice if necessary, to perform Emergency Maintenance. Hexagon shall be permitted to access the County Cloud Environment in the event Hexagon deems Emergency Maintenance is necessary.

8.6 As it relates to, and only to, Local Software which is listed on the Quote, Hexagon shall provide support in like manner as is provided for Cloud Applications except the County will permit Hexagon to electronically access the Local Software in the Local Environment via Secure Access Tool. Support for Local Software listed on the Quote is included within Cloud Services Support except as is otherwise rendered commercially unreasonable due to the Local Software being hosted by the County.

8.7 Except as otherwise necessary, as determined by Hexagon in its sole discretion, to satisfy the requirements of Sections 8.3 and 8.4, Cloud Services Support does not include: (i) training; (ii) configuration of Cloud Application(s), Cloud Optional Services, Cloud Portal, Third Party Software Products, Software Products, or other components of the Cloud Program; (iii) the County Cloud Administration; (iv) programming or software development; (v) modifications to the Cloud Applications or Cloud Optional Services not accepted as a Product Change Request; (vi) onsite services; or (vii) services required because the County has not performed its obligations under the Agreement.

8.8 Updates.

8.8.1 As part of Cloud Services Support, the County is entitled to receive all Updates to the purchased Cloud Application(s) and Local Software that Hexagon makes available. Cloud Consulting Services may be necessary to Update Cloud Optional Services, which is not part of Cloud Services Support.

8.8.2 From time to time, Hexagon may notify the County through the Designated Portal that Hexagon has developed an Update for the purchased Cloud Application(s) and intends to deploy said update, including any applicable Third Party Software Products. On the date specified in the notification, Hexagon will deploy the Update to the Cloud Development Environment for the County testing and review, which the County shall complete within the time prescribed in the notification of the availability of the Update, but not less than thirty (30) days thereafter (the "Testing Period"). In the event no Material Adverse Effect is reported by the County within the Testing Period, then on a subsequently specified date by Hexagon, Hexagon will, at its discretion, deploy the update to the County Cloud Environment for Production.

8.8.3 In the event the County provides written notice to Hexagon, within the Testing Period, of a Material Adverse Effect as a result of the County's testing of the Update in accordance with Section 8.8.2 above, Hexagon shall discuss the matter with the County and use commercially reasonable efforts to address any reasonable workarounds to such Material Adverse Effect,

such agreed upon workaround to be subject to the same protocols set forth in Section 8.8.2 and this Section 8.8.3; provided, however, if Hexagon reasonably finds that no Material Adverse Effect exists, Hexagon may deploy the Update to the County's Cloud Environment for Production.

8.8.4 As it relates to implementing Updates for Local Software that is included within the Cloud Program, the County shall permit Hexagon to electronically access the Local Software on the County's System Equipment via Secure Access Tool to implement the Update in conjunction with the updating of the Cloud Applications and provide any other reasonable support and cooperation required by Hexagon to update the Cloud Program.

9. CUSTOMER RESPONSIBILITIES.

9.1 The County shall be responsible for all activities that occur in Authorized Cloud Users' and Users' accounts, including, but not limited to, its Affiliates' accounts, and for Authorized Cloud Users' and Users' compliance with the Agreement, within the scope of their employment. The County shall:

9.1.1 Have sole responsibility for the accuracy, quality, integrity, reliability, and appropriateness of all the County Data that is placed into the County Cloud Environment;

9.1.2 Use commercially reasonable efforts to prevent unauthorized access to or use of Cloud Program, including preventing utilization of more Credentials than otherwise reflected by the License Key(s) set forth in the Quote, and notify Hexagon of any such unauthorized access or use;

9.1.3 Provide and maintain its own System Equipment, third party software, networks, internet access, and communication lines, including any public lines required to properly access the Cloud Portal and use the Local Software, including content or data and ensure such meet the minimum standards required to interoperate with the Cloud Program as communicated by Hexagon to the County via the Cloud Portal or as otherwise determined by Hexagon; and

9.1.4 Abide by and comply with the Acceptable Use Policy, Documentation, and other requirements of these Cloud Conditions.

9.2 The County shall reasonably cooperate with Hexagon as it pertains to Planned Maintenance.

10. CLOUD SERVICE PROGRAM FEES.

10.1 Generally. Subject to Section 10.2 below, in consideration of the Cloud Program provided by Hexagon, the County shall pay to Hexagon the Cloud Program Fees.

10.2 Adjustment. It is the County's responsibility to monitor its usage of License Key(s) and/or Cloud Application capacity it has purchased. Hexagon may periodically review the County's usage of the Cloud Program to determine whether the County's usage is consistent with the quantity of License Key(s) and/or Cloud Application capacity purchased. If the usage shows the County has used more License Key(s) than are specified in the Quote, then the County shall pay Cloud Program Fees corresponding to the number of License Key(s) used in excess of the purchased quantity. If a Cloud Application is subject to capacity limitations (e.g. a limited number of transactions in a period), as expressly set forth in the applicable Cloud Services Schedule, the Cloud Application may be configured to cease or degrade some or all functions upon the County reaching those capacity limitations and/or may be configured to permit additional usage for additional fees, all as and if described in the applicable Cloud Services Schedule(s).

11. ACCEPTABLE USE POLICY (AUP).

11.1 The AUP forms part of these Cloud Conditions and is incorporated by reference. It may be found at Exhibit I. The County and any Authorized Cloud User or User shall comply with the AUP. A User or Authorized Cloud User will be prompted with review and acceptance of the AUP to gain access to the Cloud Application(s). Any update to the AUP will require each User or Authorized Cloud User to re-accept the modified AUP. Failure to comply with the AUP may result in the suspension of the Cloud Program or termination of the Cloud Program Order as provided in the Agreement. During any period of suspension, the County will still be liable for payment of the applicable Cloud Program Fees.

11.2 Hexagon reserves the right to change the AUP at any time, but to the extent within the control of Hexagon, it will give the County thirty (30) days' notice in accordance with the Agreement of any such changes by posting notice of the upcoming change in the AUP on the Cloud Portal or as otherwise determined by Hexagon, unless otherwise required by law or where a Third Party Service Provider requires a change to be made to the AUP and is unable to provide such period of notice. If a Third Party Service Provider requires a change to be made to the AUP, Hexagon shall provide the equivalent period of notice as is provided by the Third Party Service Provider to Hexagon.

11.3 Without waiver of any other requirement or limitation set forth herein, the County's use of any third party software in conjunction with the Cloud Application, Cloud Optional Services, and Hexagon Software Products that is not certified by Hexagon to operate in conjunction with the same is solely at the County's risk. Addressing service requests arising from the use of uncertified third party software is not included within Cloud Services Support or the Cloud Program.

11.4. The County and its Affiliates do not have, and shall not attempt to decompile, disassemble, or otherwise attempt to gain access to any source code for the Cloud Application, Cloud Optional Services, any other Hexagon Software Product, or Third Party Software. the County, for itself and its Affiliates acknowledges and agrees the Cloud Program is comprised of trade secrets, proprietary information, and Confidential Information, and that the County, and its Affiliates shall not use, distribute, copy, perform, amend, alter, modify, create derivative works, reverse engineer, exploit, sublicense, or assign the Cloud Program or any component thereof except as expressly permitted by Hexagon (which permission may in some instances, subject to stated limitations, be contained in a Cloud Services Schedule with respect to a particular Cloud Application). Without Hexagon's express, written permission, the County shall ensure to the extent possible that no User transfers or assigns any Credentials to any other person or entity that is not an employee of the County.

12 PERSONAL DATA.

12.1 Hexagon reserves the right, but does not assume the obligation, to investigate any violation of this Exhibit H (Cloud Program Conditions) and/or AUP or misuse of the Cloud Services or Cloud Program. Hexagon may: (a) investigate violations of this Exhibit H (Cloud Program Conditions) and/or AUP or misuse of the Cloud Services or Cloud Program; and (b) remove, disable access to, or modify any content or resource that violates this Exhibit H (Cloud Program Conditions) and/or AUP. Hexagon may report any activity that Hexagon suspects violates any law or regulation to appropriate law enforcement officials, regulators, or other appropriate third parties. Hexagon's reporting may include disclosing appropriate information related to the County or any User.

Hexagon also may cooperate with appropriate law enforcement agencies, regulators, or other appropriate third parties to help with the investigation and prosecution of illegal conduct by providing network and systems information related to alleged violations of this Exhibit H (Cloud Program Conditions) and/or AUP.

12.2 Unless the County Specified Data Center(s) are included in the Cloud Services as identified in the Quote, Hexagon and its Third Party Service Provider shall have sole discretion of the location of the Data Center(s).

13 SECURITY & BREACH NOTIFICATION.

13.1 Hexagon shall take reasonable industry action to prevent, detect, identify, report, track and respond to Security Incidents.

13.2 Hexagon Response to Security Incident. In the event of a Security Incident, Hexagon will provide a Security Incident report to the County or its Affiliates (as applicable) via the Designated Portal, or otherwise. The report shall be provided within twenty-four (24) Business Hours following Hexagon's discovery and confirmation of a Security Incident.

13.3 Additional Requirements for Personal Data. With respect to any Personal Data in the possession or under the control of Hexagon, which does not include the County Data within the County Cloud Environment, and in order to protect Personal Data from unauthorized access, destruction, use, modification or disclosure, Hexagon shall:

13.3.1 Develop, implement, and maintain reasonable security procedures and practices appropriate to the nature of the information to protect Personal Data from unauthorized access, destruction, use, modification, or disclosure; and

13.3.2 Develop, implement, and maintain data privacy and security programs with administrative, technical, and physical safeguards appropriate to the size and complexity of Hexagon's business and the nature and scope of Hexagon's activities to protect Personal Data from unauthorized access, destruction, use, modification, or disclosure.

14 WARRANTIES, DISCLAIMER AND INDEMNITIES.

14.1 During the Cloud Term, Hexagon does not warrant the Cloud Application(s) purchased by the County will meet the Service Level specified in the applicable Cloud Services Schedule. The Cloud Program may be subject to limitations, delays and other problems inherent in the use of the internet, electronic communications, and the County's IT infrastructures. Hexagon will not be responsible for any delays, delivery failures, or other damage.

14.2 Hexagon does not warrant the Cloud Application(s) and Third Party Software accessed via Cloud Services will perform substantially in accordance with the Documentation provided. To the extent an Error should be discovered, the County shall report such Error to Hexagon as provided in Section 8 of the Cloud Program Conditions and Hexagon will respond as provided therein.

14.3 Cloud Services will use industry standard Virus detection software to avoid transmission to the County and its Affiliates any Viruses (except for any Viruses contained in the County Data uploaded or Onboarded by the County).

14.4 Hexagon does not warrant the Cloud Program (to the extent accessed by the County under the Agreement) will meet the County's or any of its Affiliates' requirements or that it will run

uninterrupted or be Error free. The County and its Affiliates are responsible for the results obtained from the use of the Cloud Program.

14.5 The warranties set forth herein are in lieu of all other warranties, expressed or implied, and represents the full and total warranty obligation of Hexagon.

15 ACCESS TO THE AGREEMENT BY CUSTOMER'S AFFILIATES.

If the County's Affiliate accesses or utilizes any or all components of the Cloud Program, the Affiliate shall be deemed to have agreed to be bound by the terms and conditions of these Cloud Program Conditions. The Affiliate, in accessing the Cloud Program (or any part thereof), and the County, in permitting the Affiliate's access, each represent to Hexagon they have entered into an agreement by which Affiliate is permitted to use the Cloud Program and is bound to the terms herein. Except for Affiliates and employees of Affiliates, no other person, including any third parties not authorized by Hexagon, may access the Cloud Program or be provided with Credentials.

END OF EXHIBIT H

EXHIBIT I

CLOUD SERVICES — ACCEPTABLE USE POLICY

OVERVIEW

The purpose of this Acceptable Use Policy ("AUP") is to ensure the responsible use by Customers, and their associated Authorized Users, of the Cloud Services and to avoid practices which degrade the usability of the Cloud Services. This AUP is designed to protect the image and reputation of all Customers, the Cloud Services, and Hexagon as a responsible service provider, by taking care of confidentiality and availability of the Cloud Services. The rules in this AUP are rules for the acceptable use of the Cloud Services.

All Customers and Authorized Users of the Cloud Services must at all times comply with this AUP. Failure to comply with this AUP, as determined by Hexagon, may result in suspension of the Cloud Services or termination of the Cloud Services Agreement. Subject to providing notice, Hexagon, without limitation to its other rights, reserves the right, without liability: (i) to disable any Authorized User's access to any material that breaches the provisions of this AUP, and/or (ii) to disable access to the Cloud Services in the event an Authorized User breaches this AUP.

OBLIGATIONS

1. You MUST understand your security obligations within your role and abide by them.
2. Your use of the Cloud Services MUST be decent, honest, and comply with both legislative and regulatory requirements applicable to the use of the Cloud Program.
3. You MUST scan ALL files for viruses and malware using a commercial Anti-Virus/Anti-Malware solution PRIOR to uploading them to the Cloud Program. Under no circumstance are files corrupted with viruses or malware to be uploaded to the Cloud Program.
4. You MUST NOT share user IDs or passwords. It is your responsibility to keep your password confidential. If you believe your account has been compromised, change your password and immediately report this to your company's authorized Cloud Services contact.
5. You MUST NOT access, assist, or enable others to access, anything you or they have not been explicitly authorized to access, or attempt to do any of the foregoing.
6. You MUST NOT attempt to scan, stress, probe, test, or carry out any activity that may be deemed to compromise or risk the confidentiality or availability of the Cloud Services, unless explicitly authorized by a Hexagon representative to do so.
7. You MUST NOT disable, reconfigure, or attempt to bypass any security measures (for example Anti-Virus), unless explicitly authorized by a Hexagon representative.
8. You MUST NOT use the Cloud Services to harass, defame, defraud, libel, slander, intimidate, impersonate, or otherwise abuse another person, including other Customers, Hexagon, or Hexagon's suppliers.
9. You MUST NOT use the Cloud Services for the creation, collection, storage, downloading, or displaying of any offensive, obscene, indecent, or menacing images, data, or material capable of being resolved into such.
10. You MUST NOT use the Cloud Services for the creation or transmission of material such that infringes the copyright or intellectual property of another person/organization.

GUIDANCE

(a) In the event of any security issues, incidents, or near misses, you MUST promptly take all possible steps to notify your company's authorized Cloud Services contact and preserve any supporting information/evidence.

(b) Hexagon reserves the right to investigate any suspected violation of this AUP or misuse of the Cloud Services, and report any activity that Hexagon suspects violates any law or regulation to appropriate law enforcement

officials, regulators, or other appropriate third parties.

(c) If you are unsure or are concerned about an issue relating to, or have a query about, this AUP, seek guidance from your company's authorized Cloud Services contact.

AGREEMENT

By accessing and/or using the Cloud Program you accept and agree to be bound and abide by this AUP. If you do not want to agree to this AUP, you must not access or use the Cloud Program.

EXHIBIT J

COMMON TERMS GLOSSARY

"Acceptable Use Policy (AUP)" means the Acceptable Use Policy identified as such within Exhibit H (Cloud Program Conditions).
"Activity" or **"Activities"** means a single work activity/event or collection of work activities/events by a Party or by both Parties under a specified Task.
"Affiliate" means, for business entities, the parent business entity of a Party and any business entities in which a Party or its parent company directly or indirectly hold a controlling ownership interest. "Affiliates" means an entity which has entered into an intergovernmental agreement with the County which: (i) relates to or addresses the subject matter of the Agreement; and (ii) was disclosed to, and acknowledged by, Hexagon (A) prior to the Effective Date for any existing intergovernmental agreements, and (B) prior to any renewal date of the Agreement for any intergovernmental agreements entered into after the Effective Date. "Control" for the purposes of this definition means that the County owns in excess of fifty percent (50%) of the ownership interest of the Affiliate or owns a majority of the voting shares of the Affiliate. For purposes of Indemnification obligations in Sections 19and 20, an Affiliate is not a third party.
"Authorized Cloud User" means an individual user authorized by the County to use an entire Cloud Program on behalf of the County and for whom an account is set up by which the Authorized Cloud User can utilize Cloud Services Support and log Cloud Service Requests and Product Change Requests.
"Auxiliary System License" means the license(s) of Software Product made available by Hexagon for select Software Products to augment Production System Licenses. Each Auxiliary System License requires a corresponding Production System License and the term of the Auxiliary System License shall not exceed the term of the applicable Production System License.
"Beta Software" means any version of Software Product prior to a generally available commercial release of such Software Product.
"Business Day" means any day other than a weekend or public holiday in the country listed on the Quote.
"Business Hour" means an hour occurring during a Business Day and during the generally recognized eight (8) working hours comprising the Business Day at the County's location.
"Change Order" means a document executed or accepted in writing by both Parties that modifies the scope, price, milestones, and/or project schedule of an Order.
"Client" means a computing device connected to a Server.
"Cloud Anniversary" means the anniversary of the date on which Hexagon provided the License Key(s) to the County.
"Cloud Application(s)" means the Hexagon software applications, including without limitation application programming interfaces made available by Hexagon through the Cloud Portal as part of the Cloud Program. Cloud Application(s) are subject to Cloud Services Schedules.
"Cloud Consulting Services" means Services that relate to the Cloud Program including, but not limited to, implementation, configuration, customization, data conversion, Onboarding, design, training, and or enhancement of the Cloud Program.
"Cloud Cutover" means the point in time when the County first uses the Cloud Program for its generally marketed purpose.
"Cloud Development Environment" means a logical group of virtual or physical computers comprised within the Cloud Environment to which the County will be provided with access and use for the limited purpose of making modifications, as specifically permitted herein, to the Cloud Application. For purposes of clarity, the Cloud Development Environment cannot be used in Production or for training purposes.
"Cloud Environment" means the collection of remote environments provided to the County on which the Cloud Application(s) operates and that is supported by Hexagon.
"Cloud Optional Services" means those certain Hexagon Software Products that provide ancillary functionality or capability to the Cloud Applications, including, but not limited to, interfaces and custom forms and functionality. Unless specific Cloud Optional Services are identified in the Quote with a

corresponding purchase commitment from the County, Cloud Program does not include Cloud Optional Services.

"Cloud Portal" means the website through which the County accesses and uses the Cloud Program. The Cloud Portal provides access to the Cloud Program according to the County's rights, and further provides access to additional Cloud Services, as made available by Hexagon.

"Cloud Program" means the combination of Cloud Services, Cloud Application(s), Local Software, Third Party Software , and Cloud Optional Services provided pursuant to the Order Documents. The components of the Cloud Program are specifically identified in the Quote and for purposes of this definition shall mean only those components and not any other components not specifically listed in the Quote.

"Cloud Program Fees" means, collectively, any of the fees payable by the County to Hexagon for the Cloud Program (or any part thereof). Cloud Program Fees shall be in the amount described in the Quote and/or Cloud Services Schedule, and shall be invoiced on an annual basis, except to the extent otherwise expressly provided in the Primary Contracting Document or the Cloud Services Schedule.

"Cloud Program Start Date" means the date on which the first License Key(s) are provided to the County. For Cloud Program Fees purposes, Cloud Program use by the County will be assumed to be for the entire Month in which the Cloud Program Start Date falls regardless of the actual date in such Month that access to the applicable Cloud Application began.

"Cloud Service Request" means a request made to the first level support service to diagnose and address an Error in a Cloud Application or to report the purchased Cloud Application(s) is not Available.

"Cloud Services" means the services, service levels, Cloud Services Support, Customer Cloud Environment, and Third Party Service Provider's hosting services (which are more particularly described in the Cloud Services Schedule(s)), for Cloud Application(s), Cloud Optional Services, and Third Party Software and ordered by the County.

"Cloud Services Schedule" means a document(s) titled "Cloud Services Schedule" related to one or more Cloud Application(s) that contains additional details regarding the Cloud Services being provided to the County with respect to the applicable Cloud Program components purchased by the County.

"Cloud Services Support" means the service specified as such in the Cloud Conditions through which the County can report Cloud Service Requests and Product Change Requests.

"Cloud Staging Environment" or **"Cloud Testing Environment"** means a logical group of virtual or physical computers comprised within the Cloud Environment to which the County will be provided with access and use for the limited purposes of testing modifications and training, as specifically permitted herein, to the purchased Cloud Application(s). For purposes of clarity, the Cloud Staging Environment cannot be used in Production.

"Cloud Term" means the duration of a Cloud Program Order.

"Confidential Information" means any data or information, tangible or intangible, disclosed or made available by either Party (the "Disclosing Party") to the other Party (the "Receiving Party") that the Disclosing Party considers confidential or proprietary and is not generally known in the industry or to competitors of the Disclosing Party and which shall include: (i) tangible information marked by the Disclosing Party with the word "Confidential" or otherwise identified by an appropriate stamp or legend indicating its confidential nature; (ii) information disclosed orally or visually and identified by the Disclosing Party as confidential when disclosed, and confirmed by the Disclosing Party in a written notice within thirty (30) days following disclosure, which notice shall include markings similar to those outlined above; and (iii) all other information that, notwithstanding the absence of markings or designations, would be understood by the Parties, exercising reasonable business judgment, to be confidential. The term Confidential Information does not include information that: (i) is or becomes available in the public domain through no act of the Receiving Party; (ii) has been received on a non-confidential basis from a third party without breach of the Primary Contracting Document, where the Receiving Party has no reason to believe that such third party is bound by any confidentiality obligation to the Disclosing Party; (iii) was developed independently by the Receiving Party without reliance on the disclosed Confidential Information, provided that such independent development can be substantiated; (iv) was within the Receiving Party's possession prior to its being furnished by the Disclosing Party, where the Receiving Party has no reason to believe that such third party was bound by any confidentiality obligation to the Disclosing Party, or (v) is confirmed in writing by the Disclosing Party as not being confidential.

"Core" means a physical processor on a computer Server that can respond to and execute the basic instructions that drive the computer. A Central Processing Unit ("CPU") may have one or more Cores, and a given Server may have multiple CPU sockets that may each contain multiple Cores.
"COTS" means commercial off the shelf Intellectual Property in the form generally released and distributed to Hexagon's customers and not including any functionality or features requiring source code changes.
"COTS Documentation" means commercial off the shelf Documentation in the form generally released and distributed to Hexagon's customers and not including or requiring changes thereto.
"County Cloud Environment" means a logical group of virtual or physical computers comprised within the Cloud Environment and Local Environment to which the County will be provided with access and use of as part of the Cloud Program. A County Cloud Environment consists of a Cloud Development Environment and Production Environment.
"Coverage Period" means the period of performance of Maintenance Services with respect to a Covered Product, as stated in the Order Documents. Coverage Periods may differ for discrete Covered Products.
"Coverage Period Anniversary" means the anniversary of the date on which the Coverage Period commenced.
"Covered Products" means collectively, Covered Software Product(s) and Covered Third Party Products.
"Covered Software Product(s)" means Software Product(s) and Developer Tools identified in the Order Documents as software for which Maintenance Services are to be provided by Hexagon. Covered Software Products shall not include Third Party Software or any Cloud Program.
"Covered Third Party Products" means Software Product(s) identified in the Order Documents as Third Party Software for which Maintenance Services are to be provided by Hexagon. Covered Third Party Products shall not include Software Products or any Cloud Program.
"Credentials" means the unique log-in identifier by which a person could access a service or benefit, such as, without limitation, a Cloud Program or Training Curricula.
"Customer" means the County.
"Customer Cloud Administration" means providing User's access to the Cloud Application(s) purchased by the County, managing User accounts, providing Credentials to Users, and any system administration beyond User interface.
"Customer Data" or "County Data" means all electronic data or information: (i) provided by the County to Hexagon in connection with the Deliverables provided pursuant to an Order; and/or (ii) created by the County and/or submitted to the Cloud Environment by the County, Users, and/or Authorized Cloud Users. Customer Data or County Data shall not mean data which (i) is not particular to the County, and/or (ii) is of value to the general implementation, development, operation, or use of Hexagon products or services for the benefit of other customers. For the avoidance of doubt, Customer Data or County Data shall not include the Cloud Application(s), Software Products, Cloud Optional Services, Documentation written by Hexagon, DevTools, Content, Equipment and Software intentionally designed and embedded with Equipment or Special Purpose Items, and any other data and information provided as part of the Cloud Program or constituting a Hexagon Deliverable.
"Customer Data Rights" or "County Data Rights" means: (i) the right to use Customer Data that contains County Information to perform Hexagon's obligations within the Order; (ii) the right to use, alter, modify, and disclose Customer Data that does not include County Information to perform Hexagon's obligations and other business purposes for which the information may be disclosed to third parties; and (iii) except as otherwise provided in the EULA or Developer Tools Schedule, a worldwide, royalty-free, irrevocable license to use, replicate, sell, modify, enhance, and distribute any works created by the County through its use of Developer Tools.
"Customer Specified Data Center" means a data center used in the provision of a Cloud Environment, whose location has been specified by the County and agreed to by Hexagon and identified in the Quote. Additional Cloud Program Fees may be payable for a Customer Specified Data Center.
"Customized Software" means those Services Deliverables that are software or computer code, whether in source code or object code.
"Cutover" means the point in time in which a Software Product(s) is first used by User for its generally marketed purpose.

"Data Center(s)" means the data center(s) from which the Cloud Program (or part thereof) will be stored as determined by Hexagon or its Third Party Service Provider.
"Defect" means a reproducible instance of an adverse and incorrect functioning of a Software Product or Cloud Application that impacts the ability to use functionality intentionally integrated in the design of the Software Product or Cloud Application, assuming proper usage of the Software Product or Cloud Application in its required operating environment. Defects are further classified into four levels as follows:

Level	Impact of Defect
▸ Level One	*No workaround available and either:* ▸ *Productive use prohibited, or* ▸ *Aborts.*
▸ Level Two	*No workaround available and either:* ▸ Primary purpose compromised, or ▸ Productive use significantly impacted
▸ Level Three	▸ Productive, but incomplete operation Level Three Defects generally have a workaround or do not otherwise substantially impair productive use.
▸ Level Four	▸ Defects not qualifying as Level One, Two, or Three, including defects of a cosmetic nature and defects not materially limiting complete productive use

the County shall classify a Defect in accordance with the foregoing; provided that, Hexagon shall reclassify the Defect as appropriate following its review thereof.
"Deliverable(s)" means all Services Deliverables, software, hardware, Cloud Programs, and other items delivered or to be delivered by Hexagon to the County and identified in the Order.
"Designated Portal" means the portal(s), website(s), platform(s), or other similar channels designated by Hexagon from time to time to be used for specific collaboration(s), information dissemination(s), or communications(s).
"Documentation" means, whether in electronic or printed form, any user's guides, reference guides, administrator's guides, configuration guides, release guides, installation guides, and help guides made available through the Designated Portal. Not all of the types of Software Products or Cloud Applications are provided with Documentation or with similar Documentation.
"Effective Date" means the date and time the last Party is on notice that all Parties have accepted the Primary Contracting Document.
"Emergency Maintenance" means all maintenance performed when a Cloud Service Request demands immediate, unplanned attention, as reasonably determined by Hexagon.
"E/C Schedule" means a document relating to certain E/C provided by Hexagon listed in the Order Documents that address some or all of the following depending upon the offering being addressed: licensing requirements for any embedded Software, maintenance parameters and limitations, warranty, and support provisions.
"Error" means a Defect with a purchased Cloud Application, Cloud Optional Service, or Third Party Software causing a purchased Cloud Application to fail to materially conform to its designed functionality or Documentation. Errors are further classified into the same four levels as corresponding to the definition for "Defect."
"EULA" means the certain Hexagon End-User License Agreement set forth in this Agreement as Exhibit E and/or that is delivered with Software and which must be accepted prior to Software installation.

"Exchanged Product" means a later released Software Product which the County will receive pursuant to its Maintenance Contract and supplants the Replaced Product.

"Fixed Price Project Assignment" means a type of Order where Hexagon will provide Services with or without accompanying Product(s) for a fixed price.

"Hexagon" means Intergraph Corporation or the "Contractor."

"Hexagon IP" means Hexagon or Hexagon Affiliate developed, created, or prepared Intellectual Property. Additional information regarding Hexagon patents, including a list of registered patents associated with the Software Products, is available at www.intergraph.com/patents and/or www.uspto.gov.

"Intellectual Property" or **"IPR"** means all forms of intellectual property including, but not limited to, patents, trademarks, copyrights, trade secrets, methodologies, logos, techniques, processes, know-how, formulae, algorithms, logic designs, screen displays, schematics, source and object code computer programs or software, declaring code, implementing code, Documentation, mask work rights, digital data content, design, ideas, product information, inventions and improvements thereto, and all works of authorship fixed in any medium of expression (including any form of online, digital, or electronic medium), whether or not copyrightable and whether registered or not.

"Lapse" means an occurrence of any period of time, regardless of duration, during which (i) a Covered Product is not the subject of an active Order for Maintenance Services or other Maintenance Contract and an active Coverage Period, and/or (ii) payment is past due to Hexagon under a Maintenance Contract. Extension of a Coverage Period and/or payment to Hexagon after the occurrence of a Lapse shall not negate a Lapse, absent Hexagon's express written waiver.

"License Key(s)" means certain unique data string(s) verifying authorized access to the Cloud Application(s), which are purchased by the County and provided by Hexagon, as set forth on the Quote.

"Local Environment" means the collection of environments provided and supported by the County (e.g. providing System Equipment, etc.) in which the Local Software operates.

"Local Software" means software applications incidental to the Cloud Program which are designed to operate natively on devices outside the Cloud Portal and in the Local Environment.

"Maintenance Contract" means a contract under which Hexagon provides Maintenance Services to the County in relation to Covered Products and under which the County is to compensate Hexagon therefor.

"Maintenance Services" means only those services described in the document titled "Maintenance Terms and Conditions for Software" provided by Hexagon with respect to Software and other Deliverables licensed to the County and identified in the Order Documents as the subject of Maintenance Services.

"Material Adverse Effect" means a change that individually or collectively in aggregate with other changes has the impact of (i) negatively and materially reducing the County's and/or its Affiliates and/or its/their Authorized Cloud Users' or Users' access and/or usage rights in respect of the Cloud Program and which render the Cloud Program unusable for its primary intended purpose; or (ii) making the Cloud Program materially less secure which results in increased risk to Customer Data or to data belonging to other Hexagon customers. For clarity, a Material Adverse Effect is a condition which would render the Cloud Program un-usable or materially less secure for intended users generally, and not merely as a result of individual characteristics associated with the County or its specific implementation or operation.

"Minimal Operations Levels" means operation of a Software Product without a Level One Defect.

"Modern Release" means a version of a Software Product published by Hexagon no more than eighteen (18) months prior to County's first use thereof in Production.

"Month" means, unless otherwise stated in the applicable provision, a calendar month.

"Network Requirements" means (i) the minimum requirements, including but not limited to software and/or hardware, internet connection, latency or other requirements, which must be met by the County in order to access the Cloud Portal and use the Cloud Program; and (ii) network recommendations to the County which describe general and specific recommendations for the network connection requirements of the Cloud Program in order to enable the Cloud Program to function as designed. The Network Requirements may be updated from time to time and the County will be notified of such update via posting in the Cloud Portal or as otherwise determined by Hexagon.

"Offboarding" or **"Offboarded"** means the process for offboarding the Customer Data (or part thereof) from the County Cloud Environment and relocating or facilitating relocation of Customer Data to another County-designated location.
"Onboarding" or **"Onboarded"** means the process of loading Customer Data into the Customer Cloud
"Order" means each individual purchase transaction in which the Parties engage, as evidenced by Order Documents.
"Order Documents" shall mean written documents, the terms of which include Hexagon's commitment to provide specific products, licenses, and/or services at a specified price, subject to the terms and conditions of the Primary Contracting Document. Order Documents may consist of a single document executed by the parties or a combination of documents that together form an Order. Any Schedule applicable to the Order is incorporated into the Order Documents as if fully set forth therein.
"Party" means either Hexagon or the County.
"Parties" means both Hexagon and the County.
"Perpetual License" means a type of license for Software Product which allows the User to use the Software Product in perpetuity so long as the User does not otherwise violate the terms of the EULA. For reference, a Perpetual License on a Quote is denoted by its absence of either the terms "Subscription," "SaaS," or "Metered" and/or the absence of the letters "SU," "UB," "CLD," or "MTR" at the end of the Software Product number or the letters "HCL" at the beginning of the Software Product number.
"Personal Data" means data, including but not limited to criminal justice information, and other information which corresponds to a living individual person defined to be Personal Data under the applicable Personal Data protection laws of the Commonwealth of Virginia.
"Planned Maintenance" means maintenance planned and communicated in advance by Hexagon to the County for the maintenance of the Cloud Program.
"Product Change Request" means a request for additional functionality or modification to the purchased Cloud Application(s) or Covered Products.
"Product(s)" means either or the combination of Software (including Subscription Licenses), E/C, or other goods, and excluding Services, Maintenance Services, or a Cloud Program.
"Production" means, as applicable, where a Subsystem or Cloud Program is used in production/operation with an aim to accomplish one or more of its ultimate intended purposes. Operation solely for testing or training is not Production.
"Production Environment" means a logical group of virtual or physical computers comprised within the Cloud Environment to which the County will be provided with access and use the purchased Cloud Application(s) in production and for its generally marketed purpose.
"Production System License" means the license(s) of Software Product provided to User for general production use.
"Product-Specific Terms" modify the EULA, and (ii) in the event of a conflict between the EULA and Product-Specific Terms, Product-Specific Terms shall govern for the applicable Software. In the event of a conflict of terms between the EULA, any prior Product-Specific Terms (including any product-specific terms delivered in the form of an addendum to the EULA), and later Product-Specific Terms, the later Product-Specific Terms shall take precedence over the EULA and any prior Product-Specific Terms regarding the subject Software.
"Purchase Order" or **"PO"** means a document issued by the County to Hexagon to authorize the delivery of certain Product(s), Services, Deliverables, or Cloud Programs.
"Quote" means a document issued by Hexagon reflecting Product(s), Services, Maintenance Services, Deliverables, and/or Cloud Programs, which Hexagon offers to provide the County, as well as the prices and fees therefor, the County's name and location, and any applicable Schedule(s). To the extent any document or information is identified in the Quote with the intention of it being incorporated into the Quote, it will form part of the Quote.
"Replaced Product" means an earlier Software Product which will be replaced pursuant to a Maintenance Contract for an Exchanged Product.

"**Secure Access Tool**" is a tool designated by Hexagon for providing secure, auditable remote access to the County utilized environments in order for Hexagon support personnel to effectively perform services.

"Security Incident" means an event or set of circumstances resulting in a compromise of the security, confidentiality, or integrity of Customer Data under Hexagon's control. Examples of Security Incidents include: (i) security breaches to Hexagon's network perimeter or to internal applications resulting in compromise of Customer Data; (ii) severe degradation of, Hexagon's security controls, methods, processes or procedures that result in compromise of the security, confidentiality or integrity of Customer Data; and (iii) the unauthorized disclosure of Customer Data.

"Server" means a computer or computer program which manages access by Clients to a centralized resource or service in a network.

"Server-based Software Product" means Server-based software that is accessed by one or more Clients.

"Services" means the work, services, projects, assignments, or tasks Hexagon shall perform pursuant to an Order. Services do not include Maintenance Services, Cloud Programs, or XaaS (anything as a service).

"Services Deliverable" means any data, document, information, Customized Software, Third Party Software, or material provided to the County as a product of Hexagon's performance of Services pursuant to an Order. Cloud Programs are not Services Deliverables.

"Software" means the software and DevTools owned by Hexagon or an Affiliate and Third Party Software that is licensed to the County. For the avoidance of doubt, Cloud Programs and their contents are not "Software" as that term is used herein.

"Software Product" means the Hexagon or Hexagon Affiliate software product(s) identified in the Order Documents, which includes (i) any associated Hexagon files, sample data, demo data, or media with which the software is provided, (ii) any associated templates, data, printed materials, and "online" or electronic Documentation, and (iii) any Updates of such Software Products not made the subject of a separate license agreement. The term Software Products shall not include, and no rights of use are granted to User for, third party components, Hexagon products, or dependencies unnecessary to operate products made the subject of the Order Documents, but incidentally delivered within the same files or media. Software Product shall not mean any Third Party Software. For the avoidance of doubt, Cloud Programs and their contents are not "Software Products" as that term is used herein. For avoidance if doubt, Software Product does not include Developer Tools. Software Products are subject to all of the terms and conditions of the EULA which the Parties agree will apply to the same; and in the absence of such agreement, then the terms of the EULA provided with the Software Product.

"SOW" means a statement of work setting forth the scope of Services being provided pursuant to an Order.

"Subsystem" means a Hexagon solution that is designed to provide a specific capability independent of the procurement of any other Subsystem. Hexagon's computer aided dispatch system ("I/CAD" or "OnCall Dispatch"), records management system ("RMS" or "OnCall Records"), and G/Technology (G/Tech) are each an example of a Subsystem.

"System" means a physical or operational location where the Software resides and operates on an individual Server or where a single operational identification number ("Site ID") has been assigned by Hexagon.

"System Equipment" means all computer-related hardware, including but not limited to, servers, workstations, cables, mice, keyboards, cameras, and SAN's; operating system software; database software; and other third party software.

"Task" means an Activity or combination of Activities of any nature whether tangible or intangible, whether onsite or remote, or an event, as further identified in an SOW.

"Task Acceptance" means the event when the Task Acceptance Criteria has been satisfied in accordance with the Task Acceptance Process.

"Task Acceptance Criteria" means the criteria by which a Task will be evaluated for completion as described in an SOW.

"Task Acceptance Process" means the process by the County and Hexagon verify completion of the Task Acceptance Criteria as further described below. Once Hexagon believes the Task Acceptance Criteria has been successfully completed, Hexagon shall submit for execution by Project Officer a sign-off form in substantial conformity with Exhibit G, "Project Deliverable Sign-off Form." Within ten (10) Business Days of receipt of the applicable Project Deliverable Sign-off Form for the completed milestone or Task, the Project Officer will either: (i) execute the Project Deliverable Sign-off Form provided by Hexagon, or (ii)

provide a written description of all deficiencies to Hexagon. If the County fails to perform either action identified in the preceding sentence within ten (10) Business Days, or if the Deliverable, including the Software contained in the Fixed Price Project Assignment Order, is placed into Production or utilized in a live environment, then the Task or milestone shall be deemed accepted.

"Term" means the duration of performance under the contract into which this Common Terms Glossary is incorporated by reference.

"Term Assignment" means a type of Order for ongoing Services for a specific duration and without Tasks.

"Third Party Service Provider" means the third party service provider with whom Hexagon enters into a subcontract with respect to the hosting of a cloud platform, Training Curricula, and/or other services to provide an element of the Cloud Program, Training Curricula, or other service to the County (if applicable) on behalf of Hexagon.

"Third Party Software" means computer software or other technology in which any person or entity, other than Hexagon or Hexagon's Affiliate, has any right, title or interest, including any restrictions or obligations (such as obligations to obtain consents or approvals and restrictions that may be eliminated only by obtaining such consents or approvals) applicable to the computer software or technology, but does not include software embedded in the Software Products by license from third parties. The use of Third Party Software is subject to all of the terms and conditions of the Third Party Terms. "Third Party Software Products" also means, where applicable, pre-requisite third party software products used by Hexagon in order for the County to receive other components of the Cloud Program or licensed by Hexagon and used by the County to use Cloud Application or Cloud Optional Services.

"Third Party Terms" means for certain Third Party Software additional terms and conditions provided with the Order Documents and/or cited in the Use Terms, or otherwise made available to the County or any User.

"Update" means any upgrade, modified version, new release, fix, patch and/or update of the Software. Updates can require full installation and a new License Key. Updates are subject to all of the terms and conditions of the EULA provided with User's then current version of the Software; provided that if a new EULA is delivered with an Update, acceptance thereof is a requirement for its use.

"User" means the County and/or an individual employed by the County and authorized by Hexagon to use a particular Software, Cloud Application, Third Party Software, or Cloud Optional Services on behalf of the County. A User may also include County's contractor who requires temporary use in order to provide services on County's behalf. A person can only be authorized and a User if the person is an employee or designee of the County and the County has purchased the requisite number of licenses, or in the case of Cloud Programs, the requisite number of License Key(s) to provide Credentials for that User.

"Use Terms" means the Hexagon Product Usage Policy and Product Specific Terms accessible from https://www.hexagonsafetyinfrastructure.com/-/media/Legal/Hexagon/SI/Licenses/LLP/LLP_08-2019.pdf which are incorporated herein. For purposes of clarity, the Use Terms corresponding to the date of the Order shall apply to that specific Order and the Software provided thereunder.

"Version Limitation I" is a status reached by a Software Product on the earlier of the (i) the third anniversary of the County's first operation of that Software Product in a live Production environment or (ii) the fifth anniversary of Hexagon's first actual delivery of the Software Product to the County for implementation; provided that each time the County upgrades the version of the Software Product used in Production to a Modern Release, a reset shall occur, such that Version Limitation I shall thereafter be reached upon the third anniversary of the County's first operation of such Modern Release in a live Production environment.

"Version Limitation II" is a status reached by a Software Product on the earlier of (i) the fourth anniversary of the County's first operation of that Software Product in a live Production environment or (ii) the sixth anniversary of Hexagon's first actual delivery of the Software Product to the County for implementation; provided that each time the County upgrades the version of the Software Product used in Production to a Modern Release, a reset shall occur, such that Version Limitation II shall thereafter be reached upon the fourth anniversary of the County's first operation of such Modern Release in a live Production environment.

"Version Limitations" means, separately and collectively, limitations on Services to be provided hereunder based upon a Covered Product reaching Version Limitation I and/or Version Limitation II.

"Virus" means any thing or device (including any software, code, file or program) which may: (i) prevent, impair or otherwise adversely affect the operation of any computer software, hardware or network, any telecommunications service, equipment or network or any other service or device; (ii) prevent, impair or otherwise adversely affect access to or the operation of any program or data, including the reliability of any program or data (whether by rearranging, altering or erasing the program or data in whole or part or otherwise); or (iii) adversely affect the user experience or security, including worms, Trojan horses, viruses and other similar things or devices.

"XML Files" means the XML (Extensible Markup Language) files generated by the Software Product, where applicable.

"XSL Stylesheets" means the XSL (Extensible Stylesheet Language) presentation of a class of XML Files which, when included with the Software Product, describe how an instance of the class is transformed into an XML (Extensible Markup Language) document that uses the formatting vocabulary.

END OF EXHIBIT J