



# Lake Havasu City, AZ

## Flex Suite & Command Central Cloud Hybrid

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# Solution Summary

The Flex Suite		
Flex Integrated Hub		The foundation of every Flex solution. Stores and shares information between Flex applications.
Flex Computer-Aided Dispatch - Plus		Enhances Flex CAD with the ability to store defined incident response plans, record hazard data on properties within a jurisdiction, and track alarms and manage fees.
Flex Mobile - Computer-Aided Dispatch		Allows field personnel to access accurate, real-time call information from their laptop computers, as well as update their status, add and view call comments, and access radio logs and incident information without burdening dispatchers.
Flex Mobile - Records		Allows field personnel universal data access. Field narratives and image display options provide tools to manage and search records from the field.
Flex Records Management System - Plus		Enables users to manage inventory, as well as record and track licenses and permits, civil processes, impounded vehicles details, pawned property, as well as equipment and fleet maintenance.
Flex Jail Management - Plus		Adds modules to facilitate accountability by tracking inmate work assignments, rules violations, and disciplinary actions
Additional Ala Carte Modules & Interfaces		Radio integration and capacity study, USDD/Phoenix G2 Interface, ProQA Interface, AZ TraCS Accident & Crash interface, Imagetrend (via DeX)
Evidence Hardware Print and Sign		Memor 11 Scanner Bundle includes 3 year warranty, Memor device, battery, USB Cable, Rubber Boot, Pistol Grip, Power Supply, Power Cord & Dock, also Thermal Ribbon for Evidence. (Qty 3) Zebra Barcode Printer & Topaz Siglite T-S460 (Qty. 5)
Dashboards		CAD Management, Command Staff Productivity, COMPSTAT Management, Community Dashboards
Data Conversion		Full Data conversion
Cloud Hybrid Functionality		CAD Web Client, CommandCentral Responder, Multi-Agency Search, CommandCentral Aware Map, ActiveEye Managed Detection and Response, Rave911, Rave Alert, Rave Collaborate, Rave Link



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Chicago, IL 60661-3781  
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October 30th, 2024

Lake Havasu City, AZ  
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Lake Havasu City, AZ 86403

RE: Flex Suite & Command Central Cloud Hybrid

Dear Lake Havasu City IT & Public Safety Departments,

Motorola Solutions, Inc. (Motorola) appreciates the opportunity to provide Lake Havasu City, AZ quality systems and software solutions. Motorola's project team has taken great care to propose a solution to address your needs and provide exceptional value.

The Flex suite consists of Computer-Aided Dispatch (CAD), Records Management System (RMS), Mobile, and Jail software that references a centralized database, providing quick access to all data from anywhere in the system. Flex's single-source database will allow you to enter, store, and extract data in real time, preventing duplicate data entry and saving time. You will also be able to search multiple record sources at once and share data with all departments in real time, reducing response time and increasing situational awareness in the field. In addition, the Flex system is fully integrated for a seamless workflow across all modules included in your solution, as described further in our proposal.

Motorola's proposal is conditional upon Lake Havasu City, AZ's acceptance of the terms and conditions of the Master Customer Agreement ("MCA"), its Exhibits and applicable Addenda, or a negotiated version thereof. Pricing will remain until **November 13th, 2024**. The Lake Havasu City, AZ may accept the proposal by providing to Motorola a signed copy of the enclosed Contractual Documentation - Online Terms Acknowledgement Form.

Any questions Lake Havasu City, AZ has regarding this proposal can be directed to Emily Dean, at 469-887-0569, (emily.dean@motorolasolutions.com)..

Our goal is to provide Lake Havasu City, AZ with the best products and services available in the public safety industry. We thank you for the opportunity to present our proposed solution, and we hope to strengthen our relationship by implementing this project.

Sincerely,

A handwritten signature in blue ink that reads 'Carrie Hemmen'.

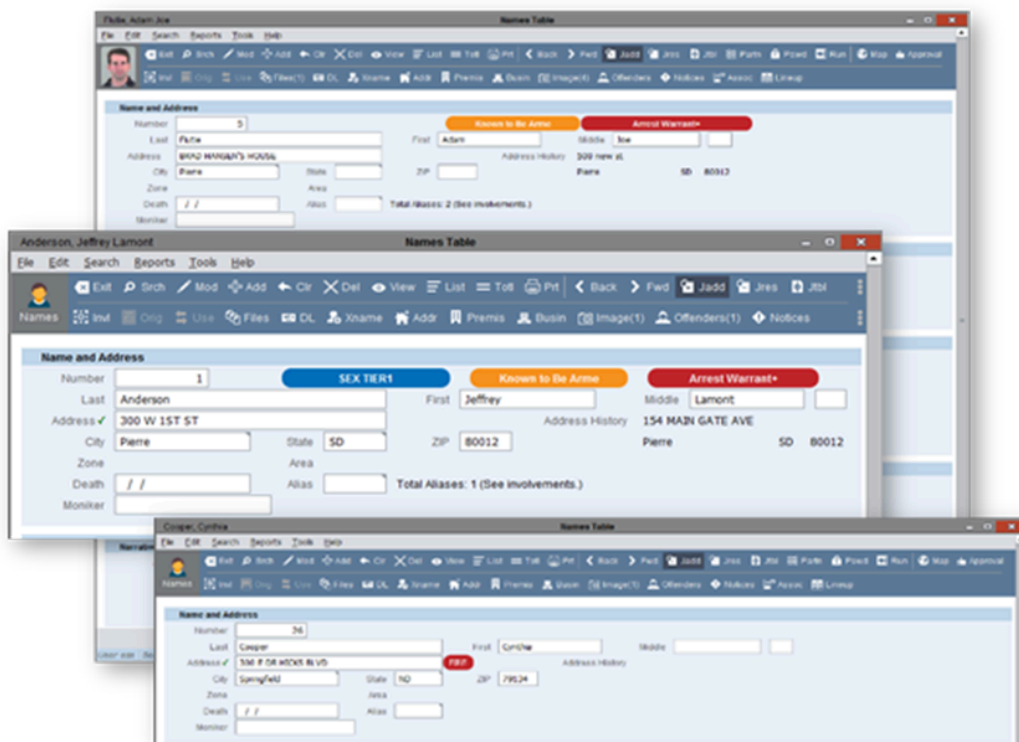
Carrie Hemmen  
Sr. Vice President & Director of Software Sales  
MOTOROLA SOLUTIONS, INC.

# Flex Integrated Hub General Functionality

## General Hub

Flex's Hub design allows all information to be entered, stored, and extracted in real-time. Additionally, all applications in the system reference the same repository of information, preventing duplicate data entry and saving time. Lastly, it provides agencies with instant access to information as soon as they enter it into the system. The Flex system provides these time-saving benefits with the following technology:

- Centralized database
- Central tables that cross-reference information system-wide

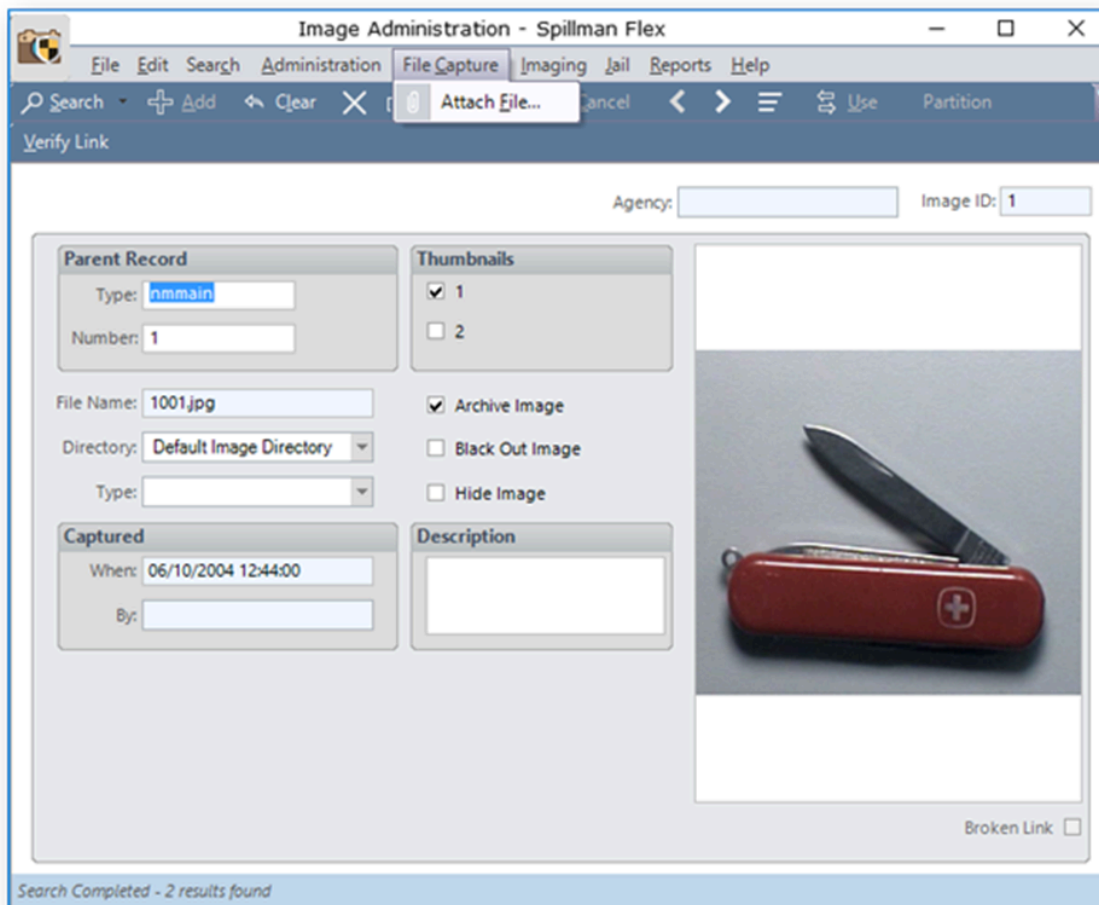


Master tables show users critical information that is referenced across all

The system's master tables share information among all modules in real-time. Because our Integrated Hub automatically transfers data between all Flex applications, our customer agencies have immediate access to all data from the moment it is entered. To facilitate this integration, the system features several central tables that cross-reference information system-wide, including names, vehicles, wanted persons, and property.

# Imaging

The Flex Imaging module allows agencies to create a library of full-color digital images that are fully searchable from anywhere in the system. Mug shots, accident photos, and other images can be stored in multiple locations throughout the system and viewed by other users. The program is an all-in-one application for importing, organizing, editing, and sharing photos. Because it connects seamlessly with other modules in the Flex software, agencies are able to do more with their information.



Users can attach images, video, documents, and audio files directly to a file.

## Unlimited Capture Workstations

Flex customers can choose to make every user workstation an image capture station at no extra cost. No extra licenses are needed to operate our Imaging module, and users benefit from the convenience of unlimited capture workstations, while agencies take advantage of the long-term savings.

## Quick View of Images

Images appear as thumbnails on all Flex records. Click the thumbnail to view the image, or any archived image. Users can see differences between new and old images, allowing personnel to determine if a subject has changed his or her appearance.

## **File Description**

Users can quickly access information about each file attached to a particular record. Flex's File Capture feature allows users to enter the complete name of each file and create an accompanying description. Icons displayed on the record enable users to see what types of files are attached without opening them.

## **File Capture Technology**

Flex's File Capture feature allows users to quickly organize images and other files. Users can easily add files to a record by dragging and dropping them onto the correct field. They can do this with single or multiple files. Users can also create an accompanying description for each file to promote easy content identification by other users.

## **Intuitive Editing Features**

The Imaging module gives users access to several tools for enhancing and editing the quality of digital images. For example, if photos taken at an accident scene are less vivid than expected, users can easily adjust brightness, sharpness, and contrast with the click of a button. Users can also rotate and resize images as needed.

# **Geographic Information Systems (GIS)**

GIS technology is at the core of Flex's mapping technology. GIS helps users make proper decisions based on accurate location information. We partner with Esri®, the nation's most trusted mapping provider to leverage the latest technology. Flex GIS interfaces directly with the Esri® ArcGIS server, eliminating an agency's need to load mapping information into the local database.

## **Dispatch-Friendly Features**

Flex's GIS solution maximizes dispatchers' use of the system. It automatically routes every call to the correct dispatcher, and reduces the likelihood of responding to the same incident twice. Additionally, our solution gives dispatchers the tools to make sure the closest unit responds to a given call. Flex provides these solutions with:

- Zone assignments
- Alerts for duplicate calls
- Directions to call locations
- CAD Mapping and Mobile AVL

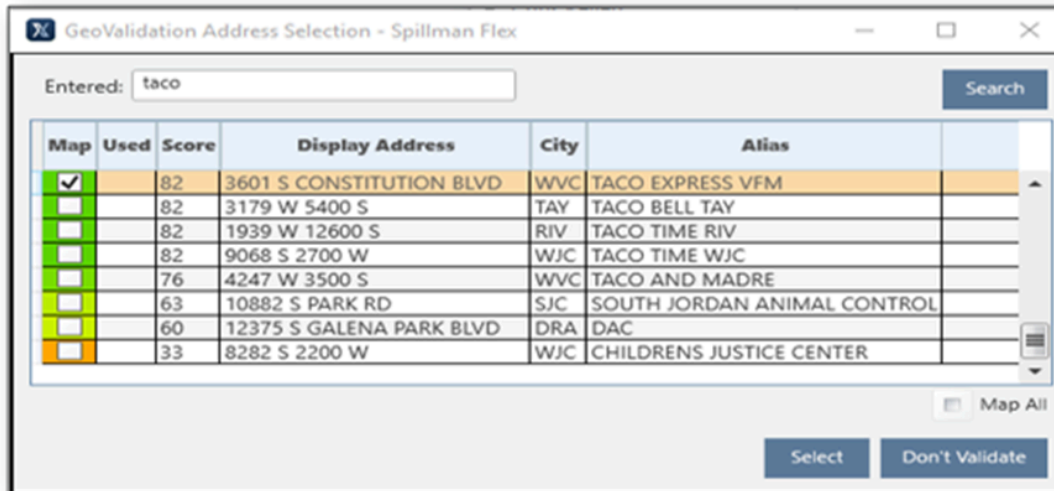
## **Common Place Names**

Agencies can customize the Flex GIS solution to reflect specific jurisdictions. Agency-defined common place names save users time by allowing them to input place names instead of street addresses. For example, users can enter "State Capitol" instead of the capitol's street address. The system also accommodates landmarks, mile markers, highway exits, street intersections, and overpasses based on how the agency builds the database.

## **Accurate Address Verification**

Flex's GIS solution optimizes agency responses, eliminates confusion, improves accuracy, and gives users the ability to quickly identify correct addresses when the system cannot find an exact match. The system's address verification does this by displaying:

- Accurate and verified geographic information
- Specific addresses and intersections, including x- and y-coordinates
- Color-coded address candidates
- Flex’s Address Selection screen



Address options are scored for relevance and color coded for easy

## Reverse Geocoding

Flex GIS simplifies operations by translating geographic coordinates into estimated addresses plotted on a map. By reverse geocoding data, users can quickly select the appropriate location for any situation. When users enter coordinate data, the software displays a list of all matching addresses.

## Safe Incident Response

Our GIS solution improves officer safety by notifying users of warrants, alerts, and past criminal incidents associated with an address. Visual alerts allow users to make informed decisions and prepare for any possible scenario. For example, address alerts appear in red, and indicate details about any previous incidents. If an address has multiple alerts, a plus sign (+) appears at the end of the alert.

## Active Directory

The system’s master tables share information among all modules in real-time. Because our Integrated Hub automatically transfers data between all Flex applications, our customer agencies have immediate access to all data from the moment it is entered. To facilitate this integration, the system features several central tables that cross-reference information system-wide, including names, vehicles, wanted persons, and property.

The Flex Active Directory Integration Tool is a feature of the Flex product designed to simplify the user login process and streamline the management of user accounts. Once configured, the feature is transparent to end users, allowing them to log into the Flex product using their standard Windows username and password. Administration of the tool is managed within a Flex web application.

Active Directory integration is available for Windows and Linux customers with Multi Domain Active Directory. There is currently no solution for AIX customers.



## Benefits

- Simplified Administration - User authentication and group membership are managed in a single place, Microsoft Active Directory
- Fewer usernames and passwords to remember - Users need only know their Windows username and password
- Leverage existing resources - Agencies can take advantage of existing personnel knowledge and skills to manage user accounts

## Features

- User authentication against Microsoft Active Directory
- Auto creation of APNAMES records from Microsoft Active Directory
- User synchronization with Microsoft Active Directory
- Group synchronization with Microsoft Active Directory
- Group membership associated with Microsoft Active Directory Security Groups
- Support for Nested Group Memberships
- Support for Windows and Linux
- Multi Domain Support

## Customer Responsibilities

- Successful agencies will have a dedicated resource as the local Admin for current active directory (AD) deployment at the agency. AD administrators will be responsible for AD and ideally will be involved in the initial setup of the current AD they have in place.
- Motorola personnel will be able to assist with webapp configuration, but the bulk of the configuration must be completed by the agency.
- Every Flex group utilized in the system must be set up in the original AD infrastructure.
- Motorola requires LDAP-S for security. The agency's admin or IT must provide the certificate file and any configuration needed (networking, etc.). The agency must have this enabled on the AD server, and provide the certificate.

# Data Replication

The Data Replication Tool is a web application designed to provide a secure, robust tool for replication of a Flex c-tree database to an external customer database. Nearly all tables are available for replication, and the application gives customers the ability to choose which tables are exported based on their operational needs.

## Stable Reporting

The Flex Data Replication module eliminates the need for agencies to query against a live Flex database, allowing personnel to access the reports they need, when they need them, without having to consider how it may impact the system. This module creates a stable platform upon which reporting applications, such as SAP's Crystal Reports Server, can be added to create custom reports.

## Flexible Reporting Options

Being locked into one specific reporting tool can limit an agency's use of its Flex system. By using the Data Replication module, agencies can employ any industry-compliant technology they choose for accessing information. Personnel can then conveniently use a consistent set of commands for both their live and back-up database. Once an agency exports its live data,

personnel can expedite their reporting capabilities using any tool available to easily move data from live to back-up databases – without being locked into any single application.

### **Familiar Database Use**

The Data Replication module allows agencies to make the most of their existing IT expertise in other database services. Users can choose to export data to a separate database running either Microsoft SQL or MySQL.

### **Benefits for Flex Customers**

The Data Replication Tool provides the following benefits to Flex customers:

- Isolates the reporting/ODBC queries from the production system, yielding an increase of stability and performance on the production system.
- Provides improved functionality over the FairCom ODBC and JDBC drivers.
- Allows customers to leverage their existing expertise in other database technologies.

### **Important Note**

It is important to note that this module is designed to provide data for a reporting server. It is not intended to be used as a disaster recovery, hot backup, or high-availability solution, and it cannot replicate data to another c-tree database. Additionally, it is each agency's responsibility to manage or maintain the server, server operating system (OS), or the chosen database management system (DBMS).

In addition, our partner, Solutions II, offers a wide range of services including implementation and managed services. We will be happy to provide more information upon request.

## **StateLink**

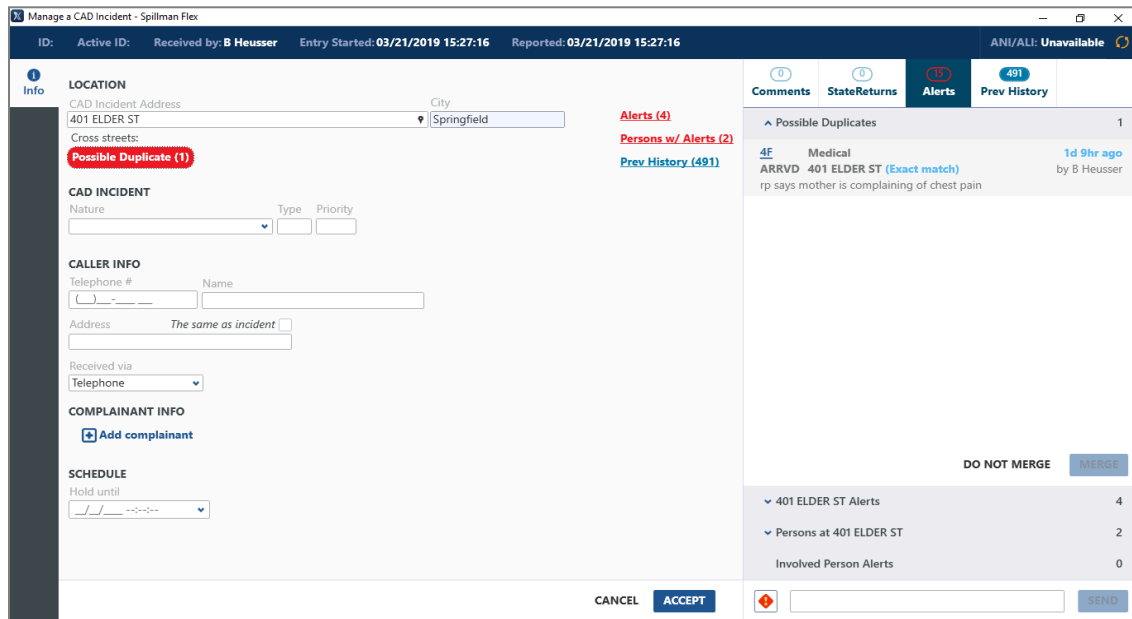
Agency personnel can use a single query into state, national, and other external databases to access information about wanted persons, stolen vehicles, missing persons, criminal histories, vehicle registrations, driver license information, and other critical data. Queries are sent securely and can be accessed from the StateLink request screen, from the ComputerAided Dispatch (CAD) module, or from a record within another Spillman Flex module. State-specific transaction forms are available to meet agencies' custom needs, and administrators can set security privileges to regulate access. Flex's StateLink is integrated with CAD and Mobile for convenience. Personnel can easily search for queries directly from the CAD screen, they have access to valuable information without requiring an additional terminal. When integrated with the optional Mobile State & National Queries module, field officers can query local, state, and national databases simultaneously for instant data on names, vehicles, property, wanted persons, and available images (where applicable).

# Flex Computer-Aided Dispatch

## Flex CAD (Standard)

Flex CAD enables dispatch personnel to access mission-critical information, and effectively manage calls for individual and multi-jurisdictional agencies. The following highlights a few of the system's advanced features that help to ensure the immediate dispatch of the most appropriate units, including:

- Real-time call updates.
- Unit responses.
- Automatic alerts for wanted persons and dangerous locations.
- Customizable special instructions in question/answer format.



**Figure: The CAD Incident Screen gives dispatchers mission-critical information and alerts.**

All system modules are fully integrated, enabling dispatchers to easily access data from any table, virtually eliminating duplication and redundancy. This integration allows users to generate incident reports with the most current system data, improving dispatch accuracy, maximizing time, and increasing officer safety. For example, users can instantly query name, vehicle, property, and law incident records directly from Flex's Records Management System without leaving the CAD status screen.

## Visible Name and Address Alerts

The system's Alerts feature prepares officers for call response and enables them to anticipate hazards. Users can easily share information regarding unsafe historical incidents, and alerts appear in red so dispatchers can quickly identify impending dangers and communicate any safety concerns. The alerts module accomplishes this by:

- Providing information about individuals and locations.
- Allowing users to view address or name-related hazards.
- Allowing dispatchers to tag a record with one or several alerts.

## Flexible User Functions

Flex CAD accommodates both new and advanced users. Experienced dispatchers can simplify steps with keyboard shortcuts, or use the command line to operate the system. This flexibility allows users to train at their own pace. New users can easily adapt to the system by performing the following actions:

- Selecting icons.
- Dragging and dropping.
- Right-clicking.

## Real-Time Status Alerts and Timers

The system's alerts and timers help ensure officer safety by keeping dispatchers aware of all call and unit activity. Additionally, they inform users of any actions needed or time lapses exceeding agency thresholds with audible and visual alerts that provide real-time status updates.

## Multiple Sessions

The system's flexible architecture maximizes operational efficiency by enabling users to open multiple CAD sessions at a time. The screenshot below shows how any authorized personnel can open and manage multiple command lines representing multiple sessions.

## Quick CAD Commands

Flex's CAD command line can maximize dispatcher efficiency. Every action the system supports can be executed using quick CAD commands, saving users valuable time as they dispatch units, add calls, and search data.

## Automatic Radio Log Entries

The system's automatic radio log functionality saves users time while increasing unit safety. The CAD solution automatically tracks radio transmissions, and creates a log entry for every status change. This ensures all communications are recorded with complete accuracy, and allows dispatchers to focus on other time-sensitive tasks. Consequently, units have immediate access to timely information, and administrators can review all unit activities at their own discretion.

# Radio Integration

With Flex CAD, agencies can leverage their use of radios for enhanced situational awareness. Specifically, the software provides the following capabilities to streamlined communications and maximize user safety:

- Assign portable radios to first responders, and vehicle-mounted radios to units.
- Enable dispatchers to change a radio's alias directly from CAD.
- Display radio alias and fleet vehicle information for each unit within CAD.
- Monitor radios from CAD with push-to-talk indicators that identify speakers in real time.
- View radio talk groups directly within CAD.

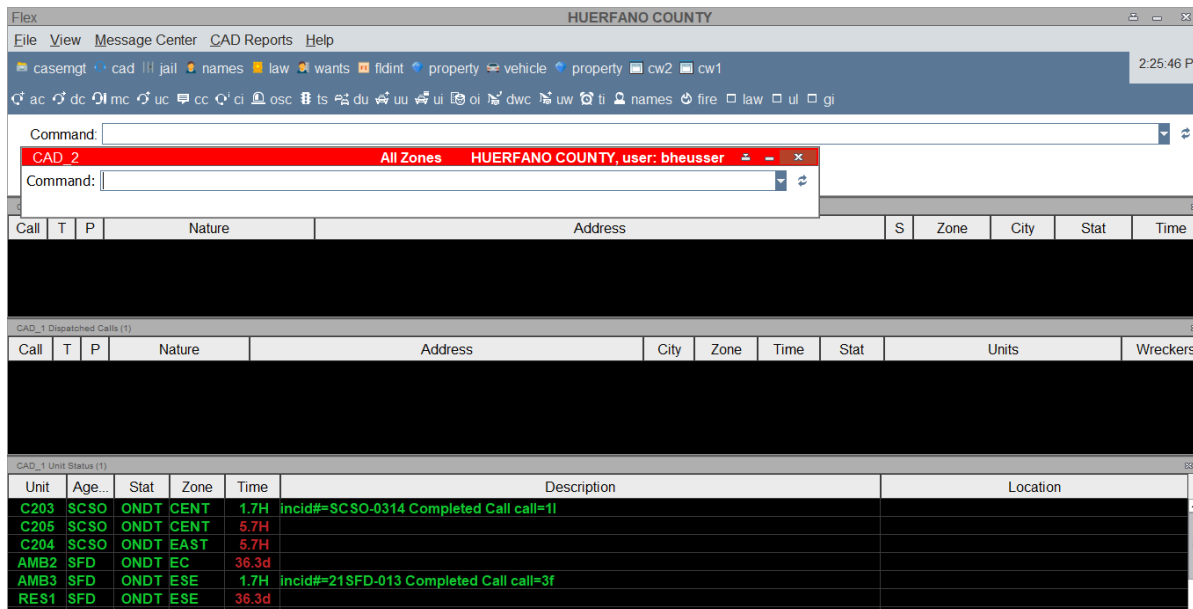


Figure: Users can open multiple CAD sessions simultaneously to streamline operations.

# Customizable Screen Options

Flex allows dispatchers to customize system settings to their full advantage, allowing them to streamline their task execution through individual customization. For example, agencies can choose to display only calls from specific geographic areas, or lock the settings system-wide for uniformity. Some of the features that users can customize include:

- Display windows.
- Column settings.
- Toolbar buttons.
- Right-click commands.
- Color display options.

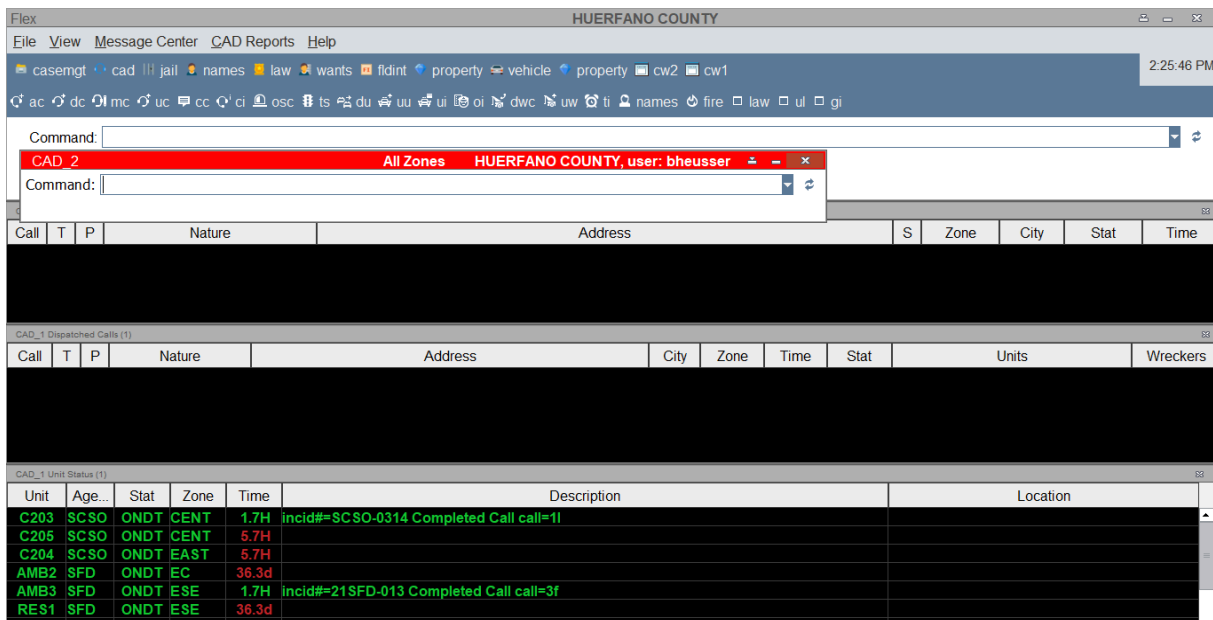


Figure: Users can open multiple CAD sessions simultaneously to streamline operations.

## E9-1-1 Interface (Standard)

The Flex E9-1-1 interface improves the effectiveness and dependability of wireless 9-1-1 services by quickly identifying the location of a cellular user, allowing agencies to pinpoint cellular call locations. As the interface receives automatic number and location information (ANI/ALI) from a standard E9-1-1 system, it populates the data to the Flex CAD system. Additionally, the system meets federal regulations for Phase I and Phase II compliance, ensuring agency compliance with regulations. The following highlights several key advantages:

### Automatic Field Entry

This feature minimizes data entry requirements, enables the rapid creation of accurate call records, and reduces the potential for data entry errors. The information it automatically adds to the CAD screen includes:

- Contact name.
- Address.
- City.
- 469-887-0569.

### Accurate Mapping

When used with the Flex CAD and CAD Mapping modules, the E9-1-1 Interface improves data accuracy, promotes faster response, and enables users to make informed dispatching decisions. As a service call is received, the E9-1-1 interface automatically validates the call location with the Flex GIS solution. Once verified, the call location is automatically plotted on the CAD map and routed to the appropriate dispatcher's screen. Dispatchers can view the street name, call location, and nearest cross streets.



## Call Data Preservation

Our E9-1-1 interface allows agencies to store valuable call information in the call record. When the agency receives a call from a wireless device, the initial Automatic Location Information (ALI) generally contains Phase I information. This information automatically populates the Address field of the Flex CAD Add Call screen. When an ALI rebid is performed to receive any additional Phase II latitude and longitude data, the updated location information also populates the Add Call screen. Agencies can configure to automatically transfer the original ALI information to the Comments field of the call record. Thus, the agency can perform continual ALI rebids to update location information while retaining a history of all ALI information received, providing continual situational awareness while maintaining location records for administrative purposes.

## CAD Mapping (Standard)

The Flex CAD Mapping module provides users with powerful access to location and call information. Dispatchers can quickly view jurisdictional data, including street names, major buildings, landmarks, police districts, and fire/EMS zones. The system automatically plots call locations, and allows dispatchers to view detailed data. This instant access to refined data gives dispatchers the ability to rapidly dispatch the most appropriate units to each call, saving valuable time and enhancing responder safety in critical situations.

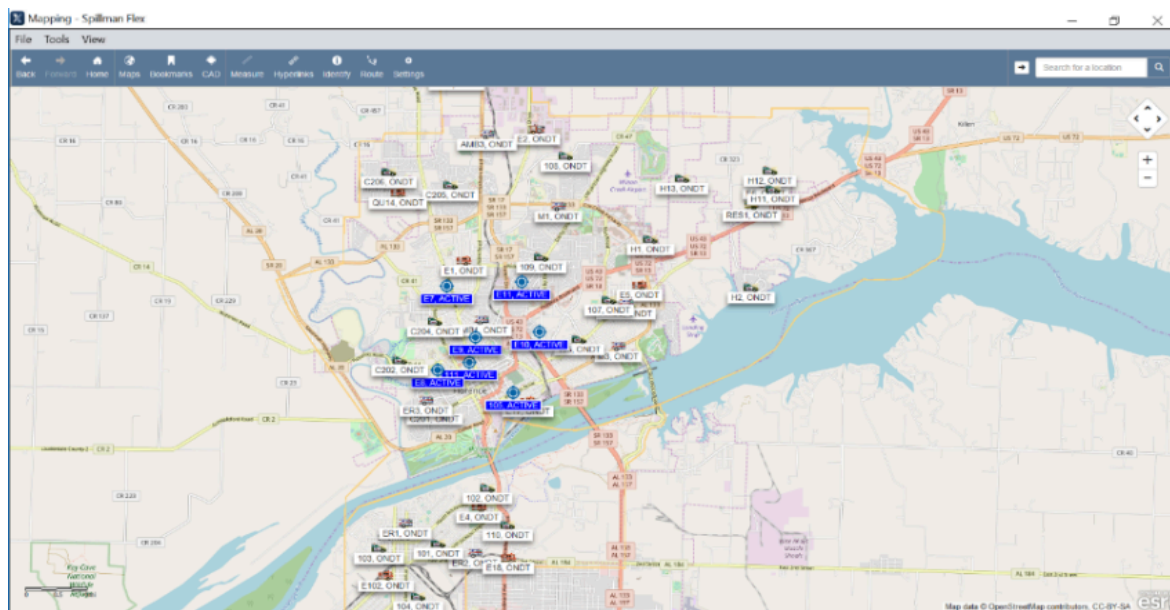


Figure: The CAD Mapping module gives users access to location and call information.

Dispatchers can also click on the map to view information about a specific location. Flex CAD Mapping uses the Esri® ArcGIS server to communicate directly with the GIS. This eliminates the need to load map data into a separate database, streamlining accurate address verification. Our mapping solutions are compliant with Phase I and Phase II wireless requirements, displaying longitude and latitude points at the approximate location of the call. The following highlights some key features of Flex CAD Mapping:

## Flexible Dispatching

The flexibility of our system accommodates a variety of user preferences. Users can quickly and easily dispatch units using the mouse, or retain full use of the keyboard by:

- Dragging and dropping a unit symbol to a call, or vice versa.
- Entering any function directly into the CAD command line.

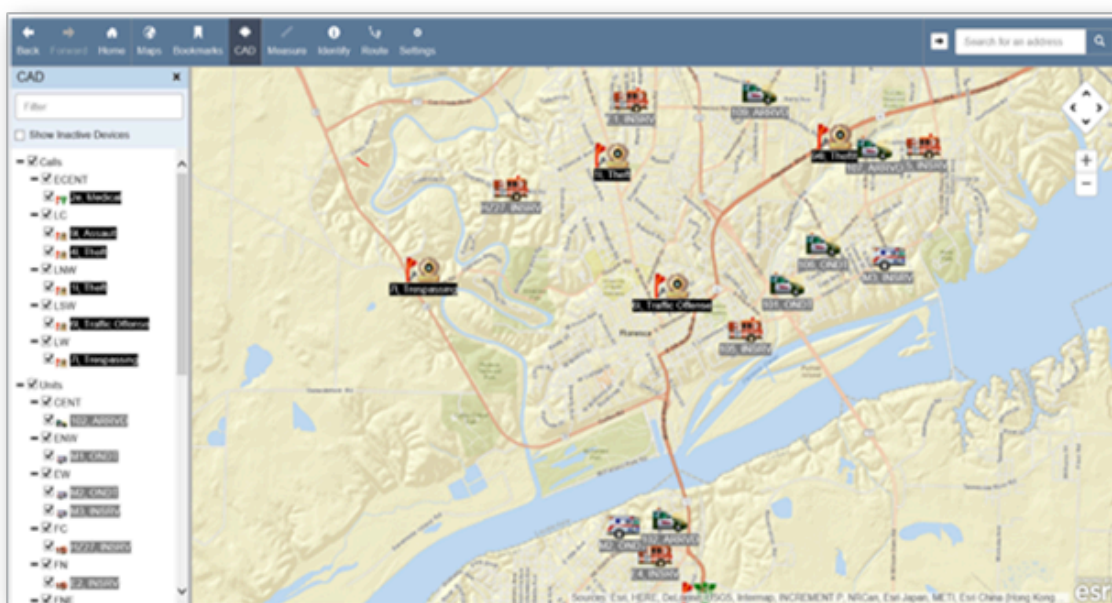


Figure: Flex's GIS integration allows for accurate real-time positioning of all units.

## Customizable Features

Flex facilitates efficient operation in accordance with user preferences by enabling agencies to configure CAD Mapping software to meet both agency and individual user needs. Agencies can do this in a number of ways:

- Customize map icons by selecting from a list and upload agency-defined symbols.
- Center new calls on the map.
- Add map layers such as street, landmarks, and districts.
- Change map element colors to reflect roads, city boundaries, and more.

## Mapping Toolbar

Flex's CAD Mapping toolbar streamlines the dispatching process with intuitive navigation tools. The system provides reminders of each button's function by displaying tool tips that enhance usability. Users also have the option to control the map directly from the CAD command line. Additionally, users can quickly navigate the maps with the following functionality:



- Zoom in.
- Zoom out.
- Pan.
- View the entire map.
- Change layer properties as needed.

## Call and Unit Information

Our CAD Mapping solution gives users direct access to call and unit information, ensuring improved response times and appropriate officer actions. The system automatically suggests intersections and addresses that require geo-validation as the user is typing. Timely access to data increases officer safety, improves response results, and helps defuse potentially dangerous situations. Users achieve this timely access by right-clicking on a unit or call symbol and selecting the specific information they want to view. For example, users can choose to view information regarding:

- Call number or nature.
- Address.
- Complainant.
- Assigned officer.

## System Integration

CAD Mapping fully integrates with the CAD and AVL modules, and our GIS system. With Flex's GIS, CAD calls automatically appear on the agency's jurisdictional map. Flex's AVL Mapping module, when used in conjunction with Global Positioning System (GPS), displays real-time location information for all units on the CAD map. With the system's radio integration, dispatchers can, upon demand, also view radio locations on the map, as well as when a radio emergency button is activated for real-time situational awareness and response. Any necessary radio programming to support portable location on the map is the responsibility of the agency.

## Response Plans (Plus)

The Flex Response Plans module allows public safety agencies to prepare well-defined response plans that include personnel and resource recommendations, instructions, and guidelines for any call type or location. They can do this by defining agencies and units that will respond to a law, fire, or EMS call at a specified alarm level; or, by integrating Response Plans with other system modules like the Equipment Maintenance and Premises Inspection module. This enables agencies to ensure optimal responder safety and efficient responder allocation during critical situations where community safety is of paramount concern. The following highlights a few of the advantages offered:

## Unit Recommendations

The software streamlines unit assignment for a specified call. Agencies can configure the system to recommend units when a response plan has been activated, and users can create plans that identify:

- Order in which units are commended.
- Units that have unique capabilities or equipment.

## Call-Back Assignments

The Response Plans module helps agencies prepare for a variety of incidents and request mutual aid from other agencies if needed. The plans include the following information:

- Call-back assignments.
- Instructions for agencies, divisions, shifts, and officers.
- Personnel with specific skills.
- Pertinent request information.

## Resource Management

Users have the ability to prepare responses that include equipment recommendations and instructions for any type of incident. These plans can include items such as:

- Map references.
- Water resources.
- Tiered recommendations for units, personnel, and other equipment.

## Premises Integration

Agencies can use the Premises Integration module with the Premises Inspection module to give personnel the information they need to make immediate decisions in emergency situations. This enables personnel to include specific information in their response plan, such as:

- Structure type.
- Hazardous materials on premises.
- Proximate populations.
- Additional instructions.

## Rapid Notification (Standard)

Flex's fully integrated Rapid Notification module allows users to send automatic report-of-call details to responding units. This module gathers information from the CAD screen and sends it to a printer at the responding agency. Individual units can also be notified of an event by email, text message, and/or phone call. Information gathered from the screen includes details such as:

- Address.
- Nature of call.
- Contact name and priority.

## Premises Information and HazMat (Plus)

The Flex Premises Information and HazMat module enables agencies to respond accurately to disasters or calls at unfamiliar sites, facilitating timeliness and responder safety. They can record extensive data on residential, commercial, or public lots within a jurisdiction. Personnel can also view hazardous chemical data and obtain instructions regarding first-aid response, recommended protective clothing, and proper chemical handling. The following highlights several key advantages:

## Detailed Premises Data

Agencies can make informed decisions regarding appropriate incident response when they have detailed premises information. Users will know exactly which agency should respond, enabling quicker dispatch. They can quickly view structure information such as alarm types, alarm locations, number of floors, and a physical premises description. The system will also provide information regarding all responsible law, fire, and EMS agencies.

## CAMEO® Chemical Database

The ability to view hazardous chemical information can affect the health and safety of both agency personnel and the public. Users can link the Premises & HazMat module to the CAMEO® Chemical Database to view hazardous chemical information, aiding responders in maintaining responder and public safety. This database enables users to access data on more than 4,150 chemicals obtained from the National Oceanic and Atmospheric Administration (NOAA). Additionally, it provides instructions for handling chemicals and first-aid responses, and recommends protective clothing.

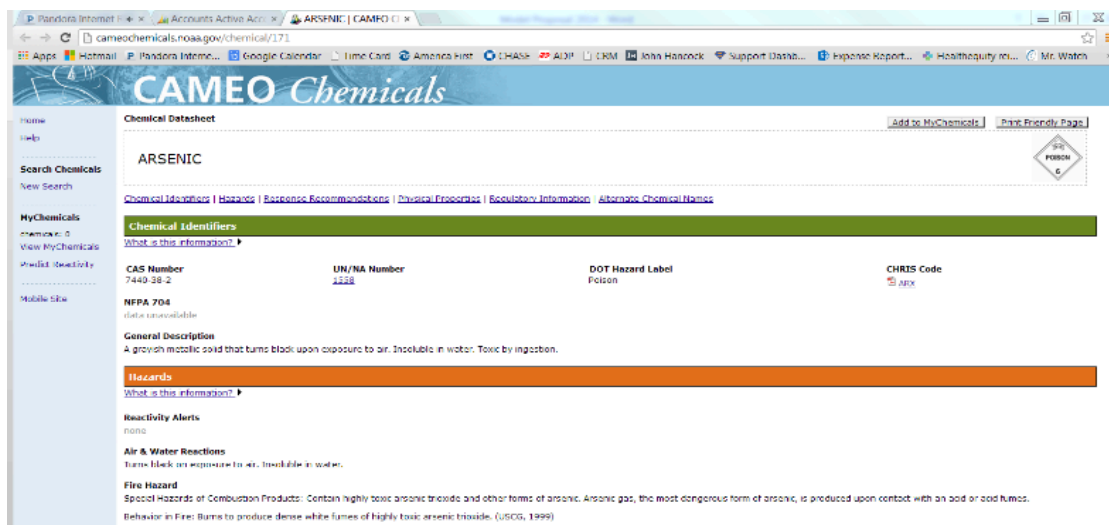


Figure: Users can access the CAMEO Chemicals database directly from the Flex application.

## Proximate Populations

The information an agency has about a population directly impacts citizen safety. Flex software enables users to store information about populations near a potentially hazardous business, such as a chemical plant or a toxic waste site. Within the proximate populations detail window, the information the agency can record includes, but is not limited to:

- Population name and type.
- Maximum number of persons occupying the premises.
- Population address.
- Business hours.

## HazMat Response

HazMat Response helps keep personnel safe by giving them the information they need to prepare for an emergency response involving hazardous materials. The information they can obtain includes:

- NOAA chemical number.
- Health hazard potential.
- Flammability.
- Level of reaction.
- Natural physical state.
- Burning tendencies.
- Appropriate firefighting tactics.
- First aid procedures.

The screenshot shows a software window titled "Add A New Call" with a menu bar (File, Edit, Search, Tools, Help) and a toolbar with icons for Exit, Srch, Mod, Add, Clr, Del, View, List, Totl, Prt, Back, Fwd, and Jadd. Below the toolbar is a navigation bar with "Inv", "Orig", and "Use" buttons. The main content area is divided into two sections: "Response Information" and "Details".

**Response Information**

NOAA: 10  
 Health:       Flam:       React:       Special:   
 CAS Number: 1752303

**Details**

Description:	Acetone oils are clear amber colored liquids. Their fl
Properties:	Flash Point: 50 to 100 F (unspc) ((c) AAR, 1991)
Fire Hazard:	Flammable/combustible material; may be ignited by heat,
Health Hazards:	May be poisonous if inhaled or absorbed through skin.
Fire Fighting:	Do not extinguish fire unless flow can be stopped. Use
Non-Fire Response:	Keep sparks, flames, and other sources of ignition away
Protective Clothing:	Avoid breathing vapors. Keep upwind. Wear appropriate
First Aid:	Move victim to fresh air and call emergency medical car
Chemical Name:	ACETONE OIL

At the bottom of the window, it shows "User: dsnyder" and "Print this record and all associations". The status bar at the bottom right indicates "INS Rec 1 of 1".

Figure: Flex allows users to obtain safety information for dangerous chemicals.

## Alarm Tracking and Billing (Plus)

The Alarm Tracking and Billing module assists public safety personnel in record-keeping by:

- Assigning incident numbers.
- Tracking false alarms.
- Managing alarm tracking fees.

## Comprehensive Alarm Records

This allows the agency to responsibly track all devices, including false alarm incidents. Users can add an alarm tracking record for every alarm in the agency's jurisdiction. Under the alarm record, users can enter:

- Billing information.
- Alarm tracking agency.

- Alarm type.
- Law and fire activation incident numbers.
- Unlimited comments for each alarm.

The screenshot shows the 'Alarm Tracking' application window. It features a menu bar (File, Edit, Search, Reports, Tools, Help) and a toolbar with various icons. The main content area is divided into several sections:

- Alarm:** Fields for Alarm ID (1), Type (BUSIN), Agency (SPD), Active (Y), cdalarm (2), Address (200 W 3RD ST), City (Pierre), ST (SD), ZIP (80012), Zones Law (WEST), and Fire (FWEST).
- Billing:** Fields for Numbr (152), Last (Smith), Fst (Jennifer), Mid (Lynn), DOB (03/20/70), SSN (415-43-7141), Adr (300 WESTBURY LN; WESTBURY LN), Race (W), Sx (F), Tel ((404)555-2178), City (Springfield), ST (ND), ZIP (79134).
- Monitor:** Fields for Numbr (219), Last (ADT), Fst, Mid, DOB (/ /), SSN (- -), Adr (13204 S Senate Ave), Race, Sx, Tel ((234)555-1201), City (Bismarck), ST (ND), ZIP (79012).
- Details:** Fields for Law Alarm (BLAW), Permit (14), AL030002, Reg (09/01/03), Fire Alarm (BFIRE), Permit (14), AL030002, Reg (09/01/03), Law Activation (0309-0034), 0309-0022, 0309-0016, 0309-0005, 0309-0004, and Fire Activation.
- Comments:** A text area containing 'Free Text Information'.

The status bar at the bottom shows 'User: sds' and 'Search again to add records to current selection set'.

Figure: Flex allows users to track alarms and manage fees.

## Fee Management

The Alarm Tracking and Billing module enables users to efficiently manage fees for alarm records. The system tracks incidents involving unregistered alarms, false alarms, and overdue bills. Users can create letters, tickets, and summaries for businesses and residents that owe fines. Proper tracking methods help ensure the agency collects the money owed to it, facilitating effective allocation and management of taxpayer money.

## Detailed Reports

Detailed Reports ensure detailed, accurate alarm tracking. Alarm tracking reports enable users to create lists of registered alarms and identify discrepancies in false alarm incidents. Pre-formatted reports will display false alarm counts, enabling the agency to more quickly identify a false alarm at a particular business or residence. In addition to calculating false alarm fees, Reports will also display revenue generated from false alarm fines.

# Flex Mobile Data Computing

## Mobile Voiceless CAD

The Flex Mobile Voiceless CAD module allows field personnel to access accurate, real-time call information from their laptop computers, preserving radio channels for other critical communication during urgent situations. The module also enables personnel to quickly:

- Update their status.
- Add and view call comments.
- Access radio logs and incident information without burdening dispatchers.

The screenshot shows the Spillman Message Center interface. At the top, there's a menu bar with 'File', 'Edit', 'Search', 'Screens', 'CAD', 'Tools', and 'Help'. Below the menu is a toolbar with icons for 'Back', 'Home', 'Search', 'F6', 'F5', 'F10', 'Shift+F5', and 'Ctrl+M'. The main window displays a table of call information and a detailed view of unit status.

All	Call#	Nature	Location	City	Zone	P	Status	Time	Units
	7f	Hazmat				3	RCVD	5.8d	
	6e	Hazmat			ESW	3	RCVD	5.8d	
	6f	Hazmat			ESW	3	RCVD	5.8d	
	8f	Hazmat				3	RCVD	5.8d	
	7e	Hazmat				3	RCVD	5.8d	
	8e	Hazmat				3	RCVD	5.8d	

All	Unit	Status	Time	Call#	Zone	Agenc	Location	Description
	SDS	OFFDFT	12.4m		LNW	SPD		(MDC)
	101	ENRT	1.9d	5l	LNW	SCSO	405 E	Enroute to a Call call=5l
	123	OVIOL	22.0H	3l	LN	SPD	124 N	(MDC)
	AB2	ONDT	8.6d		LNW	SPD		
	TESTA	ASSGN	8.6d	3l	LS	SPD	124 N	incid# = 1702S0005 Assigned to a Call call=3l
	TESTAB	ASSGN	8.6d	2l	LS	SPD	123 N	incid# = 1702S0004 Assigned to a Call call=2l
	TESTB	ASSGN	8.6d	3l	LNW	SPD	124 N	incid# = 1702S0005 Assigned to a Call call=3l
	U2	ONDT	12.7d		2	SPD		
	U3	ONDT	12.7d		3	SPD		

At the bottom of the window, a status bar shows: Status: OFFDFT 00:35:49 | No Active Call | 10:48:17 | State Returns: 0 | Messages: 0 | No Alerts

Figure: Voiceless dispatch facilitates safe and efficient response.

The following is an overview of key features:

## Mobile Access to Call Information

The Flex Mobile Voiceless CAD module allows users to access information about a call's address, nature, and any additional comments as they are entered by dispatchers. The software frees up radio frequencies for high-priority calls and eliminates the potential for misheard information, or interrupted communications. Using Mobile Voiceless CAD also prevents others from monitoring your communications over an unsecure radio channel.

## Status Updates and Call Comments

Users can update the status of a call or unit directly from their laptop, saving valuable time and eliminating the need to notify dispatchers via radio every time a situation changes. Users can also add comments to a call, and view new comments using the Mobile Voiceless CAD module. The ability to view call comments from the field provides users with critical access to important details, alerts, and tactical updates during critical situations.

## Efficient Radio Logs

Keep accurate radio logs for federal, state, or department records using Flex's Mobile Voiceless CAD module. The module automatically tracks response times and status updates, eliminating the need to request a radio log history from dispatchers.

## Mobile Mapping AVL & Mapping

The Mobile AVL module uses advanced technology to track the location of all fleet units through Global Positioning System (GPS) receivers, providing dispatchers with optimal situational awareness when dispatching calls and allocating resources. To view this information, Flex Mobile supports a variety of GPS devices. The following summarizes several of the advantages offered:

### Mapping

Users can view the following from the AVL map:

- Location.
- Status.
- Contact information of responding units.
- Quickest route to a call.
- Building schematics.
- Live camera feeds.

Flex's Mobile AVL Mapping module also enables personnel in the field to access critical call information and a map from a single screen. Alongside the map, they can access:

- Addresses.
- Cross streets.
- Hazards.
- Updated call comments.
- Responding units.
- Weather.

- Premises and HazMat information.

## Mapping Tools

This powerful functionality allows users to view call and officer locations, and receive turn-by-turn driving directions to improve response times. Users have the ability to easily:

- Search by X and Y coordinates.
- Calculate the distance between calls with a measuring tool.
- Hyperlink a website or photo to a call.
- View predefined map layers that include:
  - a. Law and fire zones.
  - b. Water sources.
  - c. Ortho images.

## Unit Location Display

Dispatchers and field officers can view the location of agency units and CAD calls on a jurisdictional map. This enables dispatchers to quickly assign units to calls based on proximity, and field officers can view the map to determine the shortest route to calls. Dispatchers can do this on the map by dragging a unit to a call, or vice versa.

## Unit Status Information

The Unit Status screen complements overall situational awareness by displaying the status of dispatched units. For each unit, the software displays:

- Status.
- Active call.
- Assigned zone and agency.
- Current location or most recent radio log entry.

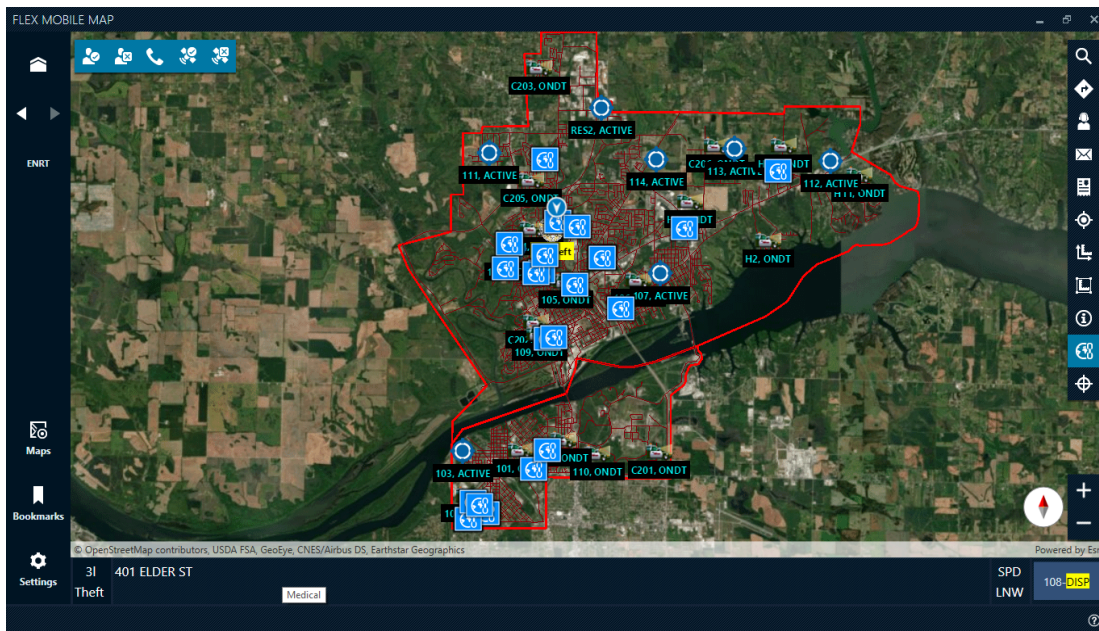


Figure: Flex's Mobile AVL Mapping technology provides access to comprehensive information.



# Automatic Vehicle Locator (AVL)

Our AVL Mapping module employs the highest technological standards for this type of software. Advanced AVL technology is leveraged to track the location of all fleet units using GPS receivers, providing dispatchers with optimal, critical situational awareness. The following is an overview of key features:

## Real-Time Unit Tracking

Knowing unit location in relation to an active CAD call enables users to quickly dispatch backup or provide further instruction. The AVL Mapping module allows CAD to display the real-time location of all AVL-equipped units. The software displays:

- Status.
- Active call.
- Assigned zone and agency.
- Current location.
- Most recent radio log entry.

## Direct AVL

Direct AVL shows users the location of a unit the instant the vehicle is started, and its transmitter begins sending pulses. This information is sent directly to the agency using a combined GPS transmitter and wireless modem. Dispatchers can view the unit's real-time movements on the CAD map.

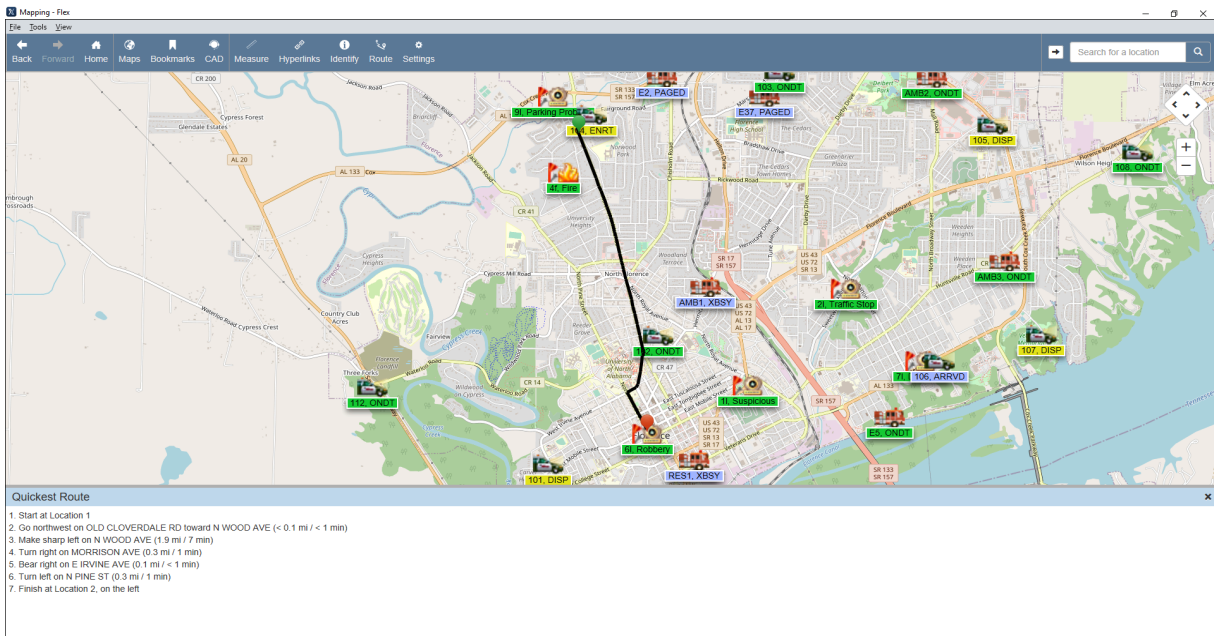


Figure: Flex's AVL Mapping technology supports efficient and accurate unit response.

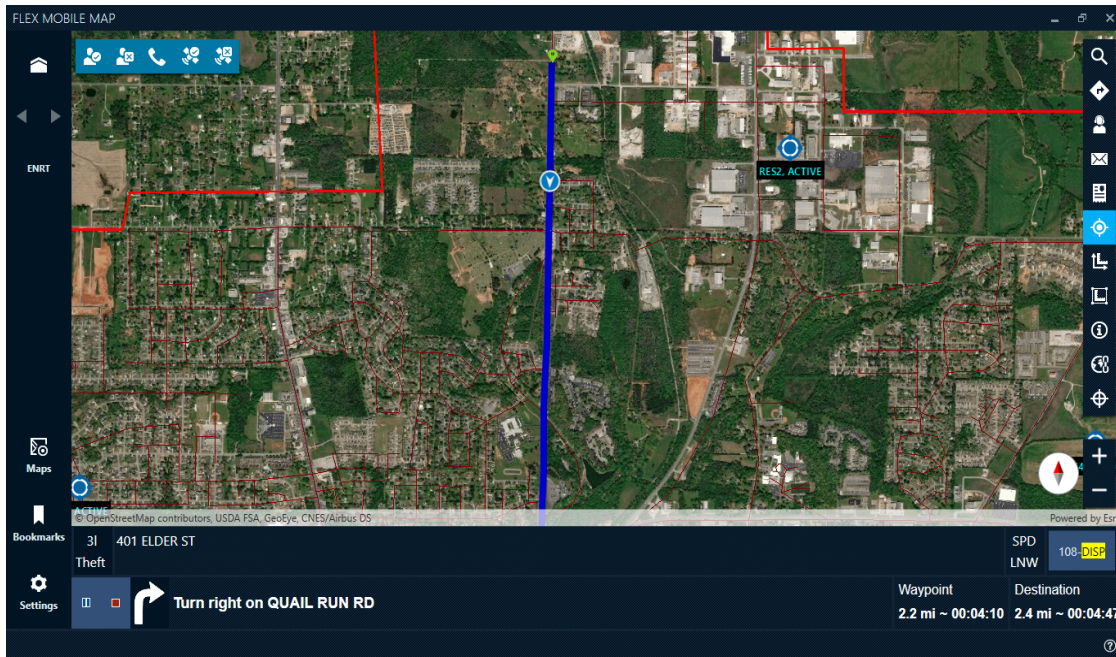
## Indirect AVL

Indirect AVL enables users to view the unit's movements on the CAD map. It uses a wireless modem to receive real-time location information from a GPS transmitter connected to a mobile

laptop computer. The GPS data, with other information from the laptop, is then transmitted to the agency's dispatch center.

## **Quickest Route**

Dispatchers can use Flex's Quickest Route feature to determine the active unit with the fastest route to an incident, greatly reducing response time. Based on a unit's current location, the Quickest Route module calculates the total drive time to reach a call, and allows users to view the ideal route and driving directions. This feature takes into account the agency's local street network, while recognizing barriers such as rivers, canyons, and limited-access highways, enabling dispatchers to minimize time-consuming obstacles for responding units. In addition to proximity calculations, it computes actual drive time to determine which unit can respond first.



**Figure: The Quickest Route helps dispatchers view the ideal route and directions based on unit location.**

## Flex Touch

The Flex system enables personnel to have full access to the information they need on the go. With the Flex Touch interface, users can access records and images, search for data within the local database, view dispatch information, receive call assignments, and update unit status from a mobile device like a smart phone or tablet.

Flex Touch is compatible with most major smart phones, including Android, iPhone, and systems. It can also be used on an iPad or a desktop computer, allowing personnel to take full advantage of crisp, high-resolution navigation through maps and other mobile data. Below are several of the key advantages:

## Real-Time Call Updates

Calls are color-coded by status, allowing users to quickly see whether officers have arrived on the scene and if a unit's timer has expired. Users can view all active calls, the nature of the call, address, and any assigned units. Users can also view call comments and enter their own comments from the mobile device.

## User-Friendly Interface

The Flex Touch interface is designed for convenient click or touch-screen navigation from a mobile digital device. Touch utilizes the same login information as the main Flex system, streamlining access to important data. Images appear on the screen as thumbnails, and can be viewed in full screen by touching or clicking on the image. Flex has configured the images for mobile digital device screens to conserve bandwidth for faster downloads. 469-887-0569s are

automatically formatted as links so that users can direct-dial them from a device, and users can also send emails with links to a record.

## Field Searching

The application helps provide redundancy in data access, enhance officer safety, and provide users with access to a wide range of information in the field. Flex Touch supports wildcard searching; if a search yields no results, secondary search rules are used to match a possible record. For example, if a name search yields no results, the software searches for a matching social security or driver license number. The application displays records with warrants or alerts in red, enabling the responding officer to be prepared for any possible situation. Additionally, users can search the agency database for names, property, vehicles, and incidents.

## Data Partitioning

The partitioning feature protects sensitive data by allowing users in the field to only see records that they are authorized to view. The application obeys the partitioning rules already in place in the Flex system.

## Integration with Google Maps

A Google map automatically opens when an address is selected in the Flex Touch application. Users can see the current address, destination, traffic information, and turn-by-turn directions.

## Quickest Route

### Summary

The Flex Quickest Route module allows an agency to route units based on shortest drive time. This enables dispatch to recommend the closest unit and allows individual units to map the quickest route to a destination. Dispatchers and mobile users also have the ability to query for directions using the Quickest Route module.

### Feature List

- Find the quickest route between two locations in the CAD and Mobile maps.
- Automatically display the quickest route for a responder in the mobile map when assigned to an incident.
- Automatically recalculate a route for a responder that deviates from the current route.
- Create and manage barriers using the CAD map.
- Incorporate quickest drive time into unit recommendations in CAD.

## Requirements

### General

- Expertise working with ArcGIS and Network Analyst extension.
- A functioning network dataset created from the agency's map.

## Hardware

Hardware	Model	Vendor/ Company	Support	Notes
GIS Server				Dedicated machine that meets the system requirements for ArcGIS Enterprise. See ESRI's website for these requirements.

## Software

Software	Version	Vendor / Company	Notes
Flex CAD, Flex Mobile	Version 2018.3 or later	Motorola Solutions, Inc.	
ArcGIS Desktop with Network Analyst Extension	Version 10.5 or later	ESRI	Used to build and maintain the network dataset that is used to perform routing analysis.
ArcGIS Enterprise with Network Analyst Extension	Version 10.5 or later	Motorola Solutions, Inc.	Use to publish the routing service that Flex uses.
CAD Mapping	Version 2018.3 or later	Motorola Solutions, Inc.	Flex CAD Mapping and/or Mobile Mapping license.

When ArcGIS Enterprise 10.9.1 life cycle and support will be ending on December 1, 2027. A move to the new ArcGIS Enterprise 11.x deployment will be required before then. The City is currently upgrading its ArcGIS Enterprise to 11.1 and will be completely moved over to that version by Quarter 3, 2024.

ArcGIS Server 10.9.1 is compatible with ArcGIS Desktop 10.8.2, ArcGIS Pro 2.9, and ArcGIS Pro 3.3.

# Mobile Premises & HazMat

## Summary

Be prepared for a variety of disaster scenarios with field access to data on the location, type, and container size of hazardous materials stored in your jurisdiction as well as detailed premises information such as number of floors, responsible agencies, and physical descriptions. The National Oceanic and Atmospheric Administration (NOAA) CAMEO database offers information on more than 4,000 chemicals, including recommended handling instructions, first-aid responses, and protective clothing. Proximate population information helps you organize warnings and evacuations.

## Feature List

- Maintaining Premises Data.
- CAD and GIS Integration.
- Proximate Populations.
- CAMEO® Chemical Database.
- HazMat Response.



# Flex Mobile Data Computing

## Mobile Records

The Flex Mobile Records module empowers personnel with universal data access. Convenient field narratives and image display options provide the necessary tools to effectively manage records from the field. Mobile personnel can also search for records in multiple places without leaving the vehicle or requesting dispatch assistance. Searchable databases include:

- Local databases.
- Flex and non-Flex databases (requires the InSight Interface).
- State databases (requires the Mobile StateLink Interface).
- National databases (requires the Mobile StateLink Interface).

The following highlights several key advantages:

## Local RMS Queries

Mobile Records combines speed with flexibility. Users have the ability to search for names, vehicles, incidents, property, and wanted persons. These queries provide comprehensive search results from local, state, and national databases, with the ability to encrypt state and national query responses for use with third-party citation and crash programs.

Additionally, a drop-down menu provides officers with more detailed fields to perform enhanced searching. Once the user has submitted his or her search criteria, a list of matching records appears in the returns folder of the Mobile Message Center.

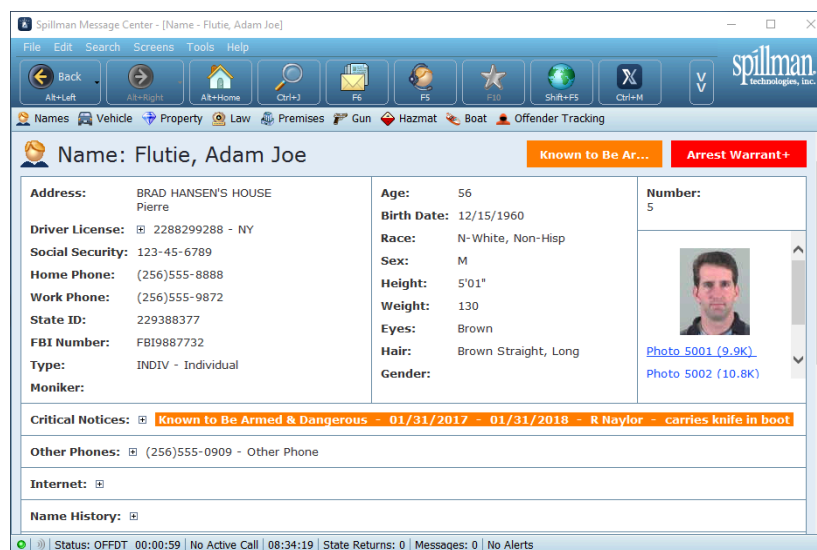


Figure: Flex Mobile provides detailed search returns for officers in the field.

## Image Display

The system's image display function helps field personnel identify suspects and verify criminal histories. While viewing a record, all associated images related to that record are available, including mug shots or photos of vehicles and property. Images first appear in thumbnail size, but they can also be expanded to full-size.

## Field Narratives

Users can enter field narratives into the system directly from the vehicle. This saves valuable time and improves record details. Each user can view, add, and append narrative information or supplemental narratives directly from the Law Incident screen. Additionally, field officers have the flexibility to enter an unlimited number of supplemental narratives for witness statements and other follow-up activities. For routine narrative entries, the system allows users to easily define templates for precise information gathering.

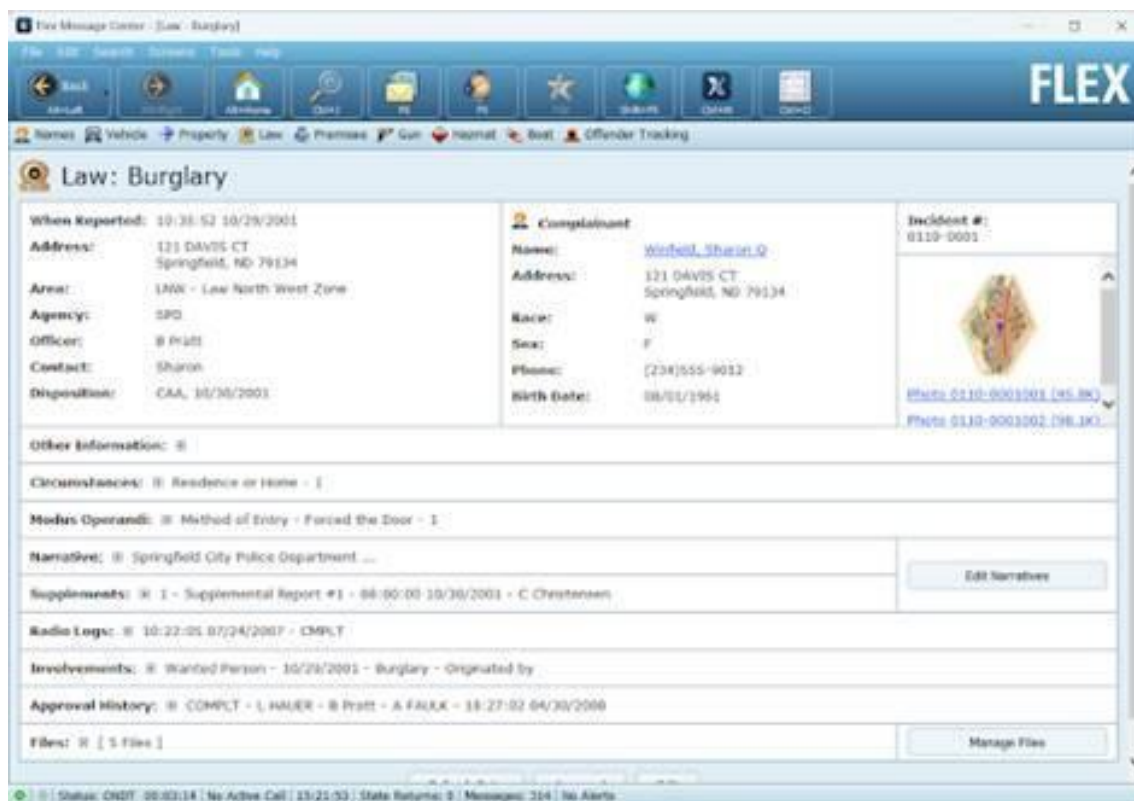


Figure: Users can view additional Involvements information by expanding the record using the plus (+) sign.

## Mobile Field Report with Field Interview

### Summary

Conduct field interviews and record data from your vehicle. Large fields and drop-down menus are easy to navigate using either a touch-screen monitor or a keyboard and mouse. Forms can be customized with your agency's name, graphics, and a report title. Save time and prevent mistakes using drop-down lists of prefilled data wherever possible. Forms attach to Flex records



for viewing, editing, and printing, and they system automatically searches for matching records before storing the information and routing electronically for approval. Add an unlimited number of people, vehicles, property, associated details, and narratives, and add your own custom fields.

## Feature List

- Customizable Look and Feel.
- Integrated Incident Record Submission.
- On-scene Reporting and Validation.
- Simple Narrative Writing Features.

## Driver License Scanning

Data gathered from a driver license can be used to efficiently conduct database searches and complete field reports, enhancing investigative abilities and officer safety. Flex's Driver License Scanning module gives officers the ability to populate Mobile search screens by scanning a driver license. Additionally, scanning the license will also automatically query the local, state, and national databases. Information drawn from scanning the license includes:

- Name.
- Date of birth.
- Address.
- Race.
- Gender.
- Driver license ID number.

## Automated, Accurate Data Entry

When personnel scan a license, the Driver License Scanning module automatically populates the appropriate fields on the Mobile search screen with the driver's information. Driver license data can be used to populate the Mobile Law Form, Mobile Accident Form, Mobile Citation Form, and Law Field Interview Form (each form sold separately), reducing redundant data entry and saving officers and personnel time in the field.

## Customizable Searching

The Flex Driver License Scanning module can be programmed to conduct searches in local, state, and/or national databases when a license is scanned. Officers can use the information returned from those searches to:

- Determine if the license is valid.
- Check for outstanding warrants.
- Confirm if the vehicle is stolen.
- View criminal history information.
- View previous incidents involving people or vehicles.

## Dual Scanning Capability

Officers can gather information by scanning both magnetic strip and barcoded licenses where available, preventing agencies from creating redundant processes for the same action. Because

the module adheres to American Administration of Motor Vehicle Administrators (AAMVA) standards, it has access to information on multiple licenses from across the nation. Its access extends to 20 states and entities that use magnetic strip licenses, and 52 states and entities that use barcode licenses.

## Mobile Arrest Form

Flex's Mobile Arrest form is integrated with the Mobile Field Report and is completed as part of a related incident record. The Arrest form can be finalized and saved prior to completing the Field Report. The following is an overview of key features:

### Automated Data Entry

Automated data entry enables patrol officers to quickly fill out multiple form fields using search results obtained from a name or vehicle query. Users can pre-fill forms with information from the Flex database by querying the Flex Mobile StateLink product, or by scanning a driver license barcode or magnetic strip.

### Integration

Forms are automatically attached to the Flex record where they can be viewed, edited, or printed. The system also conducts an automatic search for matching name and vehicle records. New records are created if needed, and Involvements<sup>®</sup> are generated between associated records.

### Customizable Fields

The Flex Automated Field Reporting modules enable patrol officers to add an unlimited number of people, vehicles, property, and their associated details. Narrative fields have no set length, allowing officers to add as much or as little text as needed.

### Field Narratives

Officers can enter narratives, including probable cause statements, into the system directly from the vehicle, saving time and improving records details. They can add, view, and append supplemental narratives or narrative information directly from the Law Incident screen. The text editor displays the appropriate prompts for the selected template as users type the narrative information. Spell check and time stamping are also included.

### Data Integrity

Flex helps prevent mistakes caused by incorrectly typed entries with drop-down lists. The system also ensures that important data is collected by requiring users to enter data in specified fields before saving the form.

## Mobile State and National Queries

Use a state connection to search state and national databases for name, vehicle, property, guns, and wanted person records as well as available images. Users can perform state and federal searches simultaneously with one query while using the local RMS query feature to

search local database information. Returns are delivered audibly as well as with visual highlights, including any alerts on records containing warnings.

## Feature List

- State and National Database Queries.
- Transaction Recall.
- CAD Integration.
- Mobile Integration.
- Multiple Response Destinations.
- Alerts.
- Voice and Highlighting.

Note that this module requires the StateLink Interface.

# Flex Records Management System

## Records Management System (RMS) (Standard)

Flex's Law Records Management System consolidates all law incident records into one database, providing easy-to-generate incident and case management reports. Each record has information associated with the name, incident number, property, item, and vehicle involved. Agencies can track complaints, victims, offenders, suspects, witnesses, evidence, vandalism, arson, vehicles, or stolen and recovered property for criminal and non-criminal incidents.

### Accurate Reports

Users can easily clarify department initiatives and document progress by developing preformatted reports or configuring ad hoc reports for:

- Crime analysis.
- Presentation.
- Archiving.

Agencies can also compile detailed summaries and activity information for submitting UCR reports as necessary.

### Detailed Case Management

Agencies have the ability to track cases from beginning to end by following detailed status information. Flex's case management feature uses Involvements® to link information on all persons, property, and vehicles associated with a case.

### Dispatch Integration

Flex's integrated solutions ensure rapid and consistent data entry. The RMS module is linked directly with Flex CAD, which allows the software to automatically transfer appropriate information from calls to related incidents.

### Advanced Security and Intelligence

Administrators can protect data integrity with flexible security features that allow users to secure privileged information. The Flex system allows agencies to store an unlimited amount of data regarding the following characteristics of individuals or groups:

- Hangouts.
- Associates.
- Vehicles.
- Employment.

- Activities.

## Organized Dissemination

The system provides information accountability by tracking all information disseminated through the RMS module. Users can record the full text of the disseminated information, and create a link to the name record of the party receiving the information.

## Automatic Visual Alerts

Agencies improve investigator and officer safety with alerts that indicate dangerous, wanted, or missing persons. Once an alert is attached to a record, Flex's integration populates the alert wherever the record exists.

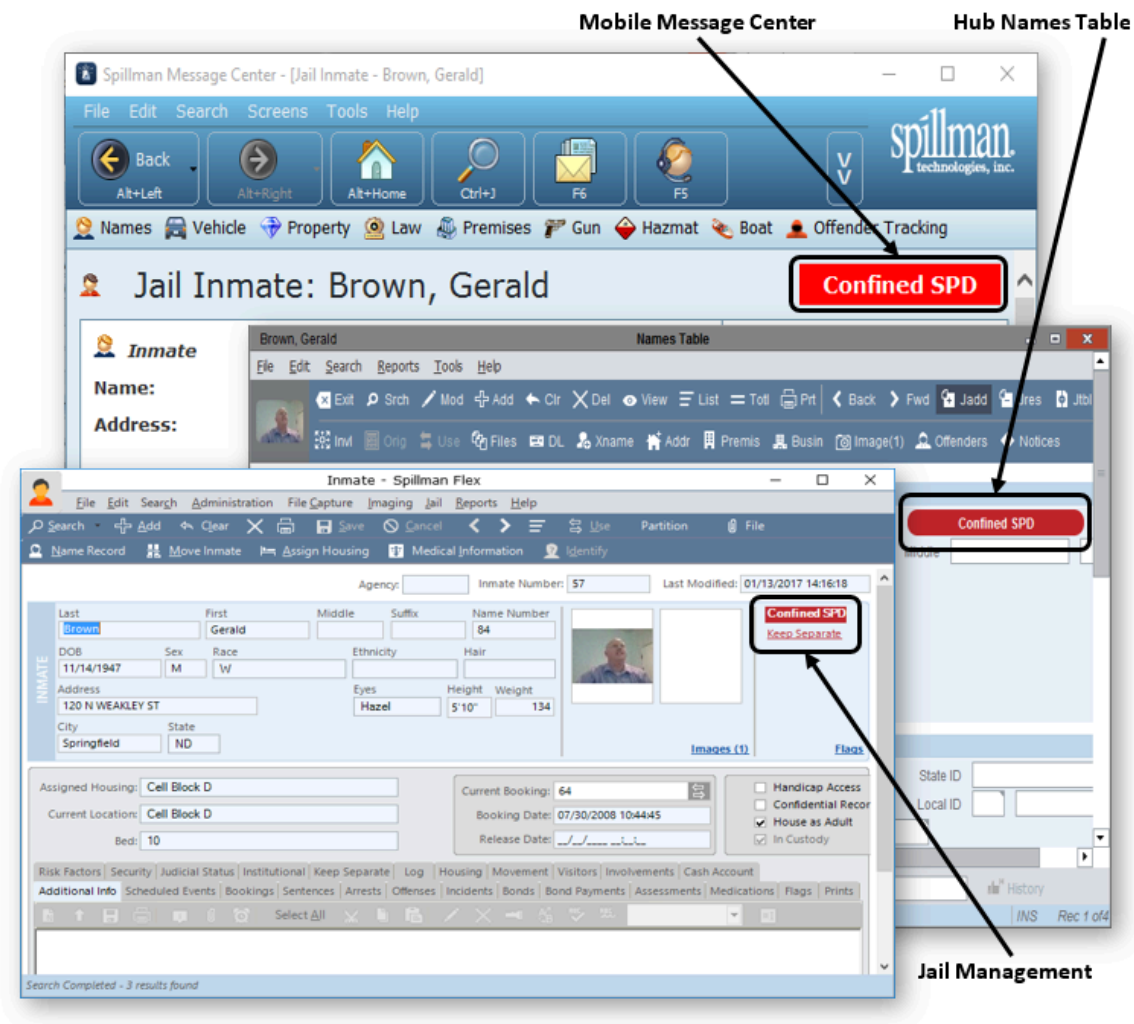


Figure: Users see clearly visible alerts system-wide, no matter where the information is.

## Incident-Based Reporting (IBR) (Standard)

The Flex system enables the agency to easily compile detailed crime summary and activity information such as offenses, arrests, and law incidents for submitting IBR reports that meet state and federal standards. The software automatically retrieves information from the system upon data entry, eliminating manual efforts to create these reports. This retrieval enables the system to produce audit reports that verify the accuracy of reported data. Additionally, Flex holds state reporting certification and offers an integrated National Crime Information Center (NCIC) interface that aids in required report submissions.

## Evidence Management (Standard)

Flex's Evidence Management module simplifies evidence tracking, allowing each agency to maintain a complete and accurate chain of custody for every piece of evidence. The Evidence Management module records changes in the location, status, and custodian of evidence, providing a detailed history from reception to release, or disposal of the item.

Figure: Compile detailed data that meets state and federal standards.

## Complete Evidence History

Users can automatically track modifications to evidence records from processing, through lab analysis and court appearances, to the release or disposal of the item.

## Evidence Reporting

The system enables users to maintain optimal awareness and accountability of evidence and its status. Users can generate reports that show evidence custody, create barcodes for any code table, and show the location of evidence. Some of the reporting tools include:

- The Case Closed Evidence List Report.
- The Generate Barcode List Report.
- Evidence Location Summary Report.

## Detailed Evidence Data

The Flex solution facilitates efficient entry, adding, modifying, and searching for records within the screen. Using the Evidence Management screen, users can manage:

- Property item.
- Storage location.
- Identification number.
- Activities associated with the item.
- Comments.

## Interface Features

Flex's optional Evidence Barcode & Audit Interface module enables users to manage the evidence room in minutes and saves hours of personnel time. The interface's barcoding functionality allows for simplified data entry, precise labeling, and hand-held auditing of storage locations. Participating agencies can easily inventory and audit evidence using a handheld barcode reader to check data against the Evidence Management table for discrepancies in the item location.

Incident# 160829-01, Information Evidence Management

File Edit Search Tools Help

Exit Srch Mod Add Clr Del View List Totl Prt Back Fwd Jadd Jres Jtbl

Evidence Management Invl Orig Use Files Narr Supp Rlog Wlog Case IBR Homi Image Lineup

**Incident**

Incident Number 160829-01 Nature Information

Case Number [ ] Image [ ]

Address 123 n Main

City [ ] State ND ZIP [ ]

Area [ ] Contact [ ]

**Complainant**

Numbr 160901001 **JUVENILE**

Last Poindexter Fst Thadius Mid [ ]

DOB 12/01/05 SSN - - Ad 123 N MONTGOMERY AVE

Race W Sx M Tel ( ) - City Pierre ST SD ZIP 80012

**Details**

Offense/Statute [ ] Reported [ ] Observed [ ]

Circumstances [ ]

Rspndg Officers Spillman

Rspnsbl Officer Spillman Agency SDS CAD Call ID [ ]

Received By [ ] Last RadLog : : / /

How Received [ ] Clearance [ ]

When Reported : : / / Disposition [ ] Disp Date / /

Occurr between : : / / Judicial Sts [ ]

and : : / / Misc Entry [ ]

MO [ ]

Approval Status: COMPLT Workflow Record Corr To: D Gordon 1 From: Spillman Date: 16:59:04 09/12/16 History

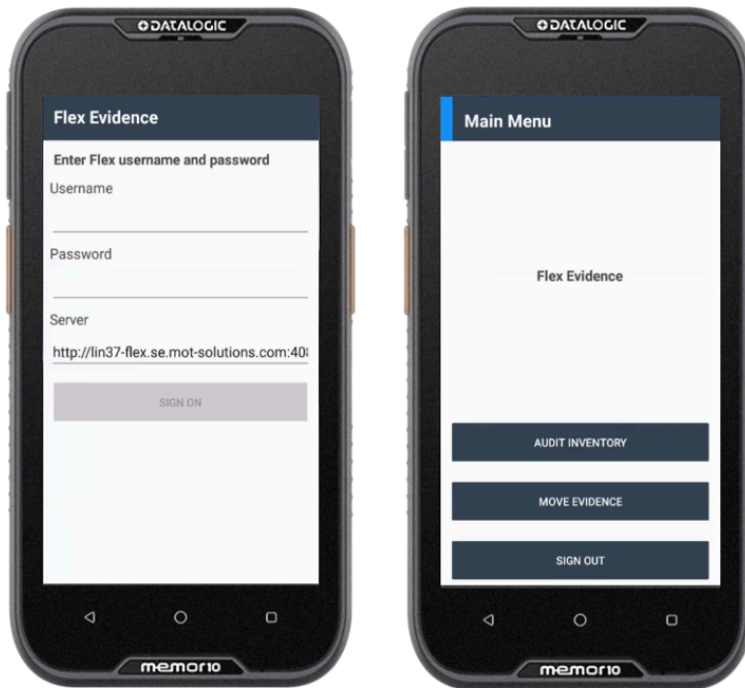
User: sds Use the current record /INS

Figure: Flex’s evidence management module provides detailed evidence data.



## Evidence Barcode and Audit Interface (Standard)

The Evidence Barcode and Audit Interface module provides agencies with barcoding capabilities for evidence management. It also includes a portable handheld barcode reader to inventory and audit evidence rooms for tracking location and movement.



### Automatic Data Transfer

Flex's Automatic Data Transfer saves time and ensures accuracy for agencies as information is tracked throughout the evidence life cycle. Users have the ability to attach barcode labels to evidence items, and use a scanner to automatically transfer the data into an evidence record. Additionally, the status of multiple evidence items can be changed simultaneously by using the "Scan" option of the interface.

### Barcode Printing

Our solution facilitates efficient entry, adding, modifying, and searching for records within the screen. Using the Evidence Management screen, users can manage:

- Property item.
- Storage location.
- Identification number.
- Activities associated with the item.
- Comments.

### Inventory and Evidence Tracking

Users can easily collect and store scanned inventory details with a handheld barcode reader, including the item number, storage location, and custodian's name. Information on moved

evidence items can be tracked as well, including item number, storage location, custodian's name, transaction code, time and date of transaction, quantity moved, and reason for the move.

## Detailed Reporting

The Import Inventory Barcode Report and the Import Move Inventory Report ensure data integrity. Users can check for discrepancies between the data downloaded from the portable barcode reader and the information contained in the Evidence Management table.

## Pin Mapping (Standard)

The system's Pin Mapping module provides investigators with accurate and timely data they can use to analyze incidents and crime trends. Thorough crime investigations are supported with powerful searching capabilities that allow users to access critical information for effective decision-making, rapid deployment tactics, and prompt assessments.

## Powerful Mapping Options

Flex's comprehensive toolbar enables users to identify trends and ensure address consistency through a comprehensive database of street and address information. Users can:

- View different map layers.
- Change the color, size, and type of points.
- Restrict or show all incidents on the map.

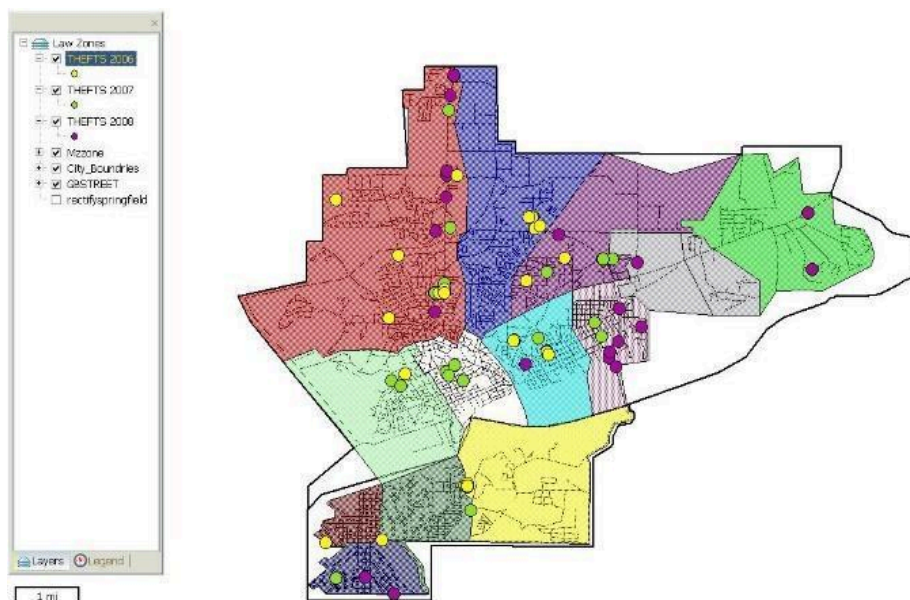


Figure: Flex's Pin Mapping module allows users to view crime trends for a specific geographic area.

## Efficient Analysis

The Pin Mapping module enhances investigative needs by allowing agencies to access any piece of data, record, or a combination of fields from any point on the map.

# Offender Tracking (Standard)

Flex's Offender Tracking module enables agencies to track critical information on various types of offenders. This enhances personnel and community safety by providing situational awareness of offenders within the agency's jurisdiction.

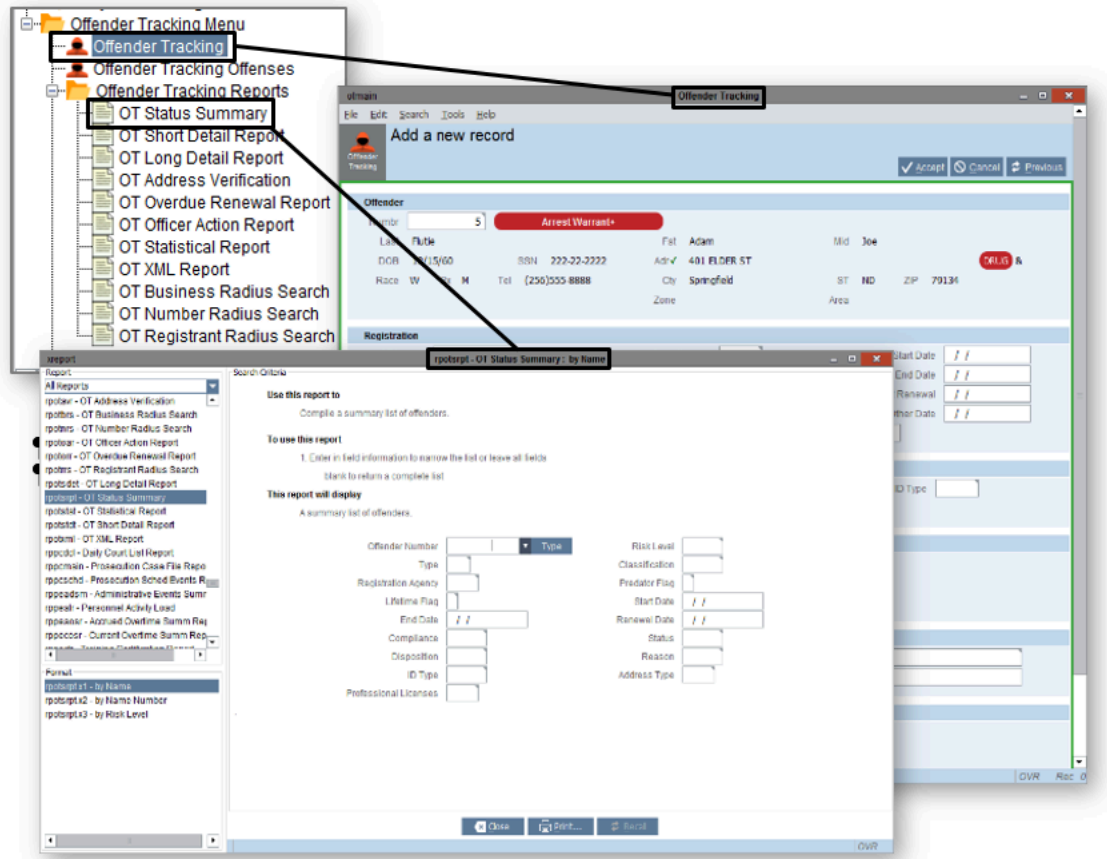


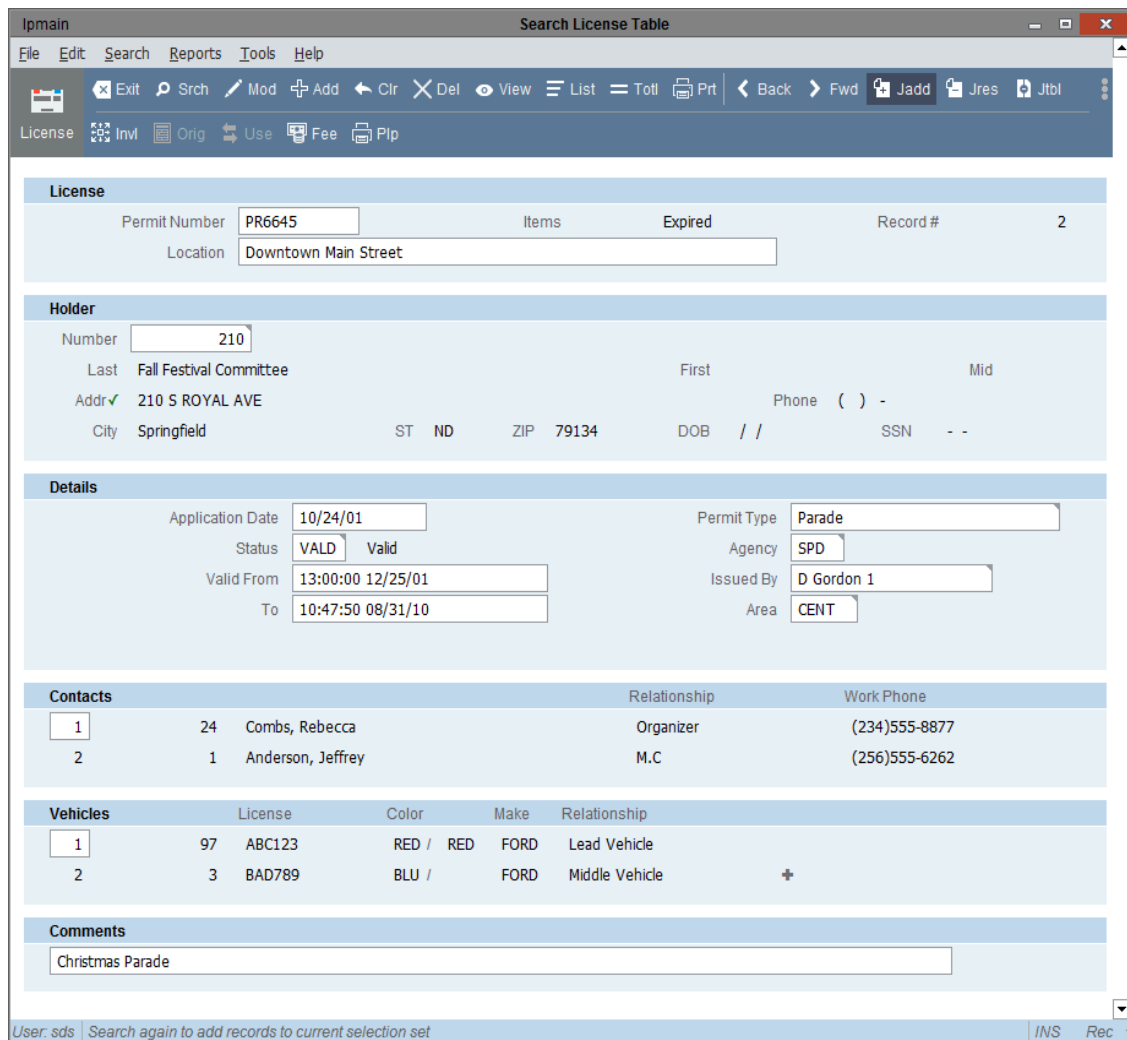
Figure: Users can track an extensive list of critical information on each offender.

# Licenses and Permits (Plus)

The Flex Licenses and Permits module enables users to effectively manage a variety of certifications. These range from animal and bicycle licenses to weapon and fire permits. The agency can track information such as expiration dates, fees, payments, and adjustments. Users can also print permits, receipts, mailing labels, and reports.

## Detailed Information

Our comprehensive module will allow the agency to track detailed data, ensuring users have access to the information they need. For example, users can quickly view a permit's status, effective date, permit holder, permit type, and any relevant contact persons. From an additional detail screen, users can also track information relevant to the type of permit, such as model, size, breed, item value, etc.



**Figure: The Flex Licenses and Permits module simplifies the tracking of detailed license information.**

## Integration with Law Records

The Licenses and Permits module helps investigators solve crimes through integration with the Flex RMS module. For example, users can easily view the permit record and owner name of any weapon used in a law incident—directly from the law incident record. Ready access to this information keeps officers informed, increasing safety and reducing potential agency liabilities.

## Traffic Information (Standard)

Our Traffic Information module delivers consistent, accurate data for shaping sound traffic safety policies and procedures. The software monitors activity on your roadways and generates quantifiable reports for traffic management. The following are key features of this powerful tool:

## Citations and Warnings

Users can easily access citation and warning data. Full integration allows the agency to create a new name and vehicle record for a new contact, or link an existing name and vehicle while creating a citation or warning. They can also track:

- Offense.
- Name information.
- Vehicle description.
- Citation dispositions.
- Bail and/or fine collections.

## Traffic Reporting

This feature quickly turns data into comprehensive information. Users can view several preformatted reports and a full snapshot of warning and citation activity from the traffic reports menu. It also provides:

- Demographic analysis.
- Accident summary reports.

## Imaging Integration

Utilizing Flex's optional Imaging module, users can attach photos to any record for quick reference during an investigation. The agency can capture and archive high-quality digital photos from accident scenes. Additionally, they can print or copy and paste images in a report. Users can attach multiple images to each vehicle record.

## Powerful Searching

System integration enables users to search multiple record sources at once, providing detailed information on vehicles or persons involved in the same traffic accident or citation.

## Civil Process (Plus)

Flex’s Civil Process module streamlines document tracking by enabling agencies to track the receipt, service, and return of service for all types of civil processes managed by law enforcement. It also enables personnel to print service worksheets, returns, and statements of process from a civil process record.

The screenshot shows the 'Civil Process Table' window with the following sections:

- Civil Process:** Fields for Process Number, Process Types, Agency, Court Number, Date Issued, Time/Date Recvd, Related Incident, Comments, Court Code, Court Date, Judge Name, Copies Received, Expiration Date, and Date Returned.
- Billing:** Fields for Bill To, Address, City, ST, ZIP, and Phone.
- Type:** A list of service types including Defendants, Witnesses, Garnishees, Plaintiffs, Attorneys, and Other.

The status bar at the bottom indicates 'User: sds | Search for specific records' and 'INS'.

Figure: The Civil Process module generates service information for virtually any reporting purpose.

## Process Tracking

Users have the ability to track each civil process through its lifecycle, from initial receipt, to completion of service, and return to court. Returns for each process can also be printed for immediate viewing.

## Attempts to Serve History

Users have the ability to view contact information for the person served, the date, and the serving officer. An unlimited number of unsuccessful attempts can also be entered as necessary until a successful service is made.

## Module Integration

The Flex solution enables accuracy, ease of reference, and ease of use. Civil process records can be linked with various modules and tables in the Flex system, including: name, vehicle, law incident, and property records.

# Garnishment Management

Users can easily link a garnishment to a civil process record, enter money received, and print a continuing garnishment return.

## Vehicle Impound (Plus)

Agencies can keep accurate, detailed records of all vehicles that are impounded, released from impound, or sold. Agencies can also record information for the vehicle, owner, driver, impound circumstances, and sale of the vehicle.

The screenshot shows the 'Vehicle Impound Table' application window. The interface is divided into several sections:

- Impound Section:** Contains fields for Impound Number (1), Ticket Number (34), Agency (SCSO), Veh Record Num (3), Make (FORD), Model (MUSTANG), Year (1997), VIN Valid (N), Plate (BAD789), State (ND), and Verified VIN (28827764775TY7879).
- Driver Section:** Includes a 'Known to Be Arme' (orange) and 'Arrest Warrant+' (red) status bar. Fields include Last (Cooper), Fst (Adam), Mid (Joe), DOB (12/15/60), SSN (123-45-6789), Adr (BRAD HANSEN'S HOUSE), Race (W), Sx (M), Tel ((256)555-8888), Cty (Pierre), ST, ZIP, Driver (Adam Flutie), Lien Hldr (Second Union National Bank), Address (400 West End Rd), Address (220 North Main Street), Cty/ST/Z (Springfield, ND 79134), and Tel ((234)555-2121).
- Details Section:** Contains fields for Imp Type (PARK - Parking Violation), Status (SOLD - Sold at Auction), Stor Loc (Level 3 Sp 33), Towed (12:59:41 10/24/01), Impound (12:59:43 10/24/01), Officer (A Fitzwater), Towed by (AAA - AAA North Dakota Motor Club), From (800 North Main Street), Reason (Parked Loading Zone), Incident, Sched Sale (01/01/02), Date Sold (11/08/01), Sale Price (5000.00), Release by (A Fitzwater), Time/Date (: : / /), Release To (Spring County Sheriff), and Address (200 Westbury, Springfield, ND 79134).

The bottom status bar shows 'User: sds Search again to add records to current selection set' and 'INS Rec 1'.

Figure: The Vehicle Impound module captures detailed vehicle information for easy viewing.

## Detailed Impound Records

Users can track the status and location of an impounded vehicle, or enter the sale date and price directly from the module. A Vehicle Impound record can be added for every vehicle that captures detailed information such as:

- Owner.
- Driver.
- Vehicle.
- Lien holder.

## Accurate Fee Management

Agencies can track all impound, towing, and storage fee transactions associated with an impounded vehicle. The module instantly calculates storage costs for each day the vehicle has been impounded. When users enter a fee record, the balance due and total storage charges are also automatically displayed.

## Automated Sales Tracking

Users can track and record the sale of impounded vehicles in the system, and monitor detailed sale information. When a vehicle has been marked as sold, the module automatically stops all charges and fees.

## Vehicle Reports

The Vehicle Impound module condenses information into concise, easy-to-read reports. Report options include:

- Vehicle inventory status and summary.
- Sale list.
- Charges and payments.
- Invalid VINs.

The system also produces Preformatted Impound and Intent to Sell Notifications, making it easy for owners, lien holders, and other responsible parties to be notified of impounds and intentions to sell.

## Vehicle Involvements

The Vehicle Impound module automatically creates involvements that link data associated with vehicle and impound records. Users can view:

- Record relationships.
- Reported incident.
- Record add date.



## Pawned Property (Plus)

The Flex Pawned Property module is essential to helping agencies track, maintain, and report on pawnshops and their detailed pawn activities. Monitoring and maintaining an accurate trail of individual pawned items is easy with automatic, electronic pawnshop data submission. By linking pawned items to names, vehicles, property, and other pertinent data, this investigative resource can assist law enforcement in locating stolen property.

Figure: The Flex Pawned Property table is integrated with all records system-wide.

## Investigation Assistance

Pawned items added to an agency’s database are automatically linked to name and property records throughout other Flex applications. These records are helpful during investigations, especially if the item is reported stolen or linked to a law incident.

## Pawnshop Information

The Pawned Property module can quickly locate pawnshop addresses, 469-887-0569s, owners, and other pieces of information. Users can also search for detailed information about each shop in the agency’s jurisdiction.

## Pawn Activity Tracking

This module streamlines pawn activity tracking and gives agencies full-spectrum situational awareness of pawn activities. Users can maintain a complete record of pawnshop activities, including:

- Site visits.
- Pawnshop inspections.
- Stolen item pick-up.

Agencies can also reference information with greater accuracy by recording a brief description of the activity, along with the following information:

- Law incident number.
- Request.
- Evidence number.

## Preformatted Reports

The Pawned Property module features an extensive reports menu to help compile system information into comprehensive, easy-to-read reports that maximize efficiency. Users can print reports that identify frequent pawners, or determine recovery rates for stolen items. The reports menu can also help agencies organize and share collected data.

# Personnel Management (Standard)

The Personnel Management module enables comprehensive employee management. Agencies can store, retrieve, and manage detailed employee information including special skills, medical history, training and certification, positions, attendance, activities, leave time, and overtime. The module also accurately accounts for administrative activities such as commendations and disciplinary actions. The following highlights a few of the system’s advanced features that help to simplify personnel management.

## Special Skills and CAD Integration

Dispatchers can send the best personnel to a given call by using the Personnel Skill screen to reference any employee’s special job skills. Job skills can include foreign language fluency, CPR certifications, or explosives expertise.

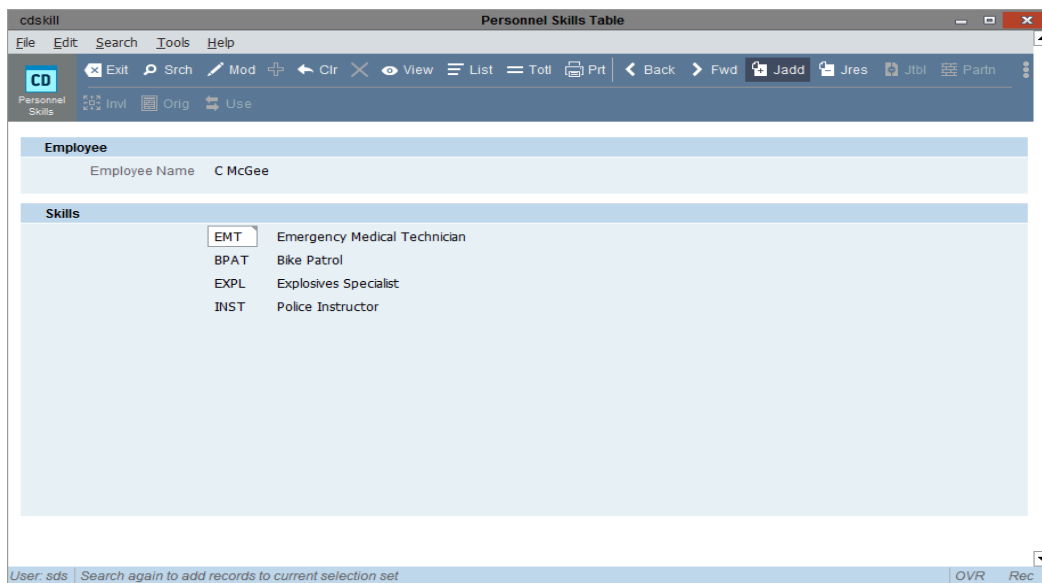


Figure: Enhance call assignments with special skills references.

## Detailed Employee Information

A detailed record for each employee provides users with the ability to efficiently track and update general information, such as the employee’s name, address, division, status, and Social Security Number.

The screenshot shows a software window titled 'Employee Table' with a menu bar (File, Edit, Search, Tools, Help) and a toolbar with various icons. The main area is a form for an employee named David L. Gordon. The form is organized into several sections:

- Employee Info:** Employee Num (1), ID Num (101), Badge Num (3422), Image (empty).
- Personal Info:** Last (Gordon), Fst (David), Mid (L), Address (200 S BROADWAY ST), City (Springfield), State (ND), ZIP (79134), DL # (37736646), Official Name (D Gordon), Birth Date (09/12/57), SSN (777-88-1111), Religion (LDS), Race (W), Sex (M), Height (6'02"), Weight (250), Marriage Dat (04/23/77), Marital Stat (M).
- Work Info:** Agency (SPD), Division (ADM), Station (SPD Substation), Shift (Night), Department (Police), Assignment (Supervisor), Rank (Lieutenant), Status (Active), Date Hired (01/01/70), Commission (Yes), Next Eval (01/01/02), Seniority (08/10/98), Pay Class (Salaried), Emp Class (Full Time), Budget Pos (Yes), Labor Org (No), Retirement (empty), Terminated (//).
- Family Info:** Parents (Mike and Sue Gordon), Address (100 North Main), City (Aberdeen), State (SD), ZIP (80012), Spouse Name (Mary Jane), Birth Date (01/01/60), Phone ((234)555-3211).
- Remarks:** (empty text area).

At the bottom of the window, there is a status bar with the text 'User: sds | Search again to add records to current selection set' and 'OVR Rec 1'.

Figure: Personnel can track and update detailed employee information.

## Personnel Reports

Users can generate easy-to-view personnel reports from a comprehensive menu of options including:

- Identification numbers.
- Medical events summaries.
- Administrative events summaries.
- Pay status and payroll reports.
- Training reports.
- Leave requests.
- Position status and demographics reports.
- Workload reports.

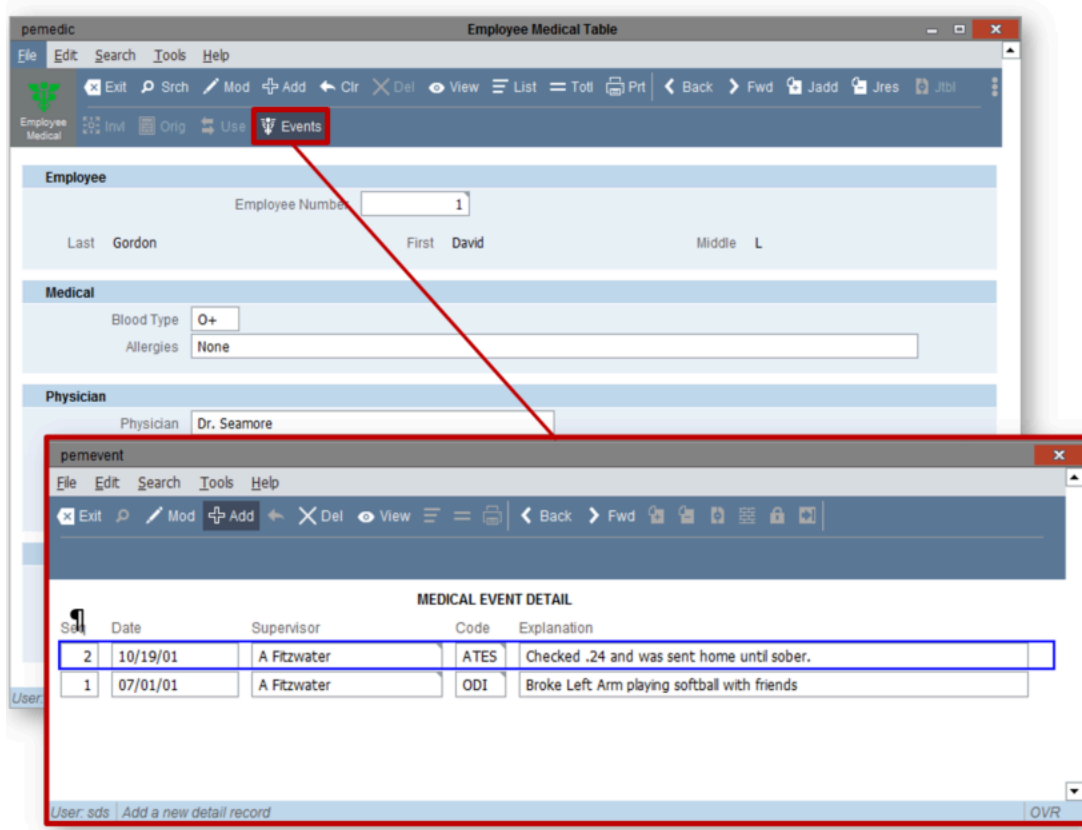
## Training Information

Ensure that personnel are equipped with the training to do their jobs safely by monitoring their training portfolios. The system enables users to update and monitor the following training data for individual employees:

- Type of training completed.
- Dates and locations.
- Cost.
- Credit earned.

## Medical History

The Medical Event detail screen can be used to track employee medical events that occur before and during employment. Detailed records of employee medical history including blood type, allergies, insurance information, and physical information are stored in the system.



**Figure: Track an employee’s medical history before and during employment with the Medical Table “Events.”**

## Attendance and Workload Management

Employees can easily enter work activity information into the Employee Workload screen. For each activity performed, employees can enter work dates, start and end times, activity and location codes, a reference number, and comments.

## Equipment Maintenance (RMS Plus)

Flex's Equipment Maintenance module enables agencies to save money and maintain accountability of equipment by tracking the purchase, condition, location, history, repair, and maintenance of department equipment. This module offers many useful tracking features, a few of which are highlighted below.

### Equipment Tracking

Users can add a record for each piece of equipment that the agency wants to track. The agency can then enter the name and quantity of an item, related purchase information, maintenance history, scheduled maintenance, and status history.

### Scheduled Maintenance

Flex allows agencies to schedule equipment maintenance to ensure equipment is continually available and operating properly for personnel. Users can track a variety of information including maintenance dates and codes, assigned technicians, estimates, and other pertinent items.

### Repair and Maintenance Log

By tracking equipment maintenance, the agency can also ensure the safety of personnel and avoid potential liabilities caused by failures. Users can track and analyze completed repairs and maintenance in order to calculate each agency's operating costs and the value of the agency's equipment.

### Pre-formatted Reports

Users can efficiently compile system information into full, easy-to-read reports. Some options include equipment inventory, schedule and maintenance summaries, item status, and parts used.

### Equipment and CAD Integration

Dispatchers can locate an agency's resource items in the CAD module. When a dispatcher enters the Resource Inquiry (RI) command in the CAD Status screen, the software searches the Equipment screen to find agency-owned items that match the search criteria.

### Equipment and Fleet Integration

The system links the Equipment and Fleet Maintenance modules so users can conveniently find and add agency vehicle information from the Equipment screen.

# Fleet Maintenance (Plus)

Flex’s Fleet Maintenance module allows agencies to regulate and preserve vehicle resources, accurately determine fleet costs, and determine ongoing budgeting details. Users can log licensing, maintenance, repair, mileage, fuel consumption, identification, and unit assignment information for all fleet vehicles. A few of the system’s features that help effectively manage fleet resources are described below.

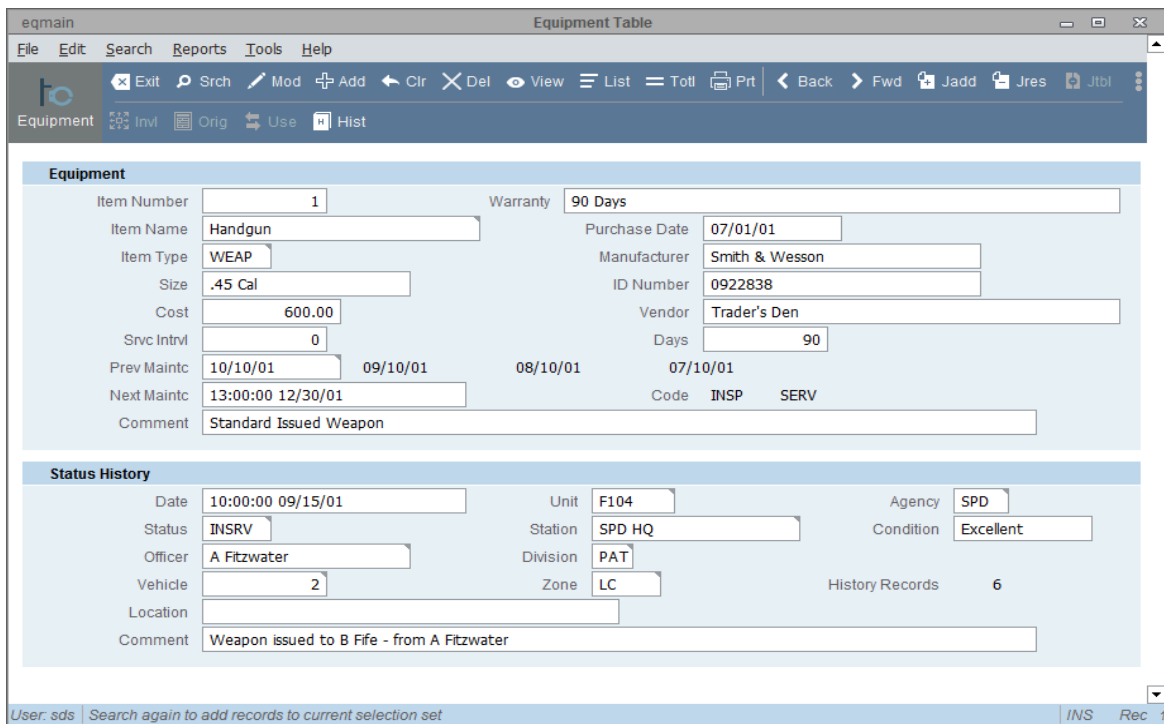


Figure: Agencies can efficiently manage the state of equipment directly from the Flex system.

## Scheduled Maintenance

The scheduled maintenance feature enables users to schedule required vehicle services, ensuring all vehicles are in top condition. Users can record a comprehensive history of vehicle services including the date, mileage, and type of service. The software captures the date and time the maintenance was performed, the next scheduled maintenance mileage/date, and the responsible individual. Reports can be displayed or printed to outline the maintenance performed, and all maintenance for the life of the vehicle.

## Detailed Gas Mileage Summaries

Agencies can track fuel consumption and mileage records to prepare effective fuel budgets. The software automatically calculates the vehicle's mileage, and enables users to include:

- Date.
- Current odometer reading.
- Quantity of oil or fuel added.
- Total cost.

## Accurate Repair Records

These reports are critical to accurately tracking fleet vehicles. Users can access and manage detailed repair records for each fleet vehicle, and generate reports that detail repair information including the total price, part codes, quantity, and parts and labor.

The screenshot displays the 'Fleet Vehicle Table' window in the Flex software. The interface is organized into several sections:

- Fleet Vehicle:** Contains fields for Vehicle Number (1), Vehicle Kind (LES), License Plate (040ADB), VIN (00-23888477b9970), Year (2000), Make (MERZ), Model (4 DR), and Color (BLK).
- Information:** Includes Date Acquired (07/01/01), Purchase Cost (45000.00), Disposal Date (//), Disposal Value (0.00), Station Assgnd (SPD), Officer (A Fitzwater), Division (ADM), Total Fuel Used (130.00), Purchased From (Henry Ford's Cars), Useful Life (0 months), Proceeds (0.00), Disposition (Active Administrations), Inspection Month (1), Registration Month (1), Beginning Odometer (2500.0), and Average MPG (26.92).
- Maintenance:** Lists Last Regular Maint/Fillup (09/05/02), Last Completed Repairs (10/15/01), Next Scheduled Maint Miles (9000.0), and Next Scheduled Maint Date (11:00:00 11/01/01). It also shows repair descriptions like 'Repair Right Front Fender' and 'Service Oil and Lube'.
- Comments:** A text box containing the note: 'This vehicle was provided courteous of a local drug dealer'.

The bottom status bar shows 'User: sds | Search again to add records to current selection set | INS Rec 1'.

Figure: Flex's Fleet Maintenance module captures detailed fleet information.



# Inventory Management (Plus)

The Inventory Management module simplifies the process of monitoring and replenishing inventory with accurate accounting of supplies. Automatic balance updates, complete supplier information, and concise, pre-formatted reports provide the information agencies need for proper inventory control. These features, described below, are just some of the functionality provided to simplify inventory management. Additionally, this module integrates with our jail management solution to provide the same superior functionality for jails.

## Supply Maintenance

The application allows users to ensure that proper supplies are on hand at any given time by viewing an item's balance, re-order point, and full stock quantity. The system displays item status in an easy-to-read, organized format, and the software intuitively generates a purchase order for each item when the quantity reaches the reorder point.

## Supplier Tracking

Users can access a comprehensive history of orders to track supplier fulfillment and compare the promptness, completeness, and costs of each supplier to make informed purchasing decisions. Additionally, users can store each supplier's contact information and ordering instructions.

## Preformatted Reports

Extensive reporting options help users create accurate inventory reports. The easy-to-read reports help compile the statistical data needed to efficiently manage inventory. Users can conveniently view reports such as:

- Supplier Summary.
- Orders Pending.
- Item Cost Summary.

# Flex Jail Management

## Jail Management Solution (JMS) (Standard)

The jail management solution for Flex provides powerful tools to gather a broad range of vital inmate data. The ability to flag records enhances safety for all users. The intuitive system includes simplified booking processes and jail log information, enabling users to include multiple offenses on a single entry. Additionally, the system captures and integrates corrections data system-wide, creating seamless data flow, and allowing users to process inmates from start to finish more efficiently. The following system description provides an introduction to the many advanced features available to jail management users.

## Booking Process

JMS streamlines inmate booking with simple, step-by-step processes and seamless integration with the Records Management solution. As users enter inmate information into the system, menu-driven options facilitate the collection of important details regarding property taken, property issued, and more. The checklist screen also allows users to see what has been completed in the booking process.

Figure: The Booking Checklist saves time by showing users what has already been completed.

## Assessments

The jail management solution's Assessment feature enables users to place inmates in accordance with their risk factors, enhancing safety for inmates and jail staff alike. Users can create custom inmate assessment questionnaires that determine security restrictions and appropriate medical care. This Assessment feature is decision-tree based, meaning that each question is dynamically determined by the inmate's previous answer. After an assessment is

complete, an inmate record is automatically tagged with name alerts, flags, medical conditions, security classifications, and risk factors, as appropriate.

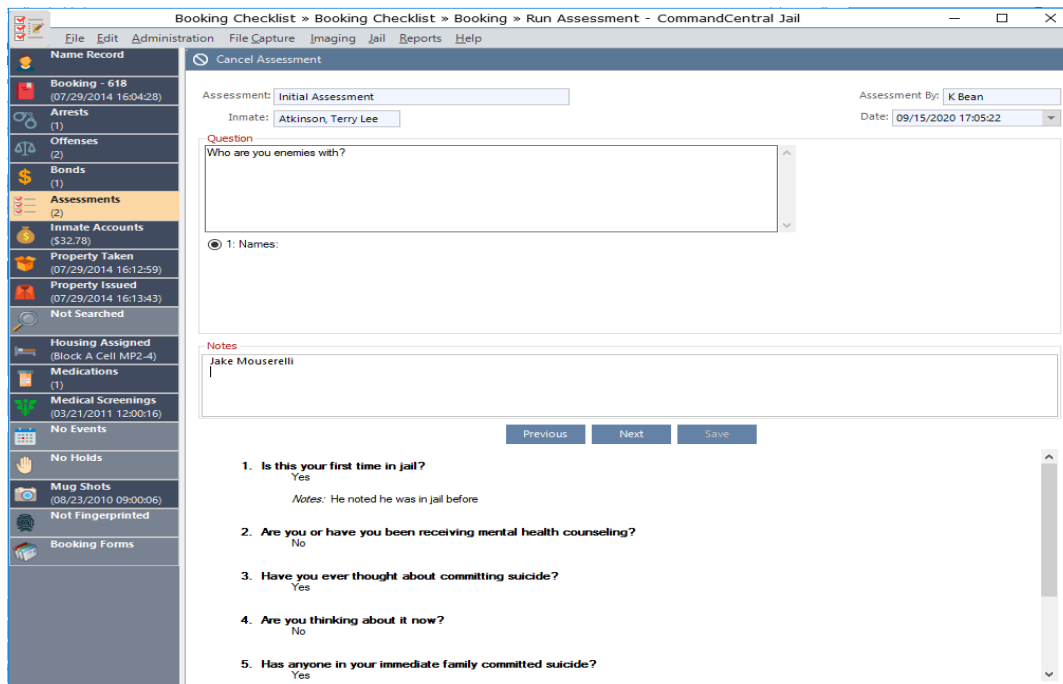


Figure: Users can conduct assessments to determine an inmate’s risk level or needs.

## Scheduled Events

The system enables officials to maintain situational awareness of all scheduled events. Users can set events like court appearances, work releases, and any other activity to recur daily, weekly, monthly, or annually. They can also partition events by agency as appropriate. The module’s event viewer provides the time, event, inmate name, and other details that may be important for security purposes. Additionally, users can create reminders that show approaching or past due events. The software allows users to snooze, dismiss, or open event details at any time.

## Jail Log

Administrators can add multiple officers and inmates to the same log entry with the Jail Log feature; this eliminates the need to create a separate incident for every person involved in an event. Users can also automatically create a jail incident from an inmate log entry. Narratives are stored in a separate detail table for security purposes.

The screenshot displays the 'Booking Checklist » Booking Checklist » Event - CommandCentral Jail' window. The interface includes a menu bar (File, Edit, Search, Administration, File Capture, Imaging, Jail, Reports, Help) and a toolbar with icons for search, add, clear, save, cancel, and navigation. A left-hand sidebar lists various categories such as Name Record, Booking - 756, Arrests (1), Offenses (2), No Bonds, Assessments (4), Inmate Accounts (\$45.00), Property Taken, No Property Issued, Not Searched, Housing Assigned (Block D Cell MP2-1), No Medications, Medical Screenings, Events (11/15/2019 09:00:00), No Holds, Mug Shots, Fingerprinted, and Booking Forms. The main area is titled 'Event' and contains the following fields:

- Agency: SPD, Number: 1923
- Type: Inmate Court Appearance
- Name Number: 658, Name: Baird, Clain
- Booking Number: 756, Assigned Housing: Block D Cell MP2-1, Bed ID: 1
- Location: (dropdown menu)
- Start Date: 11/15/2019, Last Event Time: (calendar icon)
- Start Time: 09:00, End Time: (time picker)
- Reminder: 1 hours before start
- Visitation Location: (text field)
- Added By: tchriste

Below the event details is a 'Notes' section with tabs for 'Notes', 'Recurrence', and 'Medical'. The notes text reads: 'Circuit Court 1234 N MAIN ST Provo, UT TELEPHONE: (234)555-1234 JUDGE:'. A status bar at the bottom indicates 'Changes accepted'.

Figure: Jail allows users to view and manage inmate schedule events.

## Jail Incident Report

A Jail Incident Report provides a summary of jail incident records, capturing information about events leading to disciplinary action, criminal charges, or exposure to liability. Information reported includes inmates, officers involved, and a description of the event. An incident report can be refined by:

- Jail Incident Number.
- Time reported.
- Incident narrative.
- Incident supplemental narrative.

The jail management solution controls who has access to incident report information by agency-defined partitions and detailed permissions.

# Inmate Flags

Users can relay vital inmate information to jail personnel using the Inmate Flags feature. If, for example, an inmate record is marked with a flag denoting that he or she is prone to violent behavior, users can click the flag to display the code, description, and detailed instructions regarding that inmate. Users can also assign optional expiration dates to these flags.

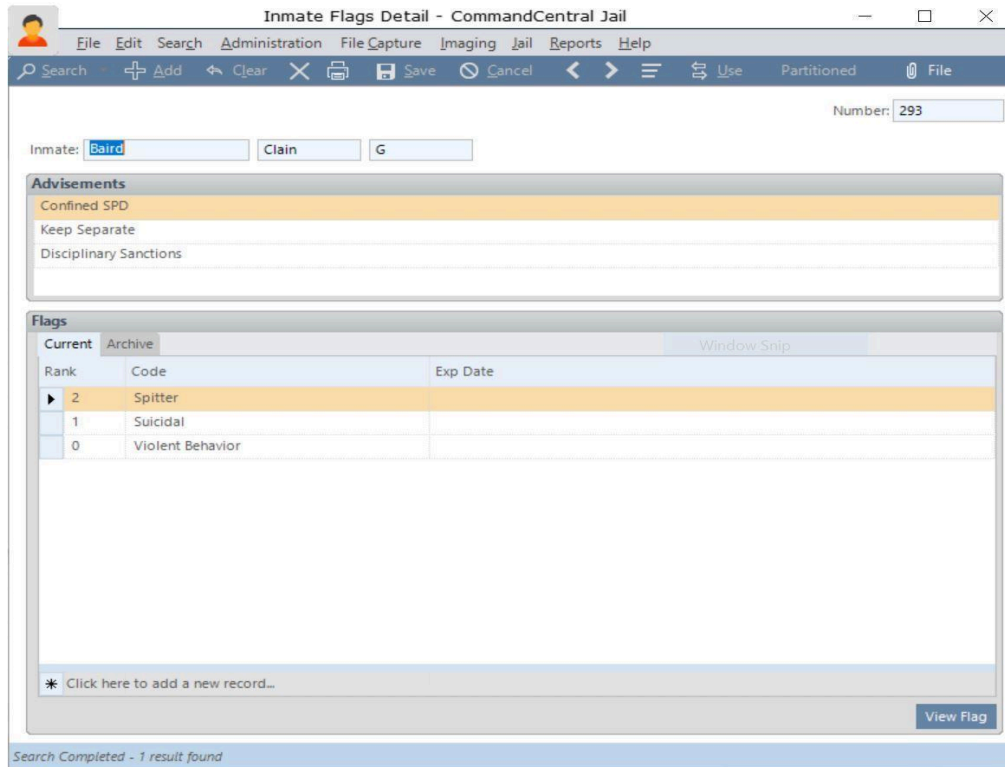


Figure: Inmate flags enhance safety by helping personnel plan for inmate movement or relocation.

# Keep Separate

Users can keep specific inmates isolated from each other using the Keep Separate feature. The software provides notification when a Keep Separate violation has occurred. This feature also allows agencies to include an expiration date and narrative for each Keep Separate record.

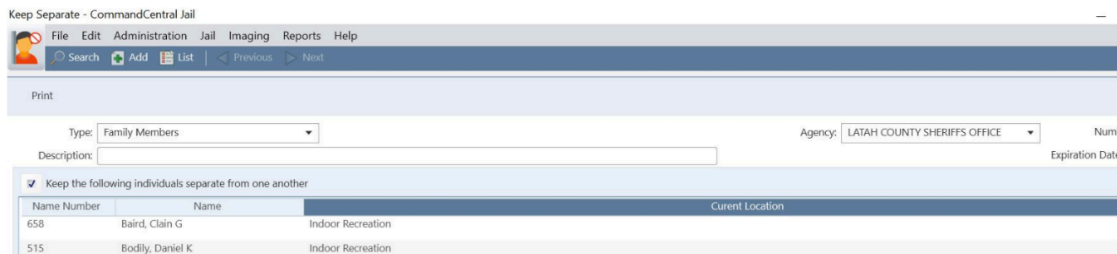


Figure: Jail tells personnel which inmates to keep separate.

## Flex Biometrics

During the booking process biometric positive ID captures one or more fingerprints from an inmate. Upon release, users can compare the fingerprint captured during the booking process to verify the correct inmate is being released.

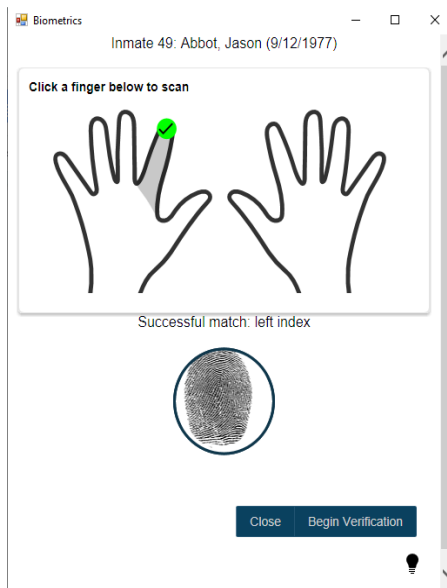
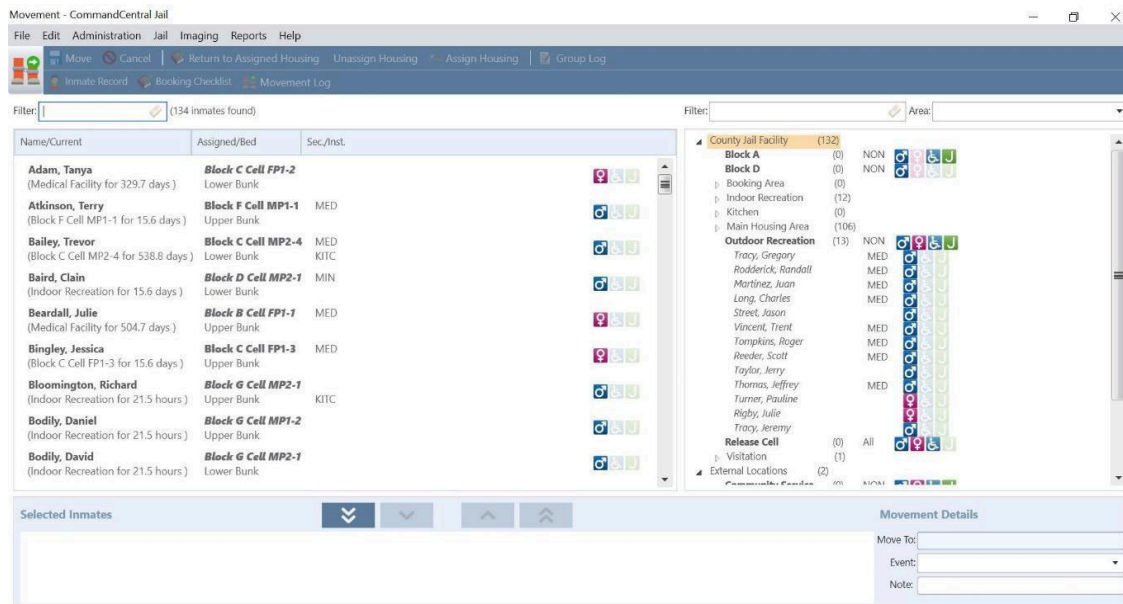


Figure: Verify correct inmate.

## Inmate Tracking (Standard)

With the Inmate Tracking module, users can efficiently track inmates as the inmates move from place to place, using a scanner and barcoded wristband system. Agencies can create custom wristbands for each inmate and quickly log the movement of groups or individuals as they enter or leave different locations. The system also restricts users from moving inmates into an area where maximum capacity has been met, and provides a warning when gender, juvenile, or security restrictions are violated.



**Figure: Track inmate movement by dragging and dropping inmates' names to the designated location.**

## Cell Check (Standard)

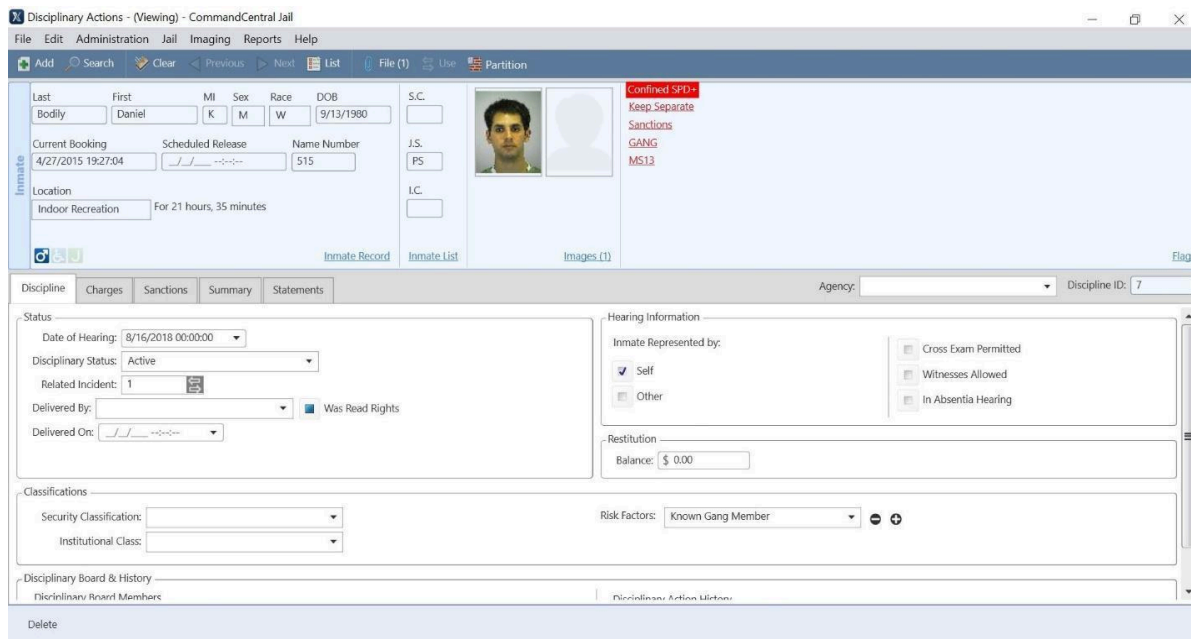
The Cell Check module provides a convenient way for busy jail officers to log inmate location and related information. Using a Memor 20 scanning device, a jail officer can perform cell checks by scanning the barcodes and recording the inmates' activity at the time of observation. Jail officers can also move inmates from one location to another by scanning inmates' wristbands and then location barcodes. In addition, an officer can log his or her physical location during security rounds by scanning the barcodes. Wi-Fi or LTE connectivity is only required when users log in or save data from the device, and the system records all scans in the jail log for later retrieval and viewing.

## Disciplinary Actions (Plus)

The Disciplinary Actions module facilitates accountability in numerous ways from a single screen. Users can accomplish many tasks in the module, including:

- Track rule violations and subsequent discipline.
- Add narrative or supplementary data.
- Present all disciplinary hearing information in one place.
- Attach disciplinary sanctions.
- Note the timeframe for a sanction.

Additionally, the solution will present all disciplinary hearing information including the date and time of the hearing, the incident number, names of disciplinary board members, and history of disciplinary action. Lastly, the solution's single-source, unified database will flag inmates with active sanctions throughout the system until a sanction either expires or is manually removed from an inmate record.



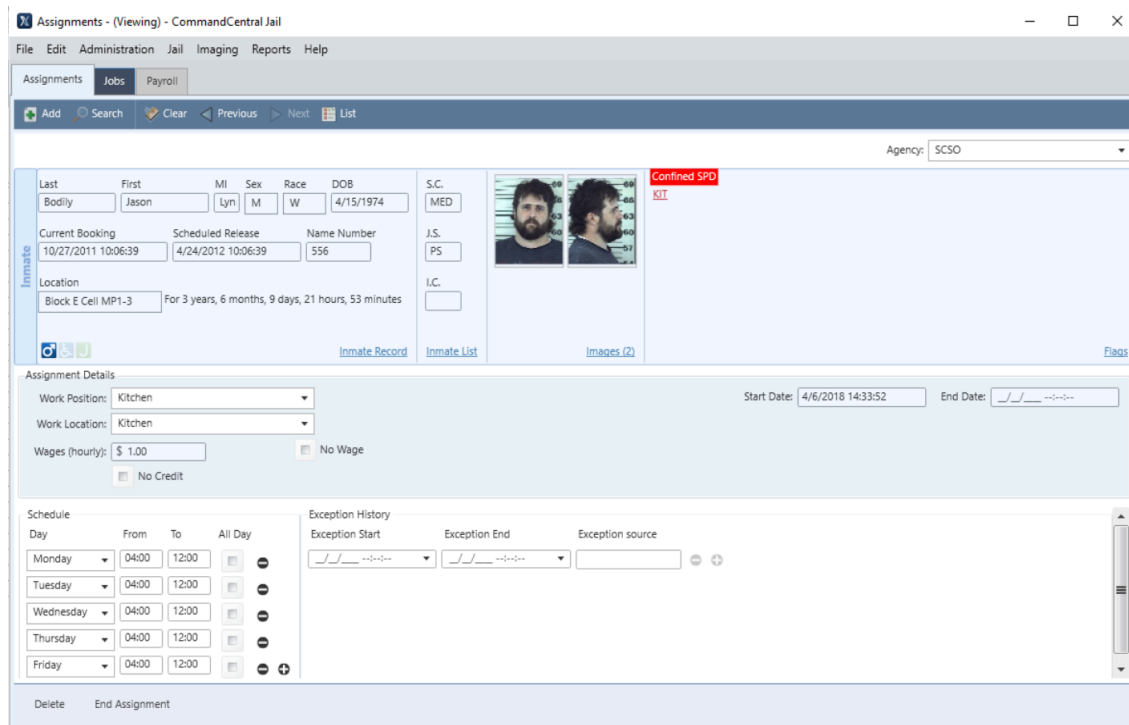
**Figure: CommandCentral presents all disciplinary information.**

## Inmate Work Assignments (Plus)

The Inmate Work Assignments module enables users to create profiles within the solution that ties inmates to their respective jobs, facilitating accurate record keeping. Among the system's many advanced features, administrators can associate a work credit for each job profile according to hours worked, and/or deduct work time from an inmate's sentence based on the ratio set up in the job profile.

This facilitates a culture of accountability and accomplishment by helping jail staff keep track of an inmate's work, and helping incentivize inmates to be productive and reach work goals. Additionally, the solution will store past and current work assignments, giving staff a full picture of an inmate's work history. This can facilitate placement in new job openings, which users can view the second they become available.





**Figure: Keep track of work credits with Inmate Work Assignments.**

## LiveScan Fingerprinting Interface (Standard)

The jail management solution's LiveScan Fingerprinting Interface streamlines the transfer of inmate name information and arrest data onto agency fingerprint cards. The interface allows users to exchange data between the Jail Records module to a third party LiveScan fingerprinting software system. Users can then customize the data to ensure that fingerprint cards meet agency preferences and state recording requirements.

### One-Touch Data Transfer

Users can efficiently transfer inmate data to LiveScan fingerprinting software while reducing the risk of data errors. With a single touch, the inmate's name, gender, physical description, booking identification number, arresting agency, Social Security number, and other data are automatically entered into the correct fields on the inmate's fingerprint card in the LiveScan software.

## Reporting Requirements

The LiveScan application helps agencies meet state and federal reporting requirements. Users can customize the interface to transfer the specific information, onto fingerprint cards, that is needed to meet state and federal reporting requirements. The order in which data appears on the cards can also be configured to meet unique agency preferences.

## Data Accuracy

Users reduce data entry mistakes because the system transfers data automatically from the jail system to the LiveScan fingerprinting software. This ensures data integrity by eliminating the need to manually re-type inmate information onto fingerprint cards.

## Release Tasks Checklist

Users can ensure the correct inmate is released at the correct time with a dynamic checklist and scheduling that keeps track of time served. The system reports whether bonds have been posted, and forms help users complete the release process with functionality such as Topaz signature pads to capture inmate signatures. Additionally, the system warns users about active holds to ensure the safe release of inmates.

# Flex Data Conversion

Purchasing and implementing a new Flex system often requires a migration from your agency's previous vendor's database to your new Flex server. Depending on how long your agency had been using your previous system, this can mean moving away from years' or even decades' worth of public safety data about your community, and into a brand new and empty database. Our data conversion process is designed to quickly and efficiently transfer your agency's wealth of information to a new database, where it can be accessed and utilized more efficiently.

We recommend that agencies convert their data as soon as possible after adopting a new system in order to minimize the amount of data re-entry personnel have to complete, and the number of times they have to log in to multiple databases, to search for information.

## Data Conversion Process

When it comes to the actual data conversion process, there are different options as far as what you can convert, and where you can convert it to. Before the conversion process begins, your agency will work with your Flex sales representative and a data conversion specialist to evaluate the quality of your data, and the most appropriate conversion option to pursue.

Careful consideration should be given to the overall effects each option will have on data accuracy, system reliability, personnel resources, and agency-specific operational procedures. Below are the several data conversion options to be considered.

## Live Database Conversion

**Data Location** – Motorola Solutions provides the option to convert all legacy data into the live Flex database. Full conversion of this type offers substantial operational convenience, as your agency's legacy data will be comingled with the new data that is entered into the Flex system. As a result, reports, dashboards, and in many cases involvements, will include an agency's legacy data.

**Required Preparation** – In order to accomplish an effective full data conversion, fields need to be mapped, duplicate legacy data needs to be cleaned or merged, and some free text data will need to be made uniform. Agencies considering full data conversion should conduct a comprehensive review of the limitations of its existing data, and be aware of the high risks associated with converting duplicate data. Preparation of this type requires extensive effort and time on the part of the agency, and Motorola Solutions.

**Price** – Live database conversion is a more expensive option, due to the scope of the conversion, and the considerable preparation required.

## Secondary Flex Database Conversion

**Data Location** – Our customers have the option to convert all legacy data into a dedicated reference Flex database. Following this full conversion, legacy data will be accessed by selecting the reference database, as opposed to the live database, when logging in to Flex. Reports run in the live system will not include legacy data; however, users can search data against the reference database, and copy information over into the live database. The risk imposed by duplicate legacy data is notably lessened with this conversion option, as legacy data is not comingled in the same live environment.

**Required Preparation** – In order to accomplish an effective full data conversion, fields need to be mapped, duplicate legacy data needs to be cleaned or merged, and some free text data will need to be made uniform. Preparation of this type requires extensive effort and time on the part of the agency, and Motorola Solutions.

**Price** – Reference database conversion is a more expensive option, due to the scope of the conversion, and the preparation required. Also accounted for in the cost of this conversion is the required additional database support.

## Legacy Data Query

Motorola Solutions offers Legacy Data Query option for agencies to consider.

## Data Query

**Data Location** – Our customers have the option to “dump” legacy data into a separate, query-only database. This query-only database can be accessed with Motorola Solutions’ Record Query tool. The Record Query tool will connect to the query-only database, enabling users to query their agency’s legacy data, and manually bring data into a report printout format. Though all legacy data will not be available in the live environment, it will be preserved without the need to maintain an old system.

**Required Preparation** – The effort and time that must be expended in preparation for this conversion is minimal, making the entire process much simpler.

**Price** – Manual Record Query tool is the least expensive data conversion option, due to the scope of the conversion, and the preparation required.

In order to properly determine the most appropriate data conversion option, and its associated price, your agency will need to review the status of its current data environment with your Flex sales representative, including:

- The size and number of systems that store your legacy data.
- Which product suites you want to convert (Names, Vehicle, Property, CAD, Records, Evidence, Jail, etc.).
- Whether you want to convert images and file attachments.
- The data entry standards utilized by your current system.
- How many years’ worth of data you want to convert.

We look forward to working closely with your agency to determine the most beneficial approach to meet your needs.

# Hybrid Solution

Flex is a hybrid system ("Solution") that encompasses a combination of on-premises software functionality and cloud-based features ("Hybrid Features") over the term of the subscription.

The subscription entitles the Customer to receive software functionality updates. Motorola Solutions reserves the right to:

- (a) provide such functionality for on-premises equipment or via cloud-based services, and
- (b) introduce new features or enhancements within a release that may be presented as separate, optionally purchasable items.

New Product(s) offering features and benefits beyond the contracted Solution will be presented to the Customer for consideration. Such offerings may incur additional costs, which shall be communicated as amendments to this Agreement.

The Customer, upon mutual agreement with Motorola, may elect to transition to Motorola's full cloud Computer-Aided Dispatch (CAD) and Records Management System (RMS) suite ("Cloud Suite"). Upon such transition, the scope of this Agreement shall be limited to the functionality contained in the base offer of the Cloud Suite, and, to the extent available at the time of transition, equivalent features to Customer's on-premise system.

Professional services for provisioning, configuration, and training users on the Cloud Suite will be available for purchase separately from this Agreement.

As available, Motorola shall provide the Customer opportunities to participate in demonstrations and trials of Cloud Product(s) to assess functionality and compatibility with the Customer's workflows and desired outcomes.

Motorola will assign a Customer Success Advocate (CSA) to the Customer. The CSA will:

- Provide regular roadmap updates (e.g., quarterly),
- Educate the Customer on feature benefits to facilitate Cloud platform adoption, and
- Gather Customer feedback for roadmap consideration.

Motorola may, at its discretion, continue to support End of Sale products covered in this Agreement, offering them as an alternative to new or replacement offerings.

## Cloud Hybrid Functionality

### Cloud Data Backup and Restore

With a Flex deployment, Motorola Solutions' Cloud Data Backup and Restore syncs your agency's database with the cloud to create a secure and accessible backup. The cloud provides proven security, reliability, and availability. While this feature only stores the most recent backup in the cloud, there is no limit on the size or frequency of the backup. This provides flexibility for

specific scheduling and information management needs. Administrators can schedule the cloud backup. As a part of your data recovery plan, this feature reduces the need to purchase additional, redundant hardware. This RMS upgrade is a cost-effective option to store and protect against failures.

## CAD Web Client

CommandCentral CAD Web Client is a web-based CAD incident and unit status monitoring application that allows supervisors and command staff to monitor active situations from any location.

The product is useful for the following user groups:

- Dispatch supervisors
- First Responders
- Command Staff in need of real-time CAD monitoring

CommandCentral CAD Web Client provides authorized access to CAD incident and unit status monitors that use a Chromium-based web browser. The client is web-based and provides the benefits of a cloud based deployment. The initial design is for a single monitor only.

CommandCentral CAD Web Client provides the following functionalities:

- Unit status monitor
- Pending incident status monitor
- Active incident status monitor
- Map view
- Display of full incident and unit information
- Basic agency-based incident and unit monitoring permissions to restrict unauthorized access
- Viewing printable incident details report from CAD incident details.

## CommandCentral Responder

CommandCentral Responder is a mobile solution for frontline Responders. This includes an application for iOS and Android devices. The core needs of the public safety first responder for database look-ups, messaging, mapping, status updates, status monitors and CAD features can be accessed anywhere – on foot, on boat, on motorcycle, on horseback, and within the patrol vehicle.

CC Responder CAD supports the following Mobile Operating Systems:

- iOS 15 and after
- Android 10 and after

The Responder CAD solution allows users to view incident and unit status monitor, Self Assign Incidents, Send and Receive CAD Comments, View location of Pending and Active Incidents, View Incident Details, View Unit Locations. Depending on which feature flags are enabled, a customer can gain access to different sets of features. Users can set up the application easily by downloading the application from App Store or Play Store, and simply logging in with their CommandCentral account.

## Multi-Agency Search

The Multi-Agency Search feature provides a robust search interface enabling participating MSI agencies to share Persons, Vehicles, and Incident Report data from the PremierOne Records Management System (RMS) with other PremierOne and Flex agencies. This collaborative tool empowers agencies to:

- **Control Data Sharing:** Agencies have the discretion to select the specific types of information that are available for sharing.
- **Manage Sharing Partners:** Each agency can manage its list of trusted agencies with which to share data, ensuring that data sharing arrangements are mutually agreeable and maintain data integrity.
- **Enhance Search Capabilities:** Participating agencies that have opted in will gain the ability to conduct searches across a broader regional data set, which can foster a cooperative environment among agencies, streamline investigative processes, and ultimately enhance public safety operations through more effective data utilization.

## CommandCentral Aware Map

CommandCentral Aware offers a unified mapping interface, powered by ESRI, to display resource and event locations and alerts. Users can view all location-based data on the map display. The CommandCentral Aware map also includes the following:

- Custom Map Layers - Add your custom map layers from ArcGIS, Mapbox or GeoServer.
- Data Layer Panel – Show or hide data and custom map layers to refine the map view.
- Event Detail Display – View details associated with each event on the map.

- Incident Recreation – Replay a timelapse of mapped events over a set period of time for up to 90 days. This history can be exported and viewed in Google Earth or ESRI ArcGIS Pro.
- Traffic and Weather - Overlay real-time traffic data and a weather radar map layer.
- Building Floor Plans - Enhance your map view with the addition of static indoor floor plans.
- Collaborative Drawing Tools - Draw polygons, polylines and points onto the map. Annotations are visible by all users as a data layer.
- Zones of Interest - Create geofences that geographically filter information in a defined area.
- Directed Patrol Alerts - Specify geographic areas, set alerts and define rules for resources to enter and remain in for a user-determined period of time.
- Unit Management - From CommandCentral Admin, affiliate various resources into a single unit that can be named and intelligently tracked based on data from all affiliated resources.

## CommandCentral Aware User Interface

### Aware for 911: A Unified User Interface for Public Safety

Aware for 911 provides a comprehensive and intuitive user interface that consolidates critical information and functionalities for enhanced public safety operations. Aware for 911 streamlines workflows and empowers Public Safety Answering Points (PSAPs) with advanced tools for improved situational awareness and response during emergency call handling.

#### Solution Elements:

CommandCentral Aware is comprised of a series of core, functional modules and integrated systems. The CommandCentral Aware PSAP Starter offer includes the following:

- **Modules:**
  - ESRI-based Unified Map: Displays resource and event locations and alerts in a single view. Includes features for custom map layers, data layer management, event detail display, incident recreation with timelapse, traffic and weather overlays, building floor plans, collaborative drawing tools, zones of interest, directed patrol alerts, and unit management.
  - Configurable Event Monitor: Provides a real-time, customizable list of event and resource alerts, filterable by type. Users can create tabs, customize columns, pin events, and apply filters to the map for a unified view. Event details are accessible through a dialogue box.
  - Workflow Automation Rules Engine: Enables the creation of rule-sets to trigger actions based on event types, such as highlighting events in the Event Monitor or generating audible alerts.
- **Integrations:**
  - VESTA 9-1-1: Call locations and details.
  - CommandCentral, PremierOne, or Flex CAD: Incident locations, details, unit location, status, and details (if enabled within the CAD system).
  - Rave Mobile Safety Panic Button: Panic alert locations and details.
  - Rave Alert: Mapping of geo-based alerts.
  - Other 3rd party apps available depending on region.
- **Cloud Connectivity:**



- Cloud anchor server hardware and required software are available, if not already present, to establish a connection between on-premises systems and the CommandCentral cloud.
- **Functionalities & Features:**
  - Unified Platform: Consolidates access to mapping, Smart911, facility data, RapidSOS data and more into a single, user-friendly interface.
  - Mapping Integration: Displays real-time location data of callers, including those using mobile devices, alongside critical GIS information for efficient dispatch and resource allocation.
  - Smart911 & RapidSOS Data Display: Presents vital information from Smart911 safety profiles and RapidSOS data sources directly within the call-taking interface, including medical history, emergency contacts, and location details.
  - Customization Options: Allows agencies to configure the interface and workflows to match their specific needs and operational procedures.
- **Boundaries:**
  - Aware for 911 is a user interface and relies on the functionality of integrated systems for features like mapping, data delivery, and transcription.
  - System performance and data accuracy are contingent on factors like network connectivity and the quality of information provided by third-party services.

## ActiveEye Managed Detection and Response

Identifying and mitigating cyber threats requires continuous monitoring and technical capabilities to distinguish real threats from millions of alerts, as well as the expertise to quickly evaluate and remediate them if needed. With ActiveEye<sup>SM</sup> Managed Detection and Response (MDR) for PremierOne, Motorola Solutions will provide your agency or command center personnel access to the ActiveEye Security Platform, along with 24/7 support from specialized cybersecurity experts who will monitor your mission-critical computer-aided dispatch (CAD) clients, servers and workstations for indicators of threats and remediate them if needed.

The ActiveEye MDR solution can help secure your agency's Motorola Solutions and third-party connected networks, applications, and devices through a combination of ActiveEye technology, endpoint detection, and the expertise of Motorola Solutions' cybersecurity analysts in our Security Operations Center (SOC). As we implement MDR, we will collaborate with your command center and agency personnel to provision the solution to your needs.

## Rave 911

In emergency response, every second matters. Motorola Solutions' Smart911 empowers 9-1-1 agencies with critical information the moment a call arrives, enabling faster, smarter, and more effective responses that can save valuable time – and lives.

Traditional 9-1-1 calls often lack vital context. Callers may be panicked, unable to speak clearly, or unaware of their exact location. Smart911 bridges this critical information gap by empowering residents to create secure Safety Profiles linked to their phone numbers. These profiles provide 9-1-1 call-takers with instant access to potentially life-saving details.

## Rave Alert

Motorola Solutions' Rave Alert is a robust and reliable mass notification solution designed to optimize emergency and critical communication for 9-1-1 and the agencies they are a part of. This cloud-based platform empowers agencies to rapidly deliver targeted alerts and critical information to the right people, at the right time, through multiple channels – improving situational awareness, coordinating response efforts, and potentially saving lives.

Rave Alert allows agencies to segment their internal audience based on roles, responsibilities, or specific needs, ensuring that employees receive timely and relevant information during both emergencies and daily operations. Multilingual message options enhance accessibility and inclusivity, supporting communication in over 60 languages and fostering trust and cooperation within diverse teams. By enabling two-way communication, Rave Alert provides agencies with valuable real-time feedback from employees, improving situational awareness and resource allocation.

## Rave Collaborate

Motorola Solutions' Rave Collaborate is a comprehensive event management platform engineered to optimize communication, coordination, and decision-making within 9-1-1 agencies, particularly during high-pressure incidents and emergencies. This powerful solution equips teams with real-time situational awareness, streamlined task management, and automated record-keeping – enabling a more effective, unified, and accountable response.

Rave Collaborate helps 9-1-1 agencies move beyond inefficient paper-based processes by providing a centralized, digital platform for managing critical tasks and workflows. This eliminates the need for manual tracking, reduces the risk of errors, and frees up valuable time for dispatchers and responders to focus on core responsibilities. With real-time updates and automated reminders, Rave Collaborate ensures that tasks are completed efficiently and accurately, even during high-stress situations.

## Rave Link

Motorola Solutions' Rave Link is a secure, interoperable, and intelligent situational awareness solution engineered to empower 9-1-1 agencies and their partner stakeholders with real-time insights and actions, enabling faster, smarter, and more coordinated responses to critical incidents. By seamlessly sharing data, automating critical workflows, and breaking down communication silos across jurisdictions and CAD systems, Rave Link equips dispatchers, first responders, and emergency personnel with the information they need to make faster, more informed decisions when it matters most.

# Flex Statement of Work

## Introduction

In accordance with the terms and conditions of the Agreement, this Statement of Work (SOW) defines the principal activities and responsibilities of all parties for the delivery of the Motorola Solutions, Inc. (Motorola) system as presented in this offer to Lake Havasu City, AZ (hereinafter referred to as Customer). When assigning responsibilities, the phrase “Motorola” includes our subcontractors and third-party partners.

Deviations and changes to this SOW are subject to mutual agreement between Motorola and the Lake Havasu City, AZ and will be addressed in accordance with the change provisions of the Agreement.

Unless specifically stated, Motorola work will be performed remotely. Lake Havasu City, AZ will provide Motorola resources with appropriate system access to enable Motorola to fulfill its delivery obligations.

Motorola and the Lake Havasu City, AZ will work to complete their respective responsibilities in accordance with the mutually agreed upon Project Schedule. Any changes to the Project Schedule will be mutually agreed upon via the change provision of the Agreement.

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

## Award, Administration, and Project Initiation

Project Initiation and Planning will begin following execution of the Agreement between Motorola and the Lake Havasu City, AZ.

Following the conclusion of the Project Planning Session, the Motorola Project Manager will conduct twice monthly one-hour remote status meetings with the Lake Havasu City, AZ Project Manager for the purpose of baselining progress of current activities and the planning of future activities. Following the conclusion of the Contract Design Review, the Motorola Project Manager will prepare and submit monthly status reports to the Lake Havasu City, AZ Project Manager. Monthly Status Reports provide a summary of the activities completed in the month, those activities planned for the following month, project progress against the project schedule, items of concern requiring attention, as well as potential project risks and agreed upon mitigation actions.

Motorola utilizes Google Meet as its teleconference tool. If Lake Havasu City, AZ desires a different teleconference tool, it may provide a mutually agreeable alternate tool at Lake Havasu City, AZ expense.

## Project Terms

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

**Project Schedule** means the schedule providing dates and timeframes for completion of tasks and deliverables during the course of the project. The Project Schedule is subject to change at the mutual agreement of Motorola and the Lake Havasu City, AZ.

**Project Management Plan** is composed of the Communications Management Plan, Risk Management Plan, and Change Management Plan that provide the criteria for managing those tasks within the project.

## Aerial Imagery

The Motorola Flex product possesses the capability of including orthophotographic imagery (sometimes referred to as aerial imagery) when published as an ArcGIS Server map service. Motorola will demonstrate how a map service URL can be added to the Flex mapping configuration for use in the CAD and Mobile map display. Lake Havasu City, AZ is responsible for map service creation and publishing.

Motorola is not responsible for acquiring, processing, ortho-correcting, or distributing the imagery or the data contained therein. It is the sole responsibility of the Lake Havasu City, AZ to maintain this data and to work with the air photo vendor to make any changes or corrections. Lake Havasu City, AZ may obtain Esri guidance on map service uses and functionality on the Esri website (Go to <https://enterprise.arcgis.com> , search ArcGIS Server, go to current release version and reference “What is a map service?” for service explanation and publishing guidance.)

Publishing of map services including imagery on the dedicated Flex GIS server is only permissible when publishing as a dynamic map service. Publishing of map services using tile caching is not supported on the dedicated Flex GIS server. If Lake Havasu City, AZ chooses to use map services with tile caching, a separate standalone GIS server (virtual or physical) will need to be provided and installed by Lake Havasu City, AZ.\* Motorola does not provide for deployment or support assistance of map services including imagery beyond demonstrating how to add the map service URL in the Flex mapping configuration page.

\*Additional GIS server machines must have ArcGIS Server Standard installed and licensed. License(s) for ArcGIS applications are the sole responsibility of the Lake Havasu City, AZ. ArcGIS Server Standard (OEM) is only for use on the dedicated Flex GIS server, Motorola and Esri licensing agreements do not permit the use of the Motorola sourced ArcGIS Server Standard license to be authorized on any other machine than the dedicated Flex GIS server and disaster recovery server (when purchased through Motorola).

## Completion Criteria

Motorola Integration Services are considered complete upon Motorola performing the last task listed in a series of responsibilities or as specifically stated in Completion Criteria. Lake Havasu City, AZ task completion will occur per the project schedule enabling Motorola to complete its tasks without delay.

Lake Havasu City, AZ will provide Motorola written notification that it does not accept the completion of Motorola responsibilities or rejects a Motorola service deliverable within ten(10) business days of completion or receipt of a deliverable.

The Service Completion will be acknowledged in accordance with the terms of Master Customer Agreement and the Service Completion Date will be memorialized by Motorola and Lake Havasu City, AZ. Software System Completion will be in accordance with the terms of the Software Products Addendum unless otherwise stated in this Statement of Work.

## Subscription Service Period

If the contracted system includes a subscription-based solution; the subscription service period will begin upon Lake Havasu City, AZ's receipt of credentials required for access unless mutually agreed otherwise by project change order. Lake Havasu City, AZ will not unreasonably delay beneficial use. In any event, absent a written notice of non-acceptance, beneficial use will be deemed to have occurred thirty (30) days after functional demonstration of the product.

## Project Roles and Responsibilities Overview

### Motorola Project Roles and Responsibilities

A Motorola team, made up of specialized personnel, will be assigned to the project under the direction of the Motorola Project Manager. Team members will be multidisciplinary and may fill more than one role. Team members will be engaged in different phases of the project as necessary.

In order to maximize efficiencies Motorola's project team will provide services remotely via teleconference, web-conference, or other remote method in fulfilling its commitments as outlined in this Statement of Work. Motorola project team resources will be onsite at the Lake Havasu City, AZ location as noted in this Statement of Work.

The personnel role descriptions noted below provide an overview of typical project team members. One or many resources of the same type may be engaged as needed throughout the project. There may be other personnel engaged in the project under the direction of the Project Manager.

Motorola's project management approach has been developed and refined based on lessons learned in the execution of hundreds of system implementations. Using experienced and dedicated people, industry-leading processes, and integrated software tools for effective project execution and control, we have developed and refined practices that support the design, production, and testing required to deliver a high quality, feature-rich system.

## **Motorola Project Manager**

A Motorola Project Manager will be assigned as the principal business representative and point of contact for the organization. The Project Manager's responsibilities include:

- Manage the Motorola responsibilities related to the delivery of the project.
- Maintain the project schedule and manage the assigned Motorola personnel and applicable subcontractors/supplier resources.
- Manage the Change Order process per the Agreement.
- Maintain project communications with the Lake Havasu City, AZ.
- Identify and manage project risks.
- Collaborative coordination of Lake Havasu City, AZ resources to minimize and avoid project delays.
- Measure, evaluate, and report the project status against the Project Schedule.
- Conduct remote status meetings on mutually agreed dates to discuss project status.
- Prepare and submit a monthly status report that identifies the activities of the previous month, as well as activities planned for the current month, including an updated Project Schedule and action item log.
- Provide timely responses to issues related to project progress.

## **Application Specialist**

The Motorola resource will work with the Lake Havasu City, AZ project team with system provisioning. The Application Specialist's responsibilities will include:

- Provide provisioning training and guidance to the Lake Havasu City, AZ to set up, operate, and maintain the system.
- Provide support during the transition to live use operations of the Flex system.

## **Flex Training Specialist**

The Flex Training Specialist provides instruction on the Flex software application. The Flex Training Specialist responsibilities include:

- Teaching and instructing agency end users and staff on the use and operating methods of Flex software products and services.
- Conducting onsite and/or virtual training of Motorola Flex software modules.
- Presenting training using a variety of classroom training methods, including lecture, online projection, live demonstration, etc.
- Maintaining communication with the Project Manager, Application Specialist, and agency contact(s) related to the training plan.

## **Solution Specialist**

The Solution Specialist is responsible for influencing and driving optimal outcomes of the software solution. Specific responsibilities include the following:

- Consulting with Lake Havasu City, AZ on objectives and guiding best practice adoption.
- Driving early engagement of key project stakeholders to understand end-to-end workflows affecting outcomes.
- Providing training expertise that addresses Lake Havasu City, AZ's unique needs, objectives, and requirements.

## **GIS Specialist**

The Motorola GIS Specialist specializes in geographical information technology. Responsibilities of the Motorola GIS Specialist include the following:

- Perform the GIS analysis on the Lake Havasu City, AZ-supplied GIS source data.

- Provide the results of the GIS analysis based on the requirements of the Motorola GIS Build Requirements document to include:
  - a. Geocoding Data.
  - b. Centerlines to support Routing.
  - c. Response Area Polygons.
- Offer consultation services for the conversion of Lake Havasu City, AZ GIS source data for Motorola use.
- Provide instruction on the use of GIS as it pertains to the Motorola system.

### **Solutions Architect**

The Solutions Architect is responsible for the delivery of the technical and equipment elements of the solution. Specific responsibilities include:

- Confirmation that the delivered technical elements meet contracted requirements.
- The delivery of interfaces and integrations between Motorola products.
- Remain engaged throughout the duration of the delivery.

### **Customer Success Advocate**

A Customer Success Advocate will be assigned to the Lake Havasu City, AZ post Go-Live event. By being the Lake Havasu City, AZ's trusted advisor, the Customer Success Advocate's responsibilities include:

- Assist the Lake Havasu City, AZ with maximizing the use of their Motorola software and service investment.
- Actively manage, escalate, and log issues with Support, Product Management, and Sales.
- Provide ongoing customer communication about progress, timelines, and next steps.

### **Customer Support Services Team**

The Customer Support Services team will provide ongoing support following commencement of beneficial use of the Lake Havasu City, AZ's System(s) as defined in Customer Support Plan.

## **Customer Core Team, Project Roles, and Responsibilities Overview**

The success of the project is dependent on early assignment of a Customer Core Team. Motorola has defined the following key resources that are critical to this project and must participate in all the activities further defined in this Statement of Work. During the Project Planning phase, the Lake Havasu City, AZ will be required to deliver names and contact information for the below listed roles that will make up the Customer Core Team. In many cases, the Lake Havasu City, AZ will provide project roles that correspond with Motorola's project roles. It is critical that these resources are empowered to make decisions based on the Lake Havasu City, AZ's operational and administration needs. The Customer Core Team will be engaged from project initiation through beneficial use of the system. Their continued involvement in the project and use of the system will convey the required knowledge to maintain the system post-completion of the project and drive change and user adoption. In some cases, one person may fill multiple project roles. The Customer Core Team must be committed to participate in activities for a successful implementation. In the event the Lake Havasu City, AZ is unable to provide the roles identified in this section Motorola may be able to supplement Lake Havasu City, AZ resources at an additional price.

## **Project Manager**

The Project Manager will act as the primary Lake Havasu City, AZ point of contact for the duration of the project. The Project Manager is responsible for management of any third-party vendors that are the Lake Havasu City, AZ's subcontractors. In the event the project involves multiple agencies, Motorola will work exclusively with a single Lake Havasu City, AZ-assigned Project Manager (the primary Project Manager). The Project Manager's responsibilities include:

- Communicate and coordinate with other project participants.
- Manage the Lake Havasu City, AZ project team including timely facilitation of efforts, tasks, and activities.
- Maintain project communications with the Motorola Project Manager.
- Identify the efforts required of Lake Havasu City, AZ staff to meet the task requirements and milestones in this SOW and Project Schedule.
- Consolidate all project-related questions and queries from Lake Havasu City, AZ staff to present to the Motorola Project Manager.
- Review the Project Schedule with the Motorola Project Manager and finalize the detailed tasks, task dates, and responsibilities.
- Measure and evaluate progress against the Project Schedule.
- Monitor the project to ensure resources are available as scheduled.
- Attend status meetings.
- Provide timely responses to issues related to project progress.
- Liaise and coordinate with other agencies, Lake Havasu City, AZ vendors, contractors, and common carriers.
- Review and administer change control procedures, hardware and software certification, and all related project tasks required to maintain the Project Schedule.
- Ensure Lake Havasu City, AZ vendors' adherence to overall Project Schedule and Project Plan.
- Assign one or more personnel who will work with Motorola staff as needed for the duration of the project, including at least one Application Administrator for the system and one or more representative(s) from the IT department.
- Identify the resource with authority to formally acknowledge and approve Change Orders, approval letter(s), and milestone recognition certificates, as well as approve and release payments in a timely manner.
- Provide building access to Motorola personnel to all Lake Havasu City, AZ facilities where system equipment is to be installed during the project. Temporary identification cards are to be issued to Motorola personnel if required for access to facilities.
- Ensure remote network connectivity and access to Motorola resources.
- As applicable to this project, assume responsibility for all fees for licenses and inspections and for any delays associated with inspections due to required permits.
- Provide reasonable care to prevent equipment exposure to contaminants that cause damage to the equipment or interruption of service.
- Ensure a safe work environment for Motorola personnel.
- Provide signatures of Motorola-provided milestone certifications and Change Orders within ten (10) business days of receipt.

## **System Administrator**

The System Administrator manages the technical efforts and ongoing tasks and activities of their system as defined in the Customer Support Plan (CSP).



## **System Application Administrator (SAA)**

The Application Administrator(s) manage the Lake Havasu City, AZ-owned provisioning maintenance and Lake Havasu City, AZ code tables required to enable and maintain system operation. The Application Administrator's involvement will start at the Business Process Review (BPR) stage of the project. They will attend provisioning and training events and remain engaged throughout the project to ensure they are able to maintain the provisioning post Lake Havasu City, AZ Provisioning handoff. For solutions that consist of multiple Motorola products (e.g. CAD and Records) the Lake Havasu City, AZ may elect to have multiple Application Administrators. The Application Administrator's responsibilities include:

- Participate in overall delivery and training activities to understand the software, interfaces, and functionality of the system.
- Participate with the SMEs during the BPR, provisioning process, and training.
- Authorize global provisioning choices and decisions, and be the point(s) of contact for reporting and verifying problems and maintaining provisioning.
- Obtain inputs from other user agency stakeholders related to business processes and provisioning.

## **GIS Administrator**

The GIS Administrator is responsible for the development and maintenance of all the GIS data used in the Motorola system. The GIS Administrator must have a working knowledge of Esri software including ArcDesktop and ArcPro. Administrator proficiency with model builder, toolbox tools, Network Analyst, and general database structures is key to the GIS Administrators ability to manage the GIS needs of the Motorola system. Duties for this resource include: providing data in the correct schema; developing, maintaining and updating GIS data; support the GIS elements used in Motorola software; keep in regular communication with the other administrative resources.

## **Subject Matter Experts**

The Subject Matter Experts (SME) are the core group of users involved with the Business Process Review (BPR) and analysis, the provisioning process, including making global provisioning choices and decisions, and training. These members should be experienced users in the working area(s) they represent, i.e. dispatch, patrol, etc., and should be empowered to make decisions related to provisioning elements, workflows, and screen layouts.

## **IT Personnel**

IT personnel provide required information related to LAN, WAN, wireless networks, server, and client infrastructure. They must also be familiar with connectivity to internal, external, and third-party systems to which the Motorola system will interface.

## **Training Representative**

Training representatives will be the point of contact for the Motorola Application Specialist when policy and procedural questions arise. They will act as course facilitators and are the Lake Havasu City, AZ's training monitors.

## **Additional Resources**

Additional resources, such as trainers and database administrators, may also be required.

## User Agency Stakeholders

User Agency Stakeholders, if the system is deployed in a multi-agency environment, are those resources representing agencies outside of the Lake Havasu City, AZ's agency. These resources will provide provisioning inputs to the Customer Core Team if operations for these agencies differ from that of the Lake Havasu City, AZ. The Lake Havasu City, AZ will manage User Agency Stakeholder involvement, as needed, to fulfill Lake Havasu City, AZ responsibilities.

## General Lake Havasu City, AZ Responsibilities

In addition to the Lake Havasu City, AZ Responsibilities stated elsewhere in this SOW, the Lake Havasu City, AZ is responsible for:

- All Lake Havasu City, AZ-provided equipment including hardware and third-party software necessary for delivery of the System not specifically listed as a Motorola deliverable. This will include end user workstations, network equipment, telephone, or TDD equipment and the like.
- Configuration, maintenance, testing, and supporting the third-party systems the Lake Havasu City, AZ operates which will be interfaced to as part of this project. For those third-party systems, the Lake Havasu City, AZ is responsible for providing Application Programming Interface (API) documentation that details the integration process for the level of interface integration defined by Motorola.
- Initiate, coordinate, and facilitate communication between Motorola and Lake Havasu City, AZ's third-party vendors as required to enable Motorola to perform its duties.
- Active participation of Customer Core Team in project delivery meetings and working sessions during the course of the project. Customer Core Team will possess requisite knowledge of Lake Havasu City, AZ operations and legacy system(s) and possess skills and abilities to operate and manage the system.
- Provision Lake Havasu City, AZ code tables, following CAD Admin Training.
- Provisioning of GIS data as requested by Motorola. This information must be provided in a timely manner in accordance with the Project Schedule.
- Electronic versions of any documentation associated with the business processes identified.
- Providing a facility with the required computer and audio-visual equipment for training and work sessions.
- Ability to participate in remote project meeting sessions using Google Meet or a mutually agreeable, Lake Havasu City, AZ-provided, alternate remote conferencing solution.
- Allow Motorola remote access (24-hour access to a secured two-way Internet connection to the Motorola system firewalls for the purposes of deployment, maintenance, and monitoring).

## Project Planning and Initiation

A clear understanding of the needs and expectations of both Motorola and the Lake Havasu City, AZ are critical to fostering a collaborative environment of trust and mutual respect. Project Planning requires the gathering of project-specific information in order to set clear project expectations and guidelines, create the Project Management Plan and project schedule, and set the foundation for a successful implementation. Examples of information gathered include the Business Process Review Agency Pre-Kickoff Survey (a Google survey that is sent to the Lake Havasu City, AZ to collect agency-specific information, such as dispatch logistics, communication center information, operational process, and workflow). These documents are collated into a single Team Project Sync (TPS) packet that will be delivered by the Motorola PM prior to the start of the Project Planning Session.

### Project Planning Session - Teleconference/Web Meeting

A Project Planning Session teleconference will be scheduled after the Agreement has been executed. The Project Planning Session is an opportunity for both the Motorola and Lake Havasu City, AZ PM's to meet prior to the formal Project Kickoff meeting and review key elements of the project as well as expectations of each other. The agenda typically includes:

- A high level review of the following project elements:
  - a. The Agreement documents.
  - b. A summary of the contracted applications, query(ies) and interface(s), and bill of materials.
  - c. Project delivery requirements as described in this SOW.
  - d. Which tasks will be conducted by onsite Motorola resources as well as the activities when the Motorola Project Manager will be onsite.
  - e. Lake Havasu City, AZ involvement in provisioning to confirm understanding of the scope and required time commitments.
  - f. The high level Project Schedule milestones and dates.
  - g. The Project Management Plan structure.
- Confirm CJIS background investigations and fingerprint requirements for Motorola employees and/or contractors. Required fingerprints will be submitted on Motorola provided FBI FD-258 Fingerprint cards.
- Review CommandCentral Admin and Learning eXperience Portal (LXP) roles in the Project Plan and provide Lake Havasu City, AZ User Name and Access Information.
- Discuss Motorola remote access requirements (24-hour access to a secured two-way Internet connection to the Motorola system firewalls for the purposes of deployment, maintenance, and monitoring).
- Discuss Lake Havasu City, AZ obligation to manage change among the stakeholder and user communities.
- Review the Team Project Sync (TPS) packet. The information in this packet is used to prepare for the Project Kickoff Meeting and Business Process Review.
- Review Software System completion criteria and the process for transitioning to support.

Note - Completing the TPS is a critical Project Task. Delayed, incomplete, or inaccurate information or lack of participation will have a significant impact on the Project Schedule.

#### Motorola Responsibilities

- Schedule the remote Project Planning Session.
- Request the assignment and attendance of Core Team and any additional Lake Havasu City, AZ resources that are instrumental in the project's success, as needed.

- Provide the initial Project Schedule and Project Management Plan.
- Confirm Lake Havasu City, AZ receipt of the TPS packet and GIS Build Requirements Document.
- Conduct a review of the Project Management Plan.
- Baseline the Project Schedule.
- Review Motorola's delivery approach and its reliance on Lake Havasu City, AZ-provided remote access.
- Document the mutually agreed upon Project Kickoff Meeting Agenda.
- Request user information required to establish Lake Havasu City, AZ in the Motorola Learning eXperience Portal (LXP).
- Establish the Lake Havasu City, AZ within the CommandCentral cloud platform enabling CommandCentral as outlined in the Solution Description.
- Provide the Lake Havasu City, AZ with a web link (URL) to the CommandCentral Admin application on Google Play Store or Apple App Store.

### **Lake Havasu City, AZ Responsibilities**

- Confirm with Motorola Lake Havasu City, AZ GIS Administrator reviews the GIS Build Requirements Document.
- Provide existing GIS source data to Motorola by the start of Project Kickoff and Discovery.
- Identify Customer Core Team and any additional Lake Havasu City, AZ resources that are instrumental in the project's success, as needed.
- Provide Core Team with TPS; return the completed TPS to Motorola no later than ten (10) business days before start of Project Kickoff Meeting.
- Provide acknowledgement of the mutually agreed upon Project Kickoff Meeting agenda.
- Provide approval to proceed with the Project Kickoff meeting.
- Provide LXP and CommandCentral user information: first name, last name, unique email address, and role.
- Verify Lake Havasu City, AZ Administrator(s) have access to the LXP and CommandCentral Admin Console.
- Review and complete the Business Process Review Agency Pre-Kickoff Survey within ten (10) business days of the Project Planning Session to avoid impact on the Project Schedule.

### **Motorola Deliverables**

- Project Kickoff Meeting Agenda.
- Project Management Plan.
- Team Project Sync (TPS) packet.

## **Kickoff and Discovery**

### **Project Kickoff Event**

The purpose of the remote Project Kickoff Event is to introduce project participants and review the scope of the project. Depending upon the modules purchased, the project kickoff event may vary in duration between one (1) to four (4) hours and may be combined with other activities such as the Business Process Review. The Project Kickoff event consists of various branching activities such as the GIS Discovery session. Branching activities commence following the general kickoff meeting. Availability of Lake Havasu City, AZ resources to participate in each branching activity is critical to the project success. Following the conclusion of the Project

Kickoff event, the party responsible for procuring the system hardware will place the hardware order.

### **Motorola Responsibilities**

- Schedule and facilitate the Project Kickoff event to clarify roles, responsibilities, establish team working relationships, and initiate project tasks.
- Present a high level overview of project scope.
- Confirm Lake Havasu City, AZ access to the LXP.
- Review third-party partner solutions and involvement in the project, as applicable.
- Summarize and review the contracted system components.
- Review the initial Project Schedule and incorporate Lake Havasu City, AZ feedback resulting in the implementation Project Schedule. The Project Schedule will be maintained by Motorola and updated through mutual collaboration. Schedule updates that impact milestones will be addressed via the change provision of the Agreement.
- Provide and review the training plan, training delivery schedule, and training requirements.
- Provide and explain sample data entry standards in preparation of Lake Havasu City, AZ provisioning activities.
- Review the system hardware requirements and bill of materials if Motorola is providing the system hardware.
- Review network infrastructure requirements (e.g. firewalls, remote access).
- Plan installation activities with the Lake Havasu City, AZ.
- Discuss the Provisioning Verification process for the contracted modules.
- Review the timing, setup, and configuration requirements to enable queries and query returns (e.g. StateLink).

### **Lake Havasu City, AZ Responsibilities**

- Provide a meeting space equipped with remote conferencing capability enabling remote Motorola project team members to participate.
- Identify and ensure participation of key team members in kickoff and project initiation activities.
- Confirm access to the LXP.
- Provide input to the Project Schedule and training dates.
- Participate in reviewing the training plan.
- Participate in reviewing the system hardware requirements and place hardware order if Lake Havasu City, AZ is providing the system hardware.
- Initiate activities to enable queries and query returns.
- Provide workstation hardware and software for end user training (desktop and or mobile devices).

### **Motorola Deliverables**

- Project Kickoff Meeting Minutes.
- Flex Data Entry Standards Document.

Note - The Project Schedule will be maintained by Motorola and updated through mutual collaboration. Schedule updates that impact milestones will be addressed via the change provision of the Agreement.

## GIS Discovery Session – Teleconference/Web Meeting

A GIS discovery teleconference session will be scheduled to review the GIS Build Requirements document and complete an overview of the GIS components of the project. The agenda will include:

- Review the Motorola GIS Data Requirements document.
- Discuss Lake Havasu City, AZ GIS skill-set and responsibilities.
- Review the requirements of the Lake Havasu City, AZ GIS sample data provided by the Lake Havasu City, AZ that is required in the Motorola system.
- Discuss any GIS related project questions.

### Motorola Responsibilities

- Schedule and conduct the remote GIS Discovery Session.
- Request initial GIS dataset for initial data review.

### Lake Havasu City, AZ Responsibilities

- Review the GIS Build Requirements document prior to the meeting.
- Discuss any areas of concern relative to GIS and schedule requirements.
- Provide initial GIS dataset for review by Motorola.

Note - Providing the GIS Lake Havasu City, AZ Data is a critical Project Task. Delayed, incomplete, or inaccurate information may have a significant impact on the Project Schedule.

## Interface Planning

The objective of the interface planning teleconference is to discuss the user experience presented by each contracted interface. Topics of discussion will include:

- Reviewing the functionality delivered with each interface.
- Reviewing the deployment requirements and dependencies of each interface (NDA, network information, API, and access credentials required to connect to third-party systems).
- Reviewing the interface delivery and validation process.

Note - The interface deployment requirements (NDA, network information, API, and access credentials) may be required to connect to third-party systems. Particular requirements must be satisfied prior to the deployment of the interfaces. Delayed, incomplete, or inaccurate information may have a significant impact on the Project Schedule.

Motorola is not responsible for third-party vendor management, scheduling, or additional cost for software, customization, development, or testing unless the work is defined in this SOW or amended to the Agreement via a change order.

### Motorola Responsibilities

- Discuss the need for additional information such as third-party API, SDKs, data schema, and any internal and third-party documents necessary to establish interfaces.
- Conduct reviews of the interface to explain how each functions as well as any dependency on third-party API, SDKs, data schema, and any internal and third-party documents necessary to establish interfaces with local and remote systems.
- Review the functional interface demonstration process.

## Lake Havasu City, AZ Responsibilities

- Provide all required third-party API and SDK licensing and documentation for Lake Havasu City, AZ's existing systems.
- Discuss and collect information on third-party API, SDKs, data schema, and any internal and third-party documents necessary to establish interfaces with all local and remote systems and facilities within ten (10) days of the Project Kickoff Meeting to avoid impact on the Project Schedule.
- Establish network connectivity between the Motorola server(s) and all third-party interface demarcations.

## Business Process Review (BPR)

The purpose of the BPR is to review the contracted software with the Lake Havasu City, AZ's project team. Unless otherwise noted the remote review will be scheduled over up to three (3) concurrent business days. The Motorola Application Specialist will coordinate the delivery of the BPR. The BPR is a focused discussion regarding related operational policies, workflows, and data entry standards. The Lake Havasu City, AZ's policies and current workflow will assist Motorola in consulting with the Lake Havasu City, AZ on ways in which to optimize system configuration.

The Lake Havasu City, AZ is responsible for developing data entry standards and policies to ensure users enter data correctly and in conformity with quality assurance expectations. At the BPR, Motorola will provide and explain sample data entry standards as a starting point for the Lake Havasu City, AZ. The Lake Havasu City, AZ will need to revise the sample standards to meet its specific needs. Once standards are established, the Lake Havasu City, AZ will be expected to formalize the policy as standard operating procedure for data entry tasks and share the agency data entry standards with Motorola prior to the start of end user training. Motorola will incorporate the data entry standards into end user training.

Motorola will conduct a single BPR session to review workflow and forms with the Lake Havasu City, AZ. The Lake Havasu City, AZ will assemble a group of representatives from the host and user agencies (as applicable) to review existing paper forms and manual reports that may be eliminated, or require modification by the Lake Havasu City, AZ, as a result of assuming operation of the Motorola system. Additionally, the review session provides Motorola and the Lake Havasu City, AZ the opportunity to review current operational processes identifying opportunities for the Lake Havasu City, AZ to streamline or modify processes in order to optimize the functionality of the Motorola system. The BPR session can be conducted during any three (3) consecutive business days Monday through Friday 8:00 a.m. to 5:00 p.m. local Lake Havasu City, AZ time.

The Lake Havasu City, AZ is responsible for engaging and obtaining input from stakeholders that affect provisioning decisions made by the Lake Havasu City, AZ.

The BPR agenda includes items such as:

- Business Process Review Survey Responses.
- Overview of the contracted Product.
- Provisioning processes.
- Agency and Discipline Information (Role Type, # of Personnel, shift types).
- User Permissions/Security Groups.
- Interface Field Mapping Provisioning.
- Code Tables.
- Workflows.

- Available Reports.
- Role-based Training Recommendations.
- Additionally for CAD deployments, discuss:
  - a. Agency data gathering (includes incident types, unit status codes, dispositions, unit IDs, and personnel).
  - b. Dispatcher/Responder workflow (incident creation to closure).
  - c. Recommended units and/or Response Plans.
  - d. Notifications and Status Monitors.

### Motorola Responsibilities

- Provide the BPR Agenda/Workbook prior to the meeting.
- Conduct a Product overview demonstration.
- Review the documented business processes and provide configuration options.
- Review the completed BPR Workbook.
- Conduct the BPR session.

### Lake Havasu City, AZ Responsibilities

- Review the BPR Agenda/Workbook prior to the meeting.
- Schedule applicable resources for remote interview sessions.
- Provide resources knowledgeable in the Lake Havasu City, AZ's business processes to provide relevant documentation on the workflow and operating procedures.
- Provide required information to complete the BPR, such as personnel information, workflow configuration and agency logo (if desired by Lake Havasu City, AZ).
- Review the completed BPR Workbook.
- Share the agency data entry standards with Motorola.

### Motorola Deliverables

- Completed BPR Workbook.

## GIS Services

### GIS Scope Review

The Motorola GIS Analyst meets remotely with the Lake Havasu City, AZ's GIS Administrator to discuss the approach to developing the GIS data for use with the Motorola system.

GIS Scope Review topics that will be discussed include:

**If CAD is a purchase solution component** – Agency Response boundary needs, routing requirements, premise hazard areas and specifics for address validation using street centerlines, common place points, address points, alias tables, and premise hazard areas.

**If Records is a purchased solution component** – data types necessary for address validation support in the system. These data types include: street centerlines, common place points, address points, street alias tables, and common place alias tables.

The GIS Data Report describes the Lake Havasu City, AZ's source feature classes and data values that have been made available to Motorola. The data is reviewed and any items identified that may impact the applicable functionality of the data within the Motorola System are noted within the GIS Data Report. The GIS Data Report is delivered post contract after review of the Lake Havasu City, AZ GIS data. As GIS data is critical to the provisioning and operation of



the system, it is imperative that the Lake Havasu City, AZ GIS Data be made available to Motorola prior to the GIS Scope Review.

### **Motorola Responsibilities**

- Review GIS Draft Data Report.
- Discuss current GIS business practices.
- Discuss GIS data types that are going to be utilized within the Motorola system.
- Discuss GIS updates and contracted frequency.
- Discuss the need for Agency Code and Beat Names being provided to Motorola prior to the GIS Boundaries Workshop.

### **Lake Havasu City, AZ Responsibilities**

- Ensure availability of the GIS administrator for this meeting.
- Finalize the agency code and beat names for the geodatabase and provide to Motorola. All of the data will be required but the streets, address points and common places can be works in progress that can be updated as the project progresses.

### **Motorola Deliverables**

- GIS Data Report.

## **GIS Service Delivery**

GIS Service delivery provides for the creation of a draft geodatabase that will be uploaded to the CAD server to support provisioning efforts as well as draft maps that are created for use by the CAD workstations. If CAD is not a System component, a GIS Draft Geodatabase is still required as it serves as the supporting data for address validation in Flex Records.

Error reports are produced as a result of developing the draft geodatabase and will be delivered to the Lake Havasu City, AZ in updates to the GIS Data Report. The Lake Havasu City, AZ will correct any data errors allowing Motorola to incorporate the data into a revised draft geodatabase.

Geodatabase development provides for up to two (2) iterations of draft databases developed by Motorola. The final geodatabase is created as a product of the GIS Administrator Workshop.

Note the following tasks are supplementary to the tasks required to maintain the data set using Esri ArcGIS toolset. Training specific to the use of Esri ArcGIS tools can be obtained from Esri. Motorola's scope does not include the creation or maintenance of data into the NENA NG911 schema; any NG911 work is out of the scope of this contract. Motorola is not responsible for data errors stemming from the Lake Havasu City, AZ's source data.

### **Motorola Responsibilities**

- Schedule and initiate a data delivery design teleconference to address critical data errors or to confirm the data being incorporated into the draft geodatabase.
- For Flex CAD: Create the draft visual maps and Routing Network.
- Create the draft geodatabase.
- Provide updates to the GIS Data Report reflecting any issues found during the geodatabase build.
- Provide up to two (2) iterations of draft geodatabases.
- Initiate GIS Administrator Readiness Check which enables Motorola to schedule and conduct the GIS Administrator Workshop.

## **Lake Havasu City, AZ Responsibilities**

- Attend data delivery design teleconference.
- Correct any GIS errors identified in the GIS Data Report from geodatabase build.
- Participate in the GIS Administrator Readiness Check and confirm the dates for the GIS Administrator Workshop.

## **Motorola Deliverables**

- GIS Data Report Updates.

# **GIS Administrator Workshop and Review**

The GIS Administrator Workshop enables the Lake Havasu City, AZ to work with the Motorola GIS Specialist to understand the required GIS data structure and maintenance needs of the data in order to support address validation, response determination, routing, and visual map displays. The workshop is conducted via remote teleconference over a period of three (3) consecutive eight (8) hour days during normal business hours. The product of the workshop is the final geofile build and the Lake Havasu City, AZ assumes responsibility for further GIS updates and maintenance.

## **Motorola Responsibilities**

- Provide Lake Havasu City, AZ with the workshop agenda.
- Conduct the workshop.
- Document any Lake Havasu City, AZ and or Motorola GIS action items that require follow up and resolution.
- Discuss additional boundary capabilities and data development needs.
- Document any Lake Havasu City, AZ and/or Motorola GIS action items that require follow up and resolution.
- Resolve any Motorola follow up action items.
- Schedule the post workshop follow up review and GIS action item close out.
- Within thirty (30) days of the conclusion of the GIS Administrator Workshop conduct a remote two (2) six (6) hour post workshop follow up review to address any remaining GIS process questions and close out any follow up actions noted during the GIS Administrator Workshop work.

## **Lake Havasu City, AZ Responsibilities**

- Ensure availability of GIS administrator participation in the workshop.
- Resolve any Lake Havasu City, AZ follow up action items.
- Assume responsibility for the update and maintenance of the geofile.
- Participate in the follow up review.

# **System Delivery**

The Lake Havasu City, AZ will provide Motorola resources with safe access, suitable office space, supplies, furniture, high-speed connectivity to the Internet, and other facilities while fulfilling the onsite activities specified in this SOW.

# **Hardware Installation**

The objective of this activity is to install the system hardware at the Lake Havasu City, AZ's site. This activity addresses physical installation activities and system connectivity verification.

Lake Havasu City, AZ assumes responsibility for the procurement, installation, configuration, troubleshooting, and resolving any issues with Lake Havasu City, AZ-provided hardware or virtualization environment that prevents Motorola from fulfilling its delivery obligations or impedes system operation.

If Motorola has been contracted to provide the hardware, the contracted hardware will be provided by Motorola's partner, Solutions II. Solutions II may interact directly with the Lake Havasu City, AZ to coordinate installation activities or communication may be directed by Motorola's Project Manager. This engagement will be a combination of onsite and remote efforts. Remote work performed by Solutions II may require onsite assistance from the Lake Havasu City, AZ. While installation activities are traditionally completed during Lake Havasu City, AZ regular business hours, some activities may occur in tight timeframes outside of regular office hours. In such cases work will commence as mutually agreed.

## **Motorola Responsibilities**

If Motorola is contracted to provide hardware, perform each of the following:

- Conduct an evaluation of the installation location to validate installation readiness.
- Procure and install the contracted servers, VMware software, Veeam Backup and Replication software at the primary installation location and if contracted, a single disaster recovery location.
- Configure NAS Backup Targets.
- Load the initial Operating System software.
- Conduct a Power On test to validate the installed hardware and operating system software are ready for configuration.
- Verify contracted software is available and accessible on the installed system.
- If a disaster recovery system has been included as a contracted system component, perform a simulated failover test.
- If Motorola has installed the hardware, provide the Lake Havasu City, AZ with passwords, passphrases, encryption keys, and IP assignments configured by Motorola.

## **Lake Havasu City, AZ Responsibilities**

- Provide power, cabling, network infrastructure and access to all locations in which contracted hardware will be installed.
- Provide an installation environment that conforms to the hardware manufacturers' specifications for heating, cooling, humidity, ventilation, and physical space requirements: clearance and spacing.
- Make any improvements required to support the installation environment inclusive of cabling and power receptacle improvements.
- Develop a password, passphrase, and encryption key management policy for the on-going Lake Havasu City, AZ management of such as well as a system backup routine and schedule.
- If Motorola has not been contracted to provide the hardware and or virtual machines, Lake Havasu City, AZ will perform each of the tasks outlined in this section as a Motorola responsibility and conduct power-on tests with Motorola prior to Motorola commencing with software installation and configuration tasks.

## **Install and Configure Software**

After the servers have been installed and the operating system and database storage have been configured, Motorola will install the contracted application software product(s) and the Motorola side of interfaces. The Motorola resource will configure the database environments and create the initial administrative user accounts. Lake Havasu City, AZ personnel will

complete client software installation using the Motorola provided client install wizard; software will be installed on the client workstations/mobile devices to facilitate provisioning training.

## **Motorola Responsibilities**

- Install and configure the contracted application software.
- Install Motorola external interface code.
- Configure database environments (live and practice).
- Create administrative and training user accounts.
- Provide client installer wizard.
- If a disaster recovery solution is a part of the contracted System component, synchronize the primary and disaster recovery systems.

## **Lake Havasu City, AZ Responsibilities**

- Provide and install workstation/mobile device hardware in accordance with manufacturer specifications.
- Complete installation of client software on workstations and mobile devices.
- Initiate a network backup to ensure software and initial configuration data are archived.

## **Motorola Deliverables**

- Contracted software.

# **Provisioning**

Provisioning includes the setting of configurable parameters (unit names, personnel, status codes) which control application behavior. The Flex system will be provisioned using Motorola standard provisioning parameters and will incorporate Lake Havasu City, AZ-specific provisioning.

Provisioning activities include instruction of the mechanics and methodologies required to complete system provisioning and provides the Lake Havasu City, AZ with knowledge needed to update and maintain the provisionable items as Lake Havasu City, AZ's operational needs change.

Utilizing the sample data entry standards provided at the project kickoff meeting, the Lake Havasu City, AZ will revise the sample standards to meet its specific needs. Once standards are established, the Lake Havasu City, AZ is expected to formalize the policy as standard operating procedure for data entry tasks. Motorola will incorporate the data entry standards into training. Therefore, the Lake Havasu City, AZ must complete this task prior to training.

# **Provisioning Verification**

Upon completion of provisioning table updates by the Lake Havasu City, AZ, Motorola will conduct a working session with the Lake Havasu City, AZ's Administrators and desired SMEs demonstrating system operation in accordance with Lake Havasu City, AZ determined provisioning parameters (BPR Workbook and Provisioning Worksheets). The purpose of the session is to enable the Lake Havasu City, AZ to fine tune provisioning parameters as needed to better align with operational use needs. In this working session, Motorola provides the Lake Havasu City, AZ with guidance on provisioning options that may better support the Lake Havasu City, AZ's operational objectives. In order to reinforce provisioning training principles, the Lake Havasu City, AZ completes any provisioning parameter updates with Motorola guidance as desired.

## Motorola Responsibilities

- Conduct an operational walk through of the provisioned system enabling the Lake Havasu City, AZ to verify the operational behavior of the provisioned system.
- Consult with Lake Havasu City, AZ on provisioning options that better support the Lake Havasu City, AZ's business operations.
- Provide guidance on making desired provisioning updates.
- If Insight is available in the state and included as part of this offer as defined on the pricing page, establish Insight Broker connection to target and provide Lake Havasu City, AZ with training on creating users.

## Lake Havasu City, AZ Responsibilities

- Participate in the Provisioning Verification Session.
- Note desired provisioning updates.
- Update provisioning tables, as desired.
- If Insight is available in the state and included as part of this offer as defined on the pricing page, enable Insight Broker users, configure queries and query targets.
- Develop a regular network backup routine and initiate a regular system backup schedule.

NOTE: Provisioning Verification must complete prior to the initiation of End User Training.

# Interfaces and Integration

The installation, configuration, and demonstration of interfaces may be an iterative series of activities depending upon access to third-party systems. Interfaces will be installed and configured as reviewed during the Project Kickoff. Integrated functionality between Motorola developed products will be completed through the software installation and provisioning activities described herein. Integration activities that have specific requirements will be completed as outlined in this SOW.

## Interface Deployment

Connectivity will be established between the Motorola system and the external and/or third-party systems to which the contracted software will interface. Motorola will configure the system to support each contracted interface. The Lake Havasu City, AZ is responsible for engaging third-party vendors if and as required to facilitate connectivity and testing of the interfaces.

### Motorola Responsibilities

- Establish connectivity to external and third-party systems.
- Configure interfaces to support the functionality described in the System Description and reviewed during the Interface Planning Session.
- Validate each interface can transmit and/or receive data in accordance with the System Description.

### Lake Havasu City, AZ Responsibilities

- Act as liaison between Motorola and third-party vendors or systems as required to establish interface connectivity with the Motorola system.
- Provide personnel proficient with and authorized to make changes to the network and third-party systems to support Motorola's interface installation efforts.
- Provide network connectivity between Flex and the third-party systems.

## Motorola Deliverables

- Contracted Interfaces.

## Integration Activities

Proprietary processes enable the transfer and receipt of data between Motorola systems.

## Motorola Responsibilities

- Establish and validate connectivity between the Motorola systems.
- Validate each system can transmit and/or receive data.
- Enable the Data Exchange API (DEX) and on-board Lake Havasu City, AZ's 3rd party vendor via the partner program, if/as contracted.

## Lake Havasu City, AZ Responsibilities

- Provide personnel proficient with and authorized to make changes to the network and third-party systems to support Motorola's integration efforts.
- Provide network connectivity between the Motorola systems.
- Work with Lake Havasu City, AZ's third-party vendor to sign up for the partner program. Participation in the Partner program is not included in this offer and is a post contract purchase. If purchased, Motorola will provide the instructions to signup, post, contract if purchased.
- Cover any license fees access to the DEX API or participation in the Advanced Partner Program not included in the contract.

## Federal National Incident Based Reporting System (NIBRS)

Crime reporting functionality is delivered as part of the software delivery task and is provisioned through the provisioning activities outlined in this SOW. Given the critical nature of crime reporting, the following supplemental tasks are provided for emphasis:

## Motorola Responsibilities

- Deliver the NIBRS reporting capability.
- Collaborate with the Lake Havasu City, AZ to understand any provisioning parameters that may be or are impacting NIBRS submission acceptance in the event of an initial failed submission.
- Delivery Motorola NIBR Training class 503-V.

## Lake Havasu City, AZ Responsibilities

- Maintain code tables to account for any requirements necessary to be compliant with state specific reporting requirements, changes or additions, as required by the State.
- Initiate a NIBRS submission to the State.
- Resolve any provisioning issues impacting State submission acceptance.

## Reports

Motorola will deliver the standard reports library along with 3 custom reports deemed needed by Lake Havasu City during implementation, to allow Lake Havasu City, AZ to complete it's daily, monthly, quarterly, and yearly reporting needs. Should any additional reports be required that can be scoped at an extra cost and completed via a change order.

# System Administration and Training

System administration begins with training designed to enable the Lake Havasu City, AZ to perform the data entry required to configure the software Product functionality. Training provides instruction on how to set up, enter, and administer the operational and administrative needs of the system. Following training, the Lake Havasu City, AZ will be responsible for entering data into the code tables before user training begins.

Prior to the start of user training, the Lake Havasu City, AZ should have a draft of its data entry standards. During this training, Motorola will work with the Lake Havasu City, AZ to review and finalize the data entry standards. Following training, the Lake Havasu City, AZ will be responsible for formalizing policies regarding the data entry standards. This task must be completed before user training begins.

A list of the included instructor led training classes can be found in the Flex Training Bundle Attachment.

## Motorola Responsibilities

- Deliver the contracted training courses.
- Deliver training in accordance with the training plan.

## Lake Havasu City, AZ Responsibilities

- Provide a training environment in accordance with the training plan.
- Assign personnel to participate in training.
- Finalize data entry standards.
- Enter code tables.

# Motorola Learning eXperience Portal (Online Training)

Training is made available to Lake Havasu City, AZ, in part, via Motorola's Software Enterprise Learning eXperience Portal (LXP). This subscription service provides customers with continual access to Motorola's library of online learning content and allows your users the benefit of learning at times convenient to them. Content is added and updated on a regular basis to keep information current. Courses delivered or supplemented by LXP content are described in the training plan.

## Motorola Responsibilities

- Configure a Lake Havasu City, AZ-specific portal view.
- Create learner path access account to the portal for each user name provided by the Lake Havasu City, AZ.
- Provide instruction to Lake Havasu City, AZ LXP Administrator on building groups.

## Lake Havasu City, AZ Responsibilities

- Provide Motorola with names (first and last) and emails of Lake Havasu City, AZ LXP administrators.
- Complete LXP Administrator training.
- Advise users of the availability of the LXP.

- Build groups as desired.

## Instructor-led Training (Onsite and/or Virtual)

### Motorola Responsibilities

- Perform training in accordance with the training plan.
- Provide Lake Havasu City, AZ with training Attendance Rosters and summarize any pertinent observations that may impact end user training.

### Lake Havasu City, AZ Responsibilities

- Supply classrooms with a workstation for the instructor and at one (1) workstation for each student based on the requirements listed in the training plan.
- Designate training representatives who will work with the Motorola trainers in the development and delivery of training.
- Conduct end user training.

### Motorola Deliverables

- Electronic versions of User Guides and Training Materials.
- Attendance Rosters.

## Product Validation

The system is exercised throughout the delivery of the project by both Motorola and the Lake Havasu City, AZ via provisioning and training activities. To solidify Lake Havasu City, AZ confidence in the system and prepare for live use operation, Motorola will perform prescribed system validations in accordance with a Product Validation Plan.

## Mock Go-Live

The objective of this series of tasks is to exercise the system in a way that emulates daily operational use. Motorola leads this effort walking Lake Havasu City, AZ's selected users through various operational conditions. The Lake Havasu City, AZ may execute their own tests outside the scope of Motorola's responsibility as desired.

### Motorola Responsibilities

- Coordinate the Mock Go-Live session.
- Review the schedule of demonstration activities.

### Lake Havasu City, AZ Responsibilities

- Select users to participate in the mock Go-Live activities.
- Notify the Motorola Project Manager of any items that require discussion.
- Initiate any desired user testing.

## Interface Validation

The objective of Interface Validation is to verify that the installed interfaces perform in accordance with the user experience as reviewed during the Interface Planning Session.

Motorola is not responsible for issues arising from lack of engagement of third-party and/or Lake Havasu City, AZ resources to perform work required to enable/provision and/or configure an



interface to a third-party system, or troubleshooting any issues on the Lake Havasu City, AZ's third-party systems.

Interfaces that cannot be tested due to connectivity issues to external systems or the unavailability of Lake Havasu City, AZ's third-party system will be demonstrated to show that Motorola's portion of an interface is enabled to send and/or receive data that supports the user experience. In such cases, Motorola demonstrating the elements within Motorola's control will constitute a successful demonstration and completion of the demonstration task.

### **Motorola Responsibilities**

- Conduct Interface Validation demonstration.
- Develop a Remediation Plan for anomalies that do not align with Motorola's stated user experience.
- Manage the Remediation Plan and take Motorola remediation actions.

### **Lake Havasu City, AZ Responsibilities**

- Provide access to a resource with access to the interfacing system to validate functionality.
- Witness the execution of the demonstration and acknowledge successful completion.
- Participate in the documentation of anomalies and work with Motorola to develop remediation action(s).
- Coordinate and manage Lake Havasu City, AZ remediation actions.

### **Motorola Deliverable**

- Completed Interface Validation Results.
- Remediation Plan (as applicable).

## **Go-Live**

### **Go-Live Planning and Go-Live**

Following the conclusion of the mock Go-Live Motorola will provide support of Lake Havasu City, AZ's efforts with commencing live operation use of the system. Motorola resources are supplemental to Lake Havasu City, AZ resources and provide support to Lake Havasu City, AZ trainers and subject matter experts. Lake Havasu City, AZ trainers and subject matter experts are the first line of support to end users in the transition of live operations from the Lake Havasu City, AZ's legacy system to the Motorola system. Motorola will work with the Lake Havasu City, AZ to develop a detailed Cutover Plan. This plan includes the following information:

- Motorola and Lake Havasu City, AZ resources and staffing.
- Pre-cutover tasks/activities to be performed leading up to Go-Live.
- Readiness review meetings.
- Contingency/roll-back plans.
- Go-Live tasks and responsibilities during and after the live cut.
- Post live cut support resources and schedules.
- Issue reporting process.
- Develop the Remediation Plan.
- Escalation process.

Note: The Remediation Plan will identify the remediation action and the action owner (Lake Havasu City, AZ or Motorola). Remediation steps may involve provisioning modifications, system configuration changes and or software version updates.

## **Motorola Responsibilities**

- Facilitate meetings with Lake Havasu City, AZ staff to develop and document the Cutover Plan.
- Schedule the Go-Live with Lake Havasu City, AZ.
- Support Lake Havasu City, AZ efforts in cutting over to the new system.

## **Lake Havasu City, AZ Responsibilities**

- Coordinate the participation of Lake Havasu City, AZ technical and operational staff in cutover planning and development and documentation of the Cutover Plan.
- Schedule Lake Havasu City, AZ resources to support Go-Live.
- Communicate the Go-Live transition to the user base.
- Identify Trainers and SME's who will serve as first line support to end users during Go-Live activities.
- Manage Go-Live activities.
- Perform and support the cutover activities defined in the Cutover Plan.

## **Motorola Deliverable**

- Cutover Plan.

## **Go-Live Follow Up**

Following the Go-Live schedule a time to review operational use of the system and address any training, process configuration questions or concerns the Lake Havasu City, AZ has gathered as a result of using the system in a production environment. This onsite three (3) day activity will be conducted Tuesday through Thursday 8:00 to 5:00 PM local Lake Havasu City, AZ time. The Go-Live follow up is the catalyst for transitioning the Lake Havasu City, AZ into Motorola Support.

## **Motorola Support Engagement**

Motorola will schedule a Support Engagement meeting between the Project Manager, Customer Support Manager (CSM), Focal Support Technician and Lake Havasu City, AZ's project team representatives. The CSM will review the Customer Support Plan with the Lake Havasu City, AZ, including the process for obtaining support and contact information.

## **Project Closure – Transition to Support**

Following the Go-Live Follow Up Event the service delivery is complete. Motorola and Lake Havasu City, AZ certify the Software System Completion milestone and the implementation project is formally closed.

The system is transitioned to the support phase of the contract per the terms and conditions of the Maintenance and Support Agreement.

# Attachment – Flex Training Bundle

The following instructor led courses are included in the Flex standard training package. The instruction delivery method, onsite at the Lake Havasu City, AZ’s training facility or remotely via web conferencing is noted. Motorola offers in-person onsite, virtual, and Learning eXperience Portal (LXP) training. The LXP provides additional Computer-based courses that are available on demand during the deployment process and for up to 30 days after Go-Live.

- Onsite – In-person training from an onsite instructor conducted at the Lake Havasu City, AZ’s facilities.
- Virtual – Virtual instructor-led training (class will be recorded and made available for future Lake Havasu City, AZ use).

Course Module	Max No. Per Class	Number of Classes Included	Total Users Trained	Method of Instruction	Not To Exceed (hours) per Class
<b>Flex HUB Courses</b>					
Flex System Admin (100-O)	12	1	12	Onsite	24
Flex Hub End User (500-V)	15	2	30	Virtual	4
<b>Flex CAD Courses</b>					
Flex CAD End User (200-O)	12	2	24	Onsite	24
Flex CAD Mapping End User (202-V)	12	1	12	Onsite	2
Flex CAD Admin (101-O)	12	1	12	Onsite	24
Flex Mobile End User without Forms (300-V)	15	1	15	Virtual	4
Flex Alarm Tracking End User (603-V) Plus Course	15	1	15	Virtual	4
<b>Flex Jail Courses</b>					
Flex Jail Admin (103-O)	12	1	12	Onsite	24
Flex Jail End User Training (401-O)	15	2	30	Onsite	8
Flex Jail Disciplinary Action (403-O) Plus Course	15	2	30	Onsite	2
<b>Flex Records Courses</b>					
Flex Law/Mobile Admin (102-O)	12	1	12	Onsite	24
Flex Mobile End User with Mobile Forms (302-O)	15	4	60	Onsite	8
Flex Records End User (501-O)	15	2	30	Onsite	4
Flex IBR Admin and End User (503-V)	15	1	15	Virtual	12
Flex Evidence Management & Barcoding (505-V)	15	1	15	Virtual	4
Flex Offender Tracking End User (601-V)	15	1	15	Virtual	2

Course Module	Max No. Per Class	Number of Classes Included	Total Users Trained	Method of Instruction	Not To Exceed (hours) per Class
Flex Pin Mapping End User (604-V)	15	1	15	Virtual	2
Flex Personnel End User (605-V)	15	1	15	Virtual	3
Flex Civil End User (502-V)	15	1	15	Virtual	4
Flex License & Permits End User (600-V) Plus Course	15	1	15	Virtual	2
Flex Pawned Property End User (602-V) Plus Course	15	1	15	Virtual	2
Flex Equipment End User (607-V) Plus Course	15	1	15	Virtual	3
Flex Fleet End User (608-V) Plus Course	15	1	15	Virtual	3
Flex Inventory End User (613-V) Plus Course	15	1	15	Virtual	2
Flex Vehicle Impound End User (616-V) Plus Course	15	1	15	Virtual	3

A comprehensive training plan with course descriptions is provided post contract or upon request during the sales process.

# Flex Data Conversion

Motorola will convert specified legacy data as outlined in the Data Conversion Guide that exists in a single legacy system per Motorola system (Flex CAD, Flex Records, Flex Jail) to conform to the data structure of the Motorola system(s). While Motorola is responsible for converting the specified data, it is critical Lake Havasu City, AZ assigns a knowledgeable resource to this activity who will remain engaged throughout the conversion process.

The legacy database must be a relational database. Customer will provide Legacy Data in CSV, Excel, or Access database file format if Legacy data is not in MS SQL or Oracle server.

Lake Havasu City, AZ must conduct an analysis of their data in the legacy system(s) to identify duplicate data/records, lost data, orphaned records, or records that haven't been linked properly and resolve those issues prior to extracting the data to be converted. Motorola does not provide any data clean up or manipulation of the provided data and conducts a single, one time, bulk load of legacy data.

The legacy data must be sent to a designated Motorola facility to develop and test the conversion routines. If Lake Havasu City, AZ does not agree to send the data to a Motorola facility, work will stop and Motorola will provide a change order to develop the required environment at Lake Havasu City, AZ's site, which may incur additional cost. Work will resume upon execution of the change order.

Data conversion routines is executed in three phases:

- Two Validation Test Loads - the first will contain up to one month of representative data; the second will contain up to six months of representative data.
- Bulk Load based on contracted delivery, less the delta agreed upon in phase three.
- Delta Load - the delta of data between end of the bulk load and time of system Go Live. Lake Havasu City, AZ must stop using their legacy system before this load. This Delta Load will consist of no more than one month of data.

## Motorola Responsibilities

- Analyze data files with Lake Havasu City, AZ to determine which tables contain the specified legacy data and identify truncated, coded, or masked data.
- Conduct an on-site Data Conversion Preparation Workshop to identify where the information will be positioned in Flex and develop documentation (Data Conversion Field Mapping Guide).
- Provide Lake Havasu City, AZ with the address and recipient information of the Motorola facility Lake Havasu City, AZ extracted data will be sent to for data conversion processing.
- Develop the conversion routine and execute the initial Validation Test Load representative data set to identify and correct any issues.
- Execute the second Validation Test Load on a representative data set and verify the conversion results with Lake Havasu City, AZ.
- Perform the Bulk Load in accordance with the Data Conversion Field Mapping Guide and results of Validation Test Loads.
- Perform the Delta Load, which serves as the final data migration after the Live Cut, in accordance with the Project Schedule.

## Lake Havasu City, AZ Responsibilities

- Conduct an analysis of the data in the legacy system(s) to identify duplicate data/records, lost data, orphaned records, or records that haven't been linked properly

and resolve those issues prior to extracting the data to be converted.

- Provide documentation of the legacy database and field mapping information of legacy systems for Motorola's understanding of Lake Havasu City, AZ's data schema and relation.
- Extract the data to be converted from the legacy databases.
- Engage resources from legacy system vendors, if required, to provide information on legacy database schema.
- Participate in Data Conversion Preparation Workshop.
- Review and approve the Data Conversion Field Mapping Guide within 10 business days of receipt.
- Extract and ship legacy data, on a mutually agreed upon medium, to Motorola for conversion processing.
- Provide access to legacy systems from which data will be extracted or execute a Change Order enabling Motorola to provide and configure the required data conversion environment on Lake Havasu City, AZ's legacy system(s).
- Review data after each Load to verify accuracy, in accordance with the Data Conversion Guide, and notify Motorola within 2 days of any inaccuracies or discrepancies.
- Provide acknowledgement of completion of data conversion.

### **Motorola Deliverables**

- Data Conversion Workshop.
- Data Conversion Field Mapping Guide.
- Converted Data per the Data Conversion Field Mapping Guide in accordance with the Project Schedule.

# Pricing Summary

## Flex Suite

	Price	Discounted Sale Price
System Total Year 1:	\$849,889	\$743,190
Year 2	\$481,749	\$387,222
Year 3	\$496,203	\$398,840
Year 4	\$511,085	\$410,802
Year 5	\$526,421	\$423,129
Year 6	\$542,212	\$435,821
Year 7	\$558,479	\$448,897
Year 8	\$575,232	\$462,363
Year 9	\$592,489	\$476,233
Year 10	\$610,262	\$490,519
Grand total 10 Years		\$5,744,023
<b>Motorola Loyalty Discount Expires 11/13/2024</b>		<b>\$1,067,008</b>
<b>Discounted Grand total 10 Years</b>		<b>\$4,677,015</b>

### TERMS & CONDITIONS

Pricing is in U.S. Dollars and valid until the quote expiration date unless stated otherwise.

Pricing and specifications are subject to change without notice.

#### Pricing Assumptions:

- Pricing for this solution offer is valid until **11/13/2024**.
- Data Conversion Services have been included in this quote.
- Flex Server Hardware has NOT been included in this quote.
- First year of maintenance for all selected software is included in the Year 1 purchase price.
- Taxes have NOT been included in this quote and will be applied to your final order, if applicable.
- This proposal supports a standard "Train-the-Trainer" training approach.
- Cabling, capital improvements, and power consumption considerations to the installation environment that may be required to support the solution are the responsibility of the customer.
- Customer will provide adequate server room, power, HVAC, network backhaul, workstation hardware, laptops, handheld devices, OS and other software required for the solution.

## Customer Contact

INVOICING AND SHIPPING ADDRESSES. Invoices will be sent to the Customer at the following address:

<b>Name:</b>	Lake Havasu City Accounts Payable
<b>Address:</b>	2330 McCulloch Blvd. N., Lake Havasu City, Arizona 86403
<b>Phone:</b>	
<b>Email:</b>	AccountsPayable@lhcaz.gov

The address which is the ultimate destination where the Equipment will be delivered to Customer is:

<b>Name:</b>	Lake Havasu City Administrative Services - IT Division
<b>Address:</b>	2330 McCulloch Blvd. N., Lake Havasu City, Arizona 86403

The Equipment will be shipped to the Customer at the following address (insert if this information is known):

<b>Name:</b>	Lake Havasu City Administrative Services - IT Division
<b>Address:</b>	2330 McCulloch Blvd N., Lake Havasu City, Arizona 86403
<b>Phone:</b>	928-855-2116



## Payment Milestones

Except for a payment that is due on the Effective Date, Customer will make payments to Motorola within thirty (30) days after the date of each invoice. Customer will make payments when due in the form of a check, cashier's check, or wire transfer drawn on a U.S. financial institution. If Customer has purchased additional Professional or Subscription services, payment will be in accordance with the applicable addenda. Payment for the System purchase will be in accordance with the following milestones.

Milestone	Milestone Detail	Percentage
1	Completion of Contract Execution	40%
2	Delivery of applicable System Hardware and Application Software to Customer Site	35%
3	Installation of System Hardware at Customer Site	10%
4	Successful Completion of System Go Live	10%
5	Final Acceptance	5%

Motorola shall make partial shipments of equipment and will request payment upon shipment of such equipment. In addition, Motorola shall invoice for installations completed on a site-by-site basis or when professional services are completed, when applicable. The value of the equipment shipped/services performed will be determined by the value shipped/services performed as a percentage of the total milestone value. Unless otherwise specified, contract discounts are based upon all items proposed and overall system package. Overdue invoices will bear simple interest at the maximum allowable rate by state law.

For Maintenance and Support Plan and Subscription Based Services: Motorola will invoice Customer annually in advance of each year of the plan.

As it applies to the Subscription Based Services, if: (a) Customer chooses early termination at any time within years one through five (Initial Term) of this agreement or (b) Motorola terminates this Agreement for cause during these years, then Customer shall pay to Motorola, within thirty (30) calendar days after such termination, an amount equal to 50% of the annually recurring charges as set forth in the pricing schedule for the period remaining in years the initial term. Notwithstanding anything to the contrary, any up-front fees set forth in a pricing schedule are non-refundable.

**INFLATION REVIEW.** For multi-year agreements, at the end of the first year of the Agreement and each year thereafter, a CPI percentage change calculation shall be performed using the U.S. Department of Labor, Consumer Price Index, "All Items," Unadjusted Urban Areas (CPI-U). Should the annual inflation rate increase greater than 3% during the previous year, Motorola shall have the right to increase all future maintenance prices by the CPI increase amount exceeding 3%. "All Items," not seasonally adjusted shall be used as the measure of CPI for this price adjustment. The adjustment calculation will be based upon the CPI for the most recent twelve (12) month increment beginning from the most current month available as posted by the U.S. Department of Labor (<http://www.bls.gov>) immediately preceding the new maintenance year. For purposes of illustration, if in Year 5 the CPI reported an increase of 8%, Motorola may increase the Year 6 price by 5% (8%-3% base). Any pricing change would be documented in a change order executed with the Customer.

# Contractual Documentation

## Online Terms Acknowledgement

This Online Terms Acknowledgement (this “Acknowledgement”) is entered into between Motorola Solutions, Inc. (“Motorola”) and the entity set forth in the signature block below (“Customer”).

1. Online Terms Acknowledgement. The Parties acknowledge and agree that the applicable terms available at <https://www.motorolasolutions.com/product-terms> and listed below are incorporated in and form part of the Parties’ agreement as it relates to any Products or Services sold or provided to Customer. By signing the signature block below, Customer certifies that it has read and agrees to the provisions set forth and linked on-line in this Acknowledgement. To the extent Customer is unable to access the above referenced online terms for any reason, Customer may request a paper copy from Motorola. The signatory to this Acknowledgement represents and warrants that he or she has the requisite authority to bind Customer to this Acknowledgement and referenced online terms.

## Motorola Solutions Customer Agreement

This Motorola Solutions Customer Agreement (the “**MCA**”) is entered into between Motorola Solutions, Inc., with offices at 500 W. Monroe Street, Suite 4400, Chicago, IL 60661 (“**Motorola**”) and the entity purchasing Products or Services (as defined below) from Motorola (“**Customer**”). Motorola and Customer will each be referred to herein as a “**Party**” and collectively as the “**Parties**”. This Agreement (as defined below) is effective as of the earlier of (a) the first purchase of a Product or Service from Motorola, and (b) the date of the last signature on the first Ordering Document (as defined below) between the Parties (the “**Effective Date**”).

If you are purchasing Products or Services on behalf of your employer or another entity, you warrant that: (a) you have authority to bind your employer or the applicable entity, as “Customer” to this Agreement; (b) you have read and understand this Agreement; and (c) on behalf of the Customer that you represent, you agree to this Agreement. If you do not have the legal authority to bind your employer or the applicable entity as Customer to this Agreement, please do not complete the purchase of Services or Products from Motorola.

### 1. Agreement.

1.1. Scope Agreement Documents. This MCA, available at [www.motorolasolutions.com/product-terms](http://www.motorolasolutions.com/product-terms), governs Customer’s purchase of Products (as defined below) and Services (as defined below) from Motorola. Additional terms and conditions applicable to specific Products and Services are set forth in one or more addenda, also available at [www.motorolasolutions.com/product-terms](http://www.motorolasolutions.com/product-terms) (each an “**Addendum**”, and collectively the “**Addenda**”). In addition, the Parties may agree upon solution descriptions, equipment lists, statements of work, schedules, technical specifications, order forms, and other ordering documents setting forth the Products and Services to be purchased by Customer and provided by Motorola and additional rights

and obligations of the Parties (the “**Ordering Documents**”). To the extent required by applicable procurement law, a proposal submitted by Motorola in response to a competitive procurement process will be included within the meaning of the term Ordering Documents. This MCA, the Addenda, and any Ordering Documents collectively form the Parties’ “**Agreement**”.

**1.2. Modifications.** Motorola may modify this Agreement (including the Addenda) at any time after providing notice thereof to Customer on [www.motorolasolutions.com/product-terms](http://www.motorolasolutions.com/product-terms). Modifications are effective as of the date of publication, and if Customer does not agree to any such modifications, Customer must cease using the Products and Services.

**1.3. Order of Precedence.** Each Addendum will control with respect to conflicting terms in the MCA, but only as applicable to the Products and Services described in such Addendum. Each Ordering Document will control with respect to conflicting terms in the MCA or any Addenda, but only as applicable to the Products and Services described on such Ordering Document.

## **2. Products and Services.**

**2.1. Products.** Motorola will (a) sell hardware provided by Motorola (“**Equipment**”), (b) license software which is either preinstalled on Equipment or installed on Customer-Provided Equipment (as defined below) and licensed to Customer by Motorola for a perpetual or other defined license term (“**Licensed Software**”), and (c) license cloud-based software as a service products and other software which is either preinstalled on Equipment or installed on Customer-Provided Equipment, but licensed to Customer by Motorola on a subscription basis (“**Subscription Software**”) to Customer, to the extent each is set forth in an Ordering Document, for Customer’s own use in accordance with this Agreement. The Equipment, Licensed Software, and Subscription Software shall collectively be referred to herein as “**Products**”, or individually as a “**Product**”. At any time during the Term (as defined below), Motorola may substitute any Products at no cost to Customer, if the substitute is substantially similar to the Products originally purchased by Customer.

### **2.2. Services.**

2.2.1. Motorola will provide services related to purchased Products (“**Services**”), to the extent set forth in an Ordering Document.

2.2.2. **Integration Services; Maintenance and Support Services.** If specified in an Ordering Document, Motorola will provide, for the term of such Ordering Document, (a) design, deployment, and integration Services in order to design, install, set up, configure, and/or integrate the applicable Products at the applicable locations (“**Sites**”), agreed upon by the Parties (“**Integration Services**”), or (b) break/fix maintenance, technical support, or other Services (such as software integration Services) (“**Maintenance and Support Services**”), each as further described in the applicable statement of work. Maintenance and Support Services and Integration Services will each be considered “Services”, as defined above.

**2.2.3. Service Ordering Documents.** The Fees for Services will be set forth in an Ordering Document and any applicable project schedules. A Customer point of contact will be set forth in the applicable statement of work for the Services. For purposes of clarity, each statement of work will be incorporated into, and form an integral part of, the Agreement.

**2.2.4. Service Completion.** Unless otherwise specified in the applicable Ordering Document, Services described in an Ordering Document will be deemed complete upon Motorola's performance of all Services listed in such Ordering Document ("**Service Completion Date**"); provided, however, that Maintenance and Support Services may be offered on an ongoing basis during a given Ordering Document term, in which case such Maintenance and Support Services will conclude upon the expiration or termination of such Ordering Document.

**2.3. Non-Preclusion.** If, in connection with the Products and Services provided under this Agreement, Motorola makes recommendations, including a recommendation to purchase other products or services, nothing in this Agreement precludes Motorola from participating in a future competitive bidding process or otherwise offering or selling the recommended products or other services to Customer. Customer represents that this paragraph does not violate its procurement standards or other laws, regulations, or policies.

**2.4. Customer Obligations.** Customer will ensure that information Customer provides to Motorola in connection with receipt of Products and Services are accurate and complete in all material respects. Customer will make timely decisions and obtain any required management approvals that are reasonably necessary for Motorola to provide the Products and Services and perform its other duties under this Agreement. Unless the applicable Ordering Document states otherwise, Motorola may rely upon and is not required to evaluate, confirm, reject, modify, or provide advice concerning any assumptions or Customer information, decisions, or approvals described in this Section. If any assumptions in the Ordering Documents or information provided by Customer prove to be incorrect, or if Customer fails to perform any of its obligations under this Agreement, Motorola's ability to perform its obligations may be impacted and changes to the Agreement, including the scope, Fees, and performance schedule may be required.

**2.5. Documentation.** Products and Services may be delivered with documentation for the Equipment, software Products, or data that specifies technical and performance features, capabilities, users, or operation, including training manuals, and other deliverables, such as reports, specifications, designs, plans, drawings, analytics, or other information (collectively, "**Documentation**"). Documentation is and will be owned by Motorola, unless otherwise expressly agreed in an Addendum or Ordering Document that certain Documentation will be owned by Customer. Motorola hereby grants Customer a limited, royalty-free, worldwide, non-exclusive license to use the Documentation solely for its internal business purposes in connection with the Products and Services.

**2.6. Motorola Tools and Equipment.** As part of delivering the Products and Services, Motorola may provide certain tools, equipment, models, and other materials of its own.

Such tools and equipment will remain the sole property of Motorola unless they are to be purchased by Customer as Products and are explicitly listed on an Ordering Document. The tools and equipment may be held by Customer for Motorola's use without charge and may be removed from Customer's premises by Motorola at any time without restriction. Customer will safeguard all tools and equipment while in Customer's custody or control, and be liable for any loss or damage. Upon the expiration or earlier termination of this Agreement, Customer, at its expense, will return to Motorola all tools and equipment in its possession or control.

**2.7. Authorized Users.** Customer will ensure its employees and Authorized Users comply with the terms of this Agreement and will be liable for all acts and omissions of its employees and Authorized Users. Customer is responsible for the secure management of Authorized Users' names, passwords and login credentials for access to Products and Services. "**Authorized Users**" are Customer's employees, full-time contractors engaged for the purpose of supporting the Products and Services that are not competitors of Motorola, and the entities (if any) specified in an Ordering Document or otherwise approved by Motorola in writing (email from an authorized Motorola signatory accepted), which may include affiliates or other Customer agencies.

**2.8. Export Control.** Customer, its employees, and any other Authorized Users will not access or use the Products and Services in any jurisdiction in which the provision of such Products and Services is prohibited under applicable laws or regulations (a "**Prohibited Jurisdiction**"), and Customer will not provide access to the Products and Services to any government, entity, or individual located in a Prohibited Jurisdiction. Customer represents and warrants that (a) it and its Authorized Users are not named on any U.S. government list of persons prohibited from receiving U.S. exports, or transacting with any U.S. person; (b) it and its Authorized Users are not a national of, or a company registered in, any Prohibited Jurisdiction; (c) Customer will not permit its Authorized Users to access or use the Products or Services in violation of any U.S. or other applicable export embargoes, prohibitions or restrictions; and (d) Customer and its Authorized Users will comply with all applicable laws regarding the transmission of technical data exported from the U.S. and the country in which Customer, its employees, and the Authorized Users are located.

**2.9. Change Orders.** Unless a different change control process is agreed upon in writing by the Parties, a Party may request changes to an Addendum or an Ordering Document by submitting a change order to the other Party (each, a "**Change Order**"). If a requested change in a Change Order causes an increase or decrease in the Products or Services, the Parties by means of the Change Order will make appropriate adjustments to the Fees, project schedule, or other matters. Change Orders are effective and binding on the Parties only upon execution of the Change Order by an authorized representative of both Parties.

### **3. Term and Termination.**

**3.1. Term.** The term of this MCA ("**Term**") will commence on the Effective Date and continue until six (6) months after the later of (a) the termination, expiration, or discontinuance of services under the last Ordering Document in effect, or (b) the expiration of all applicable warranty periods, unless the MCA is earlier terminated as set

forth herein. The applicable Addendum or Ordering Document will set forth the term for the Products and Services governed thereby.

**3.2. Termination.** Either Party may terminate the Agreement or the applicable Addendum or Ordering Document if the other Party breaches a material obligation under the Agreement and does not cure such breach within thirty (30) days after receipt of notice of the breach or fails to produce a cure plan within such period of time. Each Addendum and Ordering Document may be separately terminable as set forth therein.

**3.3. Suspension of Services.** Motorola may terminate or suspend any Products or Services under an Ordering Document if Motorola determines: (a) the related Product license has expired or has terminated for any reason; (b) the applicable Product is being used on a hardware platform, operating system, or version not approved by Motorola; (c) Customer fails to make any payments when due; or (d) Customer fails to comply with any of its other obligations or otherwise delays Motorola's ability to perform.

**3.4. Effect of Termination or Expiration.** Upon termination for any reason or expiration of this Agreement, an Addendum, or an Ordering Document, Customer and the Authorized Users will return or destroy (at Motorola's option) all Motorola Materials and Motorola's Confidential Information in their possession or control and, as applicable, provide proof of such destruction, except that Equipment purchased by Customer should not be returned. If Customer has any outstanding payment obligations under this Agreement, Motorola may accelerate and declare all such obligations of Customer immediately due and payable by Customer. Notwithstanding the reason for termination or expiration, Customer must pay Motorola for Products and Services already delivered. Customer has a duty to mitigate any damages under this Agreement, including in the event of default by Motorola and Customer's termination of this Agreement.

#### **4. Payment and Invoicing.**

**4.1. Fees.** Fees and charges applicable to the Products and Services (the "**Fees**") will be as set forth in the applicable Addendum or Ordering Document or otherwise provided by Motorola, and such Fees may be changed by Motorola at any time, except that Motorola will not change the Fees for Products and Services purchased by Customer during the term of an active Ordering Document or during a Subscription Term (as defined and further described in the applicable Addendum). Changes in the scope of Services described in an Ordering Document may require an adjustment to the Fees due under such Ordering Document. If a specific invoicing or payment schedule is set forth in the applicable Addendum or Ordering Document, such schedule will apply solely with respect to such Addendum or Ordering Document. Unless otherwise specified in the applicable Ordering Document, the Fees for any Services exclude expenses associated with unusual and costly Site access requirements (e.g., if Site access requires a helicopter or other equipment), and Customer will reimburse Motorola for these or other expenses incurred by Motorola in connection with the Services.

**4.2. Taxes.** The Fees do not include any excise, sales, lease, use, property, or other taxes, assessments, duties, or regulatory charges or contribution requirements (collectively, "**Taxes**"), all of which will be paid by Customer, except as exempt by law, unless otherwise specified in an Ordering Document. If Motorola is required to pay any

Taxes, Customer will reimburse Motorola for such Taxes (including any interest and penalties) within thirty (30) days after Customer's receipt of an invoice therefore. Customer will be solely responsible for reporting the Products for personal property tax purposes, and Motorola will be solely responsible for reporting taxes on its income and net worth.

**4.3. Invoicing.** Motorola will invoice Customer at the frequency set forth in the applicable Addendum or Ordering Document, and Customer will pay all invoices within thirty (30) days of the invoice date or as otherwise specified in the applicable Addendum or Ordering Document. Late payments will be subject to interest charges at the maximum rate permitted by law, commencing upon the due date. Motorola may invoice electronically via email, and Customer agrees to receive invoices via email at the email address set forth in an Ordering Document. Customer acknowledges and agrees that a purchase order or other notice to proceed is not required for payment for Products or Services.

## **5. Sites; Customer-Provided Equipment; Non-Motorola Content.**

**5.1. Access to Sites.** Customer will be responsible for providing all necessary permits, licenses, and other approvals necessary for the installation and use of the Products and the performance of the Services at each applicable Site, including for Motorola to perform its obligations hereunder, and for facilitating Motorola's access to the Sites. No waivers of liability will be imposed on Motorola or its subcontractors by Customer or others at Customer facilities or other Sites, but if and to the extent any such waivers are imposed, the Parties agree such waivers are void.

**5.2. Site Conditions.** Customer will ensure that (a) all Sites are safe and secure, (b) Site conditions meet all applicable industry and legal standards (including standards promulgated by OSHA or other governmental or regulatory bodies), (c) to the extent applicable, Sites have adequate physical space, air conditioning, and other environmental conditions, electrical power outlets, distribution, equipment, connections, and telephone or other communication lines (including modem access and interfacing networking capabilities), and (d) Sites are suitable for the installation, use, and maintenance of the Products and Services. This Agreement is predicated upon normal soil conditions as defined by the version of E.I.A. standard RS-222 in effect on the Effective Date.

**5.3. Site Issues.** Motorola will have the right at any time to inspect the Sites and advise Customer of any deficiencies or non-conformities with the requirements of this **Section 5 – Sites; Customer-Provided Equipment; Non-Motorola Content**. If Motorola or Customer identifies any deficiencies or non-conformities, Customer will promptly remediate such issues or the Parties will select a replacement Site. If a Party determines that a Site identified in an Ordering Document is not acceptable or desired, the Parties will cooperate to investigate the conditions and select a replacement Site or otherwise adjust the installation plans and specifications as necessary. A change in Site or adjustment to the installation plans and specifications may cause a change in the Fees or performance schedule under the applicable Ordering Document.

**5.4. Customer-Provided Equipment.** Certain components, including equipment and software, not provided by Motorola may be required for use of the Products and Services (“**Customer-Provided Equipment**”). Customer will be responsible, at its sole cost and expense, for providing and maintaining the Customer-Provided Equipment in good working order. Customer represents and warrants that it has all rights in Customer-Provided Equipment to permit Motorola to access and use the applicable Customer-Provided Equipment to provide the Products and Services under this Agreement, and such access and use will not violate any laws or infringe any third-party rights (including intellectual property rights). Customer (and not Motorola) will be fully liable for Customer-Provided Equipment, and Customer will immediately notify Motorola of any Customer-Provided Equipment damage, loss, change, or theft that may impact Motorola’s ability to provide the Products and Services under this Agreement, and Customer acknowledges that any such events may cause a change in the Fees or performance schedule under the applicable Ordering Document.

**5.5. Non-Motorola Content.** In certain instances, Customer may be permitted to access, use, or integrate Customer or third-party software, services, hardware, content, and data that is not provided by Motorola (collectively, “**Non-Motorola Content**”) with or through the Products and Services. If Customer accesses, uses, or integrates any Non-Motorola Content with the Products or Services, Customer will first obtain all necessary rights and licenses to permit Customer’s and its Authorized Users’ use of the Non-Motorola Content in connection with the Products and Services. Customer will also obtain the necessary rights for Motorola to use such Non-Motorola Content in connection with providing the Products and Services, including the right for Motorola to access, store, and process such Non-Motorola Content (e.g., in connection with Subscription Software), and to otherwise enable interoperation with the Products and Services. Customer represents and warrants that it will obtain the foregoing rights and licenses prior to accessing, using, or integrating the applicable Non-Motorola Content with the Products and Services, and that Customer and its Authorized Users will comply with any terms and conditions applicable to such Non-Motorola Content. If any Non-Motorola Content require access to Customer Data (as defined below), Customer hereby authorizes Motorola to allow the provider of such Non-Motorola Content to access Customer Data, in connection with the interoperation of such Non-Motorola Content with the Products and Services. Customer acknowledges and agrees that Motorola is not responsible for, and makes no representations or warranties with respect to, the Non-Motorola Content (including any disclosure, modification, or deletion of Customer Data resulting from use of Non-Motorola Content or failure to properly interoperate with the Products and Services). If Customer receives notice that any Non-Motorola Content must be removed, modified, or disabled within the Products or Services, Customer will promptly do so. Motorola will have the right to disable or remove Non-Motorola Content if Motorola believes a violation of law, third-party rights, or Motorola’s policies is likely to occur, or if such Non-Motorola Content poses or may pose a security or other risk or adverse impact to the Products or Services, Motorola, Motorola’s systems, or any third party (including other Motorola customers). Motorola may provide certain Non-Motorola Content as an authorized sales representative of a third party as set out in an Ordering Document. As an authorized sales representative, the third party’s terms and conditions, as set forth in the Ordering Document, will apply to any such sales. Any orders for such Non-Motorola Content will be filled by the third



party. Nothing in this Section will limit the exclusions set forth in **Section 7.2 – Intellectual Property Infringement**.

**5.6. End User Licenses.** Notwithstanding any provision to the contrary in the Agreement, certain Non-Motorola Content software are governed by a separate license, EULA, or other agreement, including terms governing third-party equipment or software, such as open source software, included in the Products and Services. Customer will comply, and ensure its Authorized Users comply, with any such additional terms applicable to third-party equipment or software. If provided for in the separate third party license, Customer may have a right to receive source code for such software; a copy of such source code may be obtained free of charge by contacting Motorola.

## **6. Representations and Warranties.**

**6.1. Mutual Representations and Warranties.** Each Party represents and warrants to the other Party that (a) it has the right to enter into the Agreement and perform its obligations hereunder, and (b) the Agreement will be binding on such Party.

**6.2. Motorola Warranties.** Subject to the disclaimers and exclusions below, Motorola represents and warrants that (a) Services will be provided in a good and workmanlike manner and will conform in all material respects to the descriptions in the applicable Ordering Document; and (b) for a period of ninety (90) days commencing upon the Service Completion Date for one-time Services, the Services will be free of material defects in materials and workmanship. Other than as set forth in subsection (a) above, recurring Services are not warranted but rather will be subject to the requirements of the applicable Addendum or Ordering Document. Motorola provides other express warranties for Motorola-manufactured Equipment, Motorola-owned software Products, and certain Services. Such express warranties are included in the applicable Addendum or Ordering Document. Such representations and warranties will apply only to the applicable Product or Service that is the subject of such Addendum or Ordering Document.

**6.3. Warranty Claims; Remedies.** To assert a warranty claim, Customer must notify Motorola in writing of the claim prior to the expiration of any warranty period set forth in this MCA or the applicable Addendum or Ordering Document. Unless a different remedy is otherwise expressly set forth for a particular warranty under an Addendum, upon receipt of such claim, Motorola will investigate the claim and use commercially reasonable efforts to repair or replace any confirmed materially non-conforming Product or re-perform any non-conforming Service, at its option. Such remedies are Customer's sole and exclusive remedies for Motorola's breach of a warranty. Motorola's warranties are extended by Motorola to Customer only, and are not assignable or transferrable.

**6.4. Pass-Through Warranties.** Notwithstanding any provision of this Agreement to the contrary, Motorola will have no liability for third-party software or hardware provided by Motorola; provided, however, that to the extent offered by third-party providers of software or hardware and to the extent permitted by law, Motorola will pass through express warranties provided by such third parties.

**6.5. WARRANTY DISCLAIMER.** EXCEPT FOR THE EXPRESS AND PASS THROUGH WARRANTIES IN THIS AGREEMENT, PRODUCTS AND SERVICES PURCHASED HEREUNDER ARE PROVIDED “AS IS” AND WITH ALL FAULTS. WARRANTIES SET FORTH IN THE AGREEMENT ARE THE COMPLETE WARRANTIES FOR THE PRODUCTS AND SERVICES AND MOTOROLA DISCLAIMS ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, AND QUALITY. MOTOROLA DOES NOT REPRESENT OR WARRANT THAT USE OF THE PRODUCTS AND SERVICES WILL BE UNINTERRUPTED, ERROR-FREE, OR FREE OF SECURITY VULNERABILITIES, OR THAT THEY WILL MEET CUSTOMER’S PARTICULAR REQUIREMENTS.

## **7. Indemnification.**

**7.1. General Indemnity.** Motorola will defend, indemnify, and hold Customer harmless from and against any and all damages, losses, liabilities, and expenses (including reasonable fees and expenses of attorneys) arising from any actual third-party claim, demand, action, or proceeding (“**Claim**”) for personal injury, death, or direct damage to tangible property to the extent caused by Motorola’s negligence, gross negligence or willful misconduct while performing its duties under an Ordering Document or an Addendum, except to the extent the claim arises from Customer’s negligence or willful misconduct. Motorola’s duties under this **Section 7.1 – General Indemnity** are conditioned upon: (a) Customer promptly notifying Motorola in writing of the Claim; (b) Motorola having sole control of the defense of the suit and all negotiations for its settlement or compromise; and (c) Customer cooperating with Motorola and, if requested by Motorola, providing reasonable assistance in the defense of the Claim.

**7.2. Intellectual Property Infringement.** Motorola will defend Customer against any third-party claim alleging that a Motorola-developed or manufactured Product or Service (the “**Infringing Product**”) directly infringes a United States patent or copyright (“**Infringement Claim**”), and Motorola will pay all damages finally awarded against Customer by a court of competent jurisdiction for an Infringement Claim, or agreed to in writing by Motorola in settlement of an Infringement Claim. Motorola’s duties under this **Section 7.2 – Intellectual Property Infringement** are conditioned upon: (a) Customer promptly notifying Motorola in writing of the Infringement Claim; (b) Motorola having sole control of the defense of the suit and all negotiations for its settlement or compromise; and (c) Customer cooperating with Motorola and, if requested by Motorola, providing reasonable assistance in the defense of the Infringement Claim.

7.2.1. If an Infringement Claim occurs, or in Motorola’s opinion is likely to occur, Motorola may at its option and expense: (a) procure for Customer the right to continue using the Infringing Product; (b) replace or modify the Infringing Product so that it becomes non-infringing; or (c) grant Customer (i) a pro-rated refund of any amounts pre-paid for the Infringing Product (if the Infringing Product is a software Product, i.e., Licensed Software or Subscription Software) or (ii) a credit for the Infringing Product, less a reasonable charge for depreciation (if the Infringing Product is Equipment, including Equipment with embedded software).

7.2.2. In addition to the other damages disclaimed under this Agreement, Motorola will have no duty to defend or indemnify Customer for any Infringement Claim that arises from or is based upon: (a) Customer Data, Customer-Provided Equipment, Non-Motorola Content, or third-party equipment, hardware, software, data, or other third-party materials; (b) the combination of the Product or Service with any products or materials not provided by Motorola; (c) a Product or Service designed, modified, or manufactured in accordance with Customer's designs, specifications, guidelines or instructions; (d) a modification of the Product or Service by a party other than Motorola; (e) use of the Product or Service in a manner for which the Product or Service was not designed or that is inconsistent with the terms of this Agreement; or (f) the failure by Customer to use or install an update to the Product or Service that is intended to correct the claimed infringement. In no event will Motorola's liability resulting from an Infringement Claim extend in any way to any payments due on a royalty basis, other than a reasonable royalty based upon revenue derived by Motorola from Customer from sales or license of the Infringing Product.

7.2.3. This **Section 7.2 – Intellectual Property Infringement** provides Customer's sole and exclusive remedies and Motorola's entire liability in the event of an Infringement Claim. For clarity, the rights and remedies provided in this Section are subject to, and limited by, the restrictions set forth in **Section 8 – Limitation of Liability** below.

**7.3. Customer Indemnity.** Customer will defend, indemnify, and hold Motorola and its subcontractors, subsidiaries and other affiliates harmless from and against any and all damages, losses, liabilities, and expenses (including reasonable fees and expenses of attorneys) arising from any actual or threatened third-party claim, demand, action, or proceeding arising from or related to (a) Customer-Provided Equipment, Customer Data, or Non-Motorola Content, including any claim, demand, action, or proceeding alleging that any such equipment, data, or materials (or the integration or use thereof with the Products and Services) infringes or misappropriates a third-party intellectual property or other right, violates applicable law, or breaches the Agreement; (b) Customer-Provided Equipment's failure to meet the minimum requirements set forth in the applicable Documentation or match the applicable specifications provided to Motorola by Customer in connection with the Products or Services; (c) Customer's (or its service providers, agents, employees, or Authorized User's) negligence or willful misconduct; and (d) Customer's or its Authorized User's breach of this Agreement. This indemnity will not apply to the extent any such claim is caused by Motorola's use of Customer-Provided Equipment, Customer Data, or Non-Motorola Content in violation of the Agreement. Motorola will give Customer prompt, written notice of any claim subject to the foregoing indemnity. Motorola will, at its own expense, cooperate with Customer in its defense or settlement of the claim.

## **8. Limitation of Liability.**

**8.1. DISCLAIMER OF CONSEQUENTIAL DAMAGES.** EXCEPT FOR PERSONAL INJURY OR DEATH, MOTOROLA, ITS AFFILIATES, AND ITS AND THEIR RESPECTIVE OFFICERS, DIRECTORS, EMPLOYEES, SUBCONTRACTORS, AGENTS, SUCCESSORS, AND ASSIGNS (COLLECTIVELY, THE "**MOTOROLA PARTIES**") WILL NOT BE LIABLE IN CONNECTION WITH THIS AGREEMENT

(WHETHER UNDER MOTOROLA'S INDEMNITY OBLIGATIONS, A CAUSE OF ACTION FOR BREACH OF CONTRACT, UNDER TORT THEORY, OR OTHERWISE) FOR ANY INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, PUNITIVE, OR CONSEQUENTIAL DAMAGES OR DAMAGES FOR LOST PROFITS OR REVENUES, EVEN IF MOTOROLA HAS BEEN ADVISED BY CUSTOMER OR ANY THIRD PARTY OF THE POSSIBILITY OF SUCH DAMAGES OR LOSSES AND WHETHER OR NOT SUCH DAMAGES OR LOSSES ARE FORESEEABLE.

**8.2. DIRECT DAMAGES.** EXCEPT FOR PERSONAL INJURY OR DEATH, THE TOTAL AGGREGATE LIABILITY OF THE MOTOROLA PARTIES, WHETHER BASED ON A CLAIM IN CONTRACT OR IN TORT, LAW OR EQUITY, RELATING TO OR ARISING OUT OF THE AGREEMENT WILL NOT EXCEED THE FEES SET FORTH IN THE ORDERING DOCUMENT UNDER WHICH THE CLAIM AROSE. NOTWITHSTANDING THE FOREGOING, FOR ANY SUBSCRIPTION SOFTWARE OR FOR ANY RECURRING SERVICES, THE MOTOROLA PARTIES' TOTAL LIABILITY FOR ALL CLAIMS RELATED TO SUCH PRODUCT OR RECURRING SERVICES IN THE AGGREGATE WILL NOT EXCEED THE TOTAL FEES PAID FOR SUCH SUBSCRIPTION SOFTWARE OR RECURRING SERVICE, AS APPLICABLE, DURING THE CONSECUTIVE TWELVE (12) MONTH PERIOD IMMEDIATELY PRECEDING THE EVENT FROM WHICH THE FIRST CLAIM AROSE.

**8.3. ADDITIONAL EXCLUSIONS.** NOTWITHSTANDING ANY OTHER PROVISION OF THIS AGREEMENT, MOTOROLA WILL HAVE NO LIABILITY FOR DAMAGES ARISING OUT OF (A) CUSTOMER DATA, INCLUDING ITS TRANSMISSION TO MOTOROLA, OR ANY OTHER DATA AVAILABLE THROUGH THE PRODUCTS OR SERVICES; (B) CUSTOMER-PROVIDED EQUIPMENT, NON-MOTOROLA CONTENT, THE SITES, OR THIRD-PARTY EQUIPMENT, HARDWARE, SOFTWARE, DATA, OR OTHER THIRD-PARTY MATERIALS, OR THE COMBINATION OF PRODUCTS AND SERVICES WITH ANY OF THE FOREGOING; (C) LOSS OF DATA OR HACKING, RANSOMWARE, OR OTHER THIRD-PARTY ATTACKS OR DEMANDS; (D) MODIFICATION OF PRODUCTS OR SERVICES BY ANY PERSON OTHER THAN MOTOROLA; (E) RECOMMENDATIONS PROVIDED IN CONNECTION WITH OR BY THE PRODUCTS AND SERVICES; (F) DATA RECOVERY SERVICES OR DATABASE MODIFICATIONS; OR (G) CUSTOMER'S OR ANY AUTHORIZED USER'S BREACH OF THIS AGREEMENT OR MISUSE OF THE PRODUCTS AND SERVICES.

**8.4. Voluntary Remedies.** Motorola is not obligated to remedy, repair, replace, or refund the purchase price for the disclaimed issues in **Section 8.3 – Additional Exclusions** above, but if Motorola agrees to provide Services to help resolve such issues, Customer will reimburse Motorola for its reasonable time and expenses, including by paying Motorola any Fees set forth in an Ordering Document for such Services, if applicable.

**8.5. Statute of Limitations.** Customer may not bring any claims against a Motorola Party in connection with this Agreement or the Products and Services more than one (1) year after the date of accrual of the cause of action.

## **9. Confidentiality.**

**9.1. Confidential Information.** “**Confidential Information**” means any and all non-public information provided by one Party (“**Discloser**”) to the other (“**Recipient**”) that is disclosed under this Agreement in oral, written, graphic, machine recognizable, or sample form, being clearly designated, labeled or marked as confidential or its equivalent or that a reasonable businessperson would consider non-public and confidential by its nature. With respect to Motorola, Confidential Information will also include Products and Services, and Documentation, as well as any other information relating to the Products and Services. The nature and existence of this Agreement are considered Confidential Information of the Parties. In order to be considered Confidential Information, information that is disclosed orally must be identified as confidential at the time of disclosure and confirmed by Discloser by submitting a written document to Recipient within thirty (30) days after such disclosure. The written document must contain a summary of the Confidential Information disclosed with enough specificity for identification purpose and must be labeled or marked as confidential or its equivalent.

**9.2. Obligations of Confidentiality.** During the Term and for a period of three (3) years from the expiration or termination of this Agreement, Recipient will (a) not disclose Confidential Information to any third party, except as expressly permitted in this **Section 9 - Confidentiality**; (b) restrict disclosure of Confidential Information to only those employees (including, employees of any wholly owned subsidiary, a parent company, any other wholly owned subsidiaries of the same parent company), agents or consultants who must access the Confidential Information for the purpose of, and who are bound by confidentiality terms substantially similar to those in, this Agreement; (c) not copy, reproduce, reverse engineer, de-compile or disassemble any Confidential Information; (d) use the same degree of care as for its own information of like importance, but at least use reasonable care, in safeguarding against disclosure of Confidential Information; (e) promptly notify Discloser upon discovery of any unauthorized use or disclosure of the Confidential Information and take reasonable steps to regain possession of the Confidential Information and prevent further unauthorized actions or other breach of this Agreement; and (f) only use the Confidential Information as needed to fulfill its obligations and secure its rights under this Agreement.

**9.3. Exceptions.** Recipient is not obligated to maintain as confidential any information that Recipient can demonstrate by documentation (a) is publicly available at the time of disclosure or becomes available to the public without breach of this Agreement; (b) is lawfully obtained from a third party without a duty of confidentiality to Discloser; (c) is otherwise lawfully known to Recipient prior to such disclosure without a duty of confidentiality to Discloser; or (d) is independently developed by Recipient without the use of, or reference to, any of Discloser’s Confidential Information or any breach of this Agreement. Additionally, Recipient may disclose Confidential Information to the extent required by law, including a judicial or legislative order or proceeding.

**9.4. Ownership of Confidential Information.** All Confidential Information is and will remain the property of Discloser and will not be copied or reproduced without the express written permission of Discloser (including as permitted herein). Within ten (10) days of receipt of Discloser’s written request, Recipient will return or destroy all

Confidential Information to Discloser along with all copies and portions thereof, or certify in writing that all such Confidential Information has been destroyed. However, Recipient may retain (a) one (1) archival copy of the Confidential Information for use only in case of a dispute concerning this Agreement and (b) Confidential Information that has been automatically stored in accordance with Recipient's standard backup or recordkeeping procedures, provided, however that Recipient will remain subject to the obligations of this Agreement with respect to any Confidential Information retained subject to clauses (a) or (b). No license, express or implied, in the Confidential Information is granted to the Recipient other than to use the Confidential Information in the manner and to the extent authorized by this Agreement. Discloser represents and warrants that it is authorized to disclose any Confidential Information it discloses pursuant to this Agreement.

## 10. Proprietary Rights; Data; Feedback.

**10.1. Data Definitions.** The following terms will have the stated meanings: "**Customer Contact Data**" means data Motorola collects from Customer, its Authorized Users, and their end users for business contact purposes, including marketing, advertising, licensing and sales purposes; "**Service Use Data**" means data generated by Customer's use of the Products and Services or by Motorola's support of the Products and Services, including personal information, product performance and error information, activity logs and date and time of use; "**Customer Data**" means data, information, and content, including images, text, videos, documents, audio, telemetry, location and structured data base records, provided by, through, or on behalf of Customer, its Authorized Users, and their end users through the use of the Products and Services. Customer Data does not include Customer Contact Data, Service Use Data, or information from publicly available sources or other Third-Party Data or Motorola Data; "**Third-Party Data**" means information obtained by Motorola from publicly available sources or its third party content providers and made available to Customer through the Products or Services; "**Motorola Data**" means data owned or licensed by Motorola; "**Feedback**" means comments or information, in oral or written form, given to Motorola by Customer or Authorized Users, including their end users, in connection with or relating to the Products or Services; and "**Process**" or "**Processing**" means any operation or set of operations which is performed on personal information or on sets of personal information, whether or not by automated means, such as collection, recording, copying, analyzing, caching, organization, structuring, storage, adaptation, or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

**10.2. Motorola Materials.** Customer acknowledges that Motorola may use or provide Customer with access to software, tools, data, and other materials, including designs, utilities, models, methodologies, systems, and specifications, which Motorola has developed or licensed from third parties (including any corrections, bug fixes, enhancements, updates, modifications, adaptations, translations, de-compilations, disassemblies, or derivative works of the foregoing, whether made by Motorola or another party) (collectively, "**Motorola Materials**"). The Products and Services, Motorola Data, Third-Party Data, and Documentation, are considered Motorola Materials. Except

when Motorola has expressly transferred title or other interest to Customer by way of an Addendum or Ordering Document, the Motorola Materials are the property of Motorola or its licensors, and Motorola or its licensors retain all right, title and interest in and to the Motorola Materials (including, all rights in patents, copyrights, trademarks, trade names, trade secrets, know-how, other intellectual property and proprietary rights, and all associated goodwill and moral rights). For clarity, this Agreement does not grant to Customer any shared development rights in or to any Motorola Materials or other intellectual property, and Customer agrees to execute any documents and take any other actions reasonably requested by Motorola to effectuate the foregoing. Motorola and its licensors reserve all rights not expressly granted to Customer, and no rights, other than those expressly granted herein, are granted to Customer by implication, estoppel or otherwise. Customer will not modify, disassemble, reverse engineer, derive source code or create derivative works from, merge with other software, distribute, sublicense, sell, or export the Products and Services or other Motorola Materials, or permit any third party to do so.

**10.3. Ownership of Customer Data.** Customer retains all right, title and interest, including intellectual property rights, if any, in and to Customer Data. Motorola acquires no rights to Customer Data except those rights granted under this Agreement including the right to Process and use the Customer Data as set forth in **Section 10.4 – Processing Customer Data** below and in other applicable Addenda. The Parties agree that with regard to the Processing of personal information which may be part of Customer Data, Customer is the controller and Motorola is the processor, and may engage sub-processors pursuant to **Section 10.4.3 – Sub-processors**.

#### **10.4. Processing Customer Data.**

10.4.1. **Motorola Use of Customer Data.** To the extent permitted by law, Customer grants Motorola and its subcontractors a right to use Customer Data and a royalty-free, worldwide, non-exclusive license to use Customer Data (including to process, host, cache, store, reproduce, copy, modify, combine, analyze, create derivative works from such Customer Data and to communicate, transmit, and distribute such Customer Data to third parties engaged by Motorola) to (a) perform Services and provide Products under the Agreement, (b) analyze the Customer Data to operate, maintain, manage, and improve Motorola Products and Services, and (c) create new products and services. Customer agrees that this Agreement, along with the Documentation, are Customer's complete and final documented instructions to Motorola for the processing of Customer Data. Any additional or alternate instructions must be agreed to according to the Change Order process. Customer represents and warrants to Motorola that Customer's instructions, including appointment of Motorola as a processor or sub-processor, have been authorized by the relevant controller.

10.4.2. **Collection, Creation, Use of Customer Data.** Customer further represents and warrants that the Customer Data, Customer's collection, creation, and use of the Customer Data (including in connection with Motorola's Products and Services), and Motorola's use of such Customer Data in accordance with the Agreement, will comply with all laws and will not violate any applicable privacy notices or infringe any third-party rights (including intellectual property and privacy rights). It is Customer's responsibility to obtain all required consents, provided all necessary notices, and meet any other

applicable legal requirements with respect to collection and use (including Motorola's use) of the Customer Data as described in the Agreement.

10.4.3. Sub-processors. Customer agrees that Motorola may engage sub-processors who in turn may engage additional sub-processors to Process personal data in accordance with this Agreement. When engaging sub-processors, Motorola will enter into agreements with the sub-processors to bind them to data processing obligations to the extent required by law.

**10.5. Data Retention and Deletion**. Except as expressly provided otherwise under the Agreement, Motorola will delete all Customer Data following termination or expiration of this MCA or the applicable Addendum or Ordering Document, with such deletion to occur no later than ninety (90) days following the applicable date of termination or expiration, unless otherwise required to comply with applicable law. Any requests for the exportation or download of Customer Data must be made by Customer to Motorola in writing before expiration or termination, subject to **Section 13.9 – Notices**. Motorola will have no obligation to retain such Customer Data beyond expiration or termination unless the Customer has purchased extended storage from Motorola through a mutually executed Ordering Document.

**10.6. Service Use Data**. Customer understands and agrees that Motorola may collect and use Service Use Data for its own purposes, including the uses described below. Motorola may use Service Use Data to (a) operate, maintain, manage, and improve existing and create new products and services, (b) test products and services, (c) to aggregate Service Use Data and combine it with that of other users, and (d) to use anonymized or aggregated data for marketing, research or other business purposes. Service Use Data may be disclosed to third parties. It is Customer's responsibility to notify Authorized Users of Motorola's collection and use of Service Use Data and to obtain any required consents, provide all necessary notices, and meet any other applicable legal requirements with respect to such collection and use, and Customer represents and warrants to Motorola that it has complied and will continue to comply with this Section.

**10.7. Third-Party Data and Motorola Data**. Motorola Data and Third-Party Data may be available to Customer through the Products and Services. Customer and its Authorized Users may use Motorola Data and Third-Party Data as permitted by Motorola and the applicable Third-Party Data provider, as described in the applicable Addendum. Unless expressly permitted in the applicable Addendum, Customer will not, and will ensure its Authorized Users will not: (a) use the Motorola Data or Third-Party Data for any purpose other than Customer's internal business purposes; (b) disclose the data to third parties; (c) "white label" such data or otherwise misrepresent its source or ownership, or resell, distribute, sublicense, or commercially exploit the data in any manner; (d) use such data in violation of applicable laws; (e) remove, obscure, alter, or falsify any marks or proprietary rights notices indicating the source, origin, or ownership of the data; or (f) modify such data or combine it with Customer Data or other data or use the data to build databases. Additional restrictions may be set forth in the applicable Addendum. Any rights granted to Customer or Authorized Users with respect to Motorola Data or Third-Party Data will immediately terminate upon termination or expiration of the applicable Addendum, Ordering Document, or this MCA. Further, Motorola or the



applicable Third-Party Data provider may suspend, change, or terminate Customer's or any Authorized User's access to Motorola Data or Third-Party Data if Motorola or such Third-Party Data provider believes Customer's or the Authorized User's use of the data violates the Agreement, applicable law or Motorola's agreement with the applicable Third-Party Data provider. Upon termination of Customer's rights to use any Motorola Data or Third-Party Data, Customer and all Authorized Users will immediately discontinue use of such data, delete all copies of such data, and certify such deletion to Motorola. Notwithstanding any provision of the Agreement to the contrary, Motorola will have no liability for Third-Party Data or Motorola Data available through the Products and Services. Motorola and its Third-Party Data providers reserve all rights in and to Motorola Data and Third-Party Data not expressly granted in an Addendum or Ordering Document.

**10.8. Feedback.** Any Feedback provided by Customer is entirely voluntary, and will not create any confidentiality obligation for Motorola, even if designated as confidential by Customer. Motorola may use, reproduce, license, and otherwise distribute and exploit the Feedback without any obligation or payment to Customer or Authorized Users and Customer represents and warrants that it has obtained all necessary rights and consents to grant Motorola the foregoing rights.

**10.9. Improvements; Products and Services.** The Parties agree that, notwithstanding any provision of this MCA or the Agreement to the contrary, all fixes, modifications and improvements to the Services or Products conceived of or made by or on behalf of Motorola that are based either in whole or in part on the Feedback, Customer Data, or Service Use Data (or otherwise) are the exclusive property of Motorola and all right, title and interest in and to such fixes, modifications or improvements will vest solely in Motorola. Customer agrees to execute any written documents necessary to assign any intellectual property or other rights it may have in such fixes, modifications or improvements to Motorola.

## **11. Force Majeure; Delays Caused by Customer.**

**11.1. Force Majeure.** Except for Customer's payment obligations hereunder, neither Party will be responsible for nonperformance or delayed performance due to events outside of its reasonable control. If performance will be significantly delayed, the affected Party will provide notice to the other Party, and the Parties will agree (in writing) upon a reasonable extension to any applicable performance schedule.

**11.2. Delays Caused by Customer.** Motorola's performance of the Products and Services will be excused for delays caused by Customer or its Authorized Users or subcontractors, or by failure of any assumptions set forth in this Agreement (including in any Addendum or Ordering Document). In the event of a delay under this **Section 11.2 – Delays Caused by Customer**, (a) Customer will continue to pay the Fees as required hereunder, (b) the Parties will agree (in writing) upon a reasonable extension to any applicable performance schedule, and (c) Customer will compensate Motorola for its out-of-pocket costs incurred due to the delay (including those incurred by Motorola's affiliates, vendors, and subcontractors).

**12. Disputes.** The Parties will use the following procedure to resolve any disputes relating to or arising out of this Agreement (each, a “**Dispute**”):

**12.1. Governing Law.** All matters relating to or arising out of the Agreement are governed by the laws of the State of Illinois, unless Customer is any government entity, in which case all matters relating to or arising out of the Agreement will be governed by the laws of the State in which the Products and Services are provided (Arizona). The terms of the U.N. Convention on Contracts for the International Sale of Goods and the Uniform Computer Information Transactions Act will not apply.

**12.2. Negotiation; Mediation.** Either Party may initiate dispute resolution procedures by sending a notice of Dispute (“**Notice of Dispute**”) to the other Party. The Parties will attempt to resolve the Dispute promptly through good faith negotiations, including timely escalation of the Dispute to executives who have authority to settle the Dispute (and who are at a higher level of management than the persons with direct responsibility for the matter). If a Dispute is not resolved through negotiation, either Party may initiate mediation by sending a notice of mediation (“**Notice of Mediation**”) to the other Party. The Parties will choose an independent mediator within thirty (30) days of such Notice of Mediation. Neither Party may unreasonably withhold consent to the selection of a mediator, but if the Parties are unable to agree upon a mediator, either Party may request that the American Arbitration Association nominate a mediator. Each Party will bear its own costs of mediation, but the Parties will share the cost of the mediator equally. Each Party will participate in the mediation in good faith and will be represented at the mediation by a business executive with authority to settle the Dispute. All in person meetings under this **Section 12.2 – Negotiation; Mediation** will take place in Chicago, Illinois, and all communication relating to the Dispute resolution will be maintained in strict confidence by the Parties. Notwithstanding the foregoing, any Dispute arising from or relating to Motorola’s intellectual property rights will not be subject to negotiation or mediation in accordance with this Section, but instead will be decided by a court of competent jurisdiction, in accordance with **Section 12.3 – Litigation, Venue, Jurisdiction** below.

**12.3. Litigation, Venue, Jurisdiction.** If the Dispute has not been resolved by mediation within sixty (60) days from the Notice of Mediation, either Party may submit the Dispute exclusively to a court in Cook County, Illinois. Each Party expressly consents to the exclusive jurisdiction of such courts for resolution of any Dispute and to enforce the outcome of any mediation.

### **13. General.**

**13.1. Compliance with Laws.** Each Party will comply with applicable laws in connection with the performance of its obligations under this Agreement, including that Customer will ensure its and its Authorized Users’ use of the Products and Services complies with law (including privacy laws), and Customer will obtain any FCC and other licenses or authorizations (including licenses or authorizations required by foreign regulatory bodies) required for its and its Authorized Users’ use of the Products and Services. Motorola may, at its discretion, cease providing or otherwise modify Products and Services (or any terms related thereto in an Addendum or Ordering Document), in order to comply with any changes in applicable law.

**13.2. Audit: Monitoring.** Motorola will have the right to monitor and audit use of the Products, which may also include access by Motorola to Customer Data and Service Use Data. Customer will provide notice of such monitoring to its Authorized Users and obtain any required consents, including individual end users, and will cooperate with Motorola in any monitoring or audit. Customer will maintain during the Term, and for two (2) years thereafter, accurate records relating to any software licenses granted under this Agreement to verify compliance with this Agreement. Motorola or a third party (“**Auditor**”) may inspect Customer’s and, as applicable, Authorized Users’ premises, books, and records. Motorola will pay expenses and costs of the Auditor, unless Customer is found to be in violation of the terms of the Agreement, in which case Customer will be responsible for such expenses and costs.

**13.3. Assignment and Subcontracting.** Neither Party may assign or otherwise transfer this Agreement without the prior written approval of the other Party. Motorola may assign or otherwise transfer this Agreement or any of its rights or obligations under this Agreement without consent (a) for financing purposes, (b) in connection with a merger, acquisition or sale of all or substantially all of its assets, (c) as part of a corporate reorganization, or (d) to a subsidiary corporation. Subject to the foregoing, this Agreement will be binding upon the Parties and their respective successors and assigns.

**13.4. Waiver.** A delay or omission by either Party to exercise any right under this Agreement will not be construed to be a waiver of such right. A waiver by either Party of any of the obligations to be performed by the other, or any breach thereof, will not be construed to be a waiver of any succeeding breach or of any other obligation. All waivers must be in writing and signed by the Party waiving its rights.

**13.5. Severability.** If any provision of the Agreement is found by a court of competent jurisdiction to be invalid, illegal, or otherwise unenforceable, such provision will be deemed to be modified to reflect as nearly as possible the original intentions of the Parties in accordance with applicable law. The remaining provisions of this Agreement will not be affected, and each such provision will be valid and enforceable to the full extent permitted by applicable law.

**13.6. Independent Contractors.** Each Party will perform its duties under this Agreement as an independent contractor. The Parties and their personnel will not be considered to be employees or agents of the other Party. Nothing in this Agreement will be interpreted as granting either Party the right or authority to make commitments of any kind for the other. This Agreement will not constitute, create, or be interpreted as a joint venture, partnership, or formal business organization of any kind.

**13.7. Third-Party Beneficiaries.** The Agreement is entered into solely between, and may be enforced only by, the Parties. Each Party intends that the Agreement will not benefit, or create any right or cause of action in or on behalf of, any entity other than the Parties. Notwithstanding the foregoing, a licensor or supplier of third-party software included in the software Products will be a direct and intended third-party beneficiary of this Agreement.

**13.8. Interpretation.** The section headings in this Agreement are included only for convenience. The words “including” and “include” will be deemed to be followed by the phrase “without limitation”. This Agreement will be fairly interpreted in accordance with its terms and conditions and not for or against either Party.

**13.9. Notices.** Notices required under this Agreement to be given by one Party to the other must be in writing and either personally delivered or sent to the address provided by the other Party by certified mail, return receipt requested and postage prepaid (or by a recognized courier service, such as FedEx, UPS, or DHL), and will be effective upon receipt.

**13.10. Cumulative Remedies.** Except as specifically stated in this Agreement, all remedies provided for in this Agreement will be cumulative and in addition to, and not in lieu of, any other remedies available to either Party at law, in equity, by contract, or otherwise. Except as specifically stated in this Agreement, the election by a Party of any remedy provided for in this Agreement or otherwise available to such Party will not preclude such Party from pursuing any other remedies available to such Party at law, in equity, by contract, or otherwise.

**13.11. Survival.** The following provisions will survive the expiration or termination of this Agreement for any reason: **Section 2.4 – Customer Obligations; Section 3.4 – Effect of Termination or Expiration; Section 4 – Payment and Invoicing; Section 6.5 – Warranty Disclaimer; Section 7.3 – Customer Indemnity; Section 8 – Limitation of Liability; Section 9 – Confidentiality; Section 10 – Proprietary Rights; Data; Feedback; Section 11 – Force Majeure; Delays Caused by Customer; Section 12 – Disputes; and Section 13 – General.**

**13.12. Entire Agreement.** This Agreement, including all Addenda available at [www.motorolasolutions.com/product-terms](http://www.motorolasolutions.com/product-terms) and Ordering Documents, constitutes the entire agreement of the Parties regarding the subject matter hereto, and supersedes all previous agreements, proposals, and understandings, whether written or oral, relating to this subject matter. This Agreement may be executed in multiple counterparts, and will have the same legal force and effect as if the Parties had executed it as a single document. The Parties may sign in writing or by electronic signature. An electronic signature, facsimile copy, or computer image of a signature, will be treated, and will have the same effect as an original signature, and will have the same effect, as an original signed copy of this document. The preprinted terms and conditions found on any Customer purchase order, acknowledgment, or other form will not be considered an amendment or modification or part of this Agreement, even if a representative of each Party signs such document.

### **Data Processing Addendum**

[Data Processing Addendum - Motorola Solutions](#)

### **Equipment Purchase and Software License Addendum**

[Equipment Purchase and Software License Addendum - Motorola Solutions](#)

### **Subscription Software Addendum**

[Subscription Software Addendum - Motorola Solutions](#)

**Software Products Addendum**

[Software Products Addendum - Motorola Solutions](#)

**Maintenance, Support and Lifecycle Management Addendum (combined maintenance and SUA/Lifecycle)**

[Maintenance, Support and Lifecycle Management Addendum](#)

**Israel.** If applicable, Motorola certifies that it is not currently engaged in, and agrees for the duration of this agreement that it will not engage in, a boycott of goods and services from Israel, as defined in A.R.S. § 35-393.

**Forced Labor of Ethnic Uyghurs Certification.** Motorola certifies that it does not currently, and agrees for the duration of the agreement that it will not use: (1) the forced labor of ethnic Uyghurs in the People's Republic of China; (2) any goods or services produced by the forced labor of ethnic Uyghurs in the People's Republic of China; or (3) any contractors, subcontractors, or suppliers that use the forced labor of ethnic Uyghurs in the People's Republic of China. If Motorola becomes aware it is not in compliance with this certification, it shall notify the City within five business days after becoming aware. This agreement will terminate upon failure to remedy the noncompliance within 180 days of the notification. (A.R.S. § 35-394)

**Conflict of Interest.** This agreement may be canceled in accordance with the Arizona Revised Statutes Section 38-511.

1. Entire Agreement. This Acknowledgement supplements any and all applicable and existing agreements, and supersedes any contrary terms as it relates to the Customer's purchase of products and services. This Acknowledgement and referenced terms constitutes the entire agreement of the Parties regarding the subject matter hereof and as set out in the referenced terms, and supersedes all previous agreements, proposals, and understandings, whether written or oral, relating to this subject matter.
  2. Execution and Amendments. This Acknowledgement may be executed in multiple counterparts, and will have the same legal force and effect as if the Parties had executed it as a single document. The Parties may sign in writing or by electronic signature. An electronic signature, facsimile copy, or computer image of a signature, will be treated, and will have the same effect as an original signature, and will have the same effect, as an original signed copy of this document. This Acknowledgement may be amended or modified only by a written instrument signed by authorized representatives of both Parties.
  3. Upon signature, Customer authorizes Motorola to proceed with all deliverables of this order for an order value of **\$4,677,015**.
- No Purchase Order is required. Customer affirms that this ordering document is the only notice to proceed required. No further purchase orders will be issued against this order, and that funding has been encumbered for this order in its entirety.
5. Ship to, bill to and Ultimate Destination addresses are provided on the quote, attached to this letter or included on the Purchase Order.

The Parties hereby enter into this Acknowledgement as of the last signature date below.

**Motorola Solutions, Inc.**

By: Carrie Hemmen \_\_\_\_\_

Name: Carrie Hemmen \_\_\_\_\_

Title: Sr. Vice President & Director of Software Sales \_\_\_\_\_

Date: 10/30/2024 \_\_\_\_\_

**Customer**

By: Lake Havasu City, Arizona \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

# Addendum

## LHC Requirements Addendum

## Motorola's Compliance with Lake Havasu City's Requirements Addendum

This document serves as a summary of whether Motorola's Modules meet the requirements established by Lake Havasu City's Business Analysis. The purpose of this document is to ensure that all items listed herein, which are in compliance, are incorporated into the product and implementation to be delivered by Motorola. This addendum forms part of the agreement between the parties.

Requirement	Module	Bundle	Notes
The CAD, RMS, and JMS will have the ability to date & timestamp all system transactions and all user transactions.	HUB	System Core	
In RMS and Mobile CAD there should be NIBRS.	IBR (NIBRS) or UCR	RMS Standard	
The CAD, RMS, and JMS will have effective system logging. Ability to search the system logs and extract / delete historical data. This is used for disciplinary action and also need to be able to query a dataset greater than one week at a time.	Comply	N/A	
The CAD, RMS, and JMS should be able to attach files to records (e.g., PDF, .DOC, .XLS, .JPEG, .WAV, .TXT, .RTF, etc.) to every module.	Comply	N/A	
The CAD, RMS, and JMS should be able to update attachments to the most current module.	Comply	N/A	
The JMS should have the ability to add Jail Video attachments.	Comply	JMS Standard	
The JMS should have the ability to add Jail incident attachments or running log of incidents easily accessible. Allows for bulk uploads and bulk prints.	JMS	JMS Standard	
The system should be able to delete attachments when user has permission.	Comply	N/A	
The RMS, CAD, and JMS should be able to employ SQL-like searches using wild cards to produce ad hoc reports.	Data Replication	System Core	
The RMS, CAD, and JMS should be able to save report queries and query histories.	Comply	System Core	
The RMS, CAD, and JMS should be able to export query results to .CSV or .TXT. or .XLSX.	Comply	N/A	
The CAD should have the ability to query vessels.	Statelink	System Core	
The Officer should have the capability to query. The ability to auto query license plates to check for warrants, insurance, license, registration, and associations (NEXUS).	Statelink	System Core	
Incident Report connection to TRACS ticketing or crash report. Verify correct parsing and throw errors if parsing is incorrect.	TRACS Interface	N/A	Interface
The CAD system should be able to query the state/NCIC.	Statelink	System Core	
The CAD system should be able to run NCIC queries from the command line.	Comply	System Core	
The CAD report screen should include access to a log of all state queries associated with the report.	Comply	CAD Standard	
The CAD system should allow command line entry of person and vehicle queries.	Comply	N/A	
The CAD system should provide a state query log.	Comply	N/A	
The CAD system has a separate log of all criminal history queries that meet all state requirements.	Comply	N/A	
The system should include all the queries that have been run for the individual incident and the requesting officer in the incident history.	Comply	CAD Standard	
The CAD, RMS, and JMS system should provide database search capabilities that will allow the user to freely specify search criteria and search any database in the system.	Comply	N/A	
A list of matching entries should be created that should be able to be reviewed on screen or printed.	Comply	System Core	
The raw data results should be displayed and easily sorted.	Comply	N/A	
The searches should be able to be saved for use later, including all the previous sorting.	Comply	System Core	
The system should allow the use of beginning with, exactly matching, contains, and, or, not, greater than, less than, between and more when creating a custom search.	Comply	System Core	
The search results must be available in graphical form for statistical purposes.	Pin Mapping or COMPSTAT Dashboard	System Core	Search results can be exported to Excel to display graphically



The search capability should not rely on any knowledge of databases or database structures. The user should not have to be proficient with SQL or any other query programming language.	Comply	N/A	
The Officer reports should contain information about an unlimited number of persons involved – personal information, connection to incident, and information specific to their connection (for victims, suspects, etc.).	Comply	N/A	
The Officer reports should contain vehicles involved information. Detailed vehicle information should be recorded.	Comply	N/A	
The Officer reports should contain a UCR check method of entry and other specific information required for the UCR/NIBRS reports.	Comply	N/A	
The Officer reports should contain narrative and unlimited subsequent supplements.	RMS	RMS Standard	
The Officer reports should contain Officer / reviewer signoff and report routing within the same system.	RMS	RMS Standard	
An approval log should be available to list all reports not yet approved by a supervisor.	RMS	RMS Standard	
The system should have a process or method for supervisors to approve cases that includes electronic routing of reports from supervisor to officer and back, from supervisor to records, and from records to the officer and back.	RMS	RMS Standard	
The approval process should allow supervisors and records clerks to make a lists of problems with reports to the report for the officer to correct and notes from records clerk and sergeant, should be logged. Ability to search for notes as well.	Comply	RMS Standard	
The RMS system should provide appropriate status and progress reports.	Comply	RMS Standard	
The system should be able to display the detail record quickly and easily for any of these associated records without leaving the current display.	Comply	System Core	
The system should support a display of detailed involvement records (related to the current display). For example, when a master name record is displayed, the person’s history will include references to incidents, officer reports, FIs, citations, etc.	Comply	System Core	
The user should be able to display the detail record quickly and easily for any of these associated records without leaving the current display.			
The system should provide UCR & NIBRS reports.	IBR (NIBRS)	RMS Standard	
The system should provide shift bulletin.	Comply	N/A	Mobile "Message of the Day", or a shift report
The system should provide 24-hour incident summary.	Comply	N/A	
The system should provide an incident summary by arbitrary date period.	Comply	RMS Standard	
The system should provide an incident summary by time of day and day of week by department.	Comply	RMS Standard	
The CAD system should provide incident response times by time of day and day of week and incident priority.	Comply	CAD Standard	
The system should provide officer activity reports.	Comply	N/A	CommandSolutions dashboards
The system should provide frequently responded to locations reports, such as top 15 location.	Comply		Custom Report
The system should provide officer time spent at a locations report.	Comply		CommandSolutions dashboards
The system should provide monthly patrol statistics reports.	Comply		
The system should provide unverified locations reports.	Comply	System Core	
The system should provide crime summary by offence reports.	Comply	RMS Standard	
The system should provide collision reports sortable by type (auto/ped/hit and run/bike etc.).	Comply	RMS Standard	
The system should provide case investigation summary reports.	Comply	RMS Standard	
The system should provide case investigation activity by an officer.	Comply	RMS Standard	
The CAD system should provide officer log by location reports.	Comply	CAD Standard	
The system should provide false alarm reports.	Comply	CAD Plus	
The system should provide citations by violations reports.	Comply	RMS Standard	
The system should provide vehicle log by officer.	Fleet	RMS Plus	
The system should provide vehicle usage log.	Fleet	RMS Plus	
The CAD system should provide communications center call handling times.	Comply	CAD Standard	
The system should have the reports viewable on screen before they are printed.	Comply	System Core	
The RMS, CAD, and JMS should have the ability to configure and save data collection forms without vendor support.	Comply	N/A	Field Manager and templates for narratives

The system must have at least 100 of the commonly used fillable forms for entries, locates, cancel, etc.	Comply	CAD Standard	Entry, Modify, Clear and Cancels are available
The system modules are completely integrated.	Comply	System Core	
On-line Help should be available to aid the user in the operation of the system.	Comply	System Core	
Displaying a help screen should only require pressing a dedicated help function key or by some equally short, direct method.	Comply	System Core	
The help system should conform to all Windows standards for online help documents.	Comply	System Core	
The system shall allow paging through the return with a hot key and allow specific returns to be kept open for view later.	Comply	System Core	
Manual paging is supported.	Rapid Notification	CAD Standard	Rapid Notification 2.0 is a one way paging via SMS and Email module. Future plans to use RAVE are being developed.
Individuals can be paged.	Rapid Notification	CAD Standard	
Automatic pages include incident information already entered by the call taker.	Rapid Notification	CAD Standard	
The software includes all screens necessary to maintain paging information for users, groups, and to define paging required for types of incidents.	Rapid Notification	CAD Standard	
<b>CAD</b>			
The CAD ability to maintain a list of emergency contacts.	Comply	CAD Standard	
The CAD ability to link emergency contacts with an address.	Comply	CAD Standard	
A testing function relates to the necessity of having a region of the CAD system that is isolated from the production environment for the purposes of program testing or file maintenance testing, as well as training of new personnel. This function may be referred to as a CAD training mode.	Comply	System Core	
To the greatest extent, the training environment should be identical to the production region, thus allowing accurate testing and training to occur without impacting the production environment. Also, if any updates are made to the production environment then the training environment should be updated as well.	Comply	System Core	
Interface and synchronize all servers with the CAD workstations with the Master Time Clock This ensures that each workstation and server provide an accurate time stamp.	Comply	System Core	
The CAD should have the ability to access SOPs.	Comply	CAD Standard	
The CAD should display SOPs without overriding the CAD display.	Comply	CAD Standard	
The CAD should be able to access the SOP based on call type and/or location.	Comply	CAD Standard	
The CAD should have the ability for a communications supervisor to monitor system configuration and current staffing (e.g., who is signed-on, at what position, and with what responsibilities).	Comply	CAD Standard	
Meet or exceed all CJIS / CLETS / DOJ security compliance regulations.	Comply	System Core	
Ability to enter incidents using preformatted screens. Fields in preformatted screen are configurable, with agency to determine what data elements are captured as part of the preformatted screen.	Comply	CAD Standard	
The CAD should require a disposition code and comments / attachments should be attachable at any time.	Comply	CAD Standard	
The CAD should be able to query the Police RMS from within the CAD application, filter queries by department and incident.	Comply	CAD Standard	
The CAD should identify whether a report is required based on disposition type and/or call type.	Comply	CAD Standard	
CAD and RMS integration for auto fill input.	Comply	System Core	
Multitask searching in RMS.	Comply	RMS Standard	
Vessel Query in same call taking window.	Comply	CAD Standard	
Two incident formats should be provided for the entry of incident information, one for calls for service from the public, and the other suitable for officer-initiated activity.	Comply	CAD Standard	
The response priority should be a function of the incident type but enterable by the call taker as well.	Comply	CAD Standard	
The incident details should allow unlimited characters.	Comply	CAD Standard	
The call for service screen should allow entry of incident details.	Comply	CAD Standard	
The call for service screen should allow entry of vehicle information.	Comply	CAD Standard	

Vehicle information should be recorded as data items, not just text.	Comply	CAD Standard
The mobile cad should be designed to facilitate entry of traffic stops.	Comply	Mobile CAD
The mobile cad should allow the easy entry of unit, location, plate, make, model, colors, state.	Comply	Mobile CAD
The system should support multiple command lines.	Comply	CAD Standard
The mobile cad should support other officer-initiated incidents and should not be limited to traffic stops.	Comply	Mobile CAD
Upon entry of a vehicle license plate, the CAD system should immediately search its database and retrieve make, model, year, and color information directly into the form.	Comply	CAD Standard
Upon entry of a vehicle license plate, the CAD system should look up the person associated with the vehicle and display pertinent information about the person including but not limited to recent contact history, officer safety notations, and arrest, warrants, and suspect information.	Comply	CAD Standard
Partial street place names and soundex-type matching should be supported.	Comply	System Core
Multiple matches of the entered location should result in a matches list from which the user can select the correct location.	Comply	System Core
When multiple response messages are received, the dispatcher must be able to easily page through them.	Comply	System Core
The Geofile should return the nearest cross street and the standard spelling of the location to facilitate historical retrieval.	Comply	System Core
The system should automatically search its database for previous incident history and should retrieve and display summaries of the 10 most recent incidents at the location.	Comply	CAD Standard
The system should automatically search its databases for reporting party information and should retrieve and display summaries of the 10 most recent contacts with the reporting party.	Comply	CAD Standard
There should be a visual to let the call taker know that the caller's phone number has been linked to other incidents and should take a mouse click or similar to retrieve the information.	Comply	CAD Standard
Ability to enter response plans or run cards with predefined responses to Specific Address.	Comply	CAD Plus
Ability to enter response plans or run cards with predefined responses to Address Type	Comply	CAD Plus
Ability to enter response plans or run cards with predefined responses to Address Range	Comply	CAD Plus
Ability to enter response plans or run cards with predefined responses to Incident Type	Comply	CAD Plus
Ability to enter response plans or run cards with predefined responses to Agency-defined geographic areas	Comply	CAD Plus
Ability to enter response plans or run cards with predefined responses to Response priority	Comply	CAD Plus
Ability to enter response plans or run cards with predefined responses to Caller name, address, telephone number, location of the caller.	Comply	CAD Plus
Ability to enter response plans or run cards with predefined responses to Incident details	Comply	CAD Plus
Ability to enter response plans or run cards with predefined responses to Vehicle information	Comply	CAD Plus
The system should have a visual feature to easily mark a comment as urgent or important.	Comply	CAD Standard
The CAD should be able to receive text data.	Comply	CAD Standard
The call for service screen should allow entry of incident location with apartment number / suite number.	Comply	CAD Standard
The incident type should be validated when entered.	Comply	CAD Standard
The call for service screen should allow entry of incident type.	Comply	CAD Standard
The CAD should be able to create and maintain BOLOs.	Comply	CAD Standard
The CAD should be able to provide an audit trail for BOLOs.	Comply	CAD Standard
The CAD should have the ability to query search for BOLOs.	Comply	CAD Standard
The system should automatically check for and display a list of previous incidents at the E911 supplied location.	Comply	CAD Standard
The CAD should have the ability to map incoming 911 calls, label locations with call number, and distinguish between Phase 1 and Phase 2 on map.	Comply	CAD Standard
The CAD system should have the ability to provide narrative information with flags and keep hazard and event flags in CAD system for an unlimited length of time until manually removed by administrator/supervisor.	Comply	CAD Standard
In the Hazards file include persons, specific locations, address ranges, and vehicles.	Comply	CAD Standard

The CAD should have the ability to link BOLOs to address such that the BOLO is retrieved when that address is referenced.	Comply	CAD Standard	
The system should have ad hoc searching ability to search for incidents by time of day, day of week, unit, officer, location, type, date range, etc.	Comply	CAD Standard	
The CAD should have the ability to cross-reference two or more active incidents.	Comply	CAD Standard	
The dispatcher should be able to record all status changes from assigned units once the incident has been created.	Comply	CAD Standard	
Ability to purge premise information from a location (e.g., if it is known that the tenant/owner generating the incidents has moved).	Comply	CAD Standard	
Store premise information for a specific apartment unit/suite number, including tenant personal information.	Comply	CAD Standard	
The system should compile and print a Shift Bulletin.	Comply	N/A	Custom Report
The system should compile and print a Media Bulletin.	Comply	N/A	Custom Report
The system should be able to print a full incident.	Comply	CAD Standard	
The system should be able to print a full sanitized version of an incident suitable for the public.	Comply	CAD Standard	
The CAD's user experience should have drag and drop call taking and dispatching.	Comply	CAD Standard	
The dispatcher should be able to update the existing incident information once the incident has been created.	Comply	CAD Standard	
The dispatcher should be able to add an unlimited number of additional comments once the incident has been created via command line or mouse.	Comply	CAD Standard	
There should be a feature to add comments in rapid fire and enter them using a hotkey or the enter key, should the need arise during a pursuit or similar.	Comply	CAD Standard	
Each additional comment added to an incident record should be time and date stamped.	Comply	CAD Standard	
The dispatcher should be able to clear units and close the incident once the incident has been created.	Comply	CAD Standard	
The CAD should have the ability to clear one or many units from a CAD incident while allowing the other assigned units to remain on the call or clear all units simultaneously.	Comply	CAD Standard	
For call stacking and queuing incidents, there must be a way to enter and schedule incidents to appear late, either once or periodically. Such incidents should automatically appear in the incident queue at the specified time. It should also be possible to pre-assign a specific unit to the incident when it is scheduled.	Comply	CAD Standard	
The CAD should have the ability to hold an incident for a specific unit, automatically (without user intervention), notify the dispatcher of a held incident when the unit becomes available and hold more than one incident to a given unit or resource (call stacking).	Partial Compliance	CAD Standard	The system does not notify dispatch when units with stacked calls become available.
The CAD should have the ability pull up past events in a CAD historical database.	Comply	CAD Standard	
Ability for Dispatcher to select and assign/re-assign recommended units using command line, mouse, and preformatted data entry screens.	Comply	CAD Standard	
For Officer initiated incidents, the unit will be the unit calling; the unit will be entered on the initial incident and will automatically be on scene, unless another option is chosen, such as enroute by command.	Comply	CAD Standard	
Dispatchers should be able to free and hold a unit in 1 simple command.	Comply	CAD Standard	
The system should support NCIC queries from the command line.	Comply	CAD Standard	StateLink
The system should allow multiple case numbers per incident in 1 command.	Comply	CAD Standard	
The system should be able to create a case number from an incident without reopening the incident.	Comply	CAD Plus	Can auto generate a case # based on call type also
Ability to bring up a list of special skills/equipment for all personnel logged on, specific person or vehicle.	Comply	CAD Standard	
Ability to identify all personnel with a specific skill (e.g., language, training) by logged on and available/not available or not logged on.	Comply	CAD Standard	
The CAD will have the ability to associate pre-arrival instructions based upon, Incident Type, Incident Location, Chief Complaint.	Response Plans	CAD Plus	Response Plans or Special Instructions (customizeable)
The system should have ad hoc searching ability to search for incidents by time of day, day of week, unit, officer, location, type, date range, etc.	Comply	System Core	
Reports should be available 24 hours prior.	Comply	System Core	

Reports should show activity analysis by department/group, geographic area, time, response time, call type, workload activity, resources, security breaches, etc.	Compstat Dashboard	Dashboards
When the user commits the transaction, the system should assign a system generated incident number to the incident and record the date, time and dispatcher handling the call. That number should be a unique number not used anywhere else in the system.	Comply	CAD Standard
There should be a log of a unit's prior incidents.	Comply	CAD Standard
There should be a log of a unit's prior status changes.	Comply	CAD Standard
The system should have many built in reports that only require a date range; time response charts, time spent at locations, officer and dispatcher activity, false alarm reports, etc.	Comply	System Core
The CAD should maintain sequential case/report numbers for law enforcement agencies, fire department (separate for each FD), and for EMS (separate for EMS or joined with FD).	Comply	System Core
All calls for service (CFS) are recorded in a structured records environment, providing the ability to run reports on these data, while also maintaining a historical record on all calls.	Comply	System Core
A command should be provided to permit easy generation of an officer report number.	Comply	CAD Standard
The CAD system should generate unit recommendations for law enforcement, EMS, or fire events for separate CAD events.	Comply	CAD Standard
The dispatcher should be able to accept the recommended unit(s) with a single mouse click or hot key.	Comply	CAD Standard
The dispatcher should be able to override any recommendations.	Comply	CAD Plus
The recommendation of units should be based upon the incident type code, the location of the event, the availability of units, and the number of units required.	Comply	CAD Plus
The dispatcher should be able to assign an unlimited number of additional units to an incident.	Comply	CAD Standard
The system should be able to recommend units to respond to both police and fire incidents.	Comply	CAD Plus
Response algorithms should be based on incident location, incident type, unit availability and GPS location.	Comply	Mobile CAD
For police responses, the recommendation should show the beat unit, if available, or an unavailable unit from an adjoining beat if the beat unit is not available.	Response Plans	CAD Plus
For fire responses, the recommended units should be based on a fire "run card" for the location as well as the type of the incident and GPS location of apparatus.	Response Plans	CAD Plus
Ability to automatically provide appropriate resource recommendations base on any combination of locations, obstacles and natural boundaries, streets, incident types, location types, priority, other needs.	Response Plans	CAD Plus
The dispatcher should be able to accept the recommended dispatch with a single key or edit the recommendation as needed.	Comply	CAD Standard
Unit status and Calls for Service (CFS) number and times (action) must be continually monitored, updated, and recorded by the dispatcher. This information may be made available by voice communication or through mobile data computers.	Comply	CAD Standard
The system should have the "Free a Unit" command to return a unit to a clear status but not close the incident the unit has been assigned to.	Comply	CAD Standard
The system should have the command "Reassign a Unit" to reassign a unit from one incident to another, returning the first incident to a pending status rather than closing it if there are no other units assigned to the first incident.	Comply	CAD Standard
The system should have the command "Exchange Units" to dispatch a unit to an incident while simultaneously clearing a unit it is replacing.	Comply	CAD Standard
The system should have an easily entered "pursuit mode" to facilitate entry of continuous narration of vehicle and foot pursuits. In pursuit mode, each time the dispatcher presses ENTER the current entry should be recorded with a time stamp and new entry line presented.	Comply	CAD Standard
The CAD should have the ability to record all unit assignments, locations, statuses.	Comply	CAD Standard
The CAD should have the ability to record multiple arrival times associated with different statuses (e.g., arrival at a staging area, arrival at the scene).	Comply	CAD Standard
Dispatchers should be able to free and hold a unit in 1 simple command.	Comply	CAD Standard

Log one or more units on-duty/off-duty with a single command, and other commands and partitions of duties into groups for on/off duty tracking.	Comply	CAD Standard	
The dispatcher should be able to hold one or more pending incidents for a particular unit with an indication in the incident status display.	Comply	CAD Standard	Call Stacking
Unit status and Calls for Service (CFS) number and times (action) must be continually monitored, updated, and recorded by the dispatcher. This information may be made available by voice communication or through mobile data computers.	Comply	CAD Standard	
The system should have the "Free a Unit" command to return a unit to a clear status but not close the incident the unit has been assigned to.	Comply	CAD Standard	
The system should have the command "Reassign a Unit" to reassign a unit from one incident to another, returning the first incident to a pending status rather than closing it if there are no other units assigned to the first incident.	Comply	CAD Standard	
The system should have the command "Exchange Units" to dispatch a unit to an incident while simultaneously clearing a unit it is replacing.	Comply	CAD Standard	
The system should have an easily entered "pursuit mode" to facilitate entry of continuous narration of vehicle and foot pursuits. In pursuit mode, each time the dispatcher presses ENTER the current entry should be recorded with a time stamp and new entry line presented.	Comply	CAD Standard	
The CAD should have the ability to record all unit assignments, locations, statuses.	Comply	CAD Standard	
The CAD should have the ability to record multiple arrival times associated with different statuses (e.g., arrival at a staging area, arrival at the scene).	Comply	CAD Standard	
Dispatchers should be able to free and hold a unit in 1 simple command.	Comply	CAD Standard	
Log one or more units on-duty/off-duty with a single command, and other commands and partitions of duties into groups for on/off duty tracking.	Comply	CAD Standard	
The dispatcher should be able to hold one or more pending incidents for a particular unit with an indication in the incident status display.	Comply	CAD Standard	
The agency will obtain the contact information from the system to contact and request service from the next eligible service.	Comply	CAD Standard	
The system may provide a list of one or more services, be based on geographical requirements or other data.			
The system should be capable of recommending a vehicle tow company upon request.	Comply	CAD Standard	
The tow company recommended should be the next company on a rotating list.	Comply	CAD Standard	
The frequency of rotation should be configurable each call, daily, weekly, etc.	Comply	CAD Standard	
The selected tow company should be recorded in the incident record.	Comply	CAD Standard	
The system should handle tow requests for big rigs, hazmat and drivers' choice.	Comply	CAD Standard	
The dispatcher has a tactical view of the city/county and/or dispatch area using the city/county GIS information and the law enforcement map layers.	Mapping	CAD Standard	
The CAD should have the ability to accommodate an unlimited number of map layers.	Mapping	CAD Standard	
The CAD should provide directions to an incident from a unit's last known location or, if available, current location based on AVL.	Quickest Route	Mobile CAD	
The incident location information should be validated against a geographical database immediately after entry.	Comply	CAD Standard	
Ability to geo verify location of all entered addresses. Integrates and communicates with GIS, CAD, Mobile Mapping, and Automatic Vehicle Location (AVL).	Comply	CAD Standard	
Upon entry of a vehicle license plate, the CAD system should look up the person associated with the vehicle and display pertinent information about the person including but not limited to recent contact history, officer safety notations, and arrest, warra	Comply	RMS Standard	
The geographical database should be capable of verifying locations entered as street addresses, street names, place names, and intersections without relying on exact matching of entered location.	Mapping	CAD Standard	
Partial street place names and soundex-type matching should be supported.	Comply	CAD Standard	

The CAD should have the ability to provide users with map navigation functionality, color, text, and/or symbols to distinguish status of unit.	Comply	Mobile CAD	
Ability to receive geographic coordinates from a cellular telephone carrier and relate X/Y coordinates to an actual address.	Comply	CAD Standard	
The system should automatically search its databases for premise information unique to the location and should, when available, display a button or icon the user can select to display the information. This record may contain hazardous material information, firefighting information, the names of emergency contacts (for businesses) or special handling information for residents who may be disabled or elderly.	Comply	CAD Plus	
The system should interface with an E911 controller to automatically receive caller location and telephone number information when an E911 call is received.	E911 Interface	CAD Standard	E911 Interface
The CAD should have integrated mapping from Esri GIS.	Mapping	CAD Standard	
Pro QA – Medical Dispatching Questionnaire	Comply	N/A	ProQA Interface
NCIC – State Interface. JWI – Justice Web Interface	Statelink	CAD Standard	
Use notification message remain on the screen until the use acknowledges the notification.	Comply	System Core	
Do all information systems accessing CJI display an approved system use notification message that includes the below. State provided applications, computer aided dispatch applications, concealed weapon permit applications, email, etc.)	Comply	System Core	
The CAD should have the ability to monitor an unlimited number of incidents and add any number of units to an incident.	Comply	CAD Standard	
The incident history should always be shown as part of the incident detail display.	Comply	System Core	
The incident history that is part of the display of an individual incident must include all the queries that have been run for that incident and the requesting officer.	Partial Comply	CAD Standard	Users would have to attach queries to the cad incident
The incident display should include all times for the incident: call received, entered, dispatched, en route, on scene, closed.	Comply	CAD Standard	
The incident display must include all times for each unit assigned to the incident: dispatched, en route, on scene, clear, dispatched-to-on scene, on scene-to-clear, dispatched-to-clear.	Comply	CAD Standard	
Multiple incidents should be simultaneously displayed and updated.	Comply	CAD Standard	
The system should display the most important available information for dispatchers with indicators to alert the dispatcher to the availability of other pieces of information.	Comply	CAD Standard	
The dispatcher should be able to display the retrieved information via a short key sequence, a function key, or mouse.	Comply	CAD Standard	
Receipt of the E911 information should cause the CAD system to automatically present the information in an incident entry form at the answering call taker position.	Partial Comply	CAD Standard	Add call screen has to manually be entered to populate e911 information, but will display on the map prior
The CAD should have the ability to display and monitor an unlimited number of unit statuses, and update each in real-time.	Comply	CAD Standard	
The CAD should have the ability to change statuses and automatically notify users monitoring or displaying the incident that information has changed via a visual alert or audible alert.	Comply	CAD Standard	
The CAD should be configurable by users without vendor support to allow for the enforcement of agency procedures. Examples would include. The system should be configurable to determine screen parameters, color choices, font size, screen layout, user preferences, resource allocation algorithms and dispatch policies. The available window can be configured to monitor law enforcement, and/or fire, and/or EMS.	Comply	System Core	
The CAD should include table maintenance.	Comply	System Core	
The CAD should have security and data management.	Comply	System Core	
The CAD should have geo file maintenance.	Comply	System Core	
The CAD should have error logging.	Comply	System Core	
The CAD should be customizable.	Comply	CAD Standard	

The CAD should allow users to configure data elements on screens such as: data fields within data entry screens, mandatory data fields, field entry sequence, agency-defined data lists for all configurable drop-down menus, data validation, alerts.	Comply	System Core	
There should be a customizable screen for dispatchers.	Comply	CAD Standard	
<b>Mobile Device CAD</b>			
Secure digital communications between vehicles and between vehicle and dispatcher for message exchange.	Comply	System Core	FIPS
Communications must meet applicable state and federal data encryption requirements.	Comply	System Core	
Access to local, state, and national vehicle and person information databases.	Comply	CAD Standard	
A live connection to the cases databases.	Comply	CAD Standard	
Field report information should be immediately available to all system users.	Comply	System Core	
The mobile CAD should have authentication with user ID + password logon.	Comply	System Core	
The mobile CAD authentication should be NIST FIPS 140-2 compliant.	Comply	System Core	
The mobile CAD should log access attempts (successful and unsuccessful, datetime stamp).	Comply	System Core	
The mobile CAD should be able to logon multiple individuals per device.	Comply	System Core	We can login many users on the same MDT, however, they cannot be logged in at the same time
View BOLOs on mobile device,	Comply	Mobile CAD	
The mobile CAD field personnel can generate BOLOs.	Comply	Mobile CAD	
Mobile Field reporting should have the ability to generate arrest reports, pre-populate arrest form with pre-determined values.	Comply	Mobile RMS	
Ability to maintain Canine Reports.	Partial Comply	RMS Standard	A custom report may be needed depending on customer needs.
Evidence entry should be integrated into the reports.	Comply	Mobile RMS	
Mobile Field reporting should have the ability to associate a decedent record to a case number, next of kin name record, IBR+300:30 validation prior to submitting for supervisor review.	Comply	Mobile RMS	
For Report Approvals the mobile field reporting should have the ability to configure the automated field reporting module to support agency-specific processes/workflow.	Comply	Mobile RMS	
Mobile Field reporting should have the ability for records staff to complete an accuracy review for reporting requirement compliance prior to adding report to the RMS database.	Comply	Mobile RMS	
Mobile Field reporting should have the ability for officers to submit vehicle inspection reports.	Partial Comply	RMS Plus	Fleet will not track individual items, just the fleet itself. Equipment could do this, or we could create a form.
Mobile Field reporting software must be able to interface with existing TraCS, enabling the citation created to be downloaded into RMS.	Comply	N/A	Tracs Interface
Bank returns from mobile CAD and auto populate information into TraCS ticketing software.	Partial Comply	N/A	Flex has this capability however TraCS would need to interface with us for this.
Pertinent incident information should be automatically transferred to the officer report record from a CAD incident record when it is created so that it automatically banks into MFR.	Comply	System Core	
The mobile CAD should have a modern interface for chatting with team members within the CAD system.	Comply	Mobile CAD	
The Officer should have the ability to initiate a call for service from mobile CAD.	Comply	Mobile CAD	
The mobile CAD should allow the easy entry of unit, location, plate, make, model, colors, state.	Comply	Mobile RMS	
The mobile CAD should support other officer-initiated incidents and should not be limited to traffic stops to accommodate all nature codes.	Comply	Mobile CAD	
Consideration for support of touch screen computers, i.e. oversized buttons for frequently used transactions.	Comply	Mobile CAD	
In status screen to quickly identify what the location status is.	Comply	Mobile CAD	
Current unit status summary.	Comply	Mobile CAD	
Obtaining officer report case numbers on status screen.	Comply	Mobile RMS	
Officer report log review in event history or my last 12 hours.	Comply	Mobile RMS	



Night mode should be supported.	Comply	System Core	
Local vehicle information.	Comply	Mobile RMS	
Local person information.	Comply	Mobile RMS	
Incident history of local addresses and common place names.	Comply	System Core	
Mug shots	Imaging	RMS Standard	
The mobile CAD should be able to accept input from: barcode reader, card swipe readers, command line entries, function keys, point and click devices.	Comply	Mobile RMS	Mobile RMS
The mobile CAD should be able to save user-specific screen configuration.	Comply	Mobile RMS	
The mobile CAD should be able to reset default screen configuration.	Comply	Mobile RMS	
The mobile CAD should prevent incoming messages from interrupting current work.	Comply	Mobile CAD	
The mobile CAD should avoid multiple windows open in the tablet.	Comply	Mobile RMS	
The mobile CAD should have access to supplements.	Comply	Mobile RMS	
The mobile CAD should have pre-defined queries to search historical dispatch records using data filters.	Comply	Mobile RMS	
The mobile CAD should be able to query all RMS modules from MDT.	Comply	Mobile RMS	
Ability to 'run' a person or vehicle through state and national databases.	Comply	Mobile RMS	
The mobile CAD should have visible and audible alerts.	Comply	Mobile CAD	
The mobile CAD should show associations (NEXUS) to suspect.	Mobile	Mobile CAD	When a suspect is run, the involvements are listed
The mobile CAD should output fields consistency across different state queries.	Comply	Mobile RMS	
The mobile CAD should name Bank driver on first scan or input even if no prior history within the city.	Comply	Mobile CAD	DL info is held to be used throughout the system
The mobile CAD should be able to bank out of state license plates.	Comply	Mobile CAD	
The mobile CAD should have supplements in RMS easily readable.	Comply	Mobile RMS	
The mobile CAD should support queries with wild cards, partial word (substring), soundex-type matching.	Comply	Mobile RMS	
The mobile CAD should be able to query VIN and vehicle plates.	Comply	Mobile RMS	
The system should result in a match list from which the user can select the correct location when multiple matches of the entered location are returned.	Comply	Mobile CAD	
The system should automatically search its database for previous incident history and should retrieve and display summaries of the 10 most recent incidents at the location.	Comply	Mobile RMS	
The system should automatically search its databases for reporting party information and should retrieve and display summaries of the 10 most recent contacts with the reporting party.	Comply	Mobile RMS	
The system should automatically search its databases for premise information unique to the location and should display a button or icon the user can select to display the information. This is helpful to show records if it contains hazardous material information, firefighting information, the names of emergency contacts (for businesses) or special handling information for residents who may be disabled or elderly.	Comply	Mobile RMS	
Officer field access to CAD and records information including incident information, cases, property.	Comply	Mobile RMS	
Mobile Field reporting should have the ability to electronically link field contact cards to master name records.	Comply	Mobile RMS	
Mobile Field reporting should have the ability create and maintain field contact records.	Comply	Mobile RMS	
Mobile Field reporting should have the ability to enter all field contact data, including the narrative, on one screen.	Comply	Mobile RMS	
Mobile Field reporting should have the ability to track and associate field contacts with multiple persons and multiple vehicles.	Comply	Mobile RMS	
Mobile Field reporting should have the ability to index incident records by incident number.	Comply	Mobile RMS	
The system should search its databases for vehicle history and should retrieve and display (for traffic stops) summaries of the most recent five contacts with a vehicle whenever one is entered as part of an incident.	Comply	Mobile RMS	
The mobile CAD should display data status for: wireless connectivity, calls, current unit, unit number, date and time, incident number, incident status, message information.	Comply	System Core	
Automatic transmission of relevant incident information to a unit when it is dispatched.	Comply	Mobile CAD	

One-button digital unit status reporting.	Comply	Mobile CAD	
The system should be able to notify dispatch of location.	Comply	Mobile CAD	
The mobile CAD should receive dispatch alerts on mobile devices for new incidents, personnel in route, status changes, personnel location changes.	Comply	Mobile CAD	
Automatic messaging to other mobile units and dispatch if an inquiry through the state or national database hits on a stolen vehicle.	Comply	Mobile RMS	
Ability to select an 'officer down' or urgent message to all mobile units and dispatch by a single press of a button	Comply	Mobile CAD	Emergency Button
The system should allow the officer to create officer-initiated incidents given permission by the agency and set to specific incident types.	Comply	Mobile CAD	
Officers should be allowed to add people, vehicles, and comments to the incident that will be saved in the master databases.	Comply	Mobile RMS	
<b>RMS</b>			
Role-level security to menu, screen, and field level.	Comply	System Core	
Security granularity extends to individual control of access to view, modify, add, and delete functions for each application screen.	Comply	System Core	
The passwords and security group assignments are changeable by authorized personnel only at the highest security level.	Comply	System Core	
The security groups are configurable.	Comply	System Core	
The System Administrator can create and modify security groups, defining system access down to the function level.	Comply	System Core	
The RMS should have the ability to prevent all users without the authority to see a sealed record from seeing that the record.	Comply	System Core	
The RMS should have the ability to create an alert based on records matching specified criteria.	Does not Comply	N/A	
The RMS, CAD, and JMS should allow user to scan documents, attach to any record in any module and be stored as part of the records management system.	Comply	System Core	
Scanned documents may later be viewed or printed from within RMS, JMS, and CAD.	Comply	System Core	
The RMS software must satisfy the physical requirements for automated submission to NIBRS.	Comply	RMS Standard	
The RMS software must transmit changed and updated records as well as original records within the reported month.	Comply	RMS Standard	This is a manual process for the user but does send when initiated.
The RMS software must provide the required NIBRS data elements in the appropriate Arizona DPS (Department of Public Safety) format.	Comply	RMS Standard	
The RMS software must allow to edit errors prior to generating a submission file to upload.	Comply	RMS Standard	
The RMS should have the ability to provide user in Mobile Field Reporting a direct link to error.	Comply	RMS Standard	
The RMS should have the ability to provide recommended solutions to fix error.	Comply	RMS Standard	
The RMS should have a spell checker and grammatical errors for refined reporting.	Comply	RMS Standard	
The RMS should point and link to the exact error location for error editing. Currently errors do not make sense.	Comply	RMS Standard	
The residential security check module should allow our agency to maintain information related to citizen's requests to keep special watch over their residence when they are out of town.	Comply	RMS Standard	
The RMS should have the ability to track mandatory training requirements, generate and print reports indicating upcoming training needs (i.e., who needs what training by what date), alert users and supervisors of upcoming certification expirations, track follow-up training for personnel who do not pass certification tests.	Personnel	RMS Plus	
The RMS should have the ability to assign training to an individual and unit, generate a notification to participants of upcoming class information (e.g., class location, time, date, etc.), define type of training (e.g., in-service, specialized), and generate a list of scheduled attendees who did not attend.	Personnel	RMS Plus	
The system includes a full audit trail which logs all transactions including user access, searches, page views, edits to all fields, record creation, modification, deletion, printing, and system configuration changes	Does not Comply Comply	N/A System Core	

The system should maintain a database of vehicles with the ability to import data from electronic ticket writers.	Vehicle	RMS Standard	Tracs interface for import of data
In the RMS alike individual module, vehicles often are directly or indirectly involved in events. When a vehicle is linked to an incident in RMS, it should be added to the vehicle record in the Master Vehicle Index, which provides an agency with a detailed, searchable store or information about vehicles.	Comply	RMS Standard	
The vehicles database should be built by entries generated by incidents, officer reports, and citations.	Comply	RMS Standard	
Vehicle lookup should be possible by entering either a vehicle license plate or a vehicle make and model or any combination of the above. Wildcards should be supported.	Comply	RMS Standard	
The system should allow perusal and selection from a list of matches.	Comply	RMS Standard	
A vehicle display should include information about the vehicle (make, model, color, etc.) plus a history of encounters with the vehicle.	Comply	RMS Standard	
The most recent history entries should be displayed.	Comply	RMS Standard	
Vehicle functions should include updating and deleting vehicle information.	Comply	RMS Standard	
Vehicle functions should include adding and deleting history entries.	Comply	RMS Standard	
The vehicle record should support officer safety warnings.	Comply	RMS Standard	
The vehicle record should support attachments of photographs.	Comply	RMS Standard	
In the RMS The Master Name Index function should link an individual master name record to every event (e.g., incident report, arrest report, field interview, accident report, and license and permits) in which the individual was involved or associated. Every person identified within these events is given a master name record.	Comply	RMS Standard	
The RMS should have the ability to seal records, expungement utility to automatically seal appropriate entries, seal a case without sealing an entire person.	Soon to Comply	RMS Standard	Q4 2024 for expungement( manual process is documented per state currently)
The Master Name file maintains the database of persons encountered by the agency.	Comply	RMS Standard	
Master Name information is entered as part of other data entry, i.e., incident, officer reports, citations, but can also be entered directly into the database.	Comply	RMS Standard	
The system matches new information to the Master Name file with existing persons in the database when appropriate.	Comply	RMS Standard	
The Master Name file has two parts for each person: personal information (name, address, height, weight, etc.) and the history of contacts with the person.	Comply	RMS Standard	
When a Master Name record is displayed, both parts of the record are displayed.	Comply	RMS Standard	
The personal information may be a subset of the total if all the information cannot be accommodated on the screen, but the rest should be retrievable via a single key stroke or mouse click.	Comply	RMS Standard	
The history display should always initially display the most recent encounters with the person.	Comply	RMS Standard	
The Master Name function should include the ability to page through the Master Name file.	Comply	RMS Standard	
The Master Name function should include the ability to page through the Master Name history for a given person.	Comply	RMS Standard	
The Master Name function should include the ability to add, update, or delete a Master Name record.	Comply	RMS Standard	
The Master Name function should include the ability to add, update, or delete a history entry based on permissions.	Comply	RMS Standard	
The Master Name function should include the ability to print a Master Name record with or without involvement log information.	Comply	RMS Standard	
The process used to look up a person in the Master Name file must be flexible enough to aid in locating the person when only a partial name or misspelled name is available.	Comply	RMS Standard	
The logic of the Master Name look-up should include: Searching on the name as entered. Matching on any aliases used by the person. Searching on the last name only.	Comply	RMS Standard	
Searching for sound-alikes of the entered name. Matching beginning of last name only.			
Allow the use of wildcards.			
Match on first name or any other field in the master name.			

When multiple matches are found, the user should be given the opportunity to page back and forth through the list of matching names, looking at individual records as desired.	Comply	RMS Standard	
The system should collect Scars, Marks, Tattoos that correspond the NCIC standards.	Comply	RMS Standard	
The system should support electronic file attachment.	Comply	RMS Standard	
The system should collect photographs or mugshots.	Comply	RMS Standard	
The RMS should have the ability to capture and store multiple mugshots.	Comply	RMS Standard	
The RMS should have the ability to import photos from external sources (e.g., driver's license photos and other digital photos).	Comply	RMS Standard	
The RMS lineups should have the ability to be downloaded from RMS for victim / witness display.	Comply	RMS Standard	
Results of display should be uploaded to RMS and stored with the lineup archive record.	Comply	RMS Standard	
Record the length of time (in minutes and seconds), the victim or witness viewed each image in the lineup process.	Comply	RMS Standard	
Responses given for each image viewed by the victim/witness should be recorded.	Comply	RMS Standard	
The system should be able to create a photo lineup.	Comply	RMS Standard	
In the RMS the master property Index is the central access point that links all property records entered in the RMS. Each record is catalogued by using unique property characteristics, such as make, model, brand, description, distinguishing characteristics, and serial number. Industry property coding standards, such as NCIC property codes, should be used during the entry of property records into RMS.	Comply	System Core	
The system should include a property module that will enable the department to keep track of all property associated with cases.	Comply	RMS Standard	
The property module should enable the department to keep track of property that is in its property rooms.	Evidence	RMS Standard	
The system should include a property log that should record each property transaction, including property checked in and out of the property room.	Comply	RMS Standard	
The system should allow the user to access property records via a serial number, brand, model, or item name, description, and classification.	Comply	RMS Standard	
The system should support bar coding.	Evidence	RMS Standard	
Multiple matches of property should generate a selection list.	Comply	RMS Standard	
The property system should include the capabilities to add, delete, and modify property.	Comply	RMS Standard	
The system should support ad hoc searching and reporting.	Comply	RMS Standard	
The property system should allow the user to page through the property records.	Comply	RMS Standard	
The system should support custom bar code labels and custom storage labels.	Comply	RMS Standard	
The RMS module should provide a place to document all the steps taken in an arrest. Must allow the officer to capture the method of identification that was used to identify the subject, to include linking to various modules throughout system, (e.g., Master Name, Master Location, Imaging, etc.). RMS must provide the capability to print the arrest report after all the data has been entered into the system.	Comply	RMS Standard	
In the RMS the accident module is integrated with the RMS master name and master vehicle modules. Involvements between the accident module and related records are established.	Comply	RMS Standard	
Incident reporting is the function of capturing, processing, and storing detailed information on all law enforcement related events handled by the department, including both criminal and non-criminal events. The incident reporting function collects sufficient information to satisfy the National Incident-Based Reporting System (NIBRS) or the Uniform Crime Reports (UCR). Incidents often are initially documented as CFS in a CAD system. The CFS record in RMS should be linked to the incident and should be easily accessible from the incident report.	Comply	RMS Standard	
The RMS provides a suspect identification tool, identifying suspects who have previously been involved with similar offense.	N/A	N/A	Need more defined details on what this ask is
The RMS should be cross platform with the ability to read on a tablet.	Touch	Mobile CAD	
In the RMS field contact linking out is needed because currently cannot read the field contact on a mobile device.	N/A	N/A	Need more defined details on what this ask is

In the RMS a supplemental report is used to add new information to the case after the initial incident report has been submitted and approved. The creation of a supplemental report may result from information gained during additional investigation and may result in updating the status of the investigation, bringing it to closure.	Comply	RMS Standard	
Multiple officers must be able to simultaneously create and add supplemental reports regarding the same event.	Comply	RMS Standard	
In the RMS all supplemental reports are linked to the original incident report. The agency should be able to link all the associated reports with a common report number. This may be done using the original incident report number, with a suffix indicating supplementals or a case number.	Comply	RMS Standard	
The system should support direct entry of officer reports from information collected in the field by officers.	Comply	RMS Standard	Workflow
The system should maintain a reports log.	Comply	RMS Standard	
The reports log should be easily viewed and browsed.	Comply	RMS Standard	
The reports log should contain the officer report number, date, offense, officer, and status, at a minimum.	Comply	RMS Standard	
Officer reports should contain information about an unlimited number of persons involved - personal information, connection to incident, and information specific to their connection (for victims, suspects, etc.)	Comply	RMS Standard	
Information from officer reports should be automatically propagated to the Master Name file.	Comply	RMS Standard	
The officer reports should contain vehicles involved information. Detailed vehicle information should be recorded.	Comply	RMS Standard	
The officer reports should contain method of entry and other specific information required for the UCR/NIBRS reports.	Comply	RMS Standard	
The officer reports should contain narrative and unlimited subsequent supplements.	Comply	RMS Standard	In Q4 theNew Records UI will support rich text format and allow to copy and paste from a word processing program
Integral spell checking for narratives and supplements should be provided.	Comply	RMS Standard	
The system should allow the user to "cut and paste" text from a word processing program to a narrative/supplement.	Comply	RMS Standard	
The officer reports should contain officer/reviewer signoff and report routing.	Comply	RMS Standard	
The report screen should include the ability to add an unlimited number of photos and other images to the report.	Comply	RMS Standard	
It should be possible to associate an unlimited number of other files with the report (pdf, spreadsheets, etc.)	Comply	RMS Standard	
A notes section (besides that associated with the case investigation) should be included.	Comply	RMS Standard	
Explicit tracking of assaults on officers must be included for each case.	Comply	RMS Standard	
An approval log must be available to list all reports not yet approved by a supervisor.	Comply	RMS Standard	
A method must be provided for supervisors to approve cases that includes electronic routing of reports from supervisor to officer and back, from supervisor to records, from records to officer and back.	Comply	RMS Standard	
The approval process must allow supervisors and records clerks to attach lists of problems with reports to the report for the officer to correct.	Comply	RMS Standard	
Once approved, a case must be "locked," i.e., not subject to change (except for supplementary narratives) except by personnel with sufficient security level.	Comply	RMS Standard	
The RMS should allow the user or supervisor to configure the automated field reporting module to support agency-specific processes/workflow.	Comply	RMS Standard	
The RMS system works when denying reports and the officer is off duty. Setting priorities based on report needs.	Comply	RMS Standard	
The system must collect and tally solvability factors.	Comply	RMS Standard	External routing would only show who went to, there is no interface/module without access to the Flex software.
The system must support routing internally and externally for the case.	Comply	RMS Standard	
The system must have a module to support prosecuting attorney access.	CC Evidence	N/A	
The case report must allow attachments of any supported Windows file, photographs, video, etc	Comply	RMS Standard	

The case must be able to be marked confidential, confidential to a specific division, confidential to a specific agency if multi-agency.	Comply	RMS Standard	Partitioning
The case report must have a visual notification if the case isn't to be released.	Comply	RMS Standard	
Confidential case information is counted appropriately for NIBRS reporting.	Comply	RMS Standard	
The RMS module should provide a place to document all of the steps taken in an arrest. Must allow the officer to capture the method of identification that was used to identify the subject, to include linking to various modules throughout system, (e.g. Master Name, Master Location, Imaging, etc.). RMS must provide the capability to print the arrest report after all of the data has been entered into the system.	Comply	RMS Standard	
The RMS asset management should have the ability to maintain inventory records.	Equipment	RMS Plus	
The RMS asset management should have the ability to general supplies.	Equipment	RMS Plus	
The RMS should have the ability to save resource materials.	Equipment	RMS Plus	
The RMS should have the ability to save personal equipment.	Equipment	RMS Plus	
The RMS should have the ability to display a photograph of an employee within the personnel record, whether by capturing an image with a digital camera or by uploading an image from a camera or computer disk, and ability to enter and maintain the following general personnel information on every employee.	Imaging	RMS Standard	
The RMS should have the ability to save department assets.	Equipment	RMS Plus	
In the RMS incidents that require further investigation or follow-up may be referred to an investigator before they are closed or submitted to the prosecutor for a charging decision. The system should be able to assign case responsibility and task responsibility.	Workflow	RMS Standard	
The system should provide a case investigation log by detective, officer, or all cases under investigation with features like the officer log report.	Supplemental Reports	RMS Standard	
The system should provide a case investigation status detail display.	Workflow	RMS Standard	
The system should provide appropriate status and progress reports.	Workflow	RMS Standard	
The system should have a feature for assigning follow ups to both investigators and officers that will track the follow up due dates and work complete.	Workflow	RMS Standard	
Information kept for each case in the investigation file should include detective, date assigned, follow up date, victims, suspects, investigation, court dispositions and date closed.	Comply	RMS Standard	
The supervisor must be able to access and review unassigned cases. The supervisor will assign case responsibility to a primary investigator. Assignment factors may include the nature of the activity, type of follow-up required, the workload of available investigators, and cases already assigned.	Workflow	RMS Standard	
In the RMS the investigator should be able to investigate cases that have been assigned, giving the investigator the ability to follow up on leads and document additional facts about the case. The activities associated with the investigation typically include collecting evidence, developing leads, conducting interviews and interrogations, requesting warrants, and writing supplemental reports. Each of these activities must be documented in RMS to confirm that proper department procedure was followed and that all potential leads were developed.	Workflow	RMS Standard	
The RMS should have the ability to enter and maintain all information pertaining to traffic citations in both RMS and TraCs (electronic citation processing) and maintain a history of each traffic citation produced.	Partial Comply	N/A	Tracs pushes to Flex, only one way.
The system should provide means to track traffic and parking citations and associate persons and vehicles with them. Need the ability to attach documents to the citation module.	Traffic	RMS Standard	
An on-screen citation log must be available that shows all recent citations with an option to just show those for a particular officer. Citation module should allow searchable data fields such as violations, dates, hazards, juvenile.	Comply	RMS Standard	
The RMS should have the ability to enter and maintain all information pertaining to traffic citations in both RMS and TraCs (electronic citation processing) and maintain a history of each traffic citation produced.	Partial Comply	N/A	Tracs pushes to Flex, only one way.
The system should provide means to track traffic and parking citations and associate persons and vehicles with them. Need the ability to attach documents to the citation module.	Comply	RMS Standard	

An on-screen citation log must be available that shows all recent citations with an option to just show those for a particular officer. Citation module should allow searchable data fields such as violations, dates, hazards, juvenile.	Comply	RMS Standard
The data in the field interview is used to document unusual or suspicious circumstances or any activity that is considered by the officer. The data in the field interview should be available for analytical support.	Comply	Mobile RMS
The system should include the facility to enter field contact information into the database as a "Field Interview" with the person information automatically recorded in the Master Name file.	Comply	Mobile RMS
Sex Offenders	Offender Tracking	RMS Standard
Narcotics Offenders	Offender Tracking	RMS Standard
Known Offenders	Offender Tracking	RMS Standard
Arsonists	Offender Tracking	RMS Standard
Parolees	Offender Tracking	RMS Standard
Probationers	Offender Tracking	RMS Standard
Gangs	Offender Tracking	RMS Standard
Civil	Civil	RMS Plus
Subpoenas for agency personnel	Wants	RMS Standard
Subpoenas for citizens	Wants	RMS Standard
Protection Orders	Wants	RMS Standard
BOLO Persons	Mobile	Mobile CAD
Missing Persons	Mobile	Mobile CAD
Document Release Log	Comply	RMS Standard ?
Stolen Vehicle Log	Vehicle	RMS Standard
Arrest Log	Comply	RMS Standard
Accidents Log	Comply	RMS Standard
Warrants	Wants	RMS Standard
Search Warrants	Wants	RMS Standard
Pawn	Pawn	RMS Plus
BOLO Vehicles	Mobile	Mobile CAD
Concealed Firearm Application/Permits	License and Permits	RMS Plus
The RMS should have the ability to track the peddler license information and search by any combination of fields. The ability to scan peddler and liquor license applications and photos into a module for easy retrieval if needing to verify their identity by photos and info.	Comply	RMS Plus
The RMS should have the ability to track canine activity, generate reports regarding the canine's progress, track training hours and activities, track demonstration hours and activities, track veterinarian records, ability to track nutritional records.	Comply	RMS Plus
The RMS should have the ability to enter and maintain information including witnesses, tips, addresses, etc.	Comply	RMS Plus
The RMS should have the ability to track gangs and members separately in the system, and can track the following gang-related data	Offender Tracking	RMS Standard
The RMS should have the ability to track generic permit-related data.	Comply	RMS Standard
The RMS should have the ability to issue and deny permits, track inspections, violations, create and print/export reports, use geographic information for locations on all ABC establishments, and integrate with State board licensing.	Comply	RMS Standard
The RMS should have the ability to create, main and track intelligence records associated with narcotics investigations, create unique informant files, upload and sign off on informant code of conduct, track informant payments,	Comply	RMS Standard
The RMS should have the ability to associate files to training (e.g., ppt, videos, etc.), retrieve training records, and generate a report on training costs.	Does not Comply	RMS Standard

The RMS should have the ability to enter and maintain information, and store educational information on all applicants, work experience information on all applicants, test results information on all applicants, create and generate letters to applicants.	Personnel	RMS Standard
The ready reference file should provide an electronic means to store various pieces of reference information, including telephone lists, training bulletins, house watch list, and department procedures and directives.	N/A	N/A
The ready reference file should provide an easy means to enter, organize, and retrieve this reference information.	N/A	N/A
The system should support document, photograph, video, etc. attachments to the ready reference file.	N/A	N/A
Retrieval of ready reference information should be allowed from a ready reference index display or directly via a brief identifier associated with each entry.	N/A	N/A
Entries in the ready reference file should consist of text information.	N/A	N/A
There should be no limit on the length of each entry.	N/A	N/A
<b>Firearm Purchase Denials</b>	<b>License and Permits</b>	<b>RMS Plus</b>
For Crime Analysis plot incident data on a map, produce density maps, hot spot maps.	Pin Mapping	RMS Standard
Crime Analysis should have the ability to 'drill-down' into incident details from an incident plotted on the map.	Pin Mapping	RMS Standard
Crime Analysis should have the ability to provide a public interface to the crime mapping application that allows the public to plot and search for agency-identified incident types.	Community Dashboard	Dashboards
Crime Analysis should have the ability to analyze linkages among data elements.	Comply	Dashboards
Crime Analysis should have the ability to click on a linked element to show links based on that element.	Comply	Dashboards
Crime Analysis should have the ability to aggregate and filter data contained in records to create summary reports showing: Totals, Averages, Frequencies, and Percentages	Compstat	Dashboards
Crime Analysis should have the ability to access certain data including GIS data with off the-shelf programs, such as Excel, Crystal Reports, etc.	Comply	System Core
Property Evidence should allow personnel to enter descriptive data about an item being submitted to the evidence section of storage. This includes all information to begin the chain of custody and the property information.	Evidence	RMS Standard
Bar Coding software must be completely integrated into the records management system, with no need to recreate barcodes manually. If proprietary bar-coding equipment is required, then include its price.	Comply	RMS Standard
Property Evidence should allow entry of case number, and unlimited entries of property/evidence, tracks location and chain of custody related to the item of evidence.	Comply	RMS Standard
Supports checking property in and out.	Comply	RMS Standard
Supports creating a dropdown list of common reasons for checking out property that can be entered from the bar-coding terminal.	Comply	RMS Standard
Property evidence should have the ability to conduct an inventory check and query a location for items.	Comply	RMS Standard
Property evidence should have the ability to create inventory report using various parameters.	Comply	RMS Standard
Property evidence should have a process for purging inventory and retention.	Comply	RMS Standard
Supports ad hoc audits with results.	Comply	RMS Standard
Has an up-to-date tickler type file that includes: property ready for purging, property items not yet received by the property room and a listing of property that is currently checked out.	Comply	RMS Standard
Allows inventory reconciliation.	Comply	RMS Standard



Supports the ability to print out an owner notification letter.	Comply	RMS Standard	
Allow for mobile data entry for items of evidence for officers MDT out in the field.	Comply	RMS Standard	
Ability to scan/label and add attachments to the case file.	Comply	RMS Standard	
Allow for items of evidence to be reassigned to the case officer.	Comply	RMS Standard	
Property evidence will allow personnel to apply the same property type to multiple property items at a time.	Comply	RMS Standard	
Allows assigning multiple pieces of property, at one time, to property room "bins" with the wand with the assignment automatically transmitted and entered the property database.	Comply	RMS Standard	
Property evidence should have the ability to create a system audit for all batch program activity.	Comply	RMS Standard	
The Property evidence system must provide a bar code function that allows the user to search and print barcode labels.	Comply	RMS Standard	
Property evidence should have the ability to edit information that is generated on the label. Currently there is not enough information on the label.	Comply	RMS Standard	Custom Evidence Report
Property evidence should prevent one barcode being assigned to multiple items.	Comply	RMS Standard	
Property evidence data input into one place. Currently evidence information goes through File On Q and RMS. Property evidence should have an auto save.	Partial Comply	RMS Standard	Flex uses a unified database so all entries are in once space, no auto save.
Property evidence should allow for more than 5 users to be logged in at the same time.	Comply	RMS Standard	
Prints bar code labels individually or in bulk for a case.	Comply	RMS Standard	
Allows for custom labels which shows storage location.	Comply	RMS Standard	
The JMS software must provide component (e.g., modules, entry screens, daily logs) and document (e.g., case documents, ticket documents) security to permit and restrict user group rights.	Comply	JMS Standard	
The JMS software must use the master's name concept and contain all information collected on a person or business, as well as all associated activities, in a single master name record. Include prior bookings and medical files for the repeat offenders.	Comply	JMS Standard	
The JMS software must provide a cross-referenced index of all known activities in which a person/business has been involved.	Comply	JMS Standard	
The JMS should have the ability to display an image of the subject and images of scars, marks, and tattoos within the record, whether captured by directly connected digital camera or by if uploaded from local workstation or any connected media.	Comply	JMS Standard	
The JMS should have the ability to create and maintain complete booking records, add booking records via a tab-based booking entry screen which allows entry of all booking information with options in the form of a drop-down box, and which will also recognize the first letter of the options, or by way of a booking wizard, which system administrators can configure to suit agency preferences for booking entry.	Comply	JMS Standard	
The JMS should be able to create and maintain jail incident records via an incident entry wizard, with multiple agency-defined incident categories under which incidents can be documented, such as Minor Violation, Major Violation, Trustee Rule Violation, etc. The JMS should create an ALERT on a master name record indicating a documented incident(s).	Comply	JMS Plus	Disciplinary Actions and Inmate Work modules// The basic jail incident is included in JMS standard, but the jail violations, hearing information and disciplinary sanctions are tracked in the other modules.
The JMS should have the ability to schedule, maintain and track inmate events via an intuitive user interface with drag-and-drop functionality and allowing the events to have a time frame and totaling of hours worked. Credit the inmate for cleaning in the jail.	Inmate Work	JMS Plus	Inmate Work
The JMS should store the inmate's work schedule and work information such as business address, phone number, and alternate work sites to keep track of the inmate.	Inmate Work	JMS Plus	Inmate Work

When an inmate classification record is open, the following inmate information is always displayed for quick, at-a-glance review: mug shot or other photo, basic physical description, housing information and charges. Also, record and display inmate classification data, review date, discipline, and other inmate historical reports to include a	Comply	JMS Standard	
free-form medical screening questionnaire. This helps determine whether they can stay locally or housed in county when it comes to serving time. If they have medical issues or a felony they go to the county.	Comply	JMS Standard	
The JMS should have an improved questionnaire logic with data input validation.	Comply	JMS Standard	
The JMS should be able to view all current inmate housing assignments for a selected jurisdiction, limit view of housing assignments by facility and pod/block, use drag-and-drop functionality and a minimal amount of data entry to perform inmate housing tasks, real-time inmate tracking.	Comply	JMS Standard	
The JMS should have the ability to do "screen capture" of the entire screen or sub windows within a screen and save the capture to a file or send it to a printer.	Comply	JMS Standard	
The JMS should have the ability to schedule and automatically generate daily, weekly, monthly, annually, and user-defined reports. For instance, a daily population of men and women, juveniles, work releases, straight time, or overnight inmates. The ability to quickly configure a query for user-defined reports.	Comply	JMS Standard	The JMS software does not schedule this, but an SA can schedule the jail reports to run via the webapp/ Chron job reporting
The JMS should have a running log of incidents easily accessible.	Comply	JMS Standard	
The JMS should have the ability to enter, maintain and track all inmate contacts via facility visitations.	Comply	JMS Standard	
The JMS should have the ability to create and maintain ORI-specific corrections ledger accounts for facility and inmates.	Comply	JMS Standard	
The JMS supports communication between the booking's module and third-party digital finger printing software.	Comply	JMS Standard	
The JMS should have inmate release functionality.	Comply	JMS Standard	
The system integrates data sources produced from the Agency's Esri® Enterprise GIS to generate all operational layers needed to fully support the necessary CAD mapping functions, including, but not limited to Address Points, Street Centerlines, Hydrants and/or Jurisdictional Boundaries	Comply	CAD Standard	
The system uses Agency produced Esri® Map Services to generate its CAD operational layers, including, but not limited to Address Points, Street Centerlines, Hydrants and/or Jurisdictional Boundaries.	Comply	CAD Standard	
The system does not support the use of Esri® Map Services to generate its CAD operational layers, does it support the import and conversion of Agency produced GIS data such as Esri® shapefiles.	Comply	CAD Standard	We utilize ESRI map services, shapesfiles are not needed.
The system gives the user the ability to customize the color and/or fill type of layers that are imported from GIS data sources such as Esri® shapefiles.	Comply	CAD Standard	
The GIS system verifies the following: Street Names, Intersections, Street Aliases, Mile Markers, Highway Exits, Overpasses, Common Place Names, and Number Ranges.	Comply	CAD Standard	
The system validates addresses using industry standard Esri® GIS technologies.	Comply	CAD Standard	
The system allows for import of parcel information through either Esri® Map Services or shapefiles.	Comply	CAD Standard	
The system allows for selection of layers for display of parcel owner information and property information.	Comply	CAD Standard	
The system supports a separate user window that provides a display of all current GIS layers, Base Maps and/or imagery.	Comply	CAD Standard	
The GIS functionality of the system displays the following: Points, Lines, Geographic Boundaries (polygons, Icons (markers/symbols), Raster images.	Comply	CAD Standard	
The window automatically displays a street map when the address is verified in the CAD call entry window.	Comply	CAD Standard	
The system automatically shows different information as the mapping display changes.	Comply	CAD Standard	
The user can override the automatic display.	Comply	CAD Standard	
The GIS utilizes layered technology in which each layer may be user selected for display such as (defined and maintained in GIS): Address Points, Street Network, Law, Fire, & EMS defined boundaries, Railroads, Fire Hydrants, Other Agency defined layers.	Comply	CAD Standard	
The user can change the symbology of the layers on-the-fly for their display only.	Comply	CAD Standard	

The agency customizes map icons by selecting from a list of standard symbols or by uploading its own agency defined symbols.	Comply	CAD Standard	
The user can click on features within the map to view details about a given feature in a pop-up window.	Comply	CAD Standard	
The map display allows for multiple map layers to be utilized simultaneously.	Comply	CAD Standard	
The system displays the following information associated with a specific address: Number of Previous Calls, Possible Duplicate Calls, Number of Premise Records, Address Alerts, manually entered Business Name for specific address.	Comply	CAD Standard	
The system displays cross streets on either side of an address.	Comply	CAD Standard	
The system provides navigational or turn-by-turn directions to an address.	Quickest Route	Mobile CAD	
The system allows for searchable intersections.	Comply	System Core	
The user can enter information on commercial properties associated with individual suites or apartment numbers if such data is contained in the currently GIS Address Point source fields.	Comply	CAD Standard	
The system allows for multiple occurrences of the same street name in different cities.	Comply	CAD Standard	
The street intersection information be used interchangeably (for example, State Avenue/Main Street or Main Street/State Avenue).	Comply	CAD Standard	
The system accommodates the use of address abbreviations (St. for Street).	Comply	CAD Standard	
The user can retain an old street name as an alias.	Comply	CAD Standard	
The system presents Latitude/Longitude coordinates in decimal format? (Ex: 34.915219, -114.276788).	Comply	CAD Standard	
The system uses hosted tiled image services as Base Maps.	Comply	CAD Standard	
The system uses Esri® provided Base Maps.	Comply	CAD Standard	
The system uses Agency produced Esri® shapefiles or Map Services as Base Maps.	Comply	CAD Standard	
The system uses and displays third-party image services such as Pictometry imagery.	Comply	CAD Standard	
The system uses agency preferred coordinate systems for mapping such as NAD 1983, State Plains Arizona West or does it convert all imported data to WGS 1984.	WGS1984	CAD Standard	All data will be converted to WGS 1984.
CAD mapping is fully integrated with the dispatch system so that validated call locations are automatically plotted and units plotted.	Comply	CAD Standard	
Users can plot addresses on the map.	Comply	CAD Standard	
The system attempts to validate location information automatically as the location is entered against the current GIS produced layers or Map Services prior to accepting the call.	Comply	CAD Standard	
The system allows calls to be processed even if the location cannot be validated.	Comply	CAD Standard	
The system presents a list of street names to allow the operator to select the desired location from the list and continue to enter data.	Comply	CAD Standard	
The users can measure distances on the map.	Comply	CAD Standard	
Mapping is compliant with Phase II wireless requirements.	Comply	CAD Standard	
The system shows the location of events in the zoom window.	Comply	CAD Standard	
The system keeps its aspect ratio regardless of zoom and method of selection.	Comply	CAD Standard	
Units can be dispatched to a call using the keyboard or drag-and-drop functionality.	Comply	CAD Standard	
Users can enter a single command to locate a call on the map.	Comply	CAD Standard	
Users can enter new calls on the map.	Comply	CAD Standard	
Users can navigate the map (zoom, pan, etc.) using the CAD command line.	Comply	CAD Standard	
The system provides a toolbar for the following functions: View Full Screen, View Map Layers, View Calls, Zoom, Pan.	Comply	CAD Standard	
The users can export a map as an image (.tif, .bmp, .jpg, .pdf) and print the map with a legend.	Comply	CAD Standard	
The agency can export custom query reports of call data, without limitations of selected fields.	Comply	CAD Standard	
The agency can export a report in a CSV or Excel format.	Comply	CAD Standard	
The user can access to data dictionary included.	Comply	System Core	
The agency training for GIS integration with the system included.	Comply	N/A	

The system allows authorized users to enter, delete, print, duplicate, and track various User Defined Civil Papers.	Civil Process	RMS Plus
The system allows authorized users to monitor and track these civil papers by Court Docket Number.	Civil Process	RMS Plus
The system allows authorized users to search individual civil process entries by either plaintiff or defendant.	Civil Process	RMS Plus
The entries with names attach the Civil Process to the master's name file, making it fully integrated with other modules.	Civil Process	RMS Plus
The system shows the final disposition of the process.	Civil Process	RMS Plus
The system allows a process to be assigned to a particular deputy by name.	Civil Process	RMS Plus
The system tracks monetary transactions and balances associated with the individual Civil Process.	Civil Process	RMS Plus
The system allows printable "service worksheets" that can be attached to the actual civil paper.	Civil Process	RMS Plus
The system tracks and can provide statistical data (ad-hoc reporting) associated with the Civil Processes.	Civil Process	RMS Plus
The system allows for the tracking by a unique number an individual permit to a person.	License and Permits	RMS Plus
The system tracks and can provide statistical data (ad-hoc reporting) associated with the purchase permits.	License and Permits	RMS Plus
The system shows the status of the permit (Pending, Approved, or Denied).	License and Permits	RMS Plus
The system allows a user-defined "reason" to enter with each permit.	License and Permits	RMS Plus
The system has a location where a denial reason is displayed.	License and Permits	RMS Plus