JK
10/09/08
Item No. 9

AN ORDINANCE 2008-10-09-0900

AUTHORIZING THE EXECUTION OF A CONTRACT IN AN AMOUNT UP TO $16,000,000.00 WITH TRITECH SOFTWARE SYSTEMS FOR A COMPUTER AIDED DISPATCH (CAD) AND RECORDS MANAGEMENT SYSTEM (RMS) IN SUPPORT OF THE REGIONAL EMERGENCY COMMUNICATIONS, INFORMATION SHARING, AND MOBILE DATA SYSTEM (RECIM) PROJECT.

* * * * *

WHEREAS, the existing CAD system is over 30 years old and does not have an effective Records Management System (RMS) component; and

WHEREAS, Ordinance No. 2008-06-19-0616 authorized the appropriation of various funds in support of the Regional Emergency Communications, Information Sharing, and Mobile Data System (RECIM) Project for a total of $18,040,403.00, of which $16,000,000.00 is allocated for the new CAD/RMS; and

WHEREAS, a COPS Technology grant and the Bexar Metro 911 district will each provide a grant of $6,000,000.00, with Bexar County providing $396,000.00; and

WHEREAS, TriTech Software Systems, a sole source provider, can provide a CAD/RMS system consisting of software and hardware that will replace the existing CAD system; and

WHEREAS, with this system, the San Antonio Police Department, the San Antonio Fire Departments, Bexar County Sheriff's Office and 17 other public safety answering points serving 20 contiguous jurisdictions will seamlessly interoperate with another, allowing them to coordinate and maximize resources during routine operations and potential disaster responses. This project will provide a greater level of cooperative functionality, as well as operational consolidation and enhanced efficiencies among the public safety agencies responsible for providing law enforcement, fire, ambulance, and emergency management services to the community; **NOW THEREFORE,**

BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF SAN ANTONIO:

SECTION 1. TriTech Software Systems is hereby selected to provide a CAD/RMS system for the City of San Antonio.

SECTION 2. City staff is authorized and directed to commence negotiations with TriTech Software Systems to reach an agreement for such work at a fair and reasonable price not to exceed a total of $16,000,000.00.

SECTION 3. If an agreement can be negotiated in substantial accordance with the terms of the Statement of Work, which is attached and incorporated herein for all purposes as **Attachment I**, the City Manager or her designee is authorized to execute such an agreement without further City Council action which will be attached and incorporated herein for all purposes upon final execution of the parties. The Agreement must be executed by all parties within 90 days of signing of this Ordinance; otherwise, the Agreement must be considered through a subsequent ordinance.

SECTION 4. The amount of $1,000,000.00 is reduced for this ordinance in SAP Fund 11001000, General Fund, Cost Center 2003040001, General Ledger 5709085 and the Fiscal Year 2009 budget is amended to reflect this change.

SECTION 5. The amount of $1,000,000.00 is appropriated in SAP Fund 11001000, General Fund, SAP Internal Order # 390000000731, SAP GL account 6102100 – Interfund Transfer out entitled From 11001000 to WBS 17-00032-90-08. The amount of $1,000,000.00 is authorized to be transferred to SAP Fund 46099000.

SECTION 6. The budget in fund 46099000, Grants Other Projects, SAP Project Definition 17-00032, Regional Interoperability System & CAD, shall be revised by increasing SAP WBS Element 17-00032-90-08 entitled Transfer from Internal Order #390000000731, SAP GL Account 6101100 – Interfund Transfer In, by the amount $1,000,000.00.

SECTION 7. The amount of $1,000,000.00 is appropriated in SAP Fund 46099000, Grants Other Projects, SAP Project Definition 17-00032, Regional Interoperability System & CAD, and shall be revised by increasing the SAP WBS elements as follows:

SECTION 8. A contract has been awarded to TriTech Software Systems in the amount of $16,000,000.00 for the Regional Interoperability System & CAD project from previously appropriated funding on ordinance 2008-06-19-0616, dated June 19, 2008.

SECTION 9. Payment not to exceed the total amount of $16,000,000.00 is previously appropriated in SAP Fund 46099000, Grants Other Projects, SAP Project Definition 17-00032, Regional Interoperability System & CAD, and is authorized to be encumbered with a purchase order and made payable to TriTech Software Systems, for a Computer Aided Dispatch (CAD) and Records Management System (RMS).

SECTION 10. The financial allocations in this Ordinance are subject to approval by the Director of Finance, City of San Antonio. The Director of Finance may, subject to concurrence by the City Manager, or the City Manager's designee, correct allocation to specific SAP Fund Numbers, SAP Project Definitions, SAP WBS Elements, SAP Internal Orders, SAP Fund Centers, SAP Cost Centers, SAP Functional Areas, SAP Funds Reservation Document Numbers, and SAP GL Accounts as necessary to carry out the purpose of this Ordinance.

SECTION 11. This Ordinance shall be effective on the tenth day after passage.

PASSED AND APPROVED this 9th day of **October, 2008.**

M A Y O R

ATTEST:
City Clerk

APPROVED AS TO FORM:
City Attorney

Request for COUNCIL ACTION

City of San Antonio

Agenda Voting Results - 9

Name:	9
Date:	10/09/2008
Time:	03:41:01 PM
Vote Type:	Motion to Approve
Description:	An Ordinance authorizing the execution of a contract in an amount up to $16,000,000.00 with TriTech Software Systems for a Computer Aided Dispatch (CAD) and Records Management System (RMS) in support of the Regional Emergency Communications, Information Sharing, and Mobile Data System (RECIM) Project. [Erik J. Walsh, Assistant City Manager; William McManus, Police Chief]
Result:	Passed

Voter	Group	Not Present	Yea	Nay	Abstain	Motion	Second
Phil Hardberger	Mayor		x				
Mary Alice P. Cisneros	District 1		x				
Sheila D. McNeil	District 2		x				
Jennifer V. Ramos	District 3		x				
Philip A. Cortez	District 4		x				
Lourdes Galvan	District 5		x				
Delicia Herrera	District 6		x				
Justin Rodriguez	District 7		x				
Diane G. Cibrian	District 8		x				
Louis E. Rowe	District 9		x				x
John G. Clamp	District 10		x			x	

TriTech Software Systems
Enterprise Project Prime Contractor
Statement of Work

City of San Antonio, Texas

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ATTACHMENT 1

Document Control

Major Project Statement of Work			
Date	Version	Details/Changes	Author
09/28/2008	0.1	Draft	Nasim Golzadeh
10/01/08	0.2	Edits to various sections	Nasim Golzadeh

Note: Prior to finalizing the document, select all of the document text (ctl-A) and activate F9 to update reference fields and the table of contents.

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1 Overview

1.1 Statement of Work

In accordance with the terms and conditions of TriTech Software Systems (TriTech) System Purchase Agreement (the "Agreement"), this Statement of Work (SOW) defines the professional services and Deliverables that TriTech Software Systems, the Prime Contractor, will be providing to the City of San Antonio hereinafter referred to as "Client". This project description includes the services and Deliverables specified by the Agreement, including, TriTech Software and services, subcontractor Software, hardware, and services, Third Party products and services for the implementation of the System and Subsystems specified in the Agreement (collectively the "Project"). The TriTech SOW will be the controlling document for the Project.

As defined by the Agreement, TriTech is the Prime Contractor responsible for delivery of the products and services by TriTech and its listed subcontractors. Overall management and structure of the enterprise project shall be governed by this SOW. Details about the products, services, and low level processes that apply to each vendor and their implementation process are described in the individual SOWs attached in Appendix C. TriTech's subcontractors in this Project are ETI, Orion, APS, US Digital, GDR, and Deccan.

Capitalized terms within this document have the meanings described in the Definitions section of the Agreement and where applicable Software Support Agreement.

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

1.2 Project Management Definitions

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

a) Project Schedule means the schedule providing dates and timeframes for completion of tasks and Deliverables during the course of this Project. The Project Schedule is subject to change at the mutual agreement of TriTech and the Client as further discussed in this SOW.

b) Project Management Plan means collectively the Communications Management Plan; Risk Management Plan; and Change Management Plan that provide the criteria for managing those tasks within the Project.

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1.3 General Client Responsibilities

In addition to those Client responsibilities stated elsewhere in this SOW, the Client is responsible for the following, unless specified otherwise in this SOW, or in one of the attached SOWs from the authorized Subcontractors:

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

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

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

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

e) Unless specified as a defined service to be delivered by TriTech, the installation, configuration, maintenance (including patch management and upgrades of Microsoft software required by the System.

f) Unless specified as a defined service to be delivered by TriTech, the installation of servers into racks and the connection of such servers to network switches.

g) Unless specified as a defined service to be delivered by TriTech, the configuration of machine names and IP addresses for servers to be utilized by the System. This includes joining the servers to the network and the assignment of security accounts as specified by TriTech's System Planning document.

h) Any hardware and third party software necessary for implementing the system other than the hardware and third party software listed in the TriTech price sheet (Deliverables, Price and Payment) for the Contract. This will include workstations for the CAD system, network equipment, TDD equipment, performance test software, and the like;

i) Third Party Systems that the Client operates and which will be interfaced with as a part of this project. Specifically, the Client operates and supports (including but not limited to the 911 System, Paging System, connectivity to NCIC system, Push-to-Talk system, non TriTech RMS system(s), Station Alerting system, Station Printing System, and any other systems that TriTech application will be interfacing to, except for those that are TriTech subcontractors). The Client is responsible for

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maintaining and supporting these systems in good working order. The Client is responsible for providing Application Programming Interface (API) documentation to these systems that document the integration process for the level of interface integration defined by TriTech's response to the RFP.

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

k) Active participation in System Orientation sessions by providing TriTech staff with an overview of the Client's current operation and providing information as requested by TriTech staff regarding changes to current operations desired by the Client. This information will include but is not limited to call taking, dispatching, field operations, and reporting requirements.

l) The provision of code files and GIS data as requested by TriTech staff. This information must be provided on a timely basis in order to meet the project timelines. This information will be provided in a format requested by TriTech staff.

m) The timely review and approval Acceptance Test Procedures (ATP), OSDs, IRDs, Task Completion Reports (TCR) and/or other project documentation as further defined in this SOW.

n) Active participation in Demonstration of Licensed Functionality (DOLF) sessions, including the timely review of code file data and GIS data.

o) Final User configuration, post DOLF code file building and on-going code file maintenance of the VisiCAD Command System and/or Subsystems (based upon the preliminary code file built by TriTech) in accordance to the training provided by TriTech.

p) Making the appropriate personnel available for scheduled training sessions.

q) Providing a training facility with the required computer and audio-visual equipment for training.

r) Timely completion of acceptance testing for VisiCAD Command, Interfaces and other Subsystems.

1.4 Project Exclusions

Work, software, services, hardware, Systems, Subsystems, product/software modifications or any other deliverables not described in this SOW, or the Agreement will not be included in the Project. Changes in scope will only be executed through a mutually agreed upon Change Management Process, as described in the Project Management Plan.

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2 Project Deliverables

2.1 Overview of Project Deliverables

This project will provide a combination of software, hardware, third party products and services that comprise the System for use by the Client's applicable Public Safety Organizations. The individual Subsystems will be integrated into a solution that will significantly reduce redundant data entry leading to reduced risk of human error in managing information systems.

This project will provide a mixture of fixed location and mobile-based Software Systems that will be used by the Public Safety Organizations providing law enforcement, fire and EMS services for the City of San Antonio (COSA), County of Bexar (Bexar) and City of Schertz (Schertz). As previously noted in Section 1, the project will be completed through the combined efforts of TriTech and its subcontractors and the Client and the other involved government organizations. The general division of responsibilities are 1) TriTech as the Prime Contractor providing overall project management, integration, software applications and applicable professional services, 2) Subcontractors providing Subsystems described in this document, and 2) the Client and its involved organizations providing computer hardware (with the exception of station alerting hardware), third party software (such as required Microsoft licenses and media), computer networks, facilities, professional services and the applicable Client project team. The specific deliverables and responsibilities are defined throughout this Statement of Work and other TriTech provided documentation.

This project will be completed in a series of phases. In order to reduce redundancy in implementation effort, and ensuring proper data flow amongst different components of the System it is important that the components within each of the following project groupings be implemented in cohesion;

Grouping A - VisiCAD, VisiNet Mobile, VisiNet Browser, CADLink, and Orion Software

Grouping B- VisiNet Law RMS (Police RMS) and APS Field Based Reporting

Grouping C- US Digital Station Alerting Subsystem, and related CAD Interface

Grouping D- ETI Fire RMS

Grouping E- Deccan Software (Concurrent with or post implementation of VisiCAD System)

Grouping F – GIS Services provided by GDR

These groupings are not necessarily based upon a chronologically phased schedule; rather, this project will have overlapping phases based upon Subsystem configuration of like software systems. Specifically, one major subproject phase will be anchored by the Computer Aided

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Dispatch (CAD) System. The other major subproject phases will be anchored by the Law Records Management System (RMS) and Fire RMS.

It is expected that the schedule for each of these subproject phases will overlap. Additionally, Subsystems that are a part of a particular subproject may not all Go Live at the same time. Based upon the scope and complexity of the project, TriTech will be working closely with the Client to establish and adjust the project schedule as necessary as the work progresses.

The following diagram illustrates typical Project key milestones, inclusive of all Subsystems, but it does not necessarily represent the relevant timing for performing these activities. Major project milestones such as System Orientation, System Configuration, Installation, DOLF, Acceptance Testing and Training are identified across all Subsystem implementations.

The Project services provided, such as Project Management, is based on the assumption that the project will be completed within 24 months from initiation.

The data flow between different Subsystems of this Project is summarized in Appendix E – (Data Flow Table).

Any Modification to the functionality of Standard Software within the System, or Subsystems post approval of final System Purchase Agreements, shall follow TriTech's Change Management Process as described in Section 9.2.

The number and type of software licenses are specifically listed in the Agreement and any reference within this document as well as Subcontractors' SOWs in Appendix C does not imply or convey a software license for products that are not listed in the Agreement.

Figure I, below demonstrates an overview of Project major activities and milestones.

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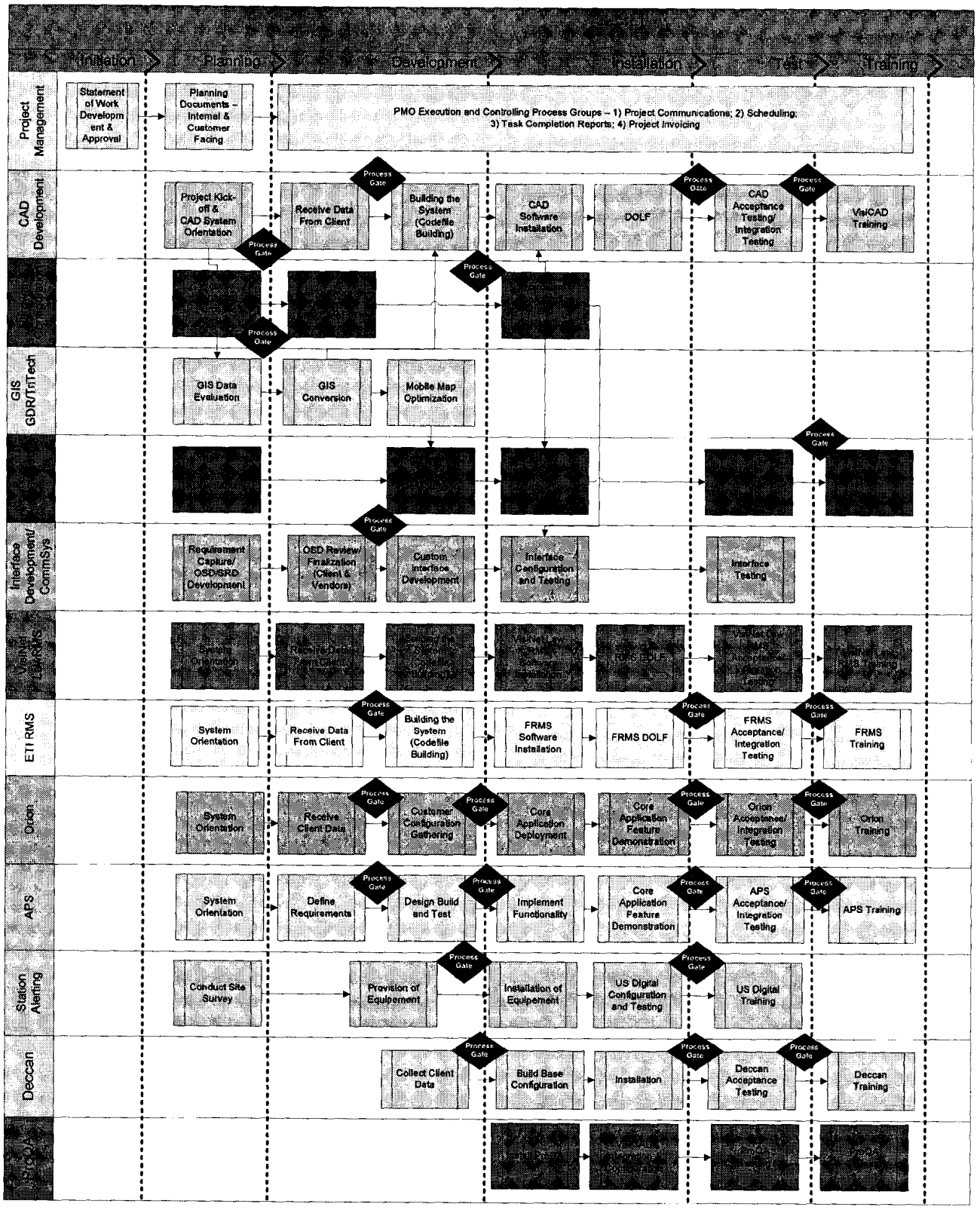

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2.1.1 VisiCAD System and Subsystems

The implementation of the VisiCAD System and its Subsystems includes the VisiCAD Command CAD System, VisiNet Mobile, CADLink, GISLink, data conversion, applicable interfaces, and VisiNet Browser. These VisiCAD system and applicable Subsystems will be implemented as a single CAD system, with all CAD agencies contained within a single database. The system will be configured for a phased go live to serve the following agencies:

1. San Antonio Police Department (SAPD)
2. San Antonio Fire Department and EMS (SAFD, SAEMS)
3. Bexar County Sheriff
4. Bexar County Fire
5. City of Schertz Police Department
6. City of Schertz Fire Department and EMS
7. San Antonio Airport

It must be noted that these agencies may or may not be configured as separate VisiCAD agencies within the database. The d configuration shall be finalized during the course of the Project, and approved by the Client during the DOLF process. The VisiCAD and VisiNet Mobile implementation will prompt TriTech professional services to perform requirements capture for workflow and operational functions. This information will be used to establish a baseline software configuration that allows for the workflow across organizations and between types of services (Law, Fire and EMS). Overall configuration of the VisiCAD software will be completed concurrently for all involved organizations; regardless of whether they all Go Live simultaneously or in phases. This will ensure that the software configuration can be effectively trained and taken live without significant rework of the software configuration for later Go Lives.

Note: There is no planned integration between the VisiCAD CAD System and the legacy CAD systems currently in use. Therefore, planning for phased CAD Go Lives should account for manual procedures for notifying agencies of incidents if they are not using the VisiCAD CAD System.

The software systems that will be implemented during this phase will include the Software and Interfaces as described in the TriTech Software Systems' Software and Services SOW attached in Appendix C.

The implementation process for VisiCAD System and Subsystems are described in detail in the TriTech SOW, attached in Appendix C of this SOW. It must be noted that the Client is responsible for procuring computer hardware and associated Microsoft software as specified by TriTech documentation. The Client will perform the basic configuration of Microsoft Windows, machine names, IP address and the assignments of security accounts. This is defined in greater detail in Appendix B and the TriTech System Planning Document.

2.1.2 TriTech Law RMS Subsystem

The Law RMS Subsystem implementation includes the VisiNet Law RMS System. This will be utilized by each of the applicable organizations – COSA, Bexar and Schertz. This phase will

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additionally include the automated Field Reporting system. There is a desire to eventually add additional organizations to utilize this same Law RMS System; however, TriTech will implement only those agencies listed above during this project. The RMS Phase will prompt TriTech professional services to perform requirements capture for workflow and operational functions. This information will be used to establish a baseline software configuration that allows for the workflow across participating law enforcement organizations. Overall configuration of the RMS software will be completed concurrently for all involved organizations; regardless of whether they all Go Live simultaneously or in phases. This will ensure that the software configuration can be effectively trained and taken live without significant rework of the software configuration for later Go Lives.

Due to the nature of the Law RMS System, phased Go Live may occur through the Go Live of particular RMS modules to be used by specific law enforcement organizations with other Law RMS modules implemented post Go Live of the initial live use of Law RMS. The implementation process for VisiCAD System and Subsystems are described in detail in the TriTech SOW, attached in Appendix C of this SOW.

2.1.3 Advanced Public Safety (APS) Automated Field Reporting

TriTech will manage implementation of the Automated Field Reporting (AFR) System by APS, for use by San Antonio Police Department, Bexar County Sheriff, and the City of Schertz Police Department. This will include the implementation of an Electronic Ticketing and Reporting solution that will interface to TriTech Mobile, and Law RMS Subsystems. TriTech will manage the implementation and integration of the APS system as the prime contractor and ensure that APS follows general implementation processes that are consistent with the methodology described in this SOW, as applicable. The implementation process shall include a requirements discovery phase followed by implementation, demonstration of configurations, testing, and conclude with acceptance of the solution. The AFR Subsystem project activities are described in more detail in Appendix C. The schedule for this work will be established by the TriTech and Client Project Managers in consultation with the applicable members of APS and Client Project Teams. It is recommended that implementation of this solution occurs concurrent with implementation of VisiNet Law RMS Subsystem.

2.1.4 Orion Communications/AgencyWeb

TriTech will manage implementation of Orion AgencyWeb System, by Orion. This project will entail providing the AgencyWeb application and interfaces to a defined set of software applications including Law RMS, Fire RMS and a variety of local personnel systems. The Orion Subsystem deliverables and project activities are described in more detail in Appendix C. The schedule for this work will be established by the TriTech and Client Project Managers in consultation with the applicable members of the Orion and Client Project Teams.

TriTech will manage the implementation and integration of the Orion system as the prime contractor and ensure that Orion follows general implementation processes that are consistent with the methodology described in this SOW, as applicable. Orion's System will be configured based upon the information captured during the System Orientation and the data provided by the Client. Orion performs the initial configuration of the System based upon this information. This configuration will be reviewed by the Client and refined accordingly, within

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the scope of the Project. The processes, milestones and tasks are described in detail in Appendix C of this SOW. TriTech recommends that the Orion software be implemented concurrently with the CAD project to limit the amount of interface work required.

2.1.5 ETI FIRE RMS System

The COSA Fire Department is already utilizing the ETI System-NFIRS Module for Fire Incident Reporting. This work for the NFIRS project has been managed, and will continue to be managed directly by the Client. ETI will expand the functionality of the system including the implementation of a CAD to RMS download interface from the VisiCAD system. TriTech will manage the implementation and integration of the ETI system as the prime contractor and ensure that ETI follows general implementation processes that are consistent with the methodology described in this SOW, as applicable. The ETI Subsystem project activities are described in more detail in Appendix C. The schedule for this work will be established by the TriTech and Client Project Managers in consultation with the applicable members of the ETI and Client Project Teams.

Implementation activities for ETI's Fire RMS will include ETI's professional services to perform requirements capture for workflow and operational functions. This information will be used to establish a baseline software configuration that allows for the workflow across participating Fire/EMS organizations. Overall configuration of the Fire RMS software will be completed concurrently for all involved organizations; regardless of whether they all Go Live simultaneously or in phases. This will ensure that the software configuration can be effectively trained and taken live without significant rework of the software configuration for later Go Lives.

Due to the nature of the Fire RMS System, phased Go Live may occur through the Go Live of particular RMS modules to be used by specific Fire/EMS organizations with other Fire RMS modules implemented post Go Live of the initial live use of Fire RMS.

The Fire RMS process uses a similar process to that previously defined for the CAD System, and as further defined in ETI SOW. The processes, milestones and tasks are described in detail in Appendix C of this SOW.

The Client is responsible for procuring computer hardware and associated Microsoft software as specified by TriTech documentation and performing defined configuration activities. The Client will be responsible for providing and maintaining VPN connectivity as described by the software Documentation to allow for installation, support and upgrading of the Fire RMS System. The ETI project may be completed simultaneously or independently of the other project. There are few dependencies on other systems with the exception of the interfaces.

2.1.6 US Digital Design Station Alerting System

TriTech will manage implementation of US Digital Station Alerting System for applicable Fire Departments within COSA, Schertz, and Bexar. The station alerting system includes digital alerting, voice announcement and messaging. US Digital Designs will provide a station alerting Software, equipment, and necessary labor to install this system as described in their SOW in Appendix C.

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TriTech will manage the implementation and integration of the US Digital system as the prime contractor and ensure that US Digital follows general implementation processes that are consistent with the methodology described in this SOW, as applicable. This implementation will include a CAD to Station Alerting Interface from the VisiCAD CAD System to the Station Alerting System for automated dispatch.

The processes, milestones and tasks are described in detail in Appendix C of this SOW.

2.1.7 GDR GIS Services

TriTech will manage GIS services provided by GDR to the Client. These services include implementation changes to COSA's designated GIS database that will be used for CAD System. This data can also be used by other Systems and Subsystems as necessary. TriTech will manage the implementation and integration of the GDR services as the prime contractor and ensure that GDR follows general implementation processes that are consistent with the methodology described in this SOW, as applicable. GDR Subsystem project activities are described in more detail in Appendix C. The schedule for this work will be established by the TriTech and Client Project Managers in consultation with the applicable members of the vendor and Client Project Teams.

The processes, milestones and tasks are described in detail in Appendix C of this SOW.

2.1.8 Deccan

TriTech will manage implementation of Deccan's products and services. These products and services include implementation of a set of tools that provide the Client agencies with capabilities for strategic deployment planning, real-time dynamic deployment planning, automated run-card building & backup book. TriTech will manage the implementation and integration of the Deccan systems as the prime contractor and ensure that Deccan follows general implementation processes that are consistent with the methodology described in this SOW, as applicable. Deccan deliverables and Project implementation processes are described in detail in their SOW, in Appendix C of this SOW.

2.1.9 Priority Dispatch Inc.

TriTech will manage implementation of ProQA, a medical dispatch assistant application, provided by Priority Dispatch Inc. Based upon guidelines that have been established between Medical Priority and TriTech, TriTech Software seamlessly integrates Medical Priority ProQA with VisiCAD Command, allowing the user to launch ProQA automatically within the Emergency Call Taking screen. This Project will consist of software products, services, and training. Priority Dispatch deliverables and Project implementation processes are described in detail in their SOW, in Appendix C of this SOW.

2.1.10 CommSys

TriTech will manage implementation of setup, implementation and training of the ConnectCIC message switching/interface product and CLIPS by CommSys. This implementation includes integrated inquiry from within the TriTech applications via TriTech's proxy. CommSys deliverables for this Project consist of five (5) major product and service components, which

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are described in detail in their SOW, in Appendix C of this SOW, along with their implementation process.

3 TriTech Prime Contractor Project Roles and Responsibility

3.1 Overview

All vendors under management and supervision of TriTech will appoint a team of specialized personnel that will implement the Project under the direction of TriTech's Project Manager. The team will be multi-disciplinary and the team members may specialize in different products, Subsystems, and Project phases. Team members may be engaged in different phases of the Project as necessary and in some cases are involved in the Project for a limited timeframe. The descriptions of personnel roles and responsibilities for each vendor including TriTech, Orion, ETI, APS, US Digital Design, Deccan, and GDR have been described in their respective SOWs in Appendix C.

There are two roles that are global to this enterprise project:

3.2 TriTech Program Manager

TriTech will appoint a Program Manager as the principal TriTech contact who will be responsible for implementing the enterprise Project. The Program Manager will also manage all involved vendors and subcontractor within the framework of the Agreement and this SOW. Additional Project Managers may be appointed at certain points throughout this engagement as required to assist in managing subsystems or specific phases of the implementation. All project staff and the subcontractors will report directly to the Program Manager.

All subcontractors will appoint a Project Manager. However, the TriTech Program Manager shall have overall responsibility for coordinating all activities, and supervising the progress of each sub-Project. The TriTech Program Manager shall manage all Client-vendor communications and act as the single point of contact for the Client. The TriTech Program Manager utilizes a standardized methodology for project implementation, project management, and risk identification and management. TriTech's Program Manager is responsible for Project scheduling and management of TriTech Project personnel and subcontractor/supplier resources, budget management, identification and management of Project risks, and communication with the Client's Project team. The TriTech Program Manager will be responsible for the collaborative coordination of Client resources in an effort to ensure that avoidable Project delays will be minimized.

The Program Manager is involved in the Project beginning with the SOW development and continuing through post Go Live Project completion. The Program Manager will be an active participant in many of the milestone events through the course of the Project. The Program Manager will organize a bi-weekly Project status call with the Client and necessary Project team members. Additionally, the Program Manager will provide the Client with a written Project status report on a bi-weekly basis.

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

3.3 TriTech Client Account Management

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

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

4 Recommended Client Roles and Responsibilities

4.1 Overview

In general, the Client's Project team should include staff experienced in the operation and administration of the Client's current public safety technology systems, including CAD, Mobile, Records Management Systems, Filed Reporting, Mapping, Station Alerting System, and other components of the System. These "subject matter experts" need to be engaged through the course of the Project from initiation until live operations, and may be involved in the support and maintenance of the System and Subsystems after Go Live. These recommendations do not speak to specific positions. Rather, this information defines specific responsibilities and estimated time commitment. The Client may elect to create individual positions, combine responsibilities, and/or assign responsibilities within their current organizational structure. The Client needs to periodically assess its staffing needs based on changes in the Client's operational use of this technology.

The core Project Team should include the Client's Project Manager, CAD Administrator (if different from Project Manager), Mobile Administrator, RMS Administrator, a small core group of dispatch personnel and supervisors, representatives from Operations (field operations), and representatives involved in reporting requirements. Other technical members of the Client's team will need to be engaged periodically, including the Client's information systems and GIS staff. Often, there is overlap with these core responsibilities - therefore, each team can generally be kept to a size of 5-6 team members. The team is responsible for participating in the Project key milestones and activities that require local and operational expertise.

In addition, it is recommended that the Client, early within the implementation process, identify those persons that will be responsible for the ongoing maintenance of the Client's System to include the technical and business processes. There are two key roles that are

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described below – the CAD, Mobile, and RMS Administrators are responsible for subsystem configuration and code file maintenance; the System Administrators manage the technical back-end of the System including Windows, SQL Server, network, hardware, file and data back-ups and log management. It is paramount that the Client develops this team during the implementation process so that the Client successfully achieves a degree of self reliance with the understanding of the System and subsystems in addition to the generalized technical responsibilities. There are a few roles that are global to this project, and are described here. Other roles are specific to each Subsystem and are described in detail in individual SOWs, in Appendix C - (Statement(s) of Work for subcontractor(s)).

4.2 Project Manager

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

Activities include facilitating Project Schedules and meetings, timely approval and processing of invoices, review and approval of Task Completion Reports ("TCRs"), Project management plans, applicable configuration sheets, OSDs and IRDs, approval of the DOLF report and ATP, and management of the Client's staff.

4.3 System Administrator(s)

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

As identified in the Agreement and the Software Support Agreement, following the initial system installation, administration and support for hardware (including the software operating system) and network components are the responsibility of the Client. The Client needs to plan for support and maintenance through the development of Client resources, other departments within the Client's organization, or by contracting for such services. The Client should establish procedures for managing warranty service of hardware.

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

Time commitment will vary with the number of computers on the system, the complexity of the network (including the use of a WAN) and the number of personnel to be managed in

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network access. If the VisiCAD LAN is connected to the Client's administrative LAN/WAN[1], coordination will be important to avoid problems with the VisiCAD network traffic. Personnel involved in System Administration should attend a VisiCAD System Administrator Course. Where a large team is involved, a core team should attend a VisiCAD System Administrator Course and then the Client's System Administrator should conduct a smaller version of the training for local staff.

Note: It is essential that System Administrators for each major Subsystem to be identified.

4.4 GIS Business Analyst

The GIS Business Analyst is responsible for the mapping components required for the System. Activities include providing the initial GIS files for use within the System, updating the Streets data using GIS Link, and working with TriTech's GIS Business Analyst to implement mapping components.

EFTs for this position will vary during the implementation cycle. During scheduled activities, the Client should have a fully dedicated person or persons. Post implementation workload will be based upon the number and type of GIS data edits that will be necessary for the local operations. This person should participate in portions of the System Orientation and DOLF. Additionally, this person (or group of people) should attend GISLink training.

4.5 Software Trainers (VisiCAD, VisiNet Mobile, ETI RMS, VisiNet RMS, AFR)

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

EFTs for this position will vary during the implementation cycle. During scheduled activities, the Client should have a fully dedicated person or persons. Post implementation should be maintenance only. These personnel should attend the applicable product specific Train-the-Trainer course.

4.6 Subject Matter Experts

Input from subject matter experts in all applicable areas (CAD, Mobile, Fire RMS, Law RMS, Personnel, and Interfaces) is essential to successful implementation of the system. The subject matter expert(s) in each area are the individuals who are knowledgeable about the current operational and technical specifications of the system, the data flow between and among different applications, and any limitations associated with each application.

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

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

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For Orion Subsystem it is necessary that subject matter experts include the decision makers regarding the administration of personnel, applicant processing, shift scheduling, training, asset tracking, activity management, leaves, overtime, and court attendance. It is also necessary that the Project team includes subject matter experts in the areas of Dispatch Tow, Impound Tow, Evidence and Property Room, Alarm Permit, Permit Management, and Court Management.

For Deccan Subsystem applications (CAD Analyst/ADAM, LiveMUM, BARB & DiVa) input from subject matter experts in all applicable areas is essential. These individuals must be knowledgeable about the current operational specifications of the system. This includes familiarity and knowledge about data elements in the CAD, f the incident types used in the CAD, units responding to these incidents, capabilities for the units responding to these incidents, locations that units respond from, geographical and GIS data, ability to identify performance criteria as well as performance targets to be used for analysis. Since move-ups impact field operations, it is necessary that a field person who is concerned with move-ups to participate in discussions.

For ETI Subsystem the subject matter experts should include individuals who are able to collect and verify all Fire Service-specific data (such as personnel, apparatus, equipment, and codes) for the system in conformance with information and direction provided by ETI. Subject matter experts must be authorized to represent their respective functional areas and make decisions about how the different modules should be configured.

EFTs for the subject matter experts will vary during the implementation cycle. During scheduled activities, such as requirements analysis, demonstration of the applications (if applicable), review of requirements' documentations, and testing process the Client should involve a fully dedicated person or persons. Post implementation should be maintenance only.

Note: Other specific recommended Client roles and responsibilities are described in individual SOWs for each vendor in Appendix C.

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5 Project Implementation Process

5.1 Overview

TriTech's methodology for managing projects, which applies to this enterprise project, is based on internationally recognized standards and processes as developed by the Project Management Institute (PMI®) for Project Management Professionals (PMP). Our standards are based on PMI's premier standards document, A Guide to the Project Management Body of Knowledge (PMBOK).

TriTech's processes for implementing public safety solutions utilize the standards of this document as well as over 15 years of experience in managing installations around the world.

Following PMI principles, each project and its subprojects are implemented with a phased methodology designed to mitigate risks and ensure that deliverables are implemented in a manner that satisfies functional requirements and occur according to the Project Schedule. This phased approach is designed to manage resources, expectations and risks using a series of stakeholder and Project participant reviews. The phased project implementation includes Project checkpoints or gates that serve as assessment points to ensure that the implementation is progressing effectively, and key tasks have been completed before other dependent tasks are initiated. This process provides for the evaluation of risks or barriers to success are addressed prior to their causing delays.

Following the PMBOK methodology, there will be five (5) Process Groups that TriTech observes with regard to implementation. These process groups and work descriptions are provided within trailing sections for the following: Initiation; Planning; Execution; Controlling/Monitoring and Closure.

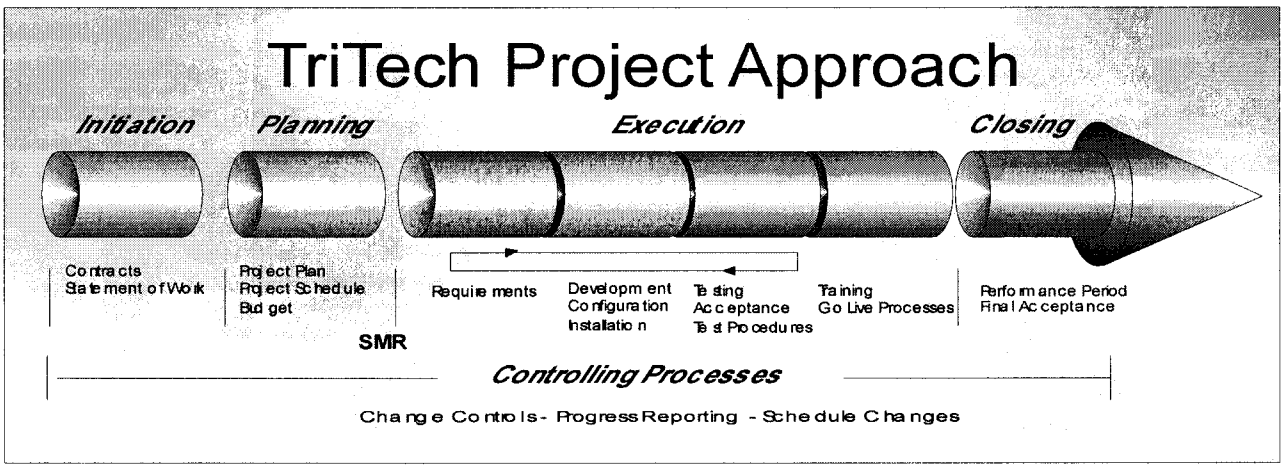

Figure II- Project Implementation Processes.

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The approach identified in Figure 1 includes several key phases and a series of milestones that are used as gates to the next phase. These milestones/gates will be managed through regular meetings with the Client, meetings with the involved TriTech team members and a series of Senior Management Reviews within TriTech.

5.2 Standard Enterprise Project Implementation Approach

This standardized approach to project implementation emphasizes the following best practices. The joint utilization of these best practices by TriTech as the Prime Contractor and the Client will allow for more predictable project implementation. TriTech employs this standard approach for managing all Project activities, and all involved vendors and subcontractors.

a) Definition of project scope and project requirements at the Project's inception (and on-going expectation management) is important to a project's success. The early phases of the Project are used to identify and validate Client workflow and operational processes that are configured into the software. This information needs to effectively represent the expectations of the Client and System Users. When scope and requirements do not reflect the expectations of the Client and the System Users, project risks and challenges are experienced causing additional work and prompting project delays. This methodology limits scope creep and misunderstandings by defining expectations in detail up front.

b) TriTech's approach focuses upon early identification of risks and the creation of a plan for management of such risks. Monitoring and managing risks throughout the Project with a formal risk plan ensures that team members are addressing risk at each phase in the Project before it affects project outcome.

c) The use of structured and manageable phases allows for breaking down (decomposing) of very complex projects into manageable phases ensure that the teams focus on the task at hand. Success at each phase projects to a successful project outcome.

d) Documentation of the Project Schedule and task management ensures that all parties are operating based upon a mutually accepted set of expectations for deliverables or upcoming tasks.

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

f) The listed subcontractors are managed by TriTech in its role as Prime Contractor. This includes engaging subcontractors (typically through a purchase order) and managing their services and payments. TriTech will manage the delivery of all subcontractor specific deliverables (i.e.: Training, documentation, system requirements etc.), method of delivery, and processes.

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g) TriTech utilizes a two-step process for managing invoices and payments. Project milestones that are associated with a Project payment are initially signed of through a TCR. This documents the completion of the associated task or milestone. Once the TCR is approved, an invoice is submitted to the Client for payment.

h) Project change orders are utilized to document changes in project scope. This documentation of project changes allows TriTech and the Client to avoid misunderstandings and to establish traceability with other key Project phases such as acceptance testing.

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6 Project Initiation

6.1 Overview

Project Initiation consists of those processes that define the scope of the Project. The process of contract negotiations is included as a part of the Project Initiation process and sets the foundation for the expectations of the parties regarding the Project. During the initiation process there will be a minimal exchange of technical information between the Client and TriTech while the negotiating teams determine the Project scope, define Deliverables and finalize pricing and payment terms. The goal of the initiation phase is to finalize the contracting terms and conditions and finalize the SOW for the Project. This process can take between 30 to 120 days, depending upon the Client's availability to review and comment on documents. Most of the Project Initiation tasks are performed and completed during the contract negotiation process, through a collaborative effort between the teams representing the Client and TriTech. The following activities are completed as part of the contract negotiation process:

Responsibilities for this process

6.1.1 Prime Contractor Responsibilities

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

b) Produce required documentation to support Initiation activities. (Such as Standard IRDs, Platform Planning document, subcontractor documentation, etc.)

c) Finalize and execute the Agreement with the Client.

d) Review and Finalize the Prime Contractor SOW, and the SOWs of the subcontractors with the Client.

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

6.1.2 Client Responsibilities

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

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

c) Finalize and approve the Agreement with TriTech.

d) Finalize and approve the Prime Contractor SOW, and applicable Appendices with TriTech.

e) Approve and pay invoice for payment due at execution of the Agreement.

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7 Project Planning

7.1 Overview

Project Planning requires the gathering of Project specific information required to produce a Project Management Plan. In short, Project Planning consists of those processes designated to establish when and how the Project will be implemented while further elaborating on Project Deliverables. Most of the information exchange between the Client and TriTech and its subcontractors during this process is at a high level and consists of interaction between both Project Managers and a small group of Project stake-holders. The duration for this process can take between 30-60 days.

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

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

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

Responsibilities for this process

7.1.1 Prime Contractor Responsibilities

a) Identify and engage the TriTech, and subcontractors' Project teams responsible for carrying out Project Execution.

b) In collaboration with the Client, develop a comprehensive Project Management Plan (which includes the Communication Management Plan, Risk Management Plan, and Change Management Plan).

c) Baseline the master Project Schedule.

d) Complete and submit the TCRs for Client acceptance of the Project Management Plan as defined above.

e) Conduct a Project Kick-Off meeting at the Client's site.

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7.1.2 Client Responsibilities

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

b) Review and comment on the TriTech Project Management Plan and the Project Schedule.

c) Ensure participation of the Client's Project team in the Project Kick-Off meeting(s).

d) Approve the TCRs for the Project Management Plan within 5 business days.

7.2 Project Kick Off

During planning phase, the TriTech as the Prime Contractor will hold a Kick-Off meeting with the Client's Project team and major subcontractors. During the Kick-Off meeting, the TriTech Project Manager will provide an overview of the following:

a) Project Execution Process.

b) Description of Project Deliverables.

c) Roles and responsibilities of Project team members from Client and all vendor teams.

d) Review the preliminary Project Schedule including projected Project milestones and checkpoints.

e) Describe the work that has been either completed, in progress or due to begin within the immediate future.

f) Review any project related questions from the Client's team.

Responsibilities related to this function

7.2.1 Prime Contractor Responsibilities

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

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

c) Conduct the Kick-Off meeting.

7.2.2 Client Responsibilities

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

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

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

8 Project Execution

8.1 Overview

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

System implementation requires a broad level of interaction between the Client and TriTech and usually consumes 75 to 80 percent of the Project effort.

8.2 General Responsibilities for this process

8.2.1 Prime Contractor Responsibilities

a) Manage the requirements gathering process for the System and Subsystems by TriTech and its subcontractors through product or process specific System Orientation session(s).

b) Manage the process of performing System configuration actions by TriTech and its subcontractors as required by the SOW.

c) Manage development, Installation and configuration of all Software, and Interfaces, by TriTech and its subcontractors as required by the Agreement. These activities are subject to the Client's responsibility described in Section 1.3, regarding the provision of third party systems to be interfaced to; TriTech is responsible for delivering Interfaces that provide interface functionality meeting the level of interface integration defined by the SOW.

d) Manage GIS analysis and data import activities performed by TriTech and its subcontractors, as required by the System and Subsystems as required by the SOW.

e) Manage installation and configuration of hardware by TriTech and its subcontractors for applicable Systems and Subsystems if specified by the Agreement and in accordance with Section 8.4.

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f) Manage installation and configuration of the software Systems and Subsystems by TriTech and its subcontractors for the software licensed under the Agreement.

g) Manage successful completion of initial testing and ATPs by TriTech and its subcontractors for the software Systems and Subsystems licensed under the Agreement.

h) Manage issue resolution by TriTech and its subcontractors as they are discovered and documented.

i) Conduct training sessions conducted by TriTech and its subcontractors as specified in the Agreement and in accordance with Section 8.7. As the Prime Contractor TriTech is responsible for addressing post-training issues as documented in the applicable Journal.

j) Develop TCRs and submit invoices for acceptance of each Project deliverable.

k) Plan and execute System and Subsystem Go Live in collaboration with the Client and subcontractors.

l) Address post Go Live issues as documented in the applicable Journal.

8.2.2 Client Responsibilities

a) Complete all pre-installation responsibilities as specified by the System Planning Guide or replacement document issued by TriTech, and its subcontractors.

   1. Configure the network, implement security and support access as specified by the System Planning Guide or TriTech subcontractor documentation.
   2. Install any equipment or Third Party Software or systems needed to implement the Systems and Subsystems specified by the Agreement, and services that are not described in the Agreement as a service to be delivered by TriTech or its subcontractors.
   3. Assist TriTech with configuration and installation work, including inserting media and restarting applicable computers.

b) Attend and actively participate in applicable meetings and Project implementation sessions held by TriTech and its subcontractors.

c) Review and approve Acceptance Test Procedure documents for applicable Systems and Subsystems.

d) Conduct Acceptance Testing utilizing approved Acceptance Test Procedure (ATP) in coordination with TriTech and its subcontractors.

e) Sign off on successful completion of TriTech and its subcontractors' ATPs through the written approval of a TCR.

f) Prepare the training facility for Systems and Subsystems' training conducted by TriTech and its subcontractors.

g) Ensure attendance of designated personnel in applicable training classes.

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h) Manage and implement all Client provided software classes as needed to prepare Client staff for the operational use of Systems and Subsystems.

   1. Notify the TriTech Project Manager regarding progress of training Client staff including any risks associated with such training including the potential for significant numbers of Client staff not successfully completing training by the applicable Go Live.

i) Participate in planning and execution of Go Live.

j) Document post Go Live issues.

Detailed Project Execution activities for TriTech and each subcontractor are captured in their respective SOW, in Appendix C of this document.

8.3 Requirements Gathering

Requirement gathering process is one of the Project Execution activities. During this activity the designated members of TriTech and/or its subcontractors' teams will meet with the Client's key personnel, including representatives from administration, field operations and communications. The purpose of this activity is to gather all pertinent information needed to assess the Client's current operational methods and business practices, including reporting requirements. This information is used to determine the most appropriate CAD, RMS, Interface, Hardware/Network and Mobile configuration for the Project. This activity may be referred to as System Orientation by TriTech and its selected subcontractors.

Active and uninterrupted participation of designated Client personnel and subject matter experts in this process is essential to ensure completeness and accuracy of gathered requirements.

Responsibilities for this task

8.3.1 Prime Contractor Responsibilities

a) Schedule and coordinate requirements gathering activities in accordance with the Client's and vendor's availability and the Project Schedule.

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

c) Supervise vendor activities in conducting the meetings based on the distributed agenda.

a) Supervise documenting the Client's requirements and configuration specifications for applicable Systems and Subsystems, and control the requirements against the scope of the Project.

d) Supervise distribution of configuration documents and, if custom work is necessary, requirements documents to the Client for review and approval.

e) Supervise documentation and assignment of owners and due dates to any action items and track all action items to closure.

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f) Ensure that configuration documents and supporting material is used by TriTech and its subcontractors to configure the System and Subsystems.

g) Document any gaps between requested functionality of Systems and Subsystems and functionality required by the Agreement for further analysis and discussion and/or facilitate the change control process. Client requested changes for changes beyond the scope of the Agreement will be evaluated at this phase, but will have to be evaluated for the potential impact on the Project Schedule and for additional project charges to be paid by the Client.

8.3.2 Client Responsibilities

a) Ensure participation of key stakeholders and decision-makers in the requirement gathering process.

   1. Provide subject matter experts that can articulate the agency structure as it will relate to the Subsystem requirements.
   2. Provide subject matter experts that can explain the data flow. These persons should have the ability to make decisions regarding any changes that may arise through the use of the new System or Subsystem.
   3. Provide subject matter experts that are versed with the ability to gather and provide the data elements to TriTech and its subcontractors.
   4. Provide subject matter experts that will be the "in house" super users of the Subsystem, as well as a person or persons that will be responsible for the ongoing maintenance of the Subsystem.

b) If held onsite, provide adequate facilities to comfortably hold the requirement gathering meeting to include a computer projector, whiteboards and adequate seating. Two projectors are preferred.

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

d) Participate in and follow the Change Management Process for any requested software changes.

e) Sign the appropriate TCR.

8.4 Hardware/OS Configuration

Unless specifically specified for selected Subsystems, the Client will be performing basic server preparation for all servers except the Stratus servers. Basic server preparation includes placing the servers in the racks, joining them to the existing domain, with the Domain Controller in place, and establishing remote connectivity capability (VPN and Remote Desktop) for authorized TriTech personnel or its subcontractors to perform configuration. These activities will be coordinated between TriTech and the Client IT staff and assistance will be provided by TriTech's IS team as required. If the Client is not willing to complete the basic

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server preparation, this task may be performed by TriTech or TriTech's subcontractors at additional cost.

In order to start configuration, the Client needs to provide server names, IP addresses, Administrator Account Information (User Name, Password) and the naming convention information to TriTech. These activities will be coordinated by TriTech's Project Manager. A configuration sheet will be provided to the Client that organizes this information in to the TriTech preferred format.

The standard hardware procurement and configuration process is defined in Appendix B of this SOW.

Responsibilities related to this task

8.4.1 Prime Contractor Responsibilities

a) Provide TriTech's System Planning Guide, and other hardware installation documentation for TriTech's subcontractors.

b) Provide guidance and assistance as necessary.

c) Distribute the Client site configuration document. TriTech will work with the Client through the development and completion of this document.

d) Manage equipment and third party software procurement by TriTech and its subcontractors, if required by the Agreement, as specified in vendors' SOWs attached in Appendix C.

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

f) Manage installation of equipment by TriTech subcontractors, if required by the Agreement, as specified in vendors' SOWs attached in Appendix C.

8.4.2 Client Responsibilities

a) Perform site preparation, as specified in the System Planning Guide, and other hardware installation documentation for TriTech's subcontractors.

b) Procure equipment and third party software if a Client responsibility according to the Agreement:

   1. Install operating system and database software for Client procured hardware unless the service is specified as a TriTech responsibility in the Agreement.

c) Perform basic server preparation including:

   1. Installation of servers in applicable racks.
   2. Joining servers to the existing domain with the domain controller in place.
   3. Establishing remote connectivity capability (VPN and Remote Desktop) for authorized TriTech personnel to perform configuration.

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d) Provide TriTech and its subcontractors with all necessary configuration documentation which includes machine naming, IP addresses, Administrator Account Information, naming convention, and connectivity as prescribed.

8.5 System Installation

TriTech will manage the installation of the Systems and Subsystem to be provided under this SOW. Unless specifically stated otherwise, all server installation activities will be performed remotely with all required software and associated configuration data. Prior to installation and configuration of the Subsystem software by TriTech and its subcontractors, the Client will perform all necessary site preparation in accordance with the System Planning Guide provided by TriTech and its subcontractors. Subsystem servers such as mobile and other applicable systems will be configured and software installed by TriTech and its subcontractors via remote access to the Client System.

Responsibilities related to this task

8.5.1 Prime Contractor Responsibilities

a) Supervise installation and configuration of the System and Subsystems on the designated Training/Testing, Production, and Backup servers by TriTech or its subcontractors in accordance with vendor SOWs in Appendix C.

b) Supervise configuration of the system servers by TriTech and its subcontractors based on standard server configuration procedures.

8.5.2 Client Responsibilities

c) Complete the site preparation in accordance with System Planning Guide.

d) Allocate appropriate Project personnel to support configuration tasks as necessary

e) Provide a contact for onsite assistance.

8.6 Acceptance Test Procedures

8.6.1 Overview

TriTech will execute a process for the acceptance testing of the System and Subsystems, implemented by TriTech or its subcontractors. Acceptance Test Procedures (ATPs) will be conducted for multiple Subsystems during the Project implementation process prior to final Acceptance. The purpose of the ATP is to test specific functionality and to formally document that the each Subsystem meets the required functionality according to the Agreement between the Client and TriTech.

Once this Acceptance Testing Process has been successfully completed, each Subsystem will have been considered to be accepted. A TCR will be submitted that affirms that the Subsystem has passed this test.

Any failed ATP test will be retested following the correction of any issues which has caused the test to fail. The ATPs are considered Concluded, once each individual test passes the acceptance criteria. A repeat of the full ATP test can be conducted by the Client.

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The Prime Contractor will arrange for System-wide Integration testing, after Subsystem ATPs are successfully completed for individual Subsystems.

Responsibilities related to this task

8.6.1.1 P rime Contractor Responsibilities

a) Supervise development of ATP documents reflecting the Subsystem Configurations.

b) Supervise performing acceptance testing in accordance with ATP documents.

c) Supervise documentation of ATP findings and results by TriTech and its Subcontractors.

d) Manage resolution of ATP issues by TriTech and its Subcontractors and re-run tests as required

e) Obtain the Client acceptance of the system functionality

f) Upon completion of ATP, provide a TCR to the Client, to be signed and returned to TriTech

8.6.1.2 C lient Responsibilities

a) Work toward the timely completion of all predecessor tasks to include the base system installation.

b) Provide adequate facilities to execute the ATP.

c) Participate in the ATP by proving operational subject matter experts related to each Subsystem that have the authority to sign that the test feature passes the test process.

d) Assist TriTech and its Subcontractors in documenting ATP findings and results

e) Upon successful completion of ATP, approve and return the TCR to TriTech

8.7 Training

8.7.1 Overview

The Agreement specifies a set number of sessions of standard training programs that have a set amount of days and duration. TriTech will manage and supervise successful execution of these training classes that will be conducted by TriTech and its Subcontractors as specified in the Agreement and Subcontractor SOWs in Appendix C. These project as proposed assumes that classes will be conducted on consecutive days, on the weekdays during business hours (Tuesday-Friday, during business hours). Variations to this schedule may be provided for an additional cost.

TriTech will provide the Client with a complete matrix of all offered courses, for the System and Subsystems. Appendix D lists a training matrix to include the course descriptions, pre-requisites, duration of the class, and reference to the scope of training.

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TriTech will provide to the Client editable electronic copies of all course materials. TriTech will provide all class attendees with hard copies of client specific training manuals.

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

Note: To ensure productivity of the training classes, the Client must follow the guidelines for the class size, and recommended attendees for each class as described in the Subcontractor SOWs.

Note: Number of training classes is based on the items listed in the System Purchase Agreement.

Responsibilities related to this task

8.7.1.1 P rime Contractor Responsibilities

a) Coordinate and schedule training activities based on availability of Client resources, and applicable vendor responsible for delivery of the training classes.

b) Supervise distribution of training agenda and material to the Client.

c) Supervise successful completion of training classes by TriTech and its Subcontractors.

g) Upon completion of each training class or group of classes conducted by each Subcontractor, provide a TCR to the Client, to be signed and returned to TriTech

8.7.1.2 C lient Responsibilities

a) Provide students with the requisite skills as detailed within the recommended Client Project team.

b) Provide adequate facilities for the execution of the training to include adequate seating for each workstation and an overhead projector. (For all classes that will be held at Client site)

c) Provide a supervisor for each class that can answer agency specific questions as related to the build of the Client's system. (For all classes that will be held at Client site)

d) Review and Sign the TCR for this task

8.8 Go Live

Rolling each of the Subsystems into production is a major Project Milestone, involving the Prime contractor, one or multiple subcontractors, and one or multiple Client agencies. Based on the complexity of the Subsystem(s) and number of "touch points" each Go Live event

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requires a series of preparation steps and a Go Live process. It is very important that the best sequence for Subsystem Go Lives to be determined.

The details about Go Live process for each Subsystem are described in the vendors' SOWs in Appendix C of this document. The duration of Go Live support, and number of Go Live support resources shall follow the System Purchase Agreement.

Responsibilities related to this task

8.8.1 Prime Contractor Responsibilities

a) Plan the Go Live order for the Subsystems, for the Client agencies.

b) Supervise delivery of a Go Live check list to the Client with adequate time for review

c) Identify the participants, and level of vendor participation in the Go Live process for each Subsystem Go Live

d) Provide System monitoring following the actual Subsystem cut over as specified within the Agreement

8.8.2 Client Responsibilities

a) Timely review of the Go Live checklist

b) Complete Go Live preparation in sufficient time to allow for testing prior to Go Live

c) Provide adequate persons for the supervision and monitoring of the Client's CAD end users 24/7 beyond the participation of the TriTech staff

d) Provide 24/7 Client IT support the participation of the TriTech staff

e) Develop a process for the reporting and resolution of field mobile issues

f) Review and Sign the TCR for this task

9 Project Controlling Processes

9.1 Overview

As the Prime Contractor, TriTech has the overall responsibility for performing Project controlling Processes for the enterprise Project including Subcontractor activities. Project Controlling Processes are established early in the Project life cycle during the Planning Phase and described within the Project Management plans. Project Control is the process that includes completing regularly scheduled Project progress meetings and the use of regularly delivered Project progress reports, as well as implementing the processes needed for Communication Management, Risk Management, and Change Management. The process begins during the initiation process and concludes at the end of the Project.

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

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

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

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

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

The TriTech Program Manager will routinely assess progress with its Subcontractors and the Client through the checkpoints and TriTech management periodically reviews all projects in Senior Management Review meetings to ensure that these variations receive the highest level of attention.

Significant milestones require a TCR to be mutually agreed upon and signed by the Client. (Refer to Task Completion Reports within later Sections of this document).

Responsibilities related to this function

9.1.1 Prime Contractor Responsibilities

a) Provide a written report of the enterprise Project status on a bi-weekly basis, as agreed by the Client and TriTech in the Communication Plan.

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b) Track TriTech and its Subcontractors' issues and action items to closure through product specific journals. The Client will be periodically provided with updated copies of the journal.

c) Provide timely submission of Project Invoices.

d) Conduct status meetings/conference calls every two weeks involving appropriate TriTech and Subcontractor resources, as agreed by the Client and TriTech.

e) Maintain an up-to-date master Project Schedule.

f) Provide ongoing coordination of activities and personnel.

NOTE: All documentation will be provided electronically

9.1.2 Client Responsibilities

a) Review the written report of Project status and provide feedback within ten (10) business days in order to ensure that the documentation is correct.

b) Pay Project Invoices in a timely manner, as specified in the Agreement terms.

c) Participate in Project status meetings.

d) Ensure participation of personnel in tasks and meetings.

e) Ensure timely review and approval of Project Deliverables and documents within ten (10) business days from submission.

9.2 Change Management Process

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

Changes that do not affect Project effort or do not incur additional cost may only require a Change Control Document. Additional deliverables or Project deletions in terms of Software and services will require a mutually agreed upon Change Order.

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

All change requests require approval by both parties.

Responsibilities related to this function

9.2.1 Prime Contractor Responsibilities

a) Change Orders will be prepared for submission to the Client when material changes to the SOW are required.

b) Where Project changes require Engineering-level modifications, TriTech will perform requirements capture necessary to prepare required documentation for Client review and approval.

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

9.2.2 Client Responsibilities

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

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

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

9.3 Document Review

In the course of the Project, TriTech will deliver several documents to the Client for review, on behalf of TriTech and/or its Subcontractors. These documents will include the Acceptance Test Procedure, Project Schedule, DOLF report, Training and Interface Requirement Documents for the Project. In order to ensure compliance with the Project Implementation Schedule, the Client is responsible for the review of such documents and providing any comments to TriTech within ten (10) business days.

9.3.1 Controlling

a) Project Schedule

b) Project Status Reports – Issued on a bi-monthly basis, as agreed by the Client and TriTech.

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c) Change Orders – For Project additions and or deletions to the scope of the Project.

d) Sales Orders – For Client additions outside of the scope of the Project and to be enacted as a separate Project.

e) Journals – Product specific documents outlining tasks and issues for management.

f) The Client can have visibility to the status of TriTech trouble tickets and system problems through TriTech's issue reporting system, ServiceWise. This system cannot be used for tracking Project action items, or issues or any of the subcontractors.

9.3.2 Requirements

a) Subsystem specific Requirements documents.

b) User Functional Requirements (Matrixes).

c) User administration and Documentation Materials.

9.3.3 Configuration

a) System and Subsystem Configuration documents, subject Client approval.

9.3.4 Testing

a) Acceptance Test Procedure documents – This document describes the testing steps to be utilized for software product Systems and Subsystems.

9.3.5 Training

a) Review all Training documentation for each government agency and their specific needs

Responsibilities related to this function

9.3.6 TriTech Responsibilities

a) Distribute the documents to the Client.

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

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

9.3.7 Client Responsibilities

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a) Review the documents presented and provide the appropriate information back to TriTech as agreed between TriTech and the Client and specified in the Communication Management Plan for configuration sheets, Change Orders and/or Sales Orders.

b) Review the documents presented and provide the appropriate information back to TriTech within an agreed between TriTech and the Client and specified in the Communication Management Plan for requirements documents defined above. Unless unanticipated changes to the Project Schedule would warrant a shortened turn around.

9.4 Third Party Management

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

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

Responsibilities related to this function

9.4.1 Prime Contractor Responsibilities

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

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

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

9.4.2 Client Responsibilities

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

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

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

9.5 Task Completion Reports

As part of the Project controlling process, upon completion of significant milestones and or tasks, performed by TriTech or its subcontractors TriTech will submit a Task Completion Report ("TCR") to the Client. The TCR serves as a formal tool for the purpose of verifying with the Client that work has been completed according to the requirements specified within the SOWs in Appendix C of this document, and/or related documents. TCRs are presented to the Client by TriTech's Program Manager for signature. Some TCRs may trigger a Project payment, in accordance with the payment terms within the Agreement. Upon execution of a TCR that is tied to a Project payment milestone, the Client will receive an invoice from TriTech's accounting department which must be paid based on the terms and conditions of the Agreement.

Responsibilities related to this function

9.5.1 Prime Contractor Responsibilities

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

b) The TCR will cite the appropriate SOW reference.

c) TCRs that trigger a payment will include the payment amount.

d) An invoice will be submitted to the Client on approval of an applicable TCR.

9.5.2 Client Responsibilities

a) Client will process TCRs within a ten (10) business day period from the time of receipt less any challenges to the validity of the report.

b) In the event that Client disagrees with a TCR, Client shall submit to TriTech a written explanation detailing why the Client believes that the subject of the TCR and/or tasks have not been completed in accordance with the Agreement or this SOW. Such notification from the Client shall be provided to the TriTech Project Manager within ten (10) business days of receipt of the TCR

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10 Project Closure

10.1 Overview

Project Closure includes the steps to close the Project and transition the Client to Support. Project Closure also includes the execution of any remaining deliverables that the Client has chosen to have delivered post Go Live by TriTech or its Subcontractors.

During Project Closure the remaining Project related administrative tasks are completed by TriTech and Client. Project documentation is archived and the Project is officially handed over to the TriTech Client Account Manager and the Technical Support Department.

Responsibilities related to this task

10.1.1 Prime Contractor Responsibilities

a) Provide payment reconciliation, final TCRs and final invoices

b) Close the Project with Subcontractors

c) Provide continued support based on terms of Agreement

10.1.2 Client Responsibilities

a) Provide approval of Project TCRs within ten (10) business days or provide a written response to the non-approval reason.

b) Provide payment reconciliation and final invoices

10.2 System Acceptance

Final System Acceptance will occur in accordance with the terms of the Agreement.

Responsibilities related to this task

10.2.1 Prime Contractor Responsibilities

a) Provide support to the Client

10.2.2 Client Responsibilities

a) Report issues if and when they develop

b) Sign the final acceptance TCR upon completion of the performance period

10.3 Project Closure

Upon System Acceptance the TriTech Project Manager will prepare a final report that details the activities of the Go Live / System Acceptance detailing the Prime contractor and

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Subcontractor activities completed the state of the system, and any issues uncovered during the System Acceptance period. If required, a resolution plan will be established that details any remaining issues.

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A. Appendix A (Network Diagram)

List of Diagrams:

1. COSA - TriTech Production Site & US Digital Design
2. Diagram A – COSA TriTech VisiNet Mobile Production Site
3. Diagram B - COSA TriTech VisiNet Law RMS & Orion System Production Site
4. Diagram C - TriTech Test/Training System
5. Diagram D - 3rd Party Vendors (ETI Fire RMS, CommSys, APS, Priority Dispatch)
6. Diagram E - DMZ
7. Disaster Recovery Site

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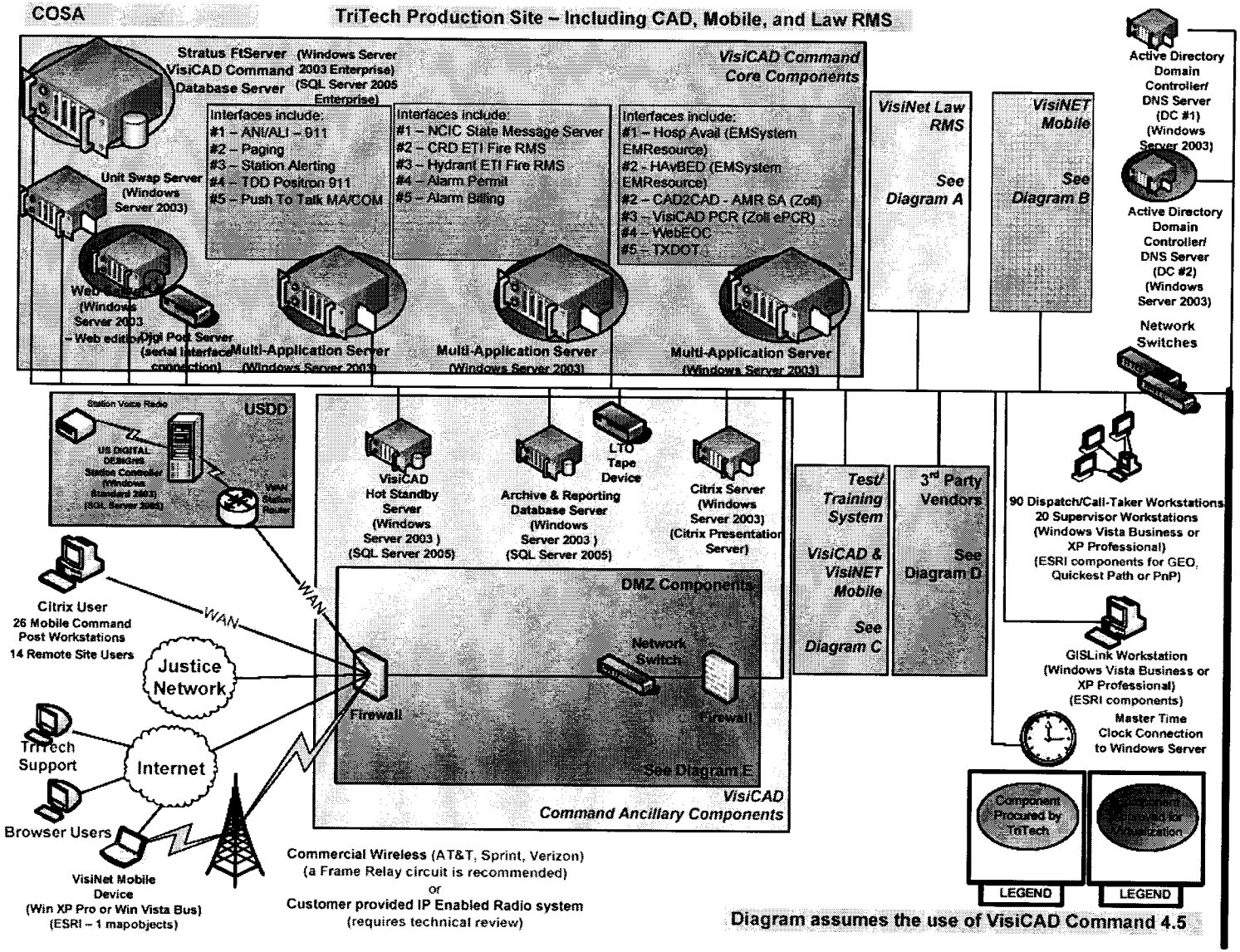

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Diagram A

COSA

TriTech Production Site – VisiNET Mobile

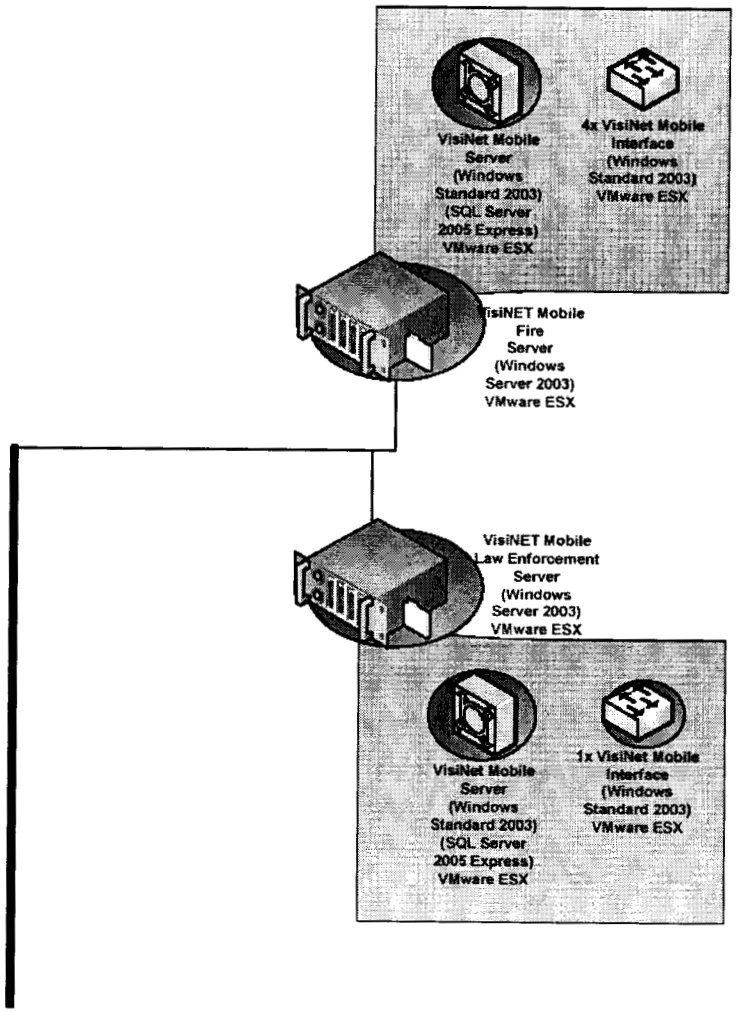

Diagram assumes the use of VisiCAD Command 4.5

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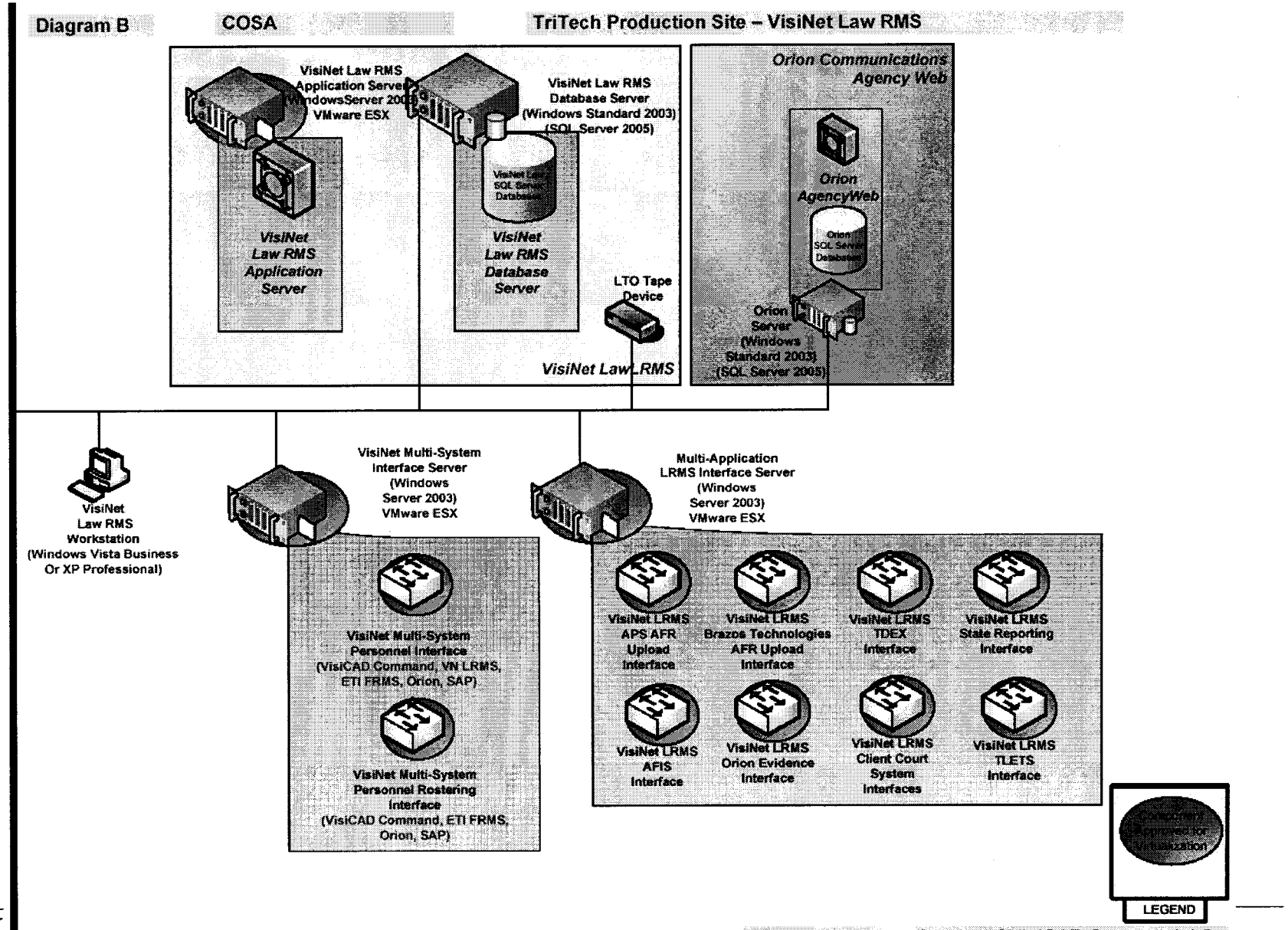

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Diagram C COSA TriTech Test/Training System – Including VisiCAD and VisiNET Mobile

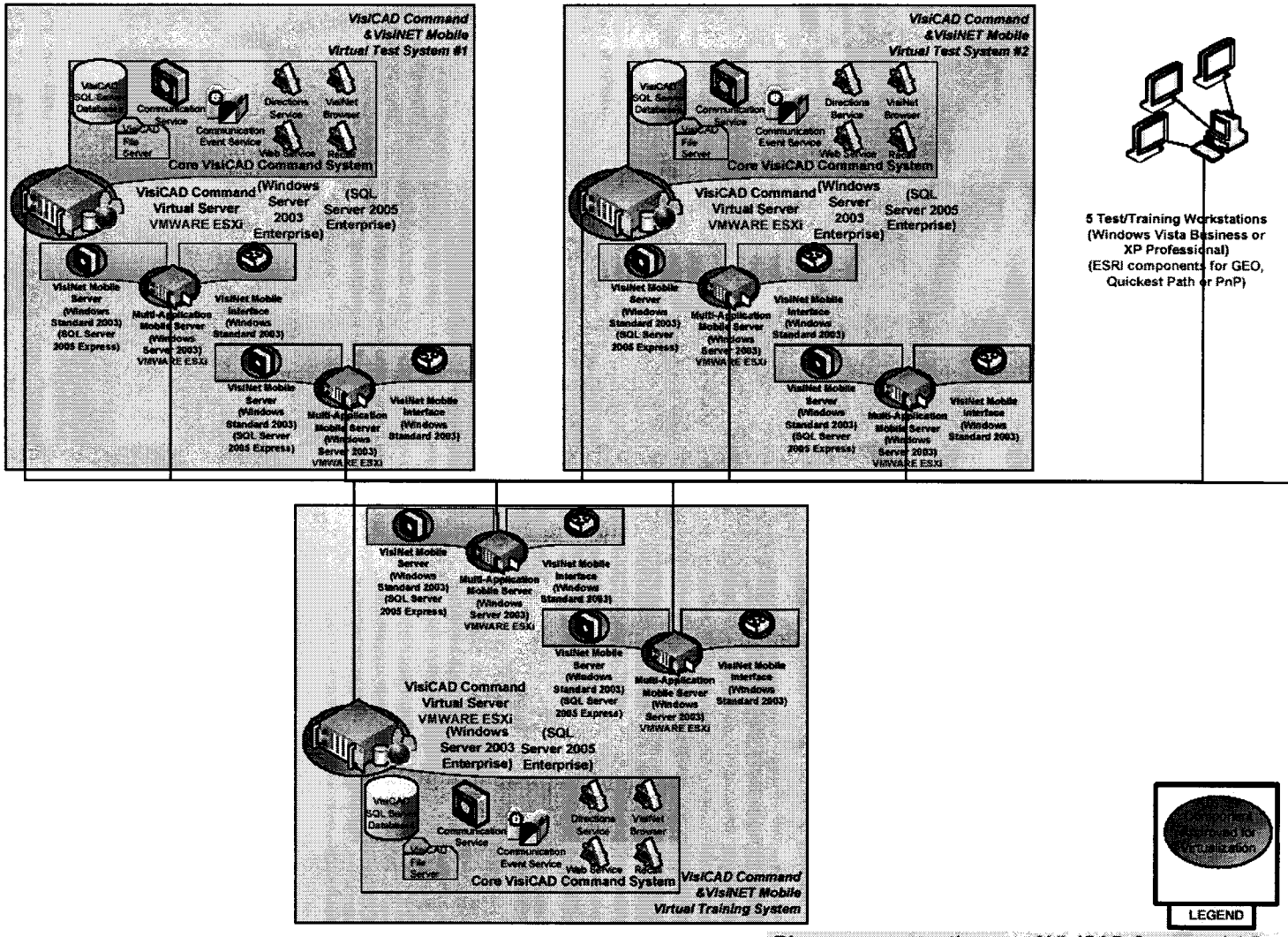

Diagram assumes the use of VisiCAD Command 4.5

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Diagram C COSA

TriTech Test/Training System – Including VisiCAD and VisiNET Mobile

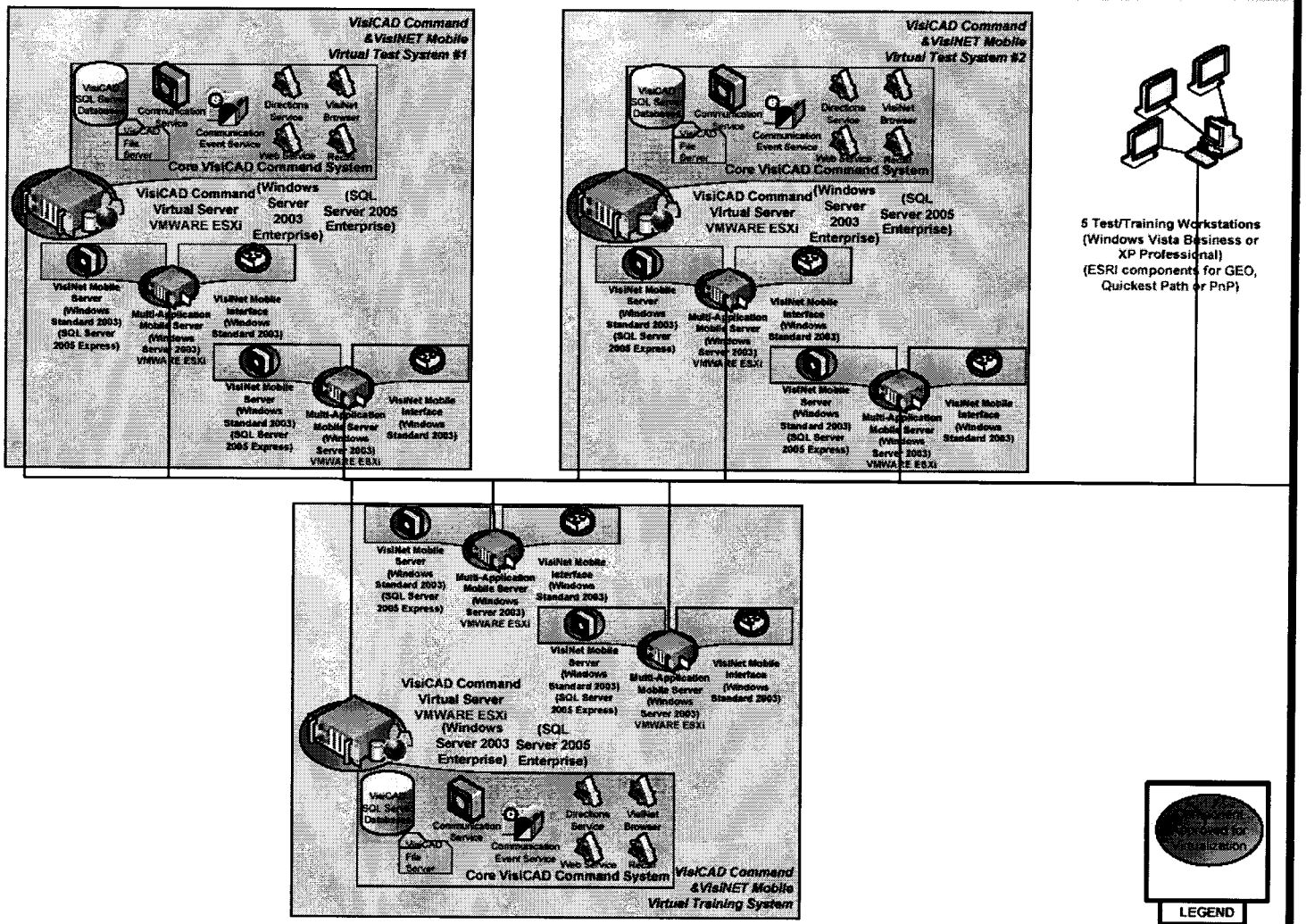

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Diagram D | COSA | TriTech Production Site – 3rd Party Software

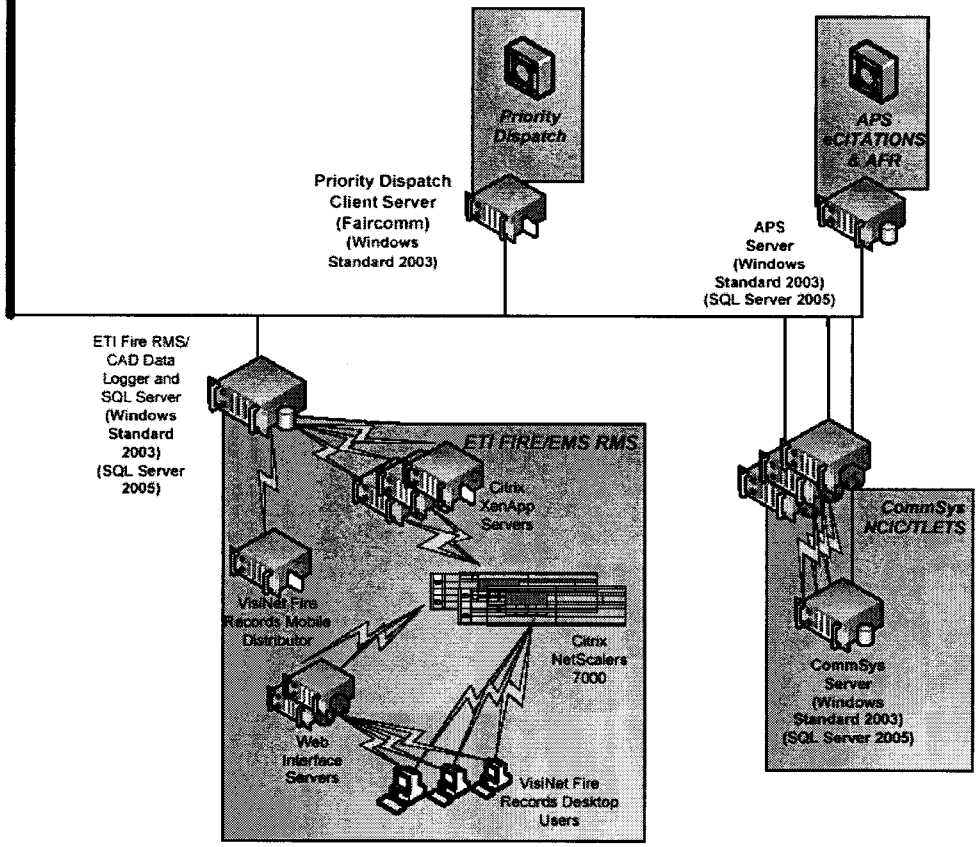

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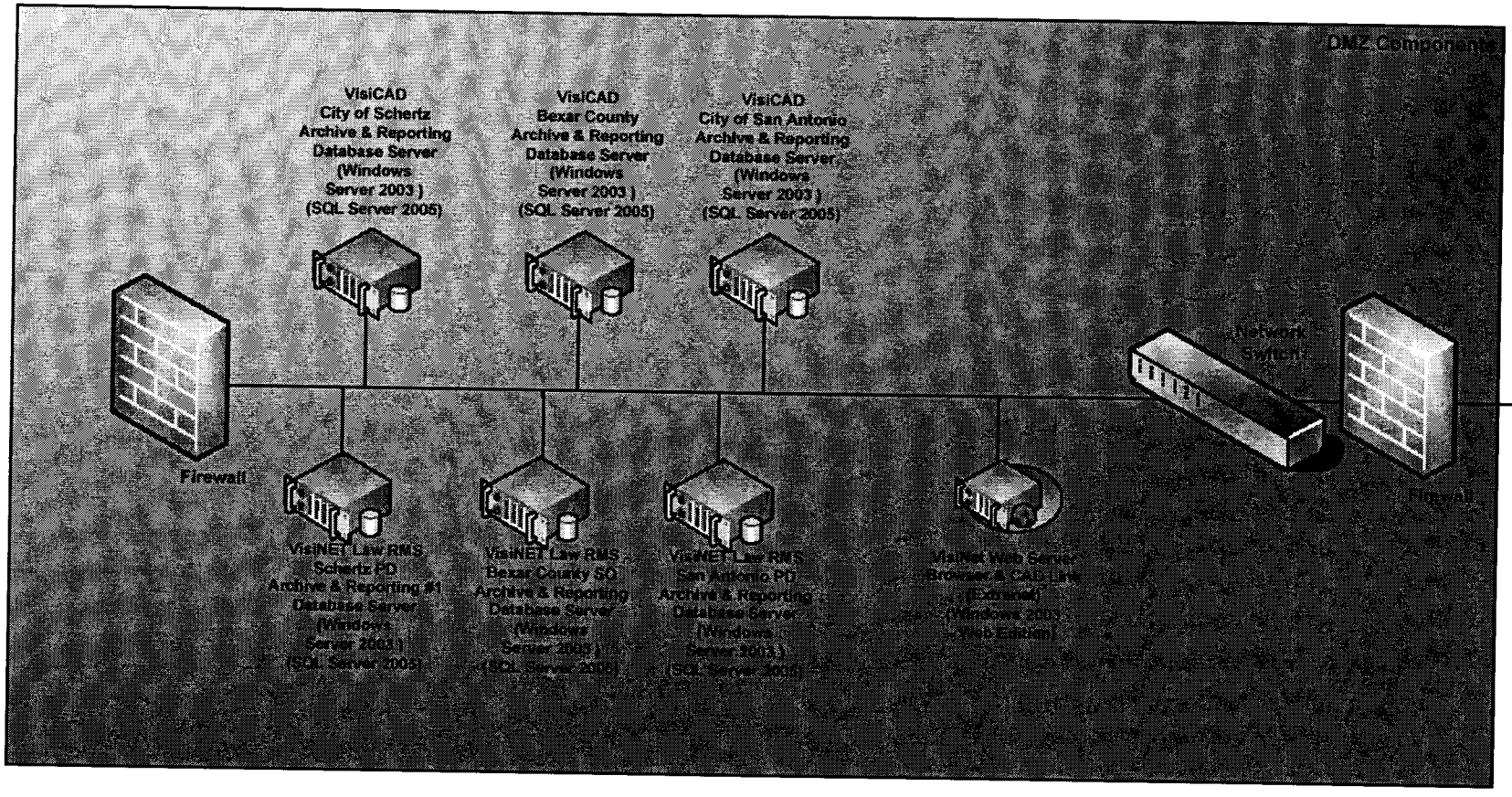
Diagram E COSA TriTech Production System - DMZ



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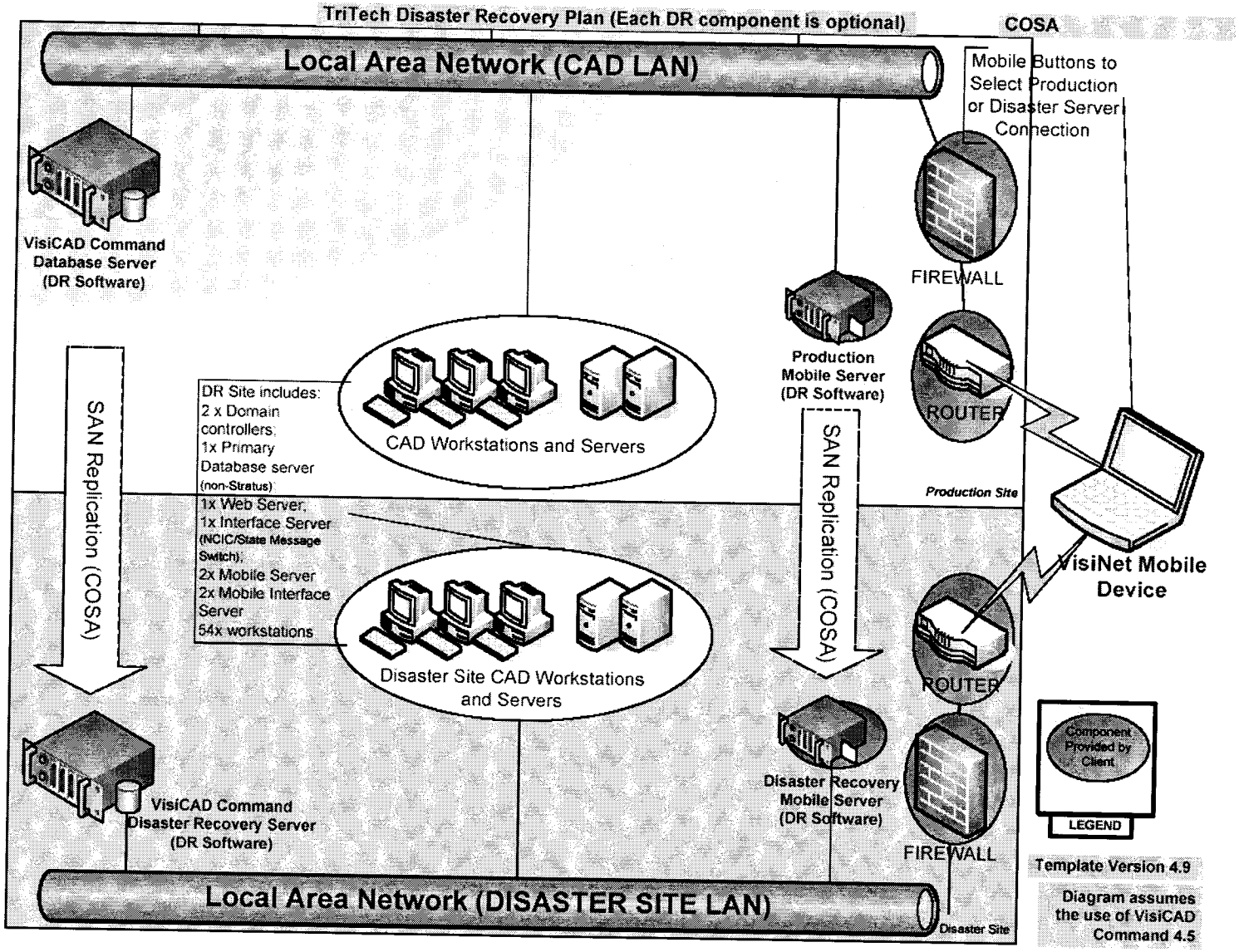

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B. Appendix B (Hardware Procurement and Configuration Process)

The procedure for procuring, configuring and installing hardware and Third Party Software will vary depending upon 1) the party responsible for procuring hardware/Third Party Software (TriTech or Client); 2) the hardware vendor; and 3) the services procured through the Agreement.

The TriTech PM will review installation options with the Client. For new installations, this planning will generally be completed during contract negotiations.

1. Procedure if TriTech orders hardware and third party software:

    a. TriTech Configuration Services documentation will be completed prior to ordering hardware.

    b. If ordering HP/Compaq servers - TriTech will order the server hardware from the supplier with 1) the servers fully configured with memory and disks; 2) with Windows loaded; 3) with disk drives partitioned and the applicable RAID level implemented; and 4) with the computer name and IP address assigned.

    c. If ordering Dell servers - TriTech will order the server hardware from the supplier with 1) the servers fully configured with memory and disks; 2) with Windows loaded; 3) with disc drives partitioned and the applicable RAID level implemented; and 4) with the IP address assigned.

        i. Since Dell will not assign the machine names, the Client will assign machine names for Dell servers once they arrive at the Client site.

    d. If ordering Stratus servers - TriTech will order the server hardware from the supplier with complete with services to perform the following prior to shipment or on-site: 1) the servers fully configured with memory and disks; 2) with Windows loaded; 3) with disk drives partitioned and the applicable RAID level implemented; and 4) with the computer name and IP address assigned.

    e. TriTech will ship the servers to the Client.

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f. There are two options for the installation of servers into racks:

   1. The Client can install servers into racks.

   2. For an additional fee, TriTech will contract with a technology company in the Client's local area to install servers into racks.

g. The Client will join the servers to their network and assign the appropriate permissions based upon TriTech documentation.

2. Procedure if the Client orders hardware and third party software:

   a. TriTech Configuration Services documentation will be completed after the Client has ordered the hardware.

   b. The Client will be responsible for procuring the server hardware. The Client will be responsible for the following steps:

      i. Fully configuring the servers with memory and disks;

      ii. Loading Windows;

      iii. Partitioning disk drives partitioned and the implementing applicable RAID level based upon TriTech documentation;

      iv. Assigning the computer name and IP address based upon TriTech documentation.

   c. There are two options for the installation of servers into racks:

      i. The Client can install servers into racks.

      ii. For an additional fee, TriTech will contract with a technology company in the Client's local area to install servers into racks.

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d. The Client will join the servers to their network and assign the appropriate permissions based upon TriTech documentation.

3. The TriTech PM will schedule a conference call with the IS Manager; assigned IS staff and the Client to review the proposed project.

4. A minimum of two (2) weeks prior to installation, a member of the IS team will verify connectivity to the Client site via VPN, connectivity to each of the plans servers and access to all required security accounts.

5. If the servers, accounts and connectivity are not ready, the IS Manager and TriTech PM will meet. In most cases, the project will be rescheduled and another project will be moved into is place on the schedule.

6. The Assigned Configuration Engineer will be provided with the Work Request form with all data needed to complete the work.

7. The Assigned Configuration Engineer will call the customer to advise work is being started.

8. The Assigned Configuration Engineer will update the PM, Manager, and customer (if requested) with the progress, on at least a daily basis.

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C. Appendix C - (Statement(s) of Work for subcontractor(s))

The following subcontractors Statements of Work are attached:

1. COSA - TriTech Software Systems SOW V1.8 10_01_08.doc
2. COSA - GDR - SOW V2.9_10_01_01.doc
3. COSA - ProQA-SOW V1 10_01_08.doc
4. COSA - CommSys - SOW V4 10_01_08.doc
5. COSA - APS- SOW V1.2_9_29_08.doc
6. COSA - Deccan-SOW V3.0 10_01_08.doc
7. COSA - Orion-SOW V6 10_01_08.doc
8. COSA - US Digital SOW R3.3 10_01_08.doc

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D. Appendix D – (Training Matrix)

Provided in "COSA Training Matrix V1.8.xls"

COSA_Training Matrix_V1.8.xls

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E. Appendix E – (Data Flow Table)

	Data Being Transferred	Originating Entity	Originating Product	Destination Entity	Destination Product
1	AgencyWeb : All modules	Orion	AgencyWeb	Orion	Reporting Services
2	Alarm Billing	TriTech	VisiCAD	Orion	Alarm Billing
3	Alarm Permits	Orion	Alarm Billing	TriTech	VisiCAD
4	Ambulance Transport Information	TriTech	VisiCAD	EMSystem	EMResource HAvBED
5	Arrests / CAD / Citations / DPS Releases / Impunds / Offenses / Persons / Repo/Tow / Vehicle / Warrant Arrests	COSA	VisiNet Law RMS/ VisiNet CAD/ State Pawn / DPS / ETI / Legacy RMS / Legacy Evidence / All Orion Products / Jail System	Orion	Virtual Viewer
6	Asset Data	Orion	Asset Tracker	COSA	Financial System
7	Asset Data	Orion	Asset Tracker	COSA	Purchasing System
8	Auto Demographics and Events	Orion	Asset Tracker/Fleet	COSA	City Fleet System
9	Building Permits	Hansen		ETI	Fire RMS
10	CAD Data	TriTech	VisiCAD	WebEOC	WebEOC
11	CAD Data	TriTech	VisiCAD	Zoll	CAD
12	CAD Data	Zoll	CAD	TriTech	VisiCAD
13	Call Alert Nofiications	TriTech	VisiCAD	M/A-Com	Radio System Controller
14	Case Data and Hearing Witness Events	COSA	Civil Case Management	Orion	CourtNotify
15	Case Data and Hearing	COSA	Criminal Case	Orion	CourtNotify

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	Witness Events		Management		
16	Case Data and Hearing Witness Events	Schertz	Criminal Case Management	Orion	CourtNotify
17	Continuing Education	ETI	Fire RMS		Fire and Emergency Training Network
18	Continuing Education		Fire and Emergency Training Network	ETI	Fire RMS
19	Dispatch Tow	Orion	Dispatch Tow	Orion	TowReport/Impound
20	Dispatch Tow	TriTech	VisiCAD	Orion	Dispatch Tow
21	Evidence	COSA	Evidence SQL Database	Orion	Evidence Manager
22	Evidence	Orion	Evidence Manager	TriTech	VisiNet Law RMS
23	Evidence	TriTech	VisiNet Law RMS	Orion	Evidence Manager
24	Fingerprints	AFIS	Finger Printing System	TriTech	VisiNet Law RMS
25	Fire Investigation Data		Citizen-Serve	ETI	Fire RMS
26	Fuel Purchase Events	Orion	Asset Tracker/Fleet	COSA	Fuel Card System
27	Hospital Divert Information	EMSystem	EMResource	TriTech	VisiCAD
28	Hydrants	ETI	Fire RMS	TriTech	VisiCAD
29	Incidents	TriTech	VisiCAD	ETI	Fire RMS
30	Incidents	TriTech	VisiNet Mobile	APS	AFR
31	Incidents	TriTech	VisiNet Mobile	Brazos Technology	AFR
32	Law Report Data	TriTech	VisiNet Law RMS	Texas	TDEX
33	Law Reports	APS	AFR	TriTech	VisiNet Law RMS
34	Law Reports	Brazos Technology	AFR	TriTech	VisiNet Law RMS
35	Master Name Index	TriTech	VisiNet Law RMS	Bexar County	Initiate Master Name
36	Move Ups	Deccan	LiveMUM	TriTech	VisiCAD

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37	Pages	TriTech	VisiCAD	TriTech	Paging
38	Patient Information	TriTech	VisiCAD	Zoll	ePCR
39	Patient Information	Zoll	ePCR	ETI	Fire RMS
40	Pawn Tickets	Texas	Pawn Shop Data Entry System	TriTech	VisiNet Law RMS
41	Person & Charges	TriTech	VisiNet Law RMS	Bexar County	Jail Management System
42	Person & Charges	TriTech	VisiNet Law RMS	COSA	City/County Court
43	Person & Charges	TriTech	VisiNet Law RMS	Schertz	Court
44	Personnel	COSA	SAP	Orion	Administration
45	Personnel	Orion	Administration	COSA	SAP
46	Personnel	Orion	Administration	ETI	Fire RMS
47	Personnel	Orion	Administration	TriTech	VisiNet Law RMS
48	Personnel	TriTech	VisiNet Law RMS	TriTech	VisiCAD
49	Photos & Booking Data	Police Central	Photo Imaging System	TriTech	VisiNet Law RMS
50	Premise	ETI	Fire RMS	TriTech	VisiCAD
51	Premise	TriTech	VisiCAD	TriTech	VisiNet Law RMS
52	PTT, Emergency Notifications	M/A-Com	Radio System Controller	TriTech	VisiCAD
53	Records Check Data	TriTech	VisiNet Mobile	APS	AFR
54	Records Check Data	TriTech	VisiNet Mobile	Brazos Technology	AFR
55	Records Check Query	APS	Handheld	ATS	NCIC Message Switch
56	Records Check Query	ATS	Message Switch	TriTech	NCIC Message Switch
57	Records Check Query	CommSys	CLIPS	CommSys	ConnectCIC
58	Records Check Query	CommSys	ConnectCIC	Texas DPS	State Switch
59	Records Check Query	CommSys	NCIC Message Switch	TriTech	NCIC Message Switch
60	Records Check Query	Orion	Evidence Manager	TriTech	NCIC Message Switch

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61	Records Check Query	Orion	Impound Manager	TriTech	NCIC Message Switch
62	Records Check Query	TriTech	NCIC Message Switch	CommSys	ConnectCIC
63	Records Check Query	TriTech	NCIC Message Switch	COSA	City Gang System
64	Records Check Query	TriTech	NCIC Message Switch	COSA	Community Court
65	Records Check Query	TriTech	NCIC Message Switch	COSA	Initiate Master Name
66	Records Check Query	TriTech	NCIC Message Switch	COSA	Municipal Court
67	Records Check Query	TriTech	NCIC Message Switch	Schertz	Court
68	Records Check Query	TriTech	VisiCAD	TriTech	NCIC Message Switch
69	Records Check Query	TriTech	VisiNet Law RMS	TriTech	NCIC Message Switch
70	Records Check Query	TriTech	VisiNet Mobile	TriTech	NCIC Message Switch
71	Rostering (Shift Scheduling)	Orion	Personnel	COSA	SAP
72	Rostering (Shift Scheduling)	Orion	Personnel	TriTech	VisiCAD
73	Rostering (Shift Scheduling)	PayFire	PayFire	Orion	Personnel
74	State Accident Report	TriTech	VisiNet Law RMS	Texas	DPS
75	State Booking Report	TriTech	VisiNet Law RMS	Texas	DPS
76	Station Alerts	TriTech	VisiCAD	US Digital	Station Alerting System
77	Stolen Property	Texas	Stolen Property System	TriTech	VisiNet Law RMS
78	Tow	Orion	Tow Report	Orion	Impound Manager
79	Traffic Incidents	Texas	TXDOT	TriTech	VisiCAD
80	Traffic Sensor Data	Texas	TXDOT	TriTech	VisiCAD
81	UCR	TriTech	VisiNet Law RMS	Texas	DPS
82	Unit Data	TriTech	VisiCAD	Deccan	LiveMUM

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Agenda Item # 9
Council Meeting Date: 10/9/2008
RFCA Tracking No: R-4021

CITY OF SAN ANTONIO
Request for Council Action

DEPARTMENT: SAPD **DEPARTMENT HEAD:** William McManus

COUNCIL DISTRICT(S) IMPACTED:
City Wide

SUBJECT:
Authorizing a contract with TriTech Software Systems

SUMMARY:

This ordinance authorizes staff to negotiate and execute a contract with TriTech Software Systems for a Computer Aided Dispatch (CAD) and Records Management System (RMS) in support of the Regional Emergency Communications, Information Sharing, and Mobile Data System (RECIM) Project. This contract, for a total amount not to exceed $16,000,000.00, will provide a new system used to dispatch emergency responders for 911 calls and an RMS that will allow electronic submission and management of police reports.

BACKGROUND INFORMATION:
Ordinance No. 2008-06-19-0616 authorized the appropriation of various funds in support of the Regional Emergency Communications, Information Sharing, and Mobile Data System (RECIM) Project for a total of $18,040,403.00 of which $16,000,000.00 is allocated for the new CAD/RMS and the remaining of which is for personal services, project contingency, and travel costs. A COPS Technology grant provides $6,000,000.00 for the project, and the Bexar Metro 911 district provided another $6,000,000.00. The City Capital Improvement Program budget allocates $5,644,403.00 and Bexar County provides $396,000.00.

The City of San Antonio, located wholly within Bexar County, receives over a million 911 calls annually. The largest public safety agencies in the area, the San Antonio Police and Fire Departments, and the Bexar County Sheriff's Office receive over 90% of the 911 call volume, while 17 other public safety answering points serving 20 contiguous jurisdictions located within and around San Antonio share the remainder. While many of these entities operate on Computer Aided Dispatch (CAD) systems, none will seamlessly interoperate with another, inhibiting any ability to coordinate and maximize resources during routine operations and potential disaster responses. In an effort to improve interoperability among all public safety agencies within Bexar and adjacent counties, Bexar County, the City of San Antonio, and the City of Schertz, with assistance of the Bexar Metro 911 District, are in the planning stages of implementing a Regional Emergency Communications, Information sharing, and Mobile Data System (RECIM). This project will provide a greater level of cooperative functionality, as well as operational consolidation and enhanced efficiencies among the public safety agencies

responsible for providing Law Enforcement, Fire, Ambulance, and Emergency Management services to the community.

The existing CAD system is over thirty years old and there is no viable, efficient Records Management System (RMS) in operation. The contract with TriTech Software Systems will rectify this operational situation through the procurement of a new CAD and RMS. The contract will specifically provide for the purchase of software licenses, computer hardware, and a one year warranty period. This contract is exempt from competitive bidding based on the Sole Source Exemption provision of Chapter 252, Texas Local Government Code.

ISSUE:

This ordinance requires the negotiation and execution of a contract for the sole source procurement of a new Computer Aided Dispatch and Records Management System in support of the RECIM Project of which funds are approved and budgeted.

ALTERNATIVES:
Alternatively, the City of San Antonio Police and Fire Departments can continue to use the more than thirty year old system, which is subject to breakdown or failure at any time and return the $12,000,000.00 provided for this project by a U.S. Department of Justice COPS Technology grant and Bexar Metro 911 District. Little support is available for the current system, creating an unacceptable level of risk. If this contract is not approved, the City will continue to look for a new Computer Aided Dispatch (CAD) System and Records Management System (RMS), or contract with a party to design a system for the City. The latter alternative is not preferred, since it could result in difficulties in obtaining future support for the system.

FISCAL IMPACT:
This ordinance authorizes a contract in an amount not to exceed $16,000,000.00 to TriTech Software Systems in support of the RECIM Project. Funds for this contract were appropriated by Ordinance Number 2008-06-19-0616 and are available in the Regional Interoperability System & CAD fund.

RECOMMENDATION:
Staff recommends approval of the contract for the RECIM Project in support of the previously appropriated capital budget and to further enhance the delivery of Police, Fire, and EMS services.

ATTACHMENT(S):

File Description	File Name
Voting Results	
Ordinance/Supplemental Documents	200810090900.pdf

DEPARTMENT HEAD AUTHORIZATIONS:

William McManus	Police Chief	SAPD
Rodney Hitzfelder	Deputy Fire Chief	SAFD
Stephen Gaffigan	Assistant Director	Information Technology Services

APPROVED FOR COUNCIL CONSIDERATION:

Richard Varn	Chief Information Officer
Erik Walsh	Assistant City Manager