

**AMENDMENT TO THE SYSTEM PURCHASE AGREEMENT BETWEEN CITY OF UPLAND AND TRITECH
SOFTWARE SYSTEMS**

This Amendment (this "Amendment") to the System Purchase Agreement, Software Support Agreement, and Subscription Service License & Use Agreement (collectively, "Agreement") entered into by and between TriTech Software Systems ("TriTech"), a CentralSquare Technologies company ("CentralSquare"), and the City of Upland (for the benefit of and use by Upland Police Department) ("Client" or "Customer") with an execution date of April 25, 2017, as amended from time to time including additional purchases is entered into and effective as of the last date of signature below ("Effective Date"). In the event of a conflict or inconsistency between this Amendment and the Agreement, the terms of this Amendment shall control. City of Upland and TriTech may be referenced as each a "Party", and together "Parties".

WHEREAS, Customer entered into the Agreement for an on-premise deployment of TriTech's RMS & CAD products, and associated modules; and

WHEREAS, the Parties mutually agree and desire to switch the on-premise deployment of such products to the cloud version of the software applications.

NOW THEREFORE, in consideration of the foregoing and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties agree as follows:

1. Term. The term of the Agreement is hereby extended on an annual basis commencing on the last date of signature on this Amendment, for a total of three (3) years. The Agreement will automatically renew for successive one (1) year terms unless earlier terminated by either party. Either party may elect to end renewal of the Agreement by issuing a notice of non-renewal, in writing, to the other party six (6) months prior to the next renewal. Except as otherwise set forth herein, each defined term in the Agreement has the meaning ascribed to that term in the Agreement when the term is used in this Amendment.
2. Amendments to the Agreement. As of the Effective Date, the Agreement is hereby amended or modified as follows:
 - a. The items listed in Attachment A, attached to this Amendment, detail the items to be migrated to cloud, the services necessary, and associated costs. The on-premise software being migrated to cloud shall be replaced as applicable and licensed as follows:
 - i. Access Grant. So long as subscription fees are paid and current, (unless terminated as provided in the Agreement, Customer is granted a nontransferable, nonexclusive right to use the software for the Customer's own internal use for the applications described in the Statement of Work, in the applicable environment (e.g., production, test, training, or disaster recovery system) and in the quantity set forth. Additional software subscriptions purchased after the execution of this Amendment shall also be accessed in

accordance with the provisions of this section. Customer shall not use, copy, rent, lease, sell, sublicense, modify, create derivative works from/of, or transfer any software, or permit others to do said acts, except as provided in the Agreement. Any such unauthorized use shall be void and may result in immediate and automatic termination of the applicable access. The subscription access granted in this Agreement or in connection with it are for object code only and do not include a license or any rights to source code whatsoever.

- ii. Attachment B, Statement of Services is hereby added as an additional document, in its entirety governing the cloud migration project.
 - iii. Attachment C, Maintenance & Support is hereby added as an additional document that governs the support and maintenance of all software.
 - iv. Attachment D, Service Level Commitments is hereby added as an additional document.
3. Limited Effect. Except as expressly provided in this Amendment, all of the terms and provisions of the Agreement are and will remain in full force and effect and are hereby ratified and confirmed by the Parties. Without limiting the generality of the foregoing, the amendments contained herein will not be construed as an amendment to or waiver of any other provision of the Agreement or as a waiver of or consent to any further or future action on the part of either Party that would require the waiver or consent of the other Party. On and after the Effective Date, each reference in the Agreement to "the Agreement" will mean and be a reference to the Agreement as amended by this Amendment.
4. Representations and Warranties. Each Party hereby represents and warrants to the other Party that:
 - a. It has the full right, power, and authority to enter into this Amendment and to perform its obligations hereunder and under the Agreement as amended by this Amendment.
 - b. The execution of this Amendment by the individual whose signature is set forth at the end of this Amendment on behalf of such Party, and the delivery of this Amendment by such Party, have been duly authorized by all necessary action on the part of such Party.
 - c. This Amendment has been executed and delivered by such Party and constitutes the legal, valid, and binding obligation of such Party, enforceable against such Party in accordance with its terms.
5. AI Use & Accuracy. The software provided under this Agreement may include access to artificial intelligence ("AI") features that generate outputs based on inputs. Customer acknowledges and agrees that:
 - a. AI-generated outputs may be inaccurate, incomplete, or inappropriate, and should not be relied on as a sole source of truth or decision making;
 - b. Users are responsible for reviewing and validating any AI-generated content before using it in any context;

- c. A human-in-the-loop (human is actively involved in reviewing, validating, or making decisions based on the output) approach is strongly recommended, and users agree to exercise appropriate judgment and oversight when using the software;
 - d. TriTech makes no warranties or guarantees regarding the accuracy, reliability, or suitability of AI-generated outputs for any particular purpose;
 - e. Use of the AI features is at Customer's own risk, and Customer agrees not to use the software in any manner that may cause harm or violate applicable laws or regulations.
6. Miscellaneous. All other terms and conditions of the Agreement not specifically modified by this Amendment shall remain in full force and effect. Should any term in this Amendment conflict with a term in the Agreement, the terms of this Amendment shall control.

IN WITNESS THEREOF, THE PARTIES HERETO HAVE ENTERED INTO THIS AMENDMENT AS OF THE EFFECTIVE DATE.

TriTech Software Systems	City of Upland
1000 Business Center Drive Lake Mary, FL 32746	1499 West 13 th Street Upland, CA 91786
By:	By:
Print Name:	Print Name:
Print Title:	Print Title:
Date Signed:	Date Signed:

Attachment A
Software & Services

Quote #: Q-230662

WHAT SOFTWARE IS INCLUDED?

CAL PHOTO INTERFACE

	PRODUCT NAME	QUANTITY	UNIT PRICE	TOTAL
1.	CentralSquare Message Switch Additional Provider (OP) Annual Subscription Fee - CAL PHOTO	1	3,200.00	3,200.00
Cal Photo Interface Software Total				3,200.00 USD

CENTERLINE AI

	PRODUCT NAME	QUANTITY	UNIT PRICE	DISCOUNT	TOTAL
2.	Centerline AI Platform Annual Subscription Fee	1	4,000.00	- 4,000.00	0.00
3.	Centerline AI User Annual Subscription Fee	88	350.00	- 30,800.00	0.00
Centerline AI Software Subtotal				34,800.00 USD	
Centerline AI Software Discount				- 34,800.00 USD	
Centerline AI Software Total				0.00 USD	

CITIZEN REPORTING

	PRODUCT NAME	QUANTITY	UNIT PRICE	TOTAL
4.	Public Safety Citizen Reporting (CAD) Annual Subscription Fee	1	5,000.00	5,000.00
5.	Public Safety Citizen Reporting (RMS) Annual Subscription Fee	1	5,000.00	5,000.00
Citizen Reporting Software Total				10,000.00 USD

CRIMEVIEW

	PRODUCT NAME	QUANTITY	UNIT PRICE	DISCOUNT	TOTAL
6.	CrimeView Analytics: Informative (3 years data) CST System Subscription	1	3,350.00	- 3,350.00	0.00
7.	CrimeView Analytics: Standard (3 years data) CST System Subscription	1	3,125.00	- 3,125.00	0.00

CrimeView Software Subtotal	6,475.00 USD
CrimeView Software Discount	- 6,475.00 USD
CrimeView Software Total	0.00 USD

ENTERPRISE CAD/MOBILE

	PRODUCT NAME	QUANTITY	UNIT PRICE	DISCOUNT	TOTAL
8.	CentralSquare CAD Enterprise Cloud Dispatch Position Annual Subscription Fee	5	5,000.00	- 2,500.00	22,500.00
9.	CentralSquare CAD Enterprise Cloud Mobile Position Annual Subscription Fee	29	700.00	- 2,030.00	18,270.00
10.	CentralSquare CAD Enterprise Cloud Platform Annual Subscription Fee	1	150,000.00	- 15,000.00	135,000.00
11.	Field Ops (CL) Annual Subscription Fee	88	120.00	- 1,056.00	9,504.00

ENTERPRISE CAD/MOBILE Software Subtotal	205,860.00 USD
ENTERPRISE CAD/MOBILE Software Discount	- 20,586.00 USD
ENTERPRISE CAD/MOBILE Software Total	185,274.00 USD

ENTERPRISE RMS

	PRODUCT NAME	QUANTITY	UNIT PRICE	DISCOUNT	TOTAL
12.	CentralSquare Records Enterprise Cloud Officer Annual Subscription Fee	81	800.00	- 6,480.00	58,320.00
13.	CentralSquare Records Enterprise Cloud Platform Annual Subscription Fee	1	120,000.00	- 48,000.00	72,000.00

Enterprise RMS Software Subtotal	184,800.00 USD
Enterprise RMS Software Discount	- 54,480.00 USD
Enterprise RMS Software Total	130,320.00 USD

FIRST TWO

	PRODUCT NAME	QUANTITY	UNIT PRICE	TOTAL
14.	CentralSquare FirstTwo (Law Enforcement) Annual Subscription Fee	1	10,800.00	10,800.00

First Two Software Total	10,800.00 USD
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INTERFACES

	PRODUCT NAME	QUANTITY	UNIT PRICE	DISCOUNT	TOTAL
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15.	CentralSquare Message Switch Additional Provider (OP) Annual Subscription Fee	1	3,200.00	- 1,280.00	1,920.00
16.	CentralSquare Message Switch Query Builder (OP) Annual Subscription Fee	1	7,700.00	- 3,080.00	4,620.00
17.	Standard Citation Importer Annual Subscription Fee	2	7,650.00	- 6,120.00	9,180.00
Interfaces Software Subtotal					26,200.00 USD
Interfaces Software Discount					- 10,480.00 USD
Interfaces Software Total					15,720.00 USD

UNIFY

	PRODUCT NAME	QUANTITY	UNIT PRICE	TOTAL
18.	CAD-to-CAD Unify (Cloud) Annual Subscription Fee	1	15,750.00	15,750.00
Unify Software Total				15,750.00 USD

SOFTWARE SUMMARY

Software Subtotal	497,885.00 USD
Software Discount	- 126,821.00 USD
Software Total	371,064.00 USD

WHAT SERVICES ARE INCLUDED?

CAL PHOTO INTERFACE

DESCRIPTION	TOTAL
1. Public Safety Project Management Services - Fixed Fee	1,950.00
2. Public Safety Technical Services - Fixed Fee	9,750.00
Cal Photo Interface Services Subtotal	11,700.00 USD
Cal Photo Interface Services Discount	- 11,700.00 USD
Cal Photo Interface Services Total	0.00 USD

CENTERLINE AI

DESCRIPTION	TOTAL
3. Centerline AI Implementation Services - Fixed Fee	1,560.00
Centerline AI Services Subtotal	1,560.00 USD

Centerline AI Services Discount	- 1,560.00 USD
Centerline AI Services Total	0.00 USD

CITIZEN REPORTING

DESCRIPTION	TOTAL
4. Public Safety GIS/Analytics Services - Fixed Fee	19,500.00
5. Public Safety Project Management Services - Fixed Fee	3,900.00

Citizen Reporting Services Subtotal	23,400.00 USD
Citizen Reporting Services Discount	- 3,510.00 USD
Citizen Reporting Services Total	19,890.00 USD

FIRST TWO

DESCRIPTION	TOTAL
6. CentralSquare FirstTwo Implementation Services - Fixed Fee	1,560.00

First Two Services Subtotal	1,560.00 USD
First Two Services Discount	- 1,560.00 USD
First Two Services Total	0.00 USD

IMPLEMENTATION

DESCRIPTION	TOTAL
7. CAD Enterprise Cloud Migration Services (1-99 CAD Positions) - Fixed Fee	10,000.00
8. Public Safety Consulting Services - Fixed Fee	29,445.00
9. Public Safety Project Management Services - Fixed Fee	11,310.00
10. Public Safety Technical Services - Fixed Fee	26,910.00
11. Public Safety Travel & Living Expenses Estimate	4,600.00
12. Records Enterprise Web Cloud Migration Services (1-25,000 Sworn) - Fixed Fee	10,000.00

Implementation Services Subtotal	92,265.00 USD
Implementation Services Discount	- 92,265.00 USD
Implementation Services Total	0.00 USD

UNIFY

DESCRIPTION	TOTAL
13. Public Safety Consulting Services - Fixed Fee	7,800.00
14. Public Safety Project Management Services - Fixed Fee	4,485.00
15. Public Safety Technical Services - Fixed Fee	9,360.00
16. Public Safety Training Services - Fixed Fee	3,120.00

Unify Services Subtotal	24,765.00 USD
Unify Services Discount	- 3,714.75 USD
Unify Services Total	21,050.25 USD

SERVICES SUMMARY

Services Subtotal	155,250.00 USD
Services Discount	- 114,309.75 USD
Services Total	40,940.25 USD

QUOTE SUMMARY

Software Subtotal	497,885.00 USD
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Services Subtotal	155,250.00 USD
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Quote Subtotal	653,135.00 USD
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Discount	- 241,130.75 USD
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Quote Total	412,004.25 USD
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Net Recurring Fees will increase in the amount of \$208,067.43. For products being replaced in this project, this is an estimate based on the client's current recurring fees of \$162,996.57. The increase amount may change based on any adjustments to scope or pricing and depending on the final project timeline. Your new renewal estimate is \$371,064.00. Any items not being replaced by this order will continue in addition to the renewal estimate listed.

TOTAL RECURRING FEES

TYPE	AMOUNT
TOTAL RECURRING FEES	\$371,064.00
CURRENT RECURRING FEES	-\$162,996.57
NET RECURRING FEE INCREASE	\$208,067.43

The amount totals for Maintenance and/or Subscription on this quote include only the first year of software use and maintenance.

BREAKOUT – 3 YEARS

TERM	AMOUNT
YEAR 1	\$412,004.25
YEAR 2	\$371,064.00
YEAR 3	\$382,195.92*

*Centerline AI fees for Year 3 will be \$38,400.00. This amount is *not* included in the Year 3 amounts above, but will be incorporated should Customer elect to keep the application.

Payment Terms:

Subscriptions:

- Annual Subscription Fees are due twelve (12) months after Delivery, and annually thereafter on the anniversary of that payment date.
- Annual Subscription Fees shall increase as follows:
 - o Years 1 & 2 = 0%
 - o Year 3 = 3%
 - o Year 4 onward = 5%

Centerline AI:

Centerline AI is included at no cost for twenty-four (24) months from Delivery. After twenty-four (24) months, Centerline will be at the non-discounted price shown above, due annually on the anniversary of the date of Delivery, subject to the price increase detailed herein.

Services:

Payment Schedule:

	Implementation Services
30%	Due on Effective Date
20%	Due at Project Kickoff
15%	Due at completion of 1 st End User Training Session
30%	Due at Go Live
5%	Due at completion of Reliability Period

- If applicable, non-fixed fee professional services shall be due as incurred on a time and materials basis. Non-fixed fee professional services are not included in the percentages outlined in the above Payment Schedule.
- If applicable, non-fixed fee travel expenses shall be due as incurred, invoiced monthly for the travel expenses of the preceding month. Non-fixed fee travel expenses are not included in the percentages outlined in the above Payment Schedule.
- If applicable, Fixed Fee travel expenses are included in the percentages outlined in the above Payment Schedule.

Hardware:

- If applicable, Non-subscription Hardware Fees are due on the Effective Date.

Licenses:

- If applicable, License Fees are due on the Delivery Date.

Support & Maintenance

- If applicable, Support & Maintenance Fees are due annually, starting prior to the first anniversary of the Delivery Date and annually thereafter.
- Annual Software Maintenance Fees shall increase in accordance with the uplift schedule above.
- If applicable, legacy support and maintenance shall be due until the payment date of the replacement subscription software detailed above. Any unused pre-paid support and maintenance shall be credited as a pro-rated amount towards the next applicable subscription software invoice due under this Agreement, or future invoice.

Third Party:

- If applicable, Third-Party Software Fees are due on the Effective Date. Third-Party software subscriptions and/or support fees shall be due annually thereafter on the anniversary of the Effective Date. Third-Party Software fees are subject to increase each year.
- If applicable, Third-Party Services shall be due 50% at Effective Date, 25% at completion of 1st End User Training Session, and 25% at Go Live.

Invoice Terms:

CentralSquare shall provide an invoice for the items in the schedule above no less than thirty (30) days prior to the due date.

ANCILLARY FEES

- a. Customer is responsible for paying all taxes relating to this Agreement. Applicable tax amounts (if any) are not included in the fees set forth in this Agreement. If Customer is exempt from the payment of any such taxes, Customer must provide CentralSquare valid proof of exemption; otherwise, CentralSquare will invoice Customer and Customer will pay to CentralSquare all such tax amounts.
- b. To the extent allowable by law, if Customer fails to make any payment when due, then CentralSquare may charge interest on the past due amount at the rate of 1.5% per month calculated daily and compounded monthly, or, if lower, the highest rate permitted under applicable law; and if such failure continues for 90 days following written notice thereof, CentralSquare may suspend performance or access until past due amounts have been paid.

*Delivery: For cloud-based software Delivery shall be whichever the following applies and occurs first: Customer has (a) received log-in access to the software or any module of the software or (b) received access to the software via a URL.

Attachment B
Statements of Work

(ATTACHED)

Upland Police, CA, CentralSquare On-Premise to Cloud Migration – Enterprise, Q-230662

This Summary of Services describes a standard migration of your on-premise solution to the cloud. CentralSquare is here to ensure that your migration experience is simple, efficient, and empowering. Together, we can make this transition a success and set the stage for a brighter, more innovative future.

Project Scheduling

The Parties agree that a schedule will be provided for services within **ten days** from the assigned of a CentralSquare Project Manager.

Change Requests

The Parties may request a change to this Summary of Services, to increase hours or deliverables, through a written request to the CentralSquare Project Manager.

CentralSquare Connectivity to On-Premises Systems

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

Professional Services

Throughout the course of the project, CentralSquare will perform the following services to ensure a successful migration to the cloud. All services are performed remotely.

Migration to Cloud

The migration process involves backing up the on-premise environment, uploading critical data to the cloud, and deploying the latest software versions in the cloud environment. CentralSquare is responsible for ensuring the cloud environment functions as expected, while the Customer must review and provide feedback on the cloud deployment.

System Installation

Cloud provisioning will be the responsibility of CentralSquare. On-premise hardware provisioning is the responsibility of the Customer. The installation of CentralSquare software on on-premise hardware is the responsibility of CentralSquare.

This implementation will be a combination of cloud and on-premise components.

Cloud Components:

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

The administration services of the cloud environment are the responsibility of CentralSquare, including support, operation, and maintenance of the underlying infrastructure. Access to any resources by the Customer will not be allowed except through applications and programmatic connections.

The Customer will be responsible for their side of the connection with CentralSquare maintaining the AWS side.



On-Premise Components:

CentralSquare will provision the current server hardware on premise, as needed, for use of the CentralSquare provided NCIC Interface and CentralSquare's portion of the required interfaces.

The administration services of the on-premise environment is the responsibility of CentralSquare: including support and maintenance of the underlying infrastructure.

On-Premise Reporting Server *If applicable*

CentralSquare will replicate data to an on-premise reporting server. The Customer handles user access control, and CJIS compliance regarding the replicated data.

Geographical Information Services (GIS) *If applicable*

The migration from on-premise to cloud will include the moving of the GIS data.

Interfaces

The standard interfaces and integrations maintained by CentralSquare that are fully operational, and in the production environment, will be enabled to the cloud production environment as part of this project. The ability of the Message Switch\NCIC Server to be hosted in the cloud is a decision made by the State. Should the State not allow this, an on-premise server will be required. Any interface(s) currently under implementation will need to be reviewed with CentralSquare.

The Customer will be responsible for the facilitation of discussions and the acquisition of materials from those third parties that are necessary for the configuration of interfaces. If there are any additional costs from the third parties the Customer is responsible for those costs.

Additional Services, Products and Interfaces

The following additional items are included within this project:

- Items occurring prior to the Migration to Cloud
 - Conversion of the Hybrid Records system to a "WebOnly" system.
- Items occurring during and after the migration to Cloud
 - Installation of CentralSquare Identity and Message Switch
 - See Appendix A for detailed information
- The following workshops are included:
 - CAD Enterprise | Operational Review and Codefile Administration (ORCA) (**OnSite**)
4 days | 32 hours
 - CAD Enterprise | Response Plan Workshop (Remote)
2 days | 16 hours
 - Mobile Enterprise | Administration Training (Remote)
3 days | 24 hours
 - CAD Enterprise | Post Go-Live Optimization and Advance Configuration (**OnSite**)
3 days | 24 hours



Appendix A – CentralSquare Identity and Message Switch

The project includes the following scope of services:

Phase I:

Discovery call between Agency Personnel, Project Manager, Technical Services and Consultants.

Development of project plan and schedule.

CST Identity Installation:

- Installation Services to install Identity and Message Switch on virtual machines provided by the agency for Production and Test\Training Instances.
- Installation services to integrate Identity with CAD, Records, Message Switch and Mobile
- Technical Services to refresh the Test\Training System from Production

Identity Configuration in Test\Training:

- Configuration in Identity with the Customer including Identity role definitions and populating the user AD spreadsheet for import.
- Identity configuration with the Customer of Agencies, Jurisdictions, Divisions (CAD), Battalions (CAD) and Roles
- Mapping of CAD Functionality Groups and Records Roles to Identity Roles. Linking the role mappings within Identity.
- Active Directory Integration for each Active Directory Domain which is to be integrated with Identity.
- Configuring Identity External Servers (if used)
- User Transfer into Identity based on AD Security Group Associations (if Active Directory is used. Customer to validate AD Groups)
- Linking Users to Identity Roles (based on AD Security Group Associations/or manually within Identity)
- Identity integration with Records
 - Importing\Associating Records Users with Identity Users, and correct Identity role association.
 - May entail manual cleanup of Identity roles after automated process.
- Identity Integration with CAD\Mobile\Browser\Field Ops
 - Importing\Associating CAD Users with Identity Users, and correct Identity role association.
 - May entail manual cleanup of Identity roles after automated process.
 - Mobile form configuration per subagency (if Mobile is used)
- Enabling Identity Forgot Password link (if AD is not used for any or all users)
 - SMTP Configuration
- Testing and troubleshooting Identity authentication and structure.

Training:

- Identity Systems Administration Training class. This will be a remote two (2) hour class.

Phase II:

Identity Configuration in Production:

The production configuration and deployment will duplicate the Test\Training configuration as much as possible with the associated savings in effort due to lessons learned in the initial phase.



- Configuration in Identity with the Customer including Identity role definitions and populating the user AD spreadsheet for import.
- Identity configuration with the Customer of Agencies, Jurisdictions, Divisions (CAD), Battalions (CAD) and Roles
- Mapping of CAD Functionality Groups and Records Roles to Identity Roles. Linking the role mappings within Identity.
- Active Directory Integration for each Active Directory Domain which is to be integrated with Identity.
- Configuring Identity External Servers (if used)
- User Transfer into Identity based on AD Security Group Associations (if Active Directory is used. Customer to validate AD Groups)
- Linking Users to Identity Roles (based on AD Security Group Associations/or manually within Identity)
- Identity integration with Records
 - Records application is NOT configured with the API URL in Identity prod environment until Go Live.
 - Ensure email address is configured for users (non-AD users)
- Identity Integration with CAD\Mobile\Browser\Field Ops
 - Importing\Associating CAD Users with Identity Users, and correct Identity role association.
 - May entail manual cleanup of Identity roles after automated process.
 - Mobile form configuration per subagency (if Mobile is used)
- Enabling Identity Forgot Password link (if AD is not used for any or all users)
 - SMTP Configuration
- Testing and troubleshooting Identity authentication and structure.
- CIM Go Live with Identity, Mobile and Records
 - The Go Live Procedure involves no major system downtime. However, due to the Identity Transfer using automated System generated and calculated Identity Roles, there is Customer-led manual effort involved in validating the user's role assignments post go live. A plan for this would be developed during the Test implementation.
 - All non-Active Directory Users may need to reset the password on first login.
 - Records Go Live Details:
 - Users Advised to Log out of Records.
 - Configure Records application with the appropriate API URL in Identity
 - Integration between Records and Identity enabled in Production.
 - Users will no longer be able to login to records.
 - IIS Reset of Production Website.
 - Importing\Associating Records Users with CIM Users (CIM transfer utility), and correct CIM role association.
 - May entail manual cleanup of CIM roles after automated process.
 - Users will now be able to login (for non-AD users after they do a forgot password action)
 - Users to log out of and log back into Records.
 - There is no change to the login URL – the call to Identity is in the background.
 - CAD Go Live Details:
 - Integration Tool used to complete Browser Integration to redirect Browser.
 - Integration to IH.
 - Restart Event Service, App Service, and the host services. There will be a brief Event Service outage.
 - CentralSquare\customer to verify a login via Identity. dispatchers to log out one by one.
 - CAD users can log out and log in in turn.
 - Mobile Go Live Details
 - Creation of new login.htm file for Mobile clients (removes username and password from the classic login screen).



- Place new login.htm file in updates folders.
- Restart Mobile Server (minor mobile outage).
- Mobile users gradually log out and log in again.
- Post Go Live monitoring and troubleshooting.
- Post Go Live Refresh of Test\Training systems.

Phase III:

Note: Some items can proceed while Phase II is in progress

Message Switch Configuration

- It is advisable to migrate to new Mobile UX prior to the Message Switch Direct Integration, so as to avoid rework on the customer side. The new Mobile UX is available under maintenance. Training on the new UX may be purchased via your Account Manager.
- Migration from Records Check\Proxy to Message Switch in Test\Training (If Test\Training Message Switch present)
 - Build out new forms.
 - Build out PowerLine Commands.
 - Disconnect Proxy in Test (if present).
 - Shut down Proxy in Test (if present).
 - Test forms and PowerLine Commands with Customer.
- Migration from Records Check\Proxy to Message Switch in Production
 - Apply new forms to Production.
 - Apply new PowerLine commands to production.
 - Disconnect Proxy.
 - Shut down Proxy.
 - Test forms and PowerLine Commands with Customer.

Phase IV:

Documentation and hand off

- Document new configurations in CentralSquare secure documentation.
- Document versions in CentralSquare versioning system.
- Hand off meeting between Project Manager, Services staff associated with the project and Customer Support to include CAD and Records Support Teams.

Assumptions

- It is assumed that there are no interfaces which require reconfiguration or development effort to ensure its compatibility with either Identity or Message Switch.
- The standard State Transactions (Message Keys) for the provider will be deployed, and these are detailed in Appendix A. Additional Transactions (Message keys), if supported, will require licensing and services to deploy.
- This effort does not include the recreation of any custom Proxy/Records Check connections, providers, third party systems (other than the State) in the Message Switch. Any custom Providers would need to be developed at additional cost with a Change Order, at CentralSquare's discretion.
- The addition of Message Switch Direct Integration has the installation and CAD integration with CST Identity (Identity) as a pre-requisite.



- Message Switch Direct Integration and Identity will have minimum version requirements for some suite products. CentralSquare will advise on under maintenance upgrades which must take place before integration takes place.
- SMTP Server integration for non-AD logins to allow a change password request requires a login and password to the SMTP server. Anonymous access cannot be used.
- Identity integration with a CAD Web Browser which is publicly accessible will require the use of a fully qualified domain name with a public certificate for the browser and Identity for security purposes.

State of California Default Message Switch Transactions for CLETS

Category	Message Key	Transaction Name
Person	EMP	CLETS Enter Missing Persons
Person	MMP	CLETS Modify Missing Persons
Article	TCAA	Test Clear Property - Group Record
Person	TECA	Test CLETS Enter CDCR Parole Record
Person	TECR	Test CLETS Enter Career Criminal Record
Person	TEFR	Test CLETS Enter Federal Probation Record
Person	TEMH	Test CLETS Enter State Hospital/Mental Health Record
Person	TEPR	Test CLETS Enter County Probation Record
Person	TERC	Test CLETS Enter Post Release Community Supervision Record
Person	TESV	Test CLETS Enter Mandatory Supervision Record
Person	TEYA	Test CLETS Enter DJJ Parole Record
Article	CAA	Clear Property - Group Record
Article	EAA	Enter Property - Group Record
Person	ECA	CLETS Enter CDCR Parole Record
Person	ECR	CLETS Enter Career Criminal Record
Person	EFR	CLETS Enter Federal Probation Record
Person	EMH	CLETS Enter State Hospital/Mental Health Record
Person	EPR	CLETS Enter County Probation Record
Person	ERC	CLETS Enter Post Release Community Supervision Record
Person	ESV	CLETS Enter Mandatory Supervision Record
Person	EYA	CLETS Enter DJJ Parole Record
Gun	TEG	Test Enter Historical Firearm Record
Gun	TEG	Test Enter Evidence And Crime Firearm
Vehicle	BQ	Query Boat Registration
Article	CSS	Serialized Security Clear



Gun	EG	Enter Evidence And Crime Firearm
Gun	EG	Enter Historical Firearm Record
Article	EPN	Enter Non-Serialized Pawn Property
Article	EP	Enter Pawn Property
Person	EGVO	CLETS Enter Gun Violence Restraining Order
Article	ESS	Serialized Security Entry
Article	ES	Single Security Entry
Gun	FQN	Mental Health Firearm Prohibition Inquiry By Number
Gun	FQP	Mental Health Firearm Prohibition Inquiry By Record Number
Person	IN	DMV Query Name Index
Vehicle	IN	DMV Query Vehicle Registration By Owner
Article	LSS	Serialized Security Locate
Article	MSS	Serialized Security Modify
Article	MS	Single Security Modify
Gun	FQA	Mental Health Firearm Prohibition Inquiry By Name
Article	XSS	Serialized Securities Cancel
Article	XS	Single Security Cancel
Article	LS	Single Security Locate
Article	CS	Single Security Clear
Article	QAK	Single Article Inquiry - With Routing Indicator
Article	QAH	Single Article Inquiry - With Pawn Records
Article	QAM	Single Article Inquiry with Mailed Printout
Vehicle	QBK	Boat Inquiry with Routing Indicator
Gun	CG	Clear Firearm
Person	QRP	Query CARPOS Restrained Person
Gun	QPO	Query NCIC Protection Order File
Person	QRRK	Query CARPOS Abbreviated Response
Person	QRRH	Query CARPOS History
Person	QRR1	Query CARPOS Violation Messages
Person	QWK	Wanted Person Inquiry with Routing Indicator
Person	R.QM	Query Missing Person NCIC Only
Gun	R.QG	Gun Inquiry NCIC Only
Vehicle	R.QB	Boat Inquiry NCIC Only



Gun	QGMX	Gun Inquiry with Mailed Printout Exact Spelling
Gun	QGM	Gun Inquiry with Mailed Printout
Gun	QGK	Gun Inquiry with Routing Indicator
Person	QWA	Wanted Person Inquiry Abbreviated Response
Article	TCA	Test Clear Property - Single Record
Vehicle	TCBA	Test CLETS Clear Boat with AID
Vehicle	TCB	Test CLETS Clear Boat
Vehicle	TCVA	Test CLETS Clear Vehicle with AID
Vehicle	TCV	Test CLETS Clear Vehicle
Article	TEA	Test Enter Property
Gun	TEG	Test Enter Law Enforcement Firearm
Person	TEMP	Test CLETS Enter Missing Persons
Person	YRWP	CLETS Hit Confirmation Response For Wanted Person
Vehicle	YRSV	CLETS Hit Confirmation Response For Stolen Or Felony Vehicle
Vehicle	YRSP	CLETS Hit Confirmation Response For Stolen Part
Vehicle	YRSL	CLETS Hit Confirmation Response For Stolen License Plate
Gun	YRSG	CLETS Hit Confirmation Response For Stolen Gun
Vehicle	YRSB	CLETS Hit Confirmation Response For Stolen Boat
Article	YRSA	CLETS Hit Confirmation Response For Stolen Article
Person	YRMP	CLETS Hit Confirmation Response For Missing Person
Vehicle	YQSP	CLETS Hit Confirmation Request For Stolen Part
Gun	YQSG	CLETS Hit Confirmation Request For Stolen Gun
Vehicle	YQSL	CLETS Hit Confirmation Request For Stolen License Plate
Person	YQWP	CLETS Hit Confirmation Request For Wanted Person
Vehicle	YQSV	CLETS Hit Confirmation Request For Stolen Or Felony Vehicle
Vehicle	YQSB	CLETS Hit Confirmation Request For Stolen Boat
Article	YQSA	CLETS Hit Confirmation Request For Stolen Article
Person	YQMP	CLETS Hit Confirmation Request For Missing Person
Vehicle	TEVPR	Test CLETS Enter Vehicle Part Stolen
Person	TEWR	Test CLETS Enter Wanted Person Warrant Issued
Article	TLAA	Test CLETS Locate Property with AID
Article	TLA	Test CLETS Locate Property
Vehicle	TLBA	Test CLETS Locate Boat with AID



Vehicle	TLB	Test CLETS Locate Boat
Gun	TLG	Test CLETS Locate Firearm
Person	TLMP	Test CLETS Locate Missing Person
Article	TMAA	Test CLETS Modify Property With AID
Article	TMA	Test CLETS Modify Property
Gun	TMG	Test Modify Firearm
Person	TMMSD	Test CLETS Modify Missing Person Suspect Description
Article	TQAB	Test Single Article Inquiry - All Records
Article	TQAN	Test Single Article Inquiry By Name
Article	TQA	Test Single Article Inquiry
Vehicle	TQB	Test QB - Boat Inquiry
Person	TQHA	Test CLETS Query Criminal History By Alpha
Person	TQHC	Test CLETS Query Criminal History By CII
Person	TQHN	Test CLETS Query Criminal History By Number
Person	TQM	Test CLETS Query Missing Person
Person	TQRR	Test Query CARPOS Full Response
Article	TQS	Test Single Security Inquiry
Vehicle	TQV	Test CLETS Stolen or Felony Vehicle Inquiry
Article	TRLAA	Test CLETS Locate Property NCIC With Modifier
Article	TRLA	Test CLETS Locate Property NCIC
Vehicle	TRLB	Test CLETS Locate Boat NCIC
Gun	TRLG	Test CLETS Locate Firearm NCIC Only
Vehicle	TRLL	Test CLETS Locate License Plate NCIC
Person	TRLM	Test CLETS Locate Missing Person NCIC Only
Gun	TXG	Test CLETS Cancel Firearm
Person	EUP	Unidentified Person Entry
Vehicle	CBA	CLETS Clear Boat with AID
Vehicle	CVA	CLETS Clear Vehicle with AID
AdminOther		Free Form Clets Transaction
Article	LAA	Locate Property - Group Record
Vehicle	LBA	CLETS Locate Boat with AID
Person	QW	Wanted Person Inquiry
Vehicle	R.QV	Stolen or Felony Vehicle Inquiry NCIC Only



Article	MAA	Modify Property - Group Record
Article	CA	Clear Property - Single Record
Vehicle	CB	CLETS Clear Boat
Vehicle	CV	Clear Vehicle
Article	EA	Enter Property - Single Record
AdminOther	E	CLETS Emergency Administrative Message
Gun	EG	Enter Law Enforcement Firearm
Vehicle	EVPR	CLETS Enter Vehicle Part Stolen
Person	EWR	Enter Wanted Person
Person	IN	DMV Query Drivers License By Name
Person	ID	DMV Query Drivers License By Number
Vehicle	IV	DMV Query Vehicle Registration
Article	LA	Locate Property - Single Record
Vehicle	LB	CLETS Locate Boat
Person	LCA	Supervised Release File Contact Message
Gun	LG	CLETS Locate Firearm
Person	LMP	CLETS Locate Missing Person
Person	MMSD	CLETS Modify Missing Person Suspect Description
Person	MWR	Modify Wanted Person
Article	QAN	Single Article Inquiry By Name
Person	QAR	SRF Individual Record Inquiry - Arson Registrant
Article	QA	Single Article Inquiry
Person	QCA	SRF Individual Record Inquiry - CDC Parole
Person	QCR	SRF Individual Record Inquiry - Career Criminal
Person	QFR	SRF Individual Record Inquiry - Federal Probation
Gun	QGHX	Gun Inquiry with History Exact Spelling
Gun	QG	Gun Inquiry
Person	QHA	CLETS Query Criminal History By Alpha
Person	QHC	CLETS Query Criminal History By CII
Person	QHN	CLETS Query Criminal History By Number
Person	QPR	SRF Individual Record Inquiry - County Probation
Person	QRR	Query CARPOS Full Response
Person	QSR	SRF Individual Record Inquiry - Sex Registrant



Article	QS	Single Security Inquiry
Person	QVCK	SRF Inquiry - Abbreviated Response
Person	QYA	SRF Individual Record Inquiry - CYA Parole
Article	R.LAA	NCIC Locate Property - Group Record
Article	MA	Modify Property - Single Record
Gun	MG	Modify Firearm
AdminOther	N	CLETS Administrative Message
Article	QAB	Single Article Inquiry - All Records
Vehicle	QB	Boat Inquiry
Gun	QGB	Gun Inquiry with LE and History
Person	QM	CLETS Query Missing Person
Person	QVC	SRF Inquiry - Full Response
Vehicle	QV	Stolen or Felony Vehicle Inquiry
Article	R.LA	NCIC Locate Property - Single Record
Vehicle	R.LB	CLETS Locate Boat NCIC
Gun	R.LG	CLETS Locate Firearm NCIC Only
Vehicle	R.LL	CLETS Locate License Plate NCIC
Person	R.LM	CLETS Locate Missing Person NCIC Only
Gun	XG	CLETS Cancel Firearm
Person	R.QR	Full III Criminal History Record Inquiry
Person	KQ	NLETS Driver History Query
Vehicle	GQ	Query Aircraft Registration
Person	DQ	NLETS Driver Record Query
Person	DNQ	NLETS Driver History Query By Name Only
Person	UQ	NLETS Canadian Driver Record Query
Person	WQ	NLETS Canadian Person File Query
Vehicle	RNQ	NLETS Vehicle Registration Query By Name Only
Vehicle	RQ	NLETS Vehicle Registration Query
Vehicle	RQG	NLETS Regional Vehicle Registration Query
Vehicle	SQ	NLETS Snowmobile Registration Query
Vehicle	XQ	NLETS Canadian Vehicle Registration Query
Vehicle	VQ	NLETS Canadian Vehicle File Query
Vehicle	MQ	Hazardous Materials Query



AdminOther	TQ	ORION File Query
Person	IQ	NLETS Criminal History Identity Query
Person	FQ	NLETS Full Criminal History Query
AdminOther	LEOFA	Law Enforcement Officer Flying Armed NLETS Message
AdminOther		Free Form NLETS Transaction
AdminOther		Free Form NCIC Transaction
Person	YQMP	NLETS Hit Confirmation Request For Missing Person
Person	YQPO	NLETS Hit Confirmation Request For Protective Order
Article	YQSA	NLETS Hit Confirmation Request For Stolen Article
Vehicle	YQSB	NLETS Hit Confirmation Request For Stolen Boat
Vehicle	YQSL	NLETS Hit Confirmation Request For Stolen License Plate
Vehicle	YQSP	NLETS Hit Confirmation Request For Stolen Part
Vehicle	YQSV	NLETS Hit Confirmation Request For Stolen Or Felony Vehicle
Person	YQWP	NLETS Hit Confirmation Request For Wanted Person
Article	YRSA	NLETS Hit Confirmation Response For Stolen Article
Vehicle	YRSB	NLETS Hit Confirmation Response For Stolen Boat
Gun	YRSG	NLETS Hit Confirmation Response For Stolen Gun
Vehicle	YRSL	NLETS Hit Confirmation Response For Stolen License Plate
Vehicle	YRSP	NLETS Hit Confirmation Response For Stolen Part
Vehicle	YRSV	NLETS Hit Confirmation Response For Stolen Or Felony Vehicle
Person	YRWP	NLETS Hit Confirmation Response For Wanted Person

Upland Police, CA, Citizen Reporting (P2C) for CAD and Records, Q-230862

The parties mutually agree and acknowledge this Summary of Services is a high-level overview of the project requested, not detailed requirements or designs of solution.

Project Scheduling

Parties agree a schedule will be provided for services within **sixty days** from the execution of the applicable quote.

Change Requests

The parties may request a change to this summary of services, to increase hours or deliverables, through a written request to the CentralSquare project manager or resource.

Professional Services

Throughout the course of the project, CentralSquare will use several types of services (defined herein) to complete the necessary steps for successful deployment of the contracted services. The overall services aligned to implementation include Project Management, Consulting Services, Technical Services, Data Conversion Services, Training Services, and in some cases, Installation Services.

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

Business Hours

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

CentralSquare Connectivity to On-Premises Systems

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

In addition to the above, the PSJ ProSuite application utilizes SSH connectivity to maintain a persistent connection to the appliance/s. The 911 application utilizes Kaseya for application and/or support needs. These solutions are only utilized for these specific applications in addition to Bomgar and/or SecureLink.

Services Scope of Project – P2C for Records

The project includes the following scope of services.

The Police-to-Citizen for Records implementation begins when the Incident Module configuration has been completed and the overall Records build is approximately 75% complete. When the build has been completed and functionality verified, the module will allow citizens the ability to perform simple searches, download reports, and submit non-emergency incidents.

CentralSquare will conduct working sessions with Client to determine the proper configuration settings for the module, as well as the functionality associated with Incident reports submitted by Citizens via the Portal. This will include building code tables, picklists, system settings and assignment of security permissions.



Training will be provided for Administrative and End Users.

Administrative training should be attended by those responsible for maintaining user information and code tables, as well as by subject matter experts for the specific application area.

End User training focuses on processes and tools within the applications for productive use of the system and include data entry, searching, sorting, filtering, editing and printing reports, accepting, rejecting and deleting reports, and general application navigation.

Services Scope of Project – P2C for CAD

The project includes the following scope of services.

The Police-to-Citizen for CAD implementation begins when CAD configuration has been completed and the overall functionality is approximately 75% complete. When the build has been completed and functionality verified, the module will allow citizens the ability to perform simple searches, download reports, and submit non-emergency incidents.

CentralSquare will conduct working sessions with Client to determine the proper configuration settings for the module, as well as the functionality associated with Incident reports submitted by Citizens via the Portal. This will include building code tables, picklists, system settings and assignment of security permissions.

Training will be provided for Administrative and End Users.

Administrative training should be attended by those responsible for maintaining user information and code tables, as well as by subject matter experts for the specific application area.

End User training focuses on processes and tools within the applications for productive use of the system and include data entry, searching, sorting, filtering, editing and printing reports, accepting, rejecting and deleting reports, and general application navigation.

Upland Police, CA, CrimeView Analytics, Q-230862

The parties mutually agree and acknowledge this Summary of Services is a high-level overview of the project requested, not detailed requirements or designs of solution.

Project Scheduling

Parties agree a schedule will be provided for services within **sixty days** from the execution of the applicable quote.

Change Requests

The parties may request a change to this summary of services, to increase hours or deliverables, through a written request to the CentralSquare project manager or resource.

Professional Services

Throughout the course of the project, CentralSquare will use several types of services (defined herein) to complete the necessary steps for successful deployment of the contracted services. The overall services aligned to implementation include Project Management, Consulting Services, Technical Services, Data Conversion Services, Training Services, and in some cases, Installation Services.

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

Business Hours

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

CentralSquare Connectivity to On-Premises Systems

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

In addition to the above, the PSJ ProSuite application utilizes SSH connectivity to maintain a persistent connection to the appliance/s. The 911 application utilizes Kaseya for application and/or support needs. These solutions are only utilized for these specific applications in addition to Bomgar and/or SecureLink.

Services Scope of Project

The project includes the following scope of services:

Crimeview Analytics

- **Discovery / Kickoff Call**
 - This call will include Agency Personnel, Project Manager, Technical Services and Consultants.
- **Development of project plan and schedule**
- **Project Preparation**
 - Collection of GIS data and, where applicable, database connection details from client



- **Application Installation**
 - Data extraction tool install

- **CrimeView Configuration**
 - Data extraction tool and cloud user account configuration
 - Extraction of code tables from source CAD, RMS, and/or other system(s)
 - Mapping of client code values to standard code categories
 - Configuration of SQL queries, ETL, and schedule for the data extraction tool
 - Testing of data extraction to the cloud. Review and revision as necessary
 - GIS data Load
 - Configuration of the CrimeView Analytics application: agency, code translations, field aliasing, GIS layers, map layers, etc.
 - Application data import. Review and revision as necessary
 - Review of basic application and data presentation
 - Historical data load
 - Setup of client administrator users
 - Loading and updating standard dashboard templates

- **Training**
 - Provision of training videos
 - Administrator Content Review and Q&A (up to 4 hours)

- **Iterative Testing, Review, and Consultation**

Starting after the first training session and completing after the final training session, the CentralSquare GIS/Analytics Specialist will support client testing, make in-scope revisions to the data extraction and application configuration as requested/needed, and provide consultation to the product administrators.

 - Support of client testing and review
 - Consultation on creation of client content to meet analytics needs
 - Revision of data extraction and application configuration

CrimeView Training

- **CrimeView Analytics Administrator / Designer Training**

2 sessions – 5 hours total

 - Session 1 – End user functional training to introduce the agency's power users to the application and data structure. This session also covers user administration for the system.
 - Session 2 – Designer training to teach the designated "designer" (power) users how to create, modify, and organize dashboards, widgets, tables, and alerts.

- **CrimeView Analytics End User / Train the Trainer Training**

1 class – 2 hours total

 - 2-hour training session introduces end users and/or trainers to the system functionality, data, and organization. Attendees will learn how to log in, navigate the application, interact with and download content, filter data, and set up alerts.

Upland Police, CA, Enterprise Message Switch, Adding CalPhoto Provider, Q-230662

The parties mutually agree and acknowledge this Summary of Services is a high-level overview of the project requested, not detailed requirements or designs of solution.

Project Scheduling

Parties agree a schedule will be provided for services within **sixty days** from the execution of the applicable quote.

Change Requests

The parties may request a change to this summary of services, to increase hours or deliverables, through a written request to the CentralSquare project manager or resource.

Professional Services

Throughout the course of the project, CentralSquare will use several types of services (defined herein) to complete the necessary steps for successful deployment of the contracted services. The overall services aligned to implementation include Project Management, Consulting Services, Technical Services, Data Conversion Services, Training Services, and in some cases, Installation Services.

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

Business Hours

All project services will be performed during normal business hours, defined as 8:00-5:00 PM Local Time. If Customer desires to perform the services outside of these hours, additional fees will apply.

CentralSquare Connectivity to On-Premises Systems

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

Statement on Ongoing Maintenance

CentralSquare’s ongoing subscription\maintenance cost is for the support of the Provider and Transactions within the Message Switch. Network connectivity to the source, permissions on the source, performance of the source and the network and SQL or API troubleshooting on the source are the responsibility of the Customer. Changes to the source SQL schema, API or method of transmission are not supported and would require an additional engagement to customize the Provider and\or Transactions.

Services Scope of Project

The project includes the following scope of services.

CentralSquare will install and configure One (1) Message Switch Additional Provider, as detailed below:

Provider	California.CalPhoto
Type	State
Transactions	CalPhoto



Description	Name of the initial query that is used is ran against CalPhoto and pulls back image
--------------------	---

Transactions and query/responses and are assumed to have one level of depth to the return (return results do not have result nesting and/or clickable links to run further queries on a source to expand the return).

Note: No Engineering changes to Message Switch are included.

Roles and Responsibilities

CentralSquare:

- CentralSquare to configure the Transaction within the Message Switch.
- CentralSquare will work with the Customer on testing.
- While not the explicit responsibility of CentralSquare to work directly with third parties on behalf of the Customer, CentralSquare may aid the Customer to facilitate the communication with third parties where a partnership exists: this includes working with other vendors, state agencies, and local agencies that control products and/or databases with which CentralSquare products are to be integrated.

Customer:

- Customer will share with CentralSquare the planning and tasks of creating the Provider with all third parties.
- Customer will act as the primary point of contact with third parties, including other vendors, state agencies, and local agencies that control products and/or databases with which CentralSquare products are to be Provided/integrated.
- Customer will be responsible for maintaining network connectivity between the Message Switch Server(s) and any Provider end point.
- Customer will provide a point of contact for each Provider source with knowledge and experience of the workflow and/or data.
- Customer is responsible for validating all data transferred via the Provider.
- Customer will Participate in testing.
- Customer will Sign off on the completed Transaction.



STATEMENT OF WORK

UNIFY | CLOUD

Upland Police, CA

Version 1.0

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Table of Contents

Upland Police, CA..... 1

1. CENTRALSQUARE UNIFY 1

 1.1. Statement of Work 1

 1.1. Project Implementation Definitions 1

 1.2. Project Exclusions 4

2. PROJECT DELIVERABLES..... 5

 2.1. Overview of Project Deliverables 5

 2.2. Standard CentralSquare Deliverables 5

 2.3. Contracted Modifications to Standard CentralSquare Products 6

 2.4. CentralSquare Unify Overview 6

 2.5. Solution Overview..... 7

 2.6. Deliverable System Connections on CentralSquare Unify Hub 7

 2.7. Modifications 8

 2.8. CentralSquare Unify Customer Deliverables 8

3. STANDARD FUNCTIONALITY CENTRALSQUARE UNIFY 12

 3.1. Overview 12

 3.2. CentralSquare Unify External System Dependencies 23

4. PROJECT CONTROLLING PROCESS..... 25

 4.1. Overview 25

 4.2. Change Management Process 27

 4.3. Project Reporting..... 28

 4.4. Document Review..... 29

 4.5. Third-Party Management 30

5. PROJECT INITIATION AND PLANNING 32

 5.1. Overview 32

 5.2. Project Kickoff..... 33

6. PROJECT EXECUTION 35

 6.1. Overview 35

 6.2. System Installation 35

7. CENTRALSQUARE UNIFY TESTING 39

7.1.	Isolated CAD Adapter Testing	39
7.2.	Provider End-to-End Testing	39
7.3.	Functional Acceptance Testing (Customer End-to-End Testing)	40
8.	CENTRALSQUARE UNIFY TRAINING.....	42
8.1.	Training	42
9.	CONDUCT CENTRALSQUARE UNIFY PRE-GO-LIVE TASKS	43
9.1.	Pre-Go-Live	43
10.	CONDUCT CENTRALSQUARE UNIFY GO-LIVE.....	45
10.1.	Go-Live	45
11.	PROJECT CLOSURE.....	46
11.1.	Project Closure.....	46
12.	Appendix A – Contracted Modifications to Standard CentralSquare Products.....	47
13.	Appendix J – CentralSquare Connectivity to Enterprise On-Premise Systems Policy	48
14.	Appendix Y – Workshop and Training Summary	49

1. CENTRALSQUARE UNIFY

1.1. Statement of Work

This Statement of Work (SOW) defines the services and deliverables that CentralSquare will be providing in accordance with the terms and conditions of the Agreement (the “Agreement”) between CentralSquare Technologies, LLC (CentralSquare) and the Upland Police, CA (“Customer”).

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

Where dependencies exist between the Customer and other participating agency members of the CentralSquare Unify implementation, the Customer will facilitate involvement of its members to achieve the deliverables of this SOW.

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

The framework of Deliverables documented by this SOW for this Project is further defined through additional documents such as: Operational Scenario Documents (OSD) and the CAD-to-CAD Hub Administrator’s Guide.

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

1.1. Project Implementation Definitions

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

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

The contents of this material are confidential and proprietary to CentralSquare Technologies, LLC and may not be reproduced, published, or disclosed to others without the prior written consent of CentralSquare Technologies, LLC.

- a) API is an acronym for Application Programming Interface. An API is a connection between computers or between computer programs. It is a type of software interface, offering a service to other pieces of software. A document or standard that describes how to build or use such a connection or interface is called an API specification. A computer system that meets this standard is said to implement or expose an API. The term API may refer either to the specification or to the implementation.
- b) Agency means any public safety organization responsible for services within Customer's physical boundaries.
- c) Agency Administrator is utilized in the CAD-to-CAD requirements to mean the administrator for a particular agency which has assigned rights to the CAD-to-CAD administrative access.
- d) CAD Provider means the 3rd party CAD Vendor that will be developing the adapter to connect their CAD to the hub.
- e) CAD-to-CAD or CAD2CAD is a term used for CAD integrations to another CAD.
- f) CentralSquare Unify Hub is CentralSquare's solution which can be referred to as "the Hub".
- g) CAD-to-CAD Portal is an application that connects to the CentralSquare Unify Hub via a thick client. The CentralSquare Unify Portal provides but is not limited to, a view of real-time CAD events for all connected CAD systems, access to administer the configuration of the CentralSquare Unify Hub (based on user roles), and access to detailed diagnostics for troubleshooting. The CentralSquare Unify Portal also has a GIS map feature that provides a visual reference for the location of events and vehicles.
- h) Change Management Process is a series of actions or steps taken to achieve individual, team, or organizational change.
- i) CJIS Security Policy means the Federal Bureau of Investigations Criminal Justice Information System Security Policy. The essential premise of the CJIS Security Policy is to provide appropriate controls to protect the full lifecycle of criminal justice information (CJI), whether at rest or in transit. The CJIS Security Policy provides guidance for the creation, viewing, modification, transmission, dissemination, storage, and destruction of CJI.
- j) Change Order will be the vehicle for communicating and approving a change in project scope.
- k) Cloud means a remote hosted server infrastructure.
- l) Codefiles are the component fields within each product that define the data to be contained within each table.
- m) Connector also referred to as CAD Adapter is an interface to be installed at an Agency that connects the Agency's CAD to the CentralSquare Unify Hub.
- n) COTS means "Commercial Off the Shelf" software packages provided by CentralSquare.
- o) Functional Acceptance Test (FAT) is a test of specific functionality of the CentralSquare Unify solution.

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- p) Go-Live means the event that occurs when Customer first uses the CentralSquare Unify solution for Live Operations in a non-test environment.
- q) GIS is an acronym for Geographic Information System, which is a system for storing and manipulating geographical information on a computer.
- r) Modification means changes or additions to Software from the standard version thereof prepared hereunder. The Modifications, if applicable, are described in SOW, Appendix A – Contracted Modifications to Standard CentralSquare Products. The CentralSquare Software is not custom software, and as such, at CentralSquare’s discretion Modifications or enhancements to the standard version will be made available in a subsequent version release available to all CentralSquare Customer’s; or as applicable, made available as a separate module or function, separately licensed and priced.
- s) The Operational Scenario Document (OSD) provides an operational description of an interface, capability, or feature within the applicable CentralSquare solution.
- t) Project collectively includes the services and deliverables specified by the Agreement, including if applicable, CentralSquare services, Subcontractor activities, third-party products, and services for the implementation of the System and Subsystems specified in the Agreement.
- u) Project Management Plan means collectively the Communications Management Plan; Risk Management Plan; and Change Management Plan that provide the criteria for managing those tasks within the Project.
- v) Project Schedule means the schedule providing dates and timeframes for completion of tasks and Deliverables during this Project. The Project Schedule is subject to change at the mutual agreement of CentralSquare and Customer as further described in this SOW.
- w) SDK is the Software Development Kit that is provided to 3rd party CAD Vendors to develop the middleware (or adapter) that connects their CAD to the hub.
- x) SME is an acronym for subject matter expert, an individual with a deep understanding of a particular topic.
- y) Solution is the total complement of Licensed Software, Services, customizations, all other items, tangible and intangible, designed to operate as an integrated group to provide the functionality outlined in the Scope of Services.
- z) System means the CentralSquare Unify, Notify, or Aware solutions.
- aa) Task Completion Reports (TCR) is a formal document presented to the Customer that acknowledges completion of a major task or event.
- bb) Third-Party Software or Systems are software and systems that are proprietary to a Third-Party, not CentralSquare, which may be used for the purposes of providing services or deliverables.
- cc) Work Hours:
 - a. Business hours are defined as Monday – Friday, 8:00am - 5:00pm local time.

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- b. Training hours are defined as:
 - i. Remote Training: Monday - Friday, between 8:00am – 5:00pm as determined by the Customer’s time zone based on the actual duration of the class.
 - ii. Onsite Training: Tuesday – Friday, between 7:00am – 10:00pm as determined by the Customer’s time zone based on the actual duration of the class.
- c. Alternate training schedules (e.g., Monday class starts for classes that would normally start on a Tuesday, multiple classes per day, evening, and weekend classes) are subject to additional cost.

1.2. Project Exclusions

CentralSquare provides software applications that it develops. These applications are sold as is and are “Commercial Off the Shelf” (COTS) software packages. The functionality of these products will be based on CentralSquare’s current design and functionality of these COTS products, unless otherwise indicated in the Agreement.

- a) Work, software, services, hardware, Systems, product/software modifications, or any other deliverables not explicitly stated in the Agreement will not be included in the Project.
- b) Any modification to CentralSquare standard products or customizations to such products that are not explicitly stated in the Agreement are excluded from the scope of this Project.
- c) Changes in scope will only be executed through a mutually agreed upon Change Management Process, as described in the Project Management Plan.
- d) CentralSquare is not responsible for the deficiencies in Customer’s internal or contracted network to support the CentralSquare Unify system.
- e) CentralSquare is not responsible for the deficiencies in Customer’s network.
- f) CentralSquare is not responsible for the removal of the old (legacy) equipment, hardware, furniture, consoles, cabling, as part of the Project implementation unless specifically stated in the Agreement and this SOW.
- g) This project does not include creation or modification of GIS data by CentralSquare staff.
- h) CentralSquare is not responsible for coordination, management, or covering the cost of any software, work, customization, coding or testing that is required to be performed by any third-party vendors, unless the work is defined under a Sub-Agreement with CentralSquare within the scope of this Agreement.

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2. PROJECT DELIVERABLES

2.1. Overview of Project Deliverables

This project will provide a combination of software and services that comprise the overall System for use by Customer's Public Safety Organization(s). The Agreement specifies the user and software licenses included in this Project by the quantity and environment in which licensed.

Project Management services per the Agreement and in accordance with the approved plan outlined in SOW, Section 6 - Project Execution, and corresponding schedule for project.

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

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

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

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

2.2. Standard CentralSquare Deliverables

The functionality provided by Standard CentralSquare Products is defined by CentralSquare Standard documentation such as: Operational Scenario Documents (OSD) and the CAD-to-CAD Hub Administrator's Guide. These documents are standard, published CentralSquare documents, and are not specific to the Customer.

Standard CentralSquare Software to be delivered through this Project is identified as software licenses in the Agreement. The functionality provided by specified Standard CentralSquare Software is defined by CentralSquare OSDs or other documents.

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2.3. Contracted Modifications to Standard CentralSquare Products

Any Modifications to Standard CentralSquare Products that are to be delivered through this Project are listed in the Agreement. The functional scope of any Modification procured through the Agreement will be summarized in this Statement of Work and defined by an OSD for all items listed under Appendix A - Contracted Modifications to Standard CentralSquare Products. All modifications or enhancements that are not explicitly listed in the Agreement are not within the scope of this Project.

Any Modification to the functionality of Standard CentralSquare products or interfaces, outside the scope of the Agreement, within the System, shall follow the Change Management Process as described in SOW, Section 4.2 - Change Management Process.

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

Note: All enhancements and modifications to any of CentralSquare’s Standard products will only be released with a major version of the applicable system based upon the relevance and dependency to these products.

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

2.4. CentralSquare Unify Overview

The CentralSquare Unify Hub (or simply the “Hub”) provides intelligent options for sharing data between disparate CAD systems including call and unit information. Use of the Hub as a CAD-to-CAD solution reduces the use of phone calls and radio traffic while reducing response times and increasing information accuracy. The following documentation provides scope, processes, and deliverables necessary to implement a successful Unify system.

The CentralSquare Unify package provides the deepest system integration by interfacing bi-directionally to and from the connecting system. This allows users to send and receive incident and unit data to and from the Hub using their existing CAD. The Unify product package also

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provides user access to the Hub Portal Incident Viewer and Hub Notifications typically associated with the Aware and Notify product packages.

The customization efforts involved when integrating the Adapters and interfaces with the CentralSquare Unify Hub include several risks, the outcome of which are not completely certain until implementation and testing is complete. Based upon the differences of each CAD system, an agency may use different methods of sharing incidents and exchanging information through their connection to the Hub. Thus, actual functionality can vary widely by agency, even for those using the same make of CAD system. Accordingly, each agency is treated as a separate integration with inherent risks associated with configuration efforts. CentralSquare will work with the Customer to identify, track and mitigate risks associated with this project.

2.5. Solution Overview

Customer will be connected to the California State Hub, which is a CentralSquare owned Hub in the AWS Cloud using the method noted below.

- Unify: Bi-directional solution enables sharing of incidents, unit updates, and unit locations.
- Portal Access only (for situational awareness and is included with Unify).

A table outlining each participating agency that is included in this contract will be noted in SOW, Section 2.6 - Deliverable System Connections on CentralSquare Unify Hub. CentralSquare will work with the Customer to develop a mutually agreed upon schedule for the deployment and Go-Live of the CentralSquare Unify solution at the Customer's site.

An interim solution is available for the participating agencies that are waiting for the development of the CAD Adapter connection. Portal access is included to view real-time CAD events as well as resource sharing requests. Agencies would also be able to receive and respond to requests in the Portal.

Note: As a prerequisite, CAD Enterprise must be on version 23.1.5.6 or newer.

2.6. Deliverable System Connections on CentralSquare Unify Hub

CentralSquare will provide the Customer with the following system connections as indicated in the below table.

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This project includes connecting to the California State Hub, which is a CentralSquare owned Hub in the AWS Cloud.

Adapter Status Definitions:

- Development needed by CAD provider: The CAD Vendor does not have an Adapter available and development work is required. The CAD Vendor must also complete the certification process with CentralSquare before the Adapter is available for deployment.
- Functional testing in process with CAD provider: CentralSquare is working with the CAD Vendor to test the Adapter and upon completion of successful testing, the Adapter will be available for deployment.
- Adapter Available for deployment: The development work by the CAD Vendor and the functional testing process with CentralSquare have been completed. The Adapter is available for deployment.

#	Agency	Vendor	Connection Type	Product Package	Adapter Status
1	Upland Police, CA	CAD Enterprise (5 seats)	Bi-directional	Unify	Available for deployment

2.7. Modifications

No CentralSquare modifications are included outside of standard functionality described within this SOW, unless noted in Appendix A – Contracted Modifications to Standard CentralSquare Products.

2.8. CentralSquare Unify Customer Deliverables

In order to expedite the project implementation timeline and maximize the benefit of the product, the Customer agrees to the following:

2.8.1. External System Adapters

The Customer and participating agencies are expected to contract directly with their CAD system provider for all licensing, professional services and ongoing maintenance related to the respective Adapter to their CAD system. The licensing and implementation costs of this

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Adapters are not included in the associated Agreement and are to be borne separately by the Customer and participating agencies. It is the responsibility of the Customer and participating agencies to finalize all contract arrangements with the external system providers before CentralSquare begins work on the associated Agreement.

2.8.2. Regional Governance

The Customer will designate an administrative sponsor (and/or agency representatives) to address policy decisions with partners related to this project as well as to support ongoing sustainability of the delivered system. Governance representatives from each agency form the region's governance body. This governance body must be identified early in the project in order to mitigate the risk of project delays due to policy decisions that may need to be addressed.

2.8.3. Testing Coordination

It is difficult to predict the time needed to accomplish sufficient testing because of a number of unknown factors (for example: readiness of technology partners, well defined Customer goals, consistent participation of testers). Since the Customer has a uniquely positioned relationship with all participating technology providers, it is the Customer Project Manager's responsibility to coordinate all testing sessions for this project. CentralSquare will provide guidance and direction for the needed testing sessions during the appropriate stages of the project.

2.8.4. Subject Matter Experts (SME)

The Customer will ensure that personnel are assigned to serve as the Subject Matter Experts (SME) that will provide input and feedback throughout this project. Ideally, this will be a CAD Administrator and one or more Dispatchers with a detailed understanding of the daily operations of the dispatch center. Members of this group should remain consistent throughout the project. The SMEs will be required to attend scheduled meetings and work sessions with CentralSquare and the Project Manager. Responsibilities include but are not limited to:

- a) Documenting common incident-sharing scenarios and business processes.
- b) Providing lists of units, codes, and descriptions.
- c) Mapping units and codes to the common code set in the CAD-to-CAD Hub.
- d) Assistance in the development of the collaborative documentation.
- e) Assistance during testing and troubleshooting.

2.8.5. Network Connections

The Customer and participating agencies are responsible for establishing a secure connection between the CAD-to-CAD Hub and the connected CAD systems including:

- a) Establishing a high-speed network connection.
- b) Establishing network security.
- c) Configuring firewalls and ports.
- d) The Customer and participating agencies will identify and provide a CAD Administrator that can login to test CAD systems and work jointly with CentralSquare and the Provider on any project related network connection items.

Note: CentralSquare recommends a high-speed internet connection greater than 10 MBps bi-directional. To improve reliability, it is recommended for the Customer to have a second redundant internet connection that uses a different ISP provider (utilizing a different trunk line) available for failover of the primary Internet connection. Equipment required to connect the redundant ISP provider is the responsibility of the Customer. All connections to the Hub require IP whitelisting for an additional level of security.

Note: The connection recommendation between the Customer site and the Hub is established using a dedicated VPN appliance. In addition to the VPN option, Customers can also use Tunnel which is a soft VPN. This option requires that the Customer maintain a security certificate.

2.8.6. Memorandum of Understanding

The Customer is responsible for obtaining any agreements necessary for the sharing of CAD data from, and with, all participating CAD systems as required by each agency's policy.

2.8.7. Agency Specific Training

CentralSquare will provide training related to the Hub Portal console and administrator user training. All training related directly to dispatch operations will be conducted by the Customer.

2.8.8. Test Environment

The Customer is responsible for providing a Test CAD environment including the installation of CAD interface and API that adequately mirrors the agency's Production CAD environment, with associated test data that is capable of interfacing with CAD-to-CAD

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Hub. The Test environment will connect to the same server cluster as the Production environment.

- a) Failure to provide a complete Test environment, as described herein, will introduce overhead, will require additional testing and implementation effort outside the scope of this SOW, and will be priced accordingly and managed through the Change Order process.

2.8.9. Remotely Accessible Test CAD Console

The Customer will need to identify and provide a CAD Administrator that can login to a test CAD console, which can be used for testing with the Hub for each CAD system. The CAD Administrator will be accessible to CentralSquare personnel during normal business hours and must have login credentials that can add and modify incidents in order to conduct End-to-End Testing. The test CAD console should be configured to match the Production system.

- a) The test CAD console allows CentralSquare personnel to rapidly implement and test functionality as needed while limiting the involvement of agency personnel until acceptance testing. Lack of a remotely accessible test CAD console will require a dedicated Customer tester to be available on short notice to conduct testing session. Failure to meet this requirement will result in additional incurred costs to be billed at the hourly rate stated in the associated Agreement.

2.8.10. Timelines and Shared Responsibilities

The CAD-to-CAD Hub Unify project schedule distributes responsibilities between multiple parties. Following the plan will deliver a highly functional solution. The agreed upon fees in the associated Pricing Schedule is dependent upon close and timely coordination and cooperation of all parties. Delays in the Customer and/or third parties assigned duties not only impact this Project but other CentralSquare projects also. Delays caused by the Customer and/or third parties not fulfilling their responsibilities in a timely manner are extremely disruptive. A delay in a milestone may cause a delay in starting or completing subsequent tasks; in effect creating a risk to the overall Project. Milestone delays on the part of either party will trigger an overall review of the Project activities so that risks can be assessed and properly managed. In the event that either party becomes aware of a delay, notification shall be provided to the other party as soon as reasonably possible.

3. STANDARD FUNCTIONALITY CENTRALSQUARE UNIFY

3.1. Overview

The Customer is licensed to use the CAD-to-CAD Unify functionality as described in this section. The features listed below are available components within CAD-to-CAD Hub's core functionality. Each feature requires effort to train personnel, discover needs, configure, test and deploy the system. This SOW which governs the supported features, the number of configurations allowed, and the maximum effort that will be expended by CentralSquare personnel to implement these features. Not all capabilities described herein will be deployed with every Unify Hub integration project. Features and components not listed below are not included in the project. Additional customizations must be expressly detailed in the SOW, Appendix A – Contracted Modifications to Standard CentralSquare Products.

Software releases are available every quarter and CentralSquare Product Support will notify the Customer of the release schedule and will work with the Customer to establish a mutually agreed upon CAD-to-CAD upgrade schedule. Features and functionality within software releases are included as part of the Subscription.

3.1.1. Business Rules, Filters, and Data Translations

Business Rules to Exchange Call and Unit Information: The CAD-to-CAD Hub may be configured to share information automatically using business rules based on pre-defined criteria determined by the Customer. Each business rule identifies call or unit criteria which will act as a trigger to a subsequent information sharing action. Business rules are configurable without the need for customized coding or scripting.

- a) The following are supported criteria for triggering a business rule:
 - i. Call or unit meets the criteria of a defined Filter in the Hub Portal.
 - ii. Call or unit stops meeting the criteria of a defined Filter in the Hub Portal.
 - iii. Comment added to a call containing pre-configured text string or keyword.
 - iv. External resources are requested. The call information will be shared with the CAD system that owns the requested physical resource.
 - v. Resource request is granted, denied, or cancelled.
 - vi. Error (network or notification error) is received from an interface.
 - vii. Unit is assigned or unassigned from a call.
 - viii. Call or unit field updated.
 - ix. Non-incident CAD message is received.

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Note: There is no messaging between systems outside of adding comments or share calls. Examples of non-incident CAD messages that can trigger business rules are: AVL, unit status, or geographic update.

- b) The following are actions that may be taken by a business rule:
 - i. Share a call
 - ii. Request a Resource
 - iii. Grant/Deny/Cancel a resource request
 - iv. Grant/Deny a resource request based on availability
 - v. Send an email or SMS alert to a user or user group
 - vi. Create an on-screen toast notification

- c) The following are some sample scenarios that can be implemented using a business rule:
 - i. Dispatcher initiated comment of “##WV” triggers a call share with another agency that is connected to the hub
 - ii. Call share triggers a comment to be added to the shared call containing the originating dispatch center and call number
 - iii. Resource request triggers an on-screen toast notification for a user group at the dispatch center owning the requested resource
 - iv. Network error when attempting a call share generates a toast notification at the corresponding dispatch center

- d) Business rules require effort to define needs, configure, test, and refine. Even simple business rules may have unintended interactions with the connecting system or policies of the dispatch center. Testing is required to refine rules as necessary. The time associated will increase with the complexity of the business rule. Refer to the below table which identifies the number of business rules and the maximum effort to be expended by CentralSquare personnel to implement those rules.

Configuration Allowance: CentralSquare will assist the Customer in developing five (5) business rules and User Groups, with associated filters. The Customer is responsible for creating the remainder of the items that are needed for the configuration. There are no limits on the number of business rules or User Groups that can be created by the agency.

Configuration	Count
Business rules with associated filters	5
User groups with associated filters	5

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Filters: Filters are used to define criteria to be met for information sharing including business rules, restrict viewing for user groups, and other built-in configurations. Determining and configuring filter criteria is the responsibility of the Customer with assistance from CentralSquare.

- a) Filters may be created based on:
 - i. Incoming Common Data Mappings for Supported CAD Incident Fields as defined in this document
 - ii. Incoming Common Data Mappings for Supported Unit Update Fields as defined in this document
 - iii. Time and Date parameters

- b) The following are sample use cases for which filters may be used to restrict viewing or trigger business rules:
 - i. Calls originating from a particular dispatch center
 - ii. Calls mapped to a single or multiple common nature code(s)
 - iii. Calls of a particular discipline such as Law, Fire, or EMS
 - iv. Calls shared with other dispatch centers
 - v. Calls located in a particular geographic area (geofence)
 - vi. Units dispatched to shared calls

- c) Filters are created through the standard menu-driven functionality of the Hub Portal. Complex filtering scenarios may require additional effort involving defining needs, configuring the filter, test, and refinement.

Code Mappings/Translations: The CAD-to-CAD Hub includes the ability to translate incident and unit field values such as Call Nature between sharing CAD systems by mapping codes through a common code set. The Customer and participating agencies are responsible for defining the common code set, inputting local codes and mapping them to the common codes, and maintaining the entire set of codes using the Hub Portal. Code mapping is supported for the following codes:

- a) Agency Name
- b) City
- c) Discipline (i.e., Fire, Law, EMS)
- d) Dispatch Center
- e) Nature/Response Type
- f) Priority
- g) Response Area/Zone
- h) Response Type
- i) Station
- j) Transport Destination (Code)
- k) Unit/Resource
- l) Unit Status

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m) Zone (Map Data)

This document is limited to standard menu-driven code mapping functionality. Complex mappings that require custom scripts is not included as standard functionality. The following are examples of non-standard customizations which will need to be scoped separately:

- a) Using a combination of factors to determine which code to send on a shared incident. For example, sending a Call Nature of “Structure Fire” for Fire calls and “Fire Assistance” for Law calls when a shared Incident has spawned two or more incidents in a separate CAD system.
- b) Changing the Call Nature based on which unit is requested.

Custom Scripts: If customization is necessary, this will generally be done using custom scripts. Writing of any custom script is not included as part of standard functionality and will be scoped separately.

3.1.2. Call/Incident Related Data

Supported CAD Incidents Fields: The following CAD Incident fields are supported for sharing by the CAD-to-CAD Hub. CentralSquare will not support fields that are not provided or accepted by the CAD system.

- a) Agency Name
- b) Apartment Number
- c) Building Number
- d) Call Nature (Accident, Structure Fire, Heart Condition, etc.)
- e) Call Priority (P1, P2, P3, etc.)
- f) Caller Address
- g) Caller Name
- h) Caller Number
- i) City
- j) Comments
- k) Cross Street (includes upper and lower cross streets)
- l) Discipline (i.e., Fire, Law, EMS)
- m) Dispatch Center
- n) Disposition
- o) Latitude/Longitude (Decimal Format)
- p) Location (common place name- Central Park, County Library, etc.)
- q) Radio Channel
- r) Response Area/Zone
- s) State
- t) Street Address
- u) Time Stamps
- v) Zip
- w) Zone (Map Data)

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Note: Standard functionality is limited to sharing of text and translated codes. If the CAD system reacts in an undesirable way to updates, (such as spamming the narrative with unnecessary comments), the data field causing the problem should be disabled. Services to provide more complex manipulation of data sharing will need to be scoped separately.

Updates and Synchronization of Shared Incident Data: Updates to the following event fields may be configured to share either as a direct update to the call record or as a pre-formatted comment added to the narrative.

- a) Apartment Number
- b) Building Number
- c) Call Nature (Accident, Structure Fire, Heart Condition, etc.)
- d) Comments
- e) Cross Street
- f) Radio Channel
- g) Street Address

Note: Standard functionality is limited to simple updates of the call data. If the CAD system reacts in an undesirable way to updates, (such as spamming the narrative with unnecessary comments), the data field causing the problem should be disabled. Services to provide more complex manipulation of data sharing will need to be scoped separately.

Address Validation: Each CAD system may store address location information differently creating the potential for shared addresses to not validate. It is expected that some addresses may not validate automatically and may require some manual intervention by a dispatcher to correct.

Note: Standard functionality is limited to the exchange of text-based address fields. Services to provide more complex manipulation of address data such as changing “St” to “Street” in order to improve shared address validation will need to be scoped separately.

Comment Sharing: Comments refers to any notes, remarks, or narrative entered in your CAD system that are sent to the CAD-to-CAD Hub and potentially shared with other CAD systems. If implemented in the Adapter and supported by the CAD,

sharing of comments can convey critical information and be very useful. However, excessive sharing of non-critical comments runs the risk of overloading dispatchers with unnecessary information. It is highly recommended to limit comment sharing using configuration options in the Hub.

- a) One of the following may be used to determine how comments will be shared:
 - i. Only share comments that contain a key text string, such as “##SHARE”
 - ii. Removing comments that follow a specific pattern. This feature may be used to remove automatic system messages that are not useful to other dispatch centers.
 - iii. Share all comments (not recommended)
 - iv. Disable comment sharing entirely
- b) The Customer is responsible for configuring the Hub to limit comment delivery, including determining which text strings will be used to filter comments and adding them to the system.
- c) CAD system may have different sources of incident comments. For example, a CAD may provide a static information from “Basic Notes” completely separate from a “Running Comment Log.” Usually only comments from the “Running Comment Log” are implemented in the Adapter shared by your CAD. The Customer and participating agencies, working with the Provider are responsible to configure that Adapter to share the appropriate comment data.
- d) Similarly, if there are confidential comments that should not be shared by your system, configurations can be set to block those from being viewed by other CAD systems or in the Hub.

Note: Due to inconsistencies in how each CAD system generates additional system comments as well as how each CAD processes comments and messages coming from the Hub, it is possible that some duplicate or redundant comments may result. While the Hub has been designed to reduce unnecessary comments as much as possible, some edge cases may still result in unwanted comments. Customizations needed to remove duplicate or unwanted comments outside of the standard features mentioned here will need to be scoped separately.

3.1.3. Unit/Resource Related Data

Supported Unit Update Fields: The following unit fields are supported for CAD-to-CAD sharing by the CAD-to-CAD Hub system. CentralSquare will not support fields not provided by the CAD system.

- a) Agency Name
- b) Assigned Call Number (when assigned to a call)

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- c) Assigned Call Unique ID (when assigned to a call)
- d) Heading
- e) Latitude/Longitude (Decimal format)
- f) Location
- g) Signed On Status
- h) Speed
- i) Station
- j) Status
- k) Time at Coordinate
- l) Time at Current Status
- m) Transport Destination (Code)
- n) Type of Unit
- o) Unique Unit ID
- p) Unit Number

Unit Status Sharing: Real-time unit status updates can be shared between connected CAD systems, including AVL data (if available) by mapping physical to external units in the Hub. (External means placeholder or virtual units defined in a system that represent a physical unit in another system.)

- a) **Available/Unavailable Status:** When a physical unit is assigned to a non-shared incident in the unit's owning CAD, other systems with an external mapping to that unit receive unit status updates that the unit is unavailable. Once the unit clears the scene or is otherwise available for dispatch, an available status will be sent for that unit to other systems.
- b) **True Unit Status for Shared Incidents:** When a physical unit is on a shared incident, detailed unit updates (whether the unit is dispatched, enroute, arrived, etc.) will be shared with the other systems sharing incident.
- c) **Unit Control:** Once a resource request for a unit has been granted, either explicitly or implicitly, control of that unit is shared with the requesting system/agency. If implemented in the Adapter and supported by the requesting CAD, the status of that unit can be set by the requester. A system-to-system message containing the updated unit status will be sent to the unit's owning system. If implemented in the Adapter and supported by the owning CAD, the true status of the unit is updated.
- d) **Limiting AVL Updates:** Due to the potential for high volumes of unit status and AVL updates, CentralSquare reserves the right to restrict the frequency of such updates in order to maximize overall system performance.
- e) **CAD System Dependencies Regarding Unit Statuses:** The Hub is dependent on the Adapter and the CAD system to provide and consume up-to-date information. Unit status syncing can be impacted by momentary network outages, system processing delays, or other temporary issues. It is not uncommon for units to

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occasionally be out of sync between systems for short intervals but is quickly corrected by a subsequent successful unit status update. If a unit is requested by a system/agency in error due to out-of-sync unit information, denial of the resource request by the owning CAD system will override the out-of-sync status and notify the requester the unit is unavailable. Otherwise, manual dispatcher intervention may be required either through exchange of incident comments or a phone call.

- f) This document is limited to sharing standard translated unit status updates and AVL data. The following are examples of non-standard customizations which will need to be scoped separately:
 - i. Sending different unit status updates based on the unit type being updated such as 'On Scene' for law units and 'On Scene Staging' for fire units.
 - ii. Sending fabricated progressive unit status updates to satisfy the unit status progression requirements of the target CAD system. For example, sending multiple unit status updates such as 'Dispatched', 'Enroute' and 'On Scene' to reflect a single status update of 'On Scene' from the sharing CAD. Handling these out-of-scope requirements should be part of the receiving CAD Adapter.

3.1.4. System Administration

System Administrators: System Administrators have access to the setup and configuration of the CAD-to-CAD Hub for all connected CAD systems and participating agencies. Changes made by the administrator can potentially affect another agency inadvertently. For this reason, System Administrators should regularly consult and coordinate together before making configuration changes to the Hub.

- a) It is the responsibility of the Customer and participating agencies to determine which individuals will be assigned as System Administrators.
- b) When an administrator change is made, a log entry is created that describes the change made, the date and time, and the user that made the change.
- c) System Administrators can create new users and assign permissions.

User Administration: Users are administered at both the system and agency level. System administrators may create users and assign permissions for all users. Agency User Administrators, which are created by System Administrators, may only do so for the agencies to which they are assigned.

- a) It is the responsibility of the Customer and participating agencies to determine which individuals will be assigned as Agency User Administrators at the agency level.

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- b) Some configuration settings may be reset for all users across all agencies. These include:
 - i. The amount of time that inactive calls are displayed
 - ii. The amount of time that toast notifications are displayed (if used)
 - iii. Users may change these settings on an individual basis if desired.
- c) User administration tasks such as creating new users and user groups, assigning permissions, resetting passwords, and Portal configuration settings are the responsibility of the Customer and participating agencies.
- d) User groups may be configured using Filters so that only certain calls and units are visible. Incident comments may also be configured so that the incident is visible, but comments are not.

GIS Sources: The Hub system uses your geographical information systems (GIS) data sources to build maps. By copying the GIS sources that you want to use to build your maps into a folder, you can then import them into the Hub through the Hub Portal user interface. The Hub Portal supports the display of active calls and units on a GIS map view for situational awareness. The Portal provides GIS layer import tools for the Customer and agencies to import their own map files including but not limited to ESRI and other standard shapefiles and image files (i.e. Geographic or State Plane). The GIS layer import tool only takes minutes to load the data, but note that when importing map files, there will be downtime. Recommended GIS Map Data Elements are: Boundaries, Stations (Police/Fire), Freeways/Interstates, Major Streets, Waterways, Parks, and Address Points (optional). The Customer and agencies are responsible for providing, loading, and updating the GIS map data for a single, consolidated view for all agencies connected to the Hub. The frequency of GIS updates are determined by the Customer and participating agencies as they have no bearing on geo validation, they are just a visual tool.

Note: Beyond basic training and initial assistance in configuring GIS information in Hub, all other GIS related effort is the responsibility of the Customer and participating agencies.

System Connections: Each system Adapter connects to the CAD-to-CAD Hub over a secured connection provided and maintained by the Customer and agencies. For bi-directional interfaces an HTTP connection (<https://URL:port>) is required at each

endpoint (Hub side of the network and the Adapter side). All firewall configuration and configuring of ports is the responsibility of the Customer and participating agencies.

3.1.5. Data Retention and Backup

CAD for Data Retention: The CAD-to-CAD Hub provides call and unit information to each respective CAD system as the authoritative method for permanent data retention. The Hub is not designed as a data warehouse for long-term storage and retrieval. A separate interface may be used to send call and unit updates to a client-provided database for long-term storage.

Data Purging: Portal administration provides a setting to purge data older than a certain number of days. This feature may be set to retain data indefinitely, but this is not recommended. Data purging occurs automatically without adversely affecting the system in Production.

System Backups: System backups in the Cloud are the responsibility of CentralSquare.

3.1.6. Portal Features

Overview: The Hub Portal is a thick client installed on a Windows-based workstation. The Portal is used to display call and unit related data as well as administrative tools for system configuration.

Call and Unit Display: The Hub Portal displays call and unit information in the dispatch view in real-time. This includes separate list and map views of current calls and units as well as a call details view. The information contained here may be limited based on filters applied to each user group. Hub includes the following tools for viewing call and unit-related information.

- a) Calls List – Displays currently open calls in a list view
- b) Call Details – Displays detailed information about a call including comments, connected calls, and assigned resources
- c) Units List – Complete list of units and current status
- d) Map View – Calls and units are shown on a map. Geofences and markers may also be created and shared with other user groups

Toast Notifications: Pop-up notifications that display in the lower-right corner of your screen and display call and unit information based on pre-configured business rules. These notifications may be used to bring attention to bi-directional call-sharing actions,

or to bring bi-directional functionality to centers that may have a publish-only or no interface whatsoever.

User Preferences: Allow the user to adjust color schemes, when stagnant calls disappear from view, configure toast notifications, and enable/disable connection status monitoring.

Admin Alerts: Historical display of email and text message alerts that have been sent to your user.

Diagnostics and Log Views: Tools for troubleshooting and identifying information shared with each interface.

Connection Monitoring: The connection between each CAD system and the CAD-to-CAD Hub is continually monitored by the CAD adapter through heartbeat transactions to detect network failures. The Hub also monitors system network connections through heartbeat transactions and network errors. Users are notified of detected disconnects in the following ways:

- a) If the Hub detects a potential disconnect such as lack of a heartbeat or a network error with any CAD system, a warning will display through the Connection Status Monitor in the Hub Portal. A subsequent reconnect will remove this warning.
- b) If a CAD system has not transacted any updates to Hub for a configurable amount of time, a warning will display through the Connection Status Monitor in the Portal. This may indicate that although the Adapter continues to share heartbeats with Hub, it has lost the connection with its CAD system. A subsequent transaction will remove this warning.
- c) If the CAD detects a potential disconnect to the Hub, it is responsible to notify its users through the CAD user interface.

Settings: System and user administrators access and adjust system settings including connections, business rules, filters, and user administration using the Portal.

3.1.7. Information Sharing Redundancy

CAD-to-CAD sharing errors may result from various sources including the following:

- a) User error
- b) CAD system error
- c) Network error
- d) CAD-to-CAD Hub error

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- e) Administrator error
- f) Unforeseen circumstances

If there is an error in the CAD-to-CAD process, dispatchers must be aware of the problem immediately so that other means may be used to communicate such as phones or radios. The following are suggested methods to provide redundancy and checks to ensure awareness of CAD-to-CAD sharing.

- a) User error confirmation phone calls
- b) Unit status timers in the CAD system
- c) CAD-to-CAD Hub email or text message alerts
- d) Hub Portal notifications
- e) Hub light towers

3.2. CentralSquare Unify External System Dependencies

The ability of CentralSquare Unify Hub to perform its functional requirements depends on the external systems' ability to do the following:

3.2.1. Bi-directional Adapters

Unify relies on bi-directional Adapters to external CAD systems which should support the following capabilities:

Continuously provide and receive updated CAD incident and unit status data to and from the CAD-to-CAD Hub

- a) Share/receive new incidents
- b) Update data fields on current incidents
- c) Update dispatcher comments
- d) Assign units/resources to current Incidents
- e) Provide unit status updates including AVL data
- f) Present information to the CAD operator in an appropriate way

Continuously provide and receive updated unit information to and from the Hub

- a) Unit assignment to incidents
- b) Unit status updates
- c) Send and receive unit requests

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Connection notices: Provide connection and failure notices to the dispatcher when a prolonged disconnect or outage is detected.

Synchronize (refresh) active CAD data upon connecting including current CAD incident data and unit status data.

3.2.2. **Other Considerations**

Functionality: Data, functionality, and operational incongruences between the connected CAD systems may limit the level of interoperability achievable. Although the CAD-to-CAD Hub may support certain capabilities, CentralSquare cannot provide functionality that the external system does not support. In cases where there is a gap between needs and what the CAD system can provide, converting data to comments or other methods may be used but certain limitations will naturally be beyond the CAD-to-CAD Hub's ability to work around.

3.2.3. **External System Adapter Requirements**

The dependencies listed in this section are an overview and are for general awareness. The CAD-to-CAD Hub SDK provides a more complete set of detailed requirements for the external system's Adapter. The Customer and participating agencies should require the provider to comply with all requirements of the SDK.

4. PROJECT CONTROLLING PROCESS

4.1. Overview

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

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

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

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

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

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

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

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

The TCR will include the following information:

- a) Description of work performed, and products delivered.
- b) Comments noting any special circumstances.
- c) Product/Service deliverables listing the Agreement line items that are being recognized as delivered and will be invoiced.
- d) Related Payment Terms in accordance with the Agreement, for Agreement line items that will be invoiced relative to the TCR.

4.1.1. CentralSquare Responsibilities

- a) CentralSquare will prepare and submit TCRs for Customer’s signature upon completion of the applicable task.
- b) The TCR will cite the appropriate SOW reference.
- c) TCRs that trigger a payment will include the payment amount in accordance with the Agreement payment schedule.

4.1.2. Customer’s Responsibilities

- a) Customer will review and approve TCRs within a five (5) business day period from the time of receipt less any challenges to the validity of the report.
- b) If Customer disagrees with a TCR, Customer shall submit to CentralSquare a written explanation detailing why the Customer believes that the subject of the TCR and/or tasks have not been completed in accordance with the Purchase Agreement or this SOW. Such notification from the Customer shall be provided to the CentralSquare Project Manager within five (5) business days of receipt of the TCR.

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4.2. Change Management Process

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

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

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

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

The creation of some Change Orders may, depending upon the scope of the requested change, require fees for CentralSquare to properly investigate and scope the requested change. If additional fees are required by CentralSquare to create a Change Order, those fees will be identified and communicated to Customer Project Manager prior to CentralSquare's investigation of the requested change. In such situations, CentralSquare will only proceed with the investigation required to create the Change Order if Customer has agreed to pay the additional fees associated with creation of the Change Order.

Additional deliverables or Project deletions in terms of Software and services will require a mutually agreed upon Change Order. It must be noted that the later in the Project that a change is requested, the greater the likely impact it has in terms of costs, risks, and

timescale. It is recommended that the Customer not delay any review activity as it is a best practice to discover potential changes as early as possible. In some cases, it may be more appropriate to plan modifications for Post-Go-Live delivery.

4.2.1. CentralSquare Responsibilities

- a) Change Orders will capture necessary information required to prepare a Change Order and submit it to the Customer.

4.2.2. Customer Responsibilities

- a) When applicable, Customer will identify the services or deliverables that will be subject to a Change Order, per the Agreement between both parties.
- b) When applicable, Customer will identify changes to application features or functionality, Interfaces, or any other Systems that will require a change order. This process may also include participation in the requirements process.
- c) Customer will approve and process Change Orders in a timely manner.

4.3. Project Reporting

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

- a) Accomplishments during the Reporting Period
- b) Planned upcoming activities
- c) Issues
- d) Risks
- e) Key Action Items

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

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

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durations to the Project in collaboration with CentralSquare Project Manager. The Project Schedule will consist of the following:

- a) Major Tasks
- b) Task Responsibility
- c) Task Duration
- d) Major Milestones
- e) Tasks Completed
- f) Tasks in Progress

4.3.1. CentralSquare Responsibilities

- a) Provide a written report of Project status once a month.
- b) Conduct status meetings/conference calls every two weeks.
- c) Maintain an up-to-date Project Schedule.

4.3.2. Customer Responsibilities

- a) Review the written report of Project status and provide feedback within five (5) business days in order to ensure that the documentation is correct.
- b) Participate in Project status meetings.
- c) Ensure participation of personnel in tasks and meetings.

4.4. Document Review

During the Project, CentralSquare will deliver several documents to the Customer for review. These documents will include but are not limited to the Functional Acceptance Test Procedures, Project Schedule, and OSD for the Project. Approved documents are returned to the CentralSquare Project Manager. All documents will be provided in electronic (soft copy). If Customer desires printed (hard copy) documentation, it is their responsibility to print and bind the desired copies. The CentralSquare Project Manager will retain a copy and provide the Customer with a copy.

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

Status Reports are not subject to approval.

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To ensure compliance with the Project Implementation Schedule, Customer is responsible for the review of such documents and providing any comments to CentralSquare within five (5) business days.

4.4.1. Documents Subject to Customer Approval (via signature)

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

4.4.2. Documents Subject to Customer Review not Requiring Approval

Note: The Project Schedule and any changes hereto are to be mutually agreed upon between Customer and CentralSquare.

- a) Project Status Reports

4.4.3. CentralSquare Responsibilities

- a) Distribute the documents to Customer.
- b) Coordinate the process to consolidate comments and edit documents.
- c) Manage the signoff process for applicable documents and the distribution of originals to Customer and CentralSquare for filing.

4.4.4. Customer Responsibilities

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

4.5. Third-Party Management

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

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

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

4.5.1. CentralSquare Responsibilities

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

4.5.2. Customer Responsibilities

- a) Work directly through CentralSquare regarding third parties that are the responsibility of CentralSquare.
- b) Review, sign and process any Change Orders that may arise from a material change in scope where third parties are concerned.
- c) Facilitate interaction between CentralSquare and third parties not the responsibility of CentralSquare to include conference calls, answers to questions and documentation as requested

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5. PROJECT INITIATION AND PLANNING

5.1. Overview

Project Initiation and Planning involves gathering the necessary Project specific information to produce a Project Management Plan and a Project Schedule. In short, Project Planning consists of those processes designated to establish when and how the Project will be implemented while further elaborating on Project Deliverables. Most of the information exchange between Customer and CentralSquare during this process is at a high-level and consists of interaction between both Project Managers and a small group of Project stakeholders.

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

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

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

5.1.1. CentralSquare Responsibilities

- a) Assign a Project Manager to the Project to participate in Initiation phase activities.
- b) Produce required documentation to support Initiation activities.
- c) Identify and engage the CentralSquare Project team responsible for carrying out Project Execution.

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- d) In collaboration with Customer, develop the Project Management Plan (includes the Communication Management Plan, Risk Management Plan, and Change Management Plan).
- e) Baseline the Project Schedule.
- f) Prepare and submit the TCRs for Customer acceptance of the Project Management Plan as defined above.
- g) Develop and submit invoice for payment due at execution of the Agreement.

5.1.2. Customer Responsibilities

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

5.2. Project Kickoff

During the planning phase, the CentralSquare Project Manager will hold a Kickoff Meeting with Customer's Project team. During the Kickoff Meeting, the CentralSquare Project Manager will provide an overview of the following:

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

5.2.1. CentralSquare Responsibilities

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

5.2.2. Customer Responsibilities

- a) Work with the CentralSquare Project Manager to facilitate scheduling a date for the Kickoff Meeting.
- b) Schedule the appropriate personnel from Customer's team to attend. This should also include key stakeholders that may not participate routinely in Project operations, but who have authority or responsibility over the Project.
- c) Provide adequate accommodations to include adequate seating and audio-visual equipment including a projector(s), screen, and whiteboard.

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6. PROJECT EXECUTION

6.1. Overview

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

6.2. System Installation

System installation is one of the early processes in the Project implementation phase and has a significant impact on and critical dependency on several key activities.

Cloud virtual provisioning will be the responsibility of CentralSquare.

6.2.1. Cloud Components

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

The administration services of the Cloud environment are the responsibility of CentralSquare, including support, operation, and maintenance of the underlying infrastructure. Access to any resources by the Customer will not be allowed except through applications and programmatic connections.

6.2.1.1. CentralSquare Responsibilities

- a) Host Technical meetings with Customer network\systems administration staff.
- b) Provide port, protocol information to Customer for firewall rules.

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- c) Provide guidance on routing needed from Customer networks to Cloud environment.
- d) Provision Cloud system as necessary.
- e) Provide URLs and any other paths for Customer connectivity.
- f) Perform connectivity tests with Customer assistance at least one week prior to any workshops.

6.2.1.2. Customer Responsibilities

- a) Attend Technical meetings with CentralSquare resources.
- b) Acquire ISP connections.
- c) Open firewall as directed by CentralSquare Technical staff.
- d) Provide routing rules to route traffic through the VPN tunnel as advised by CentralSquare technical staff.
- e) Perform connectivity tests with CentralSquare assistance at least one week prior to any workshops.

6.2.2. Implementation Overview of CentralSquare Unify

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

The implementation includes tasks to be completed by multiple stakeholders including CentralSquare, Customer and agency personnel, and the 3rd party system Provider. The tasks below are an overview and will be refined in a detailed project schedule with the Customer upon project Kickoff.

6.2.2.1. CentralSquare Unify Hub Initial Installation and Configuration

CentralSquare will provide support for the initial system configuration. This will include the following:

- a) Installing the database and application server software for the Hub.
- b) Once network connections have been established between the servers by the Customer and participating agencies, CentralSquare will establish software connections between each server.

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- c) Establish each environment such as Test, Training, and Production as set forth in this document and the accompanying Agreement.
- d) Configure the connection parameters for each third-party system connection. Note it is the Customer and participating agencies' responsibility to ensure network connectivity between servers are established.
- e) Load initial data mapping sets for the following codes. Note that mapping and translation of these codes is the responsibility of the Customer.
 - i. Agency
 - ii. Dispatch Centers
 - iii. Nature / Response Type
 - iv. Unit / Resource
 - v. Unit Status
 - vi. Unit Type
- f) If the project involves joining a new dispatch center to an existing hub or upgrading a publish-only interface to a bi-directional interface, some or all of these steps may have been already completed. The associated Agreement will outline exceptions or additions to these steps.

6.2.2.2. CentralSquare Unify Hub System Setup

The tasks listed under system setup may be executed simultaneously.

CAD Provider Adapter Implementation and Configuration: Includes the installation and configuration of the CAD Provider Adapter by the Provider or by CentralSquare as defined in the SOW, Section 2.6 – Deliverable System Connections on CentralSquare Unify Hub.

Software Installation: Basic server configuration is added for each interface on the CentralSquare server, and the Portal client software is delivered to the Customer and participating agencies. Software installation marks the completion of the system setup tasks.

6.2.2.3. Initial Discovery and Configuration

A discovery phase will take place that will identify site-specific configurations for the Hub. These will be documented in an Operational Scenario Document (OSD) and signed off by the Customer, via a TCR, before the configuration phase begins. Specific configurations may be recorded in the documentation listed below. It is agreed that all shared can be exchanged in an electronic

form, such as .PDF, .DOCX, .XLSX, etc. The OSD document will be updated as the agencies are implemented and brought online.

- a) List of CAD Codes: The Customer and participating agencies will provide a list of CAD codes and descriptions that will be mapped to those of other CAD systems through the Hub. Common codes include incident status, nature, unit status, units, agencies, cities, and jurisdictions.
- b) Code Mapping Document: Under the guidance of CentralSquare, the Customer and participating agencies will provide a list of mappings of the CAD Codes provided above to a common code set provided by CentralSquare. The common code set in the Hub facilitates mapping and translation to other agencies' codes, which is the responsibility of the Customer and participating agencies.
- c) Test Scenarios: CentralSquare will provide a standardized list of tests for acceptance. Other tests can be suggested by the Customer providing that they are within the scope of the accompanying Agreement. These test scenarios will form the basis of training documentation.
- d) Configuration Documentation: Documentation may be added directly into the configuration screens of the Hub and is easily exported as text. This will serve as the primary form of technical documentation.
- e) Product Manuals: CAD-to-CAD Administrator's Guide will be provided electronically.

The Customer's Project Manager and Subject Matter Experts play a critical role during this time. Discovery and configuration involve the gathering of business requirements, CAD codes, system configuration including code mappings on the CentralSquare Unify Hub.

The results of the discovery and configuration sessions will be compiled, documented in an Operational Scenarios Document (OSD) and signed off by the Customer, via a TCR, before the configuration phase begins. CentralSquare will provide OSD documentation as appropriate. The OSD document will be updated as the agencies are implemented and brought online.

This task is considered complete upon completion of the customer questionnaire documentation and a joint review between the Customer, the participating agencies and CentralSquare.

7. CENTRAL SQUARE UNIFY TESTING

7.1. Isolated CAD Adapter Testing

CentralSquare and the Customer will develop a mutually agreed upon testing schedule. System testing will be conducted throughout the project in three (3) distinct periods.

The Isolated CAD Adapter Testing will be conducted simultaneously with other implementation tasks and will largely involve CentralSquare Engineers and the Provider implementing its Adapter. This testing will use a CentralSquare Unify Hub Test environment, and test instances of the CAD system and Adapter. CentralSquare will use a CAD simulator to test all aspects of the connection between the Hub and the Provider's Adapter and CAD system. Sample data may be used to demonstrate the ability to view data using the Hub Portal client. Testing support from the Provider and assistance from the Customer and participating agencies are required. The Customer and participating agencies will identify and provide a CAD Administrator that can login to test CAD systems with its Adapter connected to the Hub. The CAD Administrator will work jointly with CentralSquare and the Provider to complete this testing.

At the conclusion of the Isolated CAD Adapter Testing, the connection between the Hub and the Provider's Adapter and CAD system is demonstrated as data is successfully delivered to and visible using the Hub Portal client. This final testing demonstration shall take no more than five (5) hours per agency.

7.2. Provider End-to-End Testing

Provider End-to-End Testing will be conducted when the Isolated CAD Adapter Testing is complete for each CAD system that is required to meet the standard incident and resource sharing requirements. It will involve CentralSquare Engineers, the CAD providers, the Customer, and the participating agencies. If a dependent CAD system is not ready for End-to-End Testing, the testing may proceed using a CAD simulator provided by CentralSquare. CAD Simulator testing does not replace End-to-End Testing with the CAD Provider. The Customer and the participating agencies will need to identify and provide a CAD Administrator that can login to the test CAD systems with its Adapter connected to the Hub. The testing period will be paused for resolution of Go-Live issues as defined in the SOW, Section 7.3 – Functional Acceptance Testing. Defects found in the Adapter for each CAD system may also pause the testing period. CentralSquare, the Customer and the participating agencies will expedite where possible the resolution of any Provider defects.

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At the conclusion of the Provider End-to-End Testing, meeting all the Adapter and CAD Provider testing requirements as defined in the OSD marks the completion of the Provider End-to-End Testing. This final testing demonstration shall take no more than five (5) hours per agency.

7.3. Functional Acceptance Testing (Customer End-to-End Testing)

Once the Provider End-to-End Testing is concluded for each CAD system, Functional Acceptance Testing will be conducted by the Customer, the participating agencies, and the CAD Provider under CentralSquare supervision. Each agency will go through Functional Acceptance Testing when they are ready to connect to the system, so Functional Acceptance Testing may happen multiple times on the same CentralSquare Unify Hub. This final testing event shall take no more than sixteen (16) hours per agency.

It is during the Functional Acceptance Testing that the Customer and the participating agencies, gain close familiarity with the CentralSquare Unify Hub and related functionalities. Expanded Standard Operating Procedures (SOPs) are more fully defined and tested by the Customer and the participating agencies, during this time. This is a Customer driven phase with assistance from CentralSquare. Changes required for Customer and agency SOPs are out of scope unless explicitly agreed.

To confirm that all work has been completed under this SOW and that the system meets the functional requirements of the COTS Hub system, CentralSquare and the Customer will develop a mutually agreed upon functional acceptance test plan that is based on the criteria contained in the Operational Scenario Document (OSD) which will be incorporated during the project into the Unify Test Checklist. The Functional Acceptance Testing process consists of verifying and running standard functions tests in a format designed to verify the functionality of the CentralSquare Unify solution. CentralSquare will work with the Customer and the participating agencies to develop a mutually agreed upon testing schedule for the agencies. Following the completion of the Functional Acceptance Testing, any defects that are raised will be documented by CentralSquare and prioritized as follows:

Priority	Issue Definition
Go-Live Issues	Issues in the CAD-to-CAD solution identified during Functional Acceptance Testing with contractually required functionality that must be corrected prior to Go-Live. CentralSquare will research such identified issues and propose a plan for resolution. Go-Live issues will be corrected prior to Go-Live.
Post-Go-Live Issues	Issues in the CAD-to-CAD solution identified during Functional Acceptance Testing with contractually required functionality that can be corrected after

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	Go-Live. The Customer and CentralSquare will mutually agree these issues may be addressed after Go-Live. CentralSquare will provide a reasonable date for resolution of the Post-Go-Live issues.
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The Customer will agree to sign off upon the completion of each Functional Acceptance Testing session, acknowledging the delivery and receipt of the testing results, via a TCR. Upon resolution of any Go-Live or Post-Go-Live issues, the failed test(s) will be repeated by the participating agencies under CentralSquare supervision, until resolved. The Customer will agree to sign off on a TCR reflecting the completion of Functional Acceptance Testing when the testing has been completed with no Go-Live issues (i.e., a passing Acceptance Test). Upon completion of Functional Acceptance Testing, preparations for deployment may begin. A migration plan will be defined and executed. The Customer and participating agencies will train their own dispatchers from expanded SOPs defined during the Functional Acceptance Testing.

8. CENTRAL SQUARE UNIFY TRAINING

8.1. Training

Upon completion of the Functional Acceptance Testing, CentralSquare will conduct CentralSquare Unify Hub Administrator training on consecutive weekdays during remote training hours (Monday – Friday, between 8:00am – 5:00pm as determined by the Customer’s time zone based on the actual duration of the class) or on consecutive weekdays during onsite training hours (Tuesday – Friday, between 7:00am – 10:00pm as determined by the Customer’s time zone based on the actual duration of the class). Alternate training schedules (e.g., Monday class starts for classes that would normally start on a Tuesday, multiple classes per day, evening, and weekend classes) are subject to additional cost.

Training classes are conducted based on the quantities specified in the Agreement. Refer to SOW, Appendix Y – Workshop and Training Summary for a complete listing applicable to this project. CentralSquare and the Customer will develop a mutually agreed upon training schedule for the agencies.

CentralSquare follows a “Train-the-Trainer” approach to training. This method allows in-depth training for key individuals at each agency who will then provide training to the remainder of the users.

- a) CentralSquare Unify Hub Administrator Training: CentralSquare will provide Portal Administrator training on how to monitor system health, manage groups and users, and make basic configuration changes. This training will be conducted remotely through a webinar. Participants should not exceed ten (10) per class.
- b) Unify User Training: CentralSquare will work with the Customer and agency trainers to advise them on incorporating CAD-to-CAD concepts into their training courses for dispatchers and call takers. However, since the methods for interacting with CAD incident and resource sharing are dependent upon their configuration, training for the End Users is the responsibility of the Customer and the participating agencies. It is expected that Subject Matter Experts (SME’s) will be sufficiently familiar with their operational procedures and their CAD configuration to conduct this training for their respective agency.
- c) Hub Portal Training Videos: CentralSquare will provide the Customer and the participating agencies with access to training videos on essential Portal features.
- d) Training Documentation: Agency specific documentation of local sharing use cases and rules is the responsibility of the Customer and the participating agencies.

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9. CONDUCT CENTRALSQUARE UNIFY PRE-GO-LIVE TASKS

9.1. Pre-Go-Live

After the Customer-led User training is complete, the system is ready for deployment. Preparation for cutover to live operations will be outlined in the Project Schedule and the Go-Live Plan four (4) to six (6) weeks prior to Go-Live. The Go-Live plan includes the overall timeline for the event, products involved, agencies involved, roles and responsibilities, established meeting dates/times, issue reporting and escalation process, transition to support and the communication plan.

9.1.1. Pre Go-Live Tasks:

- a) Customer to distribute final version of documentation to participating agencies outlining modifications to standard operating procedures.
- b) CentralSquare Project Manager and the Customer will ensure all end user training has been completed, and that all Go-Live deliverables are completed with related TCRs approved.
- c) CentralSquare Project Manager will schedule and monitor internal and Customer-facing Go-Live readiness checks during team planning meetings.
- d) CentralSquare Project Manager and the Customer Project Manager, along with key resources, will conduct separate planning meetings to draft/approve the Go-Live Plan.
- e) CentralSquare Project Manager and the Customer will prepare a Go-Live plan which provides details about the time period for the event, products involved, supportive roles and responsibilities, the overall timeline for the Go-Live, establishes meeting dates/times, the issue reporting and escalation processes, transition to support, and communications plan.

9.1.2. Go-Live Preparation:

CentralSquare and the Customer will draft the CentralSquare Go-Live Authorization Letter for each Go-Live group. The Go-Live Authorization Letter confirms that the system has been installed and tested, and that the Customer agrees to proceed with moving the system to live operation. It acknowledges sufficient user training has been completed, confirms software is functional for a live environment, and that none of the currently identified issues are critical to the Go-Live. Date and time of the Go-Live is memorialized, the participating agencies, along with assurance the

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Customer technical team and subject matter experts will be available twenty-four (24) hours a day to support the Go-Live unless otherwise noted in the Agreement. The Customer is required to review and sign off on the Go-Live Authorization Letter no later than three (3) weeks prior to the scheduled Go-Live date.

9.1.3. Transition Presentation:

CentralSquare will provide a presentation to the Customer to gain familiarity with the Support structure and methodologies. CentralSquare will assist in confirming that representatives designated by the Customer needing access to enter and track support tickets have credentials for CentralSquare access.

10. CONDUCT CENTRALSQUARE UNIFY GO-LIVE

10.1. Go-Live

Go-Live of the CentralSquare Unify solution for each of the participating agency entities into the Production environment is a highly orchestrated activity that will require resources from both the Customer, any participating agencies, CentralSquare, and the CAD Provider teams. The CentralSquare Unify Hub has the ability to deploy functionality on a case-by-case basis. The migration plan may, for example, first deploy bi-directional unit status updates followed later by automated call sharing.

Go-Lives are conducted on consecutive weekdays (Monday – Friday). Any CentralSquare Go-Live Support that is beyond the amount specified per the Agreement may be subject to an additional cost.

- a) “Go-Live” means the event that occurs when Customer first uses a System for Live Operations. A separate Go-Live may take place with respect to each System, each Interface, and each Modification.
- b) “Go-Live” means “First use in a non-test bed environment”.

The system is brought into production per the Go-Live Plan and the Go-Live Authorization Letter. Go-Live support is provided by CentralSquare as follows:

- Go-Live Support: A total of three (3) consecutive days of remote support will be provided when the Customer goes live with the CentralSquare Unify solution.
 - Day 1 - Day 3: Remote Go-Live Support – one (1) Consultant (trainer), eight (8) hours each day, during normal business hours (8:00am to 5:00pm local time).

A TCR will be provided to the Customer for signature upon completion of the Go-Live event and CentralSquare provided support, per the Agreement. During Go-Live, issues are reported and managed by CentralSquare with the Customer’s assistance. Upon cessation of Go-Live support by CentralSquare, issues are reported and managed by the Customer.

11. PROJECT CLOSURE

11.1. Project Closure

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

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

11.1.1. CentralSquare Responsibilities

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

11.1.2. Customer Responsibilities

- a) Provide approval of final Project TCRs within five (5) business days.
- b) Process payment of final invoices.

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12. Appendix A – Contracted Modifications to Standard CentralSquare Products

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

There are no product modifications proposed for this project.

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13. Appendix J – CentralSquare Connectivity to Enterprise On-Premise Systems Policy

Customer Managed On-Premise Systems

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

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14. Appendix Y – Workshop and Training Summary

Training/Go-Live Deliverable	Quantity	Training(s)/Workshop(s) Included	Remote/Onsite
Initial Discovery, Configuration: Workshop #1: Kickoff, SMS & Questionnaire (one hour, all agencies need to attend the workshop)	1	One (1) hour workshop	Remote
Initial Discovery, Configuration: Workshop #2: Code-Mapping (one hour, all agencies need to attend the workshop)	1	One (1) hour workshop	Remote
Isolated CAD Adapter testing	1	Five (5) hour testing event per agency	Remote
Provider End-to-End testing	1	Five (5) hour testing event per agency	Remote
Functional Acceptance Testing (Customer End-to-End Testing)	1	Sixteen (16) hour testing event per agency	Remote
CAD-to-CAD Hub Portal Console and Administrator Training (all agencies need to attend this training session)	1	Four (4) hour training session	Remote
CAD-to-CAD Hub Portal Console and Administrator Training (recap prior to Go-Live)	1	Two (2) hour training session	Remote
CentralSquare Unify Go-Live Support Services	1	Three (3) days Go-Live Support - one (1) Consultant, eight (8) hours each day, during normal business hours.	Remote

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Attachment C

Maintenance & Support

This Maintenance & Support Exhibit describes support and maintenance relating to technical support that CentralSquare will provide to Customer during the Term of the Agreement.

1. Product Updates and Releases

- 1.1. **Software Version.** "Software Version" means the base or core version of the Software that contains significant new features and significant fixes and is available to the Customer. Software Versions may occur as the Software architecture changes or as new technologies are developed. The nomenclature used for updates and upgrades consists of major, minor, build, and fix and these correspond to the following digit locations of a release, a,b,c,d. An example of which would be 7.4.1.3, where the 7 refers to the major release, the 4 refers to the minor release, the 1 refers to the build, and the 3 refers to a fix. All Software Versions are provided and included as part of this Agreement.
- 1.2. **Updates.** From time to time CentralSquare may develop permanent fixes or solutions to known problems or bugs in the Software and incorporate them in a formal "Update" to the Software. If Customer is receiving technical support from CentralSquare on the general release date for an Update, CentralSquare will provide the Customer with the Update and related Documentation at no extra charge. Updates for custom configurations will be agreed upon by the Parties and outlined in a Statement of Work or Change Order.
- 1.3. **Releases.** Customer shall agree to install and/or use any New or Major Release within one year of being made available by CentralSquare to avoid or mitigate a performance problem, ineligibility for Support and Maintenance Services or infringement claim. All modifications, revisions and updates to the Software shall be furnished by means of new Releases of the Software and shall be accompanied by updates to the Documentation whenever CentralSquare determines, in its sole discretion, that such updates are necessary.

2. Support

- 2.1. CentralSquare shall provide to Customer support via toll-free phone number 833-278-7877 or via the CentralSquare Support Portal. CentralSquare shall provide to Customer, commercially reasonable efforts in solving errors reported by the Customer as well as making available an online support portal. Customer shall provide to CentralSquare reasonably detailed documentation and explanation, together with underlying data, to substantiate errors and to assist CentralSquare in its efforts to diagnose, reproduce and correct the error. Should either Party not be able to locate the error root cause and Customer and CentralSquare agree that on-site services are necessary to diagnose or resolve the problem CentralSquare shall provide a travel estimate and estimated hours in order to diagnose the reported error.
- 2.2. If after traveling onsite to diagnose a reported error and such reported error did not, in fact, exist or was not attributable to a Defect in the Software provided by CentralSquare or an act or omission of CentralSquare, then Customer shall pay for CentralSquare's investigation, travel, and related services in accordance with provided estimate. Customer must provide CentralSquare with such facilities, equipment and support as are reasonably necessary for CentralSquare to perform its obligations under this Exhibit, including remote access in accordance with the Remote Access Policy.

3. Online Support Portal

Online support is available via <https://support.centalsquare.com/s/contact-us>, offering Customer the ability to resolve its own problems with access to CentralSquare's most current information. Customer will need to enter its designated username and password to gain access to the technical support areas on CentralSquare's website. CentralSquare's technical support areas allow Customer to: (i) search an up-to-date knowledge base of technical support information, technical tips, and featured functions; and (ii) access answers to frequently asked questions (FAQ).

4. Exclusions from Technical Support Services

CentralSquare shall have no support obligations to provide Support or Maintenance for Solutions that are not kept current to one version prior to the then current version of the Solution. CentralSquare shall have no support

obligations with respect to any third-party hardware or software product not licensed or sold to Customer by CentralSquare ("Nonqualified Product"). Customer shall be solely responsible for the compatibility and functioning of Nonqualified Products with the Software.

5. Customer Responsibilities

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

- 5.1 Provide hardware, operating system and browser software that meets technical specifications, as well as a fast, stable, high-speed connection and remote connectivity for accessing the Solution.
- 5.2 Maintain any applicable computer system and associated peripheral equipment in good working order in accordance with the manufacturers' specifications, and ensure that any problems reported to CentralSquare are not due to hardware malfunction;
- 5.3 For CentralSquare Solutions that are implemented on Customer Systems, maintain the designated operating system at the latest code revision level reasonably deemed necessary by CentralSquare for proper operation of the Software;
- 5.4 Supply CentralSquare with access to and use of all information and facilities reasonably determined to be necessary by CentralSquare to render the technical support described herein;
- 5.5 Perform any test or procedures reasonably recommended by CentralSquare for the purpose of identifying and/or resolving any problems;
- 5.6 At all times follow routine operator procedures as specified in the Documentation or any error correction guidelines of CentralSquare posted on the CentralSquare website;
- 5.7 Customer shall remain solely responsible at all times for the safeguarding of Customer's proprietary, confidential, and classified information contained within Customer Systems; and
- 5.8 Reasonably ensure that the Customer Systems are isolated and free from viruses and malicious code that could cause harm before requesting or receiving remote support assistance.

6. Priorities and Support Response Matrix

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

Priority	Issue Definition	Response Time
Priority 1 – Urgent	The software is completely down and will not launch or function.	Priority 1 issues must be called in via 833-278-7877 and will be immediately answered and managed by the first available representative.
Priority 2 – Critical	A high-impact problem that disrupts the customer's operation but there is capacity to remain productive and maintain necessary operations.	Priority 2 issues must be called in via 833-278-7877 and will be immediately answered and managed by the first available representative.
Priority 3 – Non-Critical	A Software Error related to a user function which does not negatively impact the User from the use of the system. This includes system administrator functions or restriction of user workflow but does not significantly impact their job function.	Non-Critical Priority 3 issues must be reported via https://support.centalsquare.com/s/contact-us

Priority 4 – Minor	Cosmetic or documentation errors, including Customer technical questions or usability questions.	Minor Priority 4 issues must be reported via https://support.centalsquare.com/s/contact-us
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- 7. Exceptions.** CentralSquare shall not be responsible for failure to carry out its Support and Maintenance obligations under this Exhibit if the failure is caused by adverse impact due to:
- 7.1. defectiveness of the Customer’s Systems (including but not limited to environment, hardware or ancillary systems), or due to Customer corrupt, incomplete, or inaccurate data reported to the Solution, or documented Defect.
 - 7.2. denial of reasonable access to Customer’s System or premises preventing CentralSquare from addressing the issue.
 - 7.3. material changes made to the usage of the Solution by Customer where CentralSquare has not agreed to such changes in advance and in writing or the modification or alteration, in any way, by Customer or its subcontractors, of communications links necessary to the proper performance of the Solution.
 - 7.4. a Force Majeure event (as outlined in Section 12), or the negligence, intentional acts, or omissions of Customer or its agents.
- 8. Incident Resolution.** Actual response times and resolutions may vary due to issue complexity and priority. For critical impact level and above, CentralSquare provides a continuous resolution effort until the issue is resolved. CentralSquare will make commercially reasonable efforts to resolve Software incidents for live remote based production systems using the following guidelines:

Priority	Resolution Process	Resolution Time
Priority 1 – Urgent	CentralSquare will provide a procedural or configuration workaround or a code correction that allows the Customer to resume live operations on the production System.	CentralSquare will work continuously to provide the Customer with a solution that allows the Customer to resume live operations on the production system. CentralSquare will either resolve the issue or provide a resolution plan as soon as possible and not later than twenty-four (24) hours after notification.
Priority 2 – Critical	CentralSquare will provide a procedural or configuration workaround or a code correction that allows the Customer to resume normal operations on the production System.	CentralSquare will work continuously to provide the Customer with a solution that allows the Customer to resume normal operations on the production System. CentralSquare will either resolve the issue or provide a resolution plan as soon as possible and not later than thirty-six (36) hours after notification.

Priority 3 – Non – Critical	CentralSquare will provide a procedural or configuration workaround that allows the Customer to resolve the problem.	CentralSquare will work to provide the Customer with a resolution which may include a workaround or code correction within a timeframe that takes into consideration the impact of the issue on the Customer and CentralSquare's User base. Priority 3 issues have no defined resolution time.
Priority 4 – Minor	If CentralSquare determines that a reported Minor Priority error requires a code correction, such issues will be addressed in a subsequent release when applicable.	CentralSquare will work to provide the Customer with a resolution which may include a workaround or code correction in a future release of the software. Priority 4 issues have no defined resolution time.

9. Cases needing development. Support cases that require code development (e.g. writing, modifying or reviewing source code to create new functionality, resolve issues, or improve existing features) will be transferred to the appropriate product development team. Cases transferred to product development will be reviewed to determine the nature of the request, the severity of the impact on the performance of the solution, and the availability of a resolution. CentralSquare reserves the right to close out Non-Critical (Priority 3) and Minor (Priority 4) support cases, without resolution, for development items that do not reasonably fall within the current product roadmap.
10. **Non-Production Environments.** CentralSquare will make commercially reasonable efforts to provide fixes to non-production environment(s). Non-production environments are not included under the response or resolution tables provided in this Exhibit.
 - 10.1. Maintenance. All non-production environment resolution processes will follow the structure and schedules outlined above for production environments.
 - 10.2. Incidents and service requests. Non-production environment incidents are considered priority 3 or 4, dictated by circumstances and will be prioritized and scheduled subordinate to production environment service requests.
11. **Training.** Outside the scope of training services purchased, if any, Customer is responsible for the training and organization of its staff in the operation of the Software.
12. **Development Work.** Software support and maintenance does not include development work either (i) on software not licensed from CentralSquare or (ii) development work for enhancements or features that are outside the documented functionality of the Software, except such work as may be specifically purchased and outlined in the Agreement. CentralSquare retains all intellectual property rights in development work performed and Customer may request consulting and development work from CentralSquare as a separate billable service.
13. **Technology Life Expectancy.** Customer understands, acknowledges and agrees that the technology upon which the Hardware, Solution and Third-Party Software is based changes rapidly. Customer further acknowledges that CentralSquare will continue to improve the functionality and features of the Solution to improve legal compliance, accuracy, functionality and usability. As a result, CentralSquare does not represent or warrant that the Hardware, Solution and/or Third-Party Software provided to Customer under this Agreement or that the Customer Systems recommended by CentralSquare will function for an indefinite period of time. Rather, CentralSquare and Customer may, from time to time, analyze the functionality of the Hardware, Solution, Third-Party Software and Customer Systems in response to changes to determine whether Customer must upgrade the same. Customer upgrades may include without limitation, the installation of a new Release, additional disk storage and memory, and workstation and/or server upgrades. Customer upgrades may also include the installation and/or removal of Third-Party Software. Customer is solely responsible for all costs associated with future resources and upgrades.

CentralSquare Access Management Policy

In order to provide secure, federally compliant connections to agency systems CentralSquare Technologies (“CentralSquare”) requires BeyondTrust or SecureLink as the only approved methodology of connection. BeyondTrust and Securelink provide the necessary remote access in order to service and maintain CentralSquare products while adhering to the Federal Bureau of Investigations Criminal Justice Information Services requirements. Both solutions utilize two-factor authentication Federal Information Processing Standard Publication (“FIPS”) 140-2 validated cryptographic modules and AES encryption in 256-bit strengths.

BeyondTrust and Securelink are addressed in turn via this Access Management Policy; Customers may choose which remote privileged access management solution will be utilized by CentralSquare.

BeyondTrust

The BeyondTrust remote support solution may be utilized via escorted session or a jump Customer. As for an escorted session, when an agency needs assistance from CentralSquare, the agency employee requesting assistance will receive verbal or email communication with a session key necessary to enable remote access. If a verbal key is provided, the user enters the session key after visiting <https://securesupport.centalsquare.com>.

Jump Customers are a Windows service that can be stopped/started to facilitate a support session. Connections made via jump Customer can be active or passive. An active jump Customer is always available. A passive connection is enabled for a specific purpose and then disabled when not used. Regardless of the option selected, CentralSquare’s support team will arrange a BeyondTrust session to establish the jump Customer.

The jump Customer resides on the agency side on the installed device, where an agency administrator can manage. Instructions on how to enable/disable jump Customers can be provided upon request. A sample workflow of a passive jump Customer is provided below:

Should an agency require support from CentralSquare, a call would be placed and/or a support ticket opened in the portal on the CentralSquare customer support website. Before accessing the agency’s system and/or environment, the CentralSquare representative would send a notice of connection from the CentralSquare support portal instance. This notice can be sent to the individual at the agency that the CentralSquare representative is working with or other designated contacts as necessary. Upon receipt of the notice of connection, the agency personnel would enable the BeyondTrust jump Customer. The CentralSquare representative would then be admitted to the agency’s system and/or environment to perform the necessary task. Upon completion of the task, the CentralSquare representative sends a notice of disconnection from the CentralSquare support portal instance. Upon receipt of the notice of disconnection, the agency personnel would then disable the BeyondTrust jump Customer.

Securelink

Similar to BeyondTrust’s escorted session, Securelink may be utilized via “quick connect”. To enable a quick connect session when an agency needs assistance from CentralSquare, the Agency employee requesting assistance will enter a key code in order to connect for screen sharing on a device.

Similar to the jump Customer methodology, SecureLink may also be utilized via “gatekeeper”. The sample workflow description for a jump Customer provided above is substantially similar to the workflow for gatekeeper.

Summation

BeyondTrust and Securelink allow customers the ability to monitor connectivity to the customer’s network and maintain CJIS compliance while enabling CentralSquare to perform the necessary support functions.

Attachment D
Service Level Commitments

The following applies to any cloud-hosted CentralSquare software only. The following does not apply to any on-premise software, hardware, or third-party products.

1. Service Level Commitments

- A. Availability. During any calendar month, the availability of the Solution shall be no less than 99.99%, excluding scheduled maintenance. CentralSquare shall provide Customer with prompt notification as soon as it becomes aware of any actual or potential unscheduled downtime of the Solution, as well as continual periodic updates during the unscheduled downtime regarding CentralSquare's progress in remedying the unavailability and estimated time at which the Solution shall be available.
- B. Measurement. Service availability is measured as the total time that the solutions are available during each calendar month for access by Customer ("Service Availability"). Service Availability measurement shall be applied to the production environment only, and the points of measurement for all monitoring shall be the servers and the internet connections at CentralSquare's hosted environment.
- C. Calculation. Service availability for a given month shall be calculated using the following calculation:
 - I. The total number of minutes which the service was not available in a given month shall be subtracted from the total number of minutes available in the given month. The resulting figure is divided by the total number of minutes available in the given month.
 - II. Service availability targets are subject to change due to the variance of the number of days in a month.
 - III. The total number of minutes which the service was not available in a given month shall exclude minutes associated with scheduled or emergency maintenance.
- D. Remedy. If the service period target measurement is not met, then the customer shall be entitled to a credit calculated as follows:

Service availability in the relevant Service period	Percentage reduction in monthly fee for the subsequent service period
Less than 99.99% but greater than or equal to 99.9%	1%
Less than 99.9% but greater than or equal to 99.5%	5%
Less than 99.5%	10%

- E. Credit must be requested by the customer within sixty (60) days of the failed target. Any credit awarded shall be applied to the next applicable invoice. Customer shall not be eligible for credits where customer is more than thirty (30) days past due on their account.
2. Exceptions. The Service Level Commitments and availability stated in this Exhibit do not cover services interruptions or performance issues that are caused by factors outside of CentralSquare or its hosting partner's control. Such factors may include, but are not limited to:

- A. Internet Access. Issues relating to Customer's internet access. Any outages, slowdowns, or other problems related to the internet connection are explicitly disclaimed;
 - B. Customer's Internal Network Issues. Issues originating from Customer's internal network such as network congestion, network equipment failure, or misconfigurations are explicitly disclaimed;
 - C. Third-Party Acts. Issues caused by the acts or omissions of third-parties, including providers of internet services, or for issues arising from third-party software or hardware that is not provided by CentralSquare is explicitly disclaimed;
 - D. Gross Negligence or Willful Misconduct. Issues relating to the failure or delay in performance to the extent caused by the acts or omissions of Customer or its agents constituting gross negligence or willful misconduct are explicitly disclaimed; and,
 - E. Force Majeure. A force majeure event such as natural disasters, acts of God, or any other cause constituting force majeure are explicitly disclaimed.
3. Server Performance & Capacity. The standard provisioning of storage for the cloud solutions is 1 terabyte. If Customer requests to add additional Software, increase storage or processing requirements, and/or request additional environments, these requests will be evaluated and if additional resources are required to support modifications, additional fees may apply at per unit (gigabyte, hour, license, etc).
 4. Releases. Customer agrees keep the software up-to-date with the cloud release cycle as determined by CentralSquare. Staying current is essential to address security, performance, and infringement issues, and is required for receiving software support. All modifications, revisions, and updates to the software will be provided through new releases, accompanied by documentation updates whenever the CentralSquare deems necessary.
 5. Non-Production Environments. Included in the subscription fee is access to the training environment during the hours of 8:00am – 4:00pm EST, Monday through Friday. Should the Customer require extended access for items such as internal training, CentralSquare can make exceptions provided that Customer provide reasonable advance written notice. CentralSquare will then work with the Customer to enable access in accordance with an agreed upon schedule.