



**SALES ORDER  
PURSUANT TO EXISTING AGREEMENT**

This Sales Order is intended as a binding Agreement between The City of Oklahoma City, OK (“Customer”) and CentralSquare Technologies, LLC on behalf of itself and affiliates and subsidiaries including Superion, LLC; TriTech Software Systems; and CentralSquare Canada Software, Inc. (“CentralSquare”) and shall be effective as of the date of the last signature herein.

**Quote Number:** Q-178492 is attached to this Sales Order as Exhibit “A”. The Quote contains a description of all products and services sold pursuant to this Sales Order. The Quote is hereby incorporated by reference as a term of this Sales Order.

**Summary of Services.** The dedicated technical resource, quoted as remote managed services, high-level overview and job description is described in the Summary of Services attached to this Sales Order as Exhibit “B”.

**Statement of Work.** Services for the products and services purchased under this Sales Order shall be governed by the Statement of Work document attached to this Sales Order as Exhibit “B”.

**Payment Terms.**

**Subscription**

100 % due on the Delivery Date\*

**Services**

50 % due on the Effective Date of this Sales Order

50 % due on the Completion of Services

**Dedicated Technical Resource – Managed Services**

100% due on the Effective Date of this Sales Order, and annually thereafter  
on the anniversary of the Effective Date of this Sales Order

**Dedicated Technical Resource – Travel & Living Estimate**

Due as incurred

\*Delivery Date: For on-premise Solutions, Delivery shall be when CentralSquare delivers to Customer the initial copies of the Solutions outlined below in Exhibit A by whichever the following applies and occurs first (a) electronic delivery, by posting it on CentralSquare’s network for downloading, or similar suitable electronic file transfer method, or (b) physical shipment, such as on a disc or other suitable media transfer method, or (c) installation, or (d) delivery of managed services server. Physical shipment is on FOB - CentralSquare’s shipping point, and electronic delivery is at the time CentralSquare provides Customer with access to download the Solutions. For cloud-based Solutions Delivery shall be whichever the following applies and occurs first when Authorized Users have (a) received log-in access to the Solution or any module of the Solution or (b) received access to the Solution via a URL.

Payment due in full 30 days from date of invoice. Annual maintenance and Subscriptions renewals shall be due on the anniversary of the Delivery Date. Annual Maintenance and Subscription Fees are subject to increase as outlined in the Master Agreement.

**Master Agreement.** This Sales Order shall be governed by the terms and conditions of the existing Agreement between the parties, more specifically described as the governing agreement dated July 01, 2023 (the “Master Agreement”). NO OTHER TERMS OR CONDITIONS OF THE MASTER AGREEMENT ARE NEGATED OR CHANGED AS A RESULT OF THIS DOCUMENT.

**Purchase Order.** Customer may provide CentralSquare with a valid purchase order, upon execution of this Sales Order. Notwithstanding anything to the contrary herein, purchase orders are to be used solely for Customer's accounting purposes and any terms and conditions contained therein shall be deemed null and void with respect to the parties' relationship and this Sales Order. Any such purchase order provided to CentralSquare shall in no way relieve Customer of any obligation entered into pursuant to this Sales Order including, but not limited to, its obligation to pay CentralSquare in a timely fashion.

**Acceptance of Order Terms.** By signing this Sales Order below, Customer represents and warrants that: (a) it has read and understands the Master Agreement and Quote that are incorporated by reference into this Sales Order and agrees to be bound by the terms thereof, and (b) it has full power and authority to accept this Sales Order.

APPROVED this 13TH day of AUGUST , 2024 by the City Council of the City of Oklahoma City, Oklahoma.

ATTEST:

Amy K Simpson  
City Clerk



THE CITY OF OKLAHOMA CITY:

David Holt  
Mayor

REVIEWED for form and legality.

Jill Burnett  
Assistant Municipal Counselor

CENTRALSQUARE TECHNOLOGIES, LLC

DocuSigned by:

Ron Anderson

CA1F6996BA0C4F7

Accepted By (Signature)

Ron Anderson

Printed Name

Chief Sales Officer

Title

7/31/2024

Date



Quote prepared on:  
June 20, 2024

Quote prepared by:  
Michael Fine

michael.fine@centralsquare.com

Quote #: Q-178492  
Primary Quoted Solution: PSJ Enterprise  
Quote expires on: December 17, 2024

Quote prepared for:  
Jon Love  
The City of Oklahoma City  
100 North Walker, Suite 200  
Oklahoma City, OK 73102  
(405) 297-2145

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

WHAT SOFTWARE IS INCLUDED?

CAD REBUILD

	PRODUCT NAME	QUANTITY	UNIT PRICE	TOTAL
1.	Enterprise CAD L3 Harris Status Aware (OP) Annual Subscription Fee	1	7,000.00	7,000.00
2.	Enterprise CAD RapidSOS Interface (OP) Annual Subscription Fee	1	5,400.00	5,400.00

CAD Rebuild Software Total 12,400.00 USD

SOFTWARE SUMMARY

Software Total 12,400.00 USD

WHAT SERVICES ARE INCLUDED?

CAD REBUILD

	DESCRIPTION	TOTAL
1.	Public Safety Consulting Services - Fixed Fee	42,315.00
2.	Public Safety Data Conversion Services - Fixed Fee	14,625.00
3.	Public Safety GIS/Analytics Services - Fixed Fee	35,100.00
4.	Public Safety Project Management Services - Fixed Fee	46,605.00
5.	Public Safety Technical Services - Fixed Fee	101,790.00
6.	Public Safety Travel & Living Expenses Estimate	4,600.00

CAD Rebuild Services Total 245,035.00 USD



Quote prepared on:  
June 20, 2024

Quote prepared by:  
Michael Fine  
michael.fine@centralsquare.com

DEDICATED TECH

DESCRIPTION		TOTAL
7.	CentralSquare Managed Services (Remote) Annual Subscription Fee	355,680.00
8.	Public Safety Travel & Living Expenses Estimate	27,600.00

Dedicated Tech Services Total 383,280.00 USD

SERVICES SUMMARY

Services Total	628,315.00 USD
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QUOTE SUMMARY

Software Subtotal	12,400.00 USD
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Services Subtotal 628,315.00 USD

Quote Subtotal	640,715.00 USD
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Quote prepared on:  
June 20, 2024

Quote prepared by:  
Michael Fine

michael.fine@centralsquare.com

Quote Total 640,715.00 USD

WHAT ARE THE RECURRING FEES?

TYPE	AMOUNT
FIRST YEAR MAINTENANCE TOTAL	0.00
FIRST YEAR SUBSCRIPTION TOTAL	12,400.00
FIRST YEAR RECURRING SERVICES TOTAL	355,680.00

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

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

BILLING INFORMATION

Fees will be payable within 30 days of invoicing.

Please note that the Unit Price shown above has been rounded to the nearest two decimal places for display purposes only. The actual price may include as many as five decimal places. For example, an actual price of \$21.37656 will be shown as a Unit Price of \$21.38. The Total for this quote has been calculated using the actual prices for the product and/or service, rather than the Unit Price displayed above.

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

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

PAYMENT TERMS

Travel & Living Expenses



**Quote prepared on:**

June 20, 2024

**Quote prepared by:**

Michael Fine

michael.fine@centralsquare.com

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- Due as Incurred

## **PURCHASE ORDER INFORMATION**

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

Yes [ ☐ ] No [ ☐ ]

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

PO Number:

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Initials:

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# Attachment A

## Terms and Conditions for On-Prem Subscriptions

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

1. **Subscription Access.** Customer is purchasing subscription priced software under this Quote. So long as Client has paid the annual subscription fees and is current at all times with the subscription fees as stated herein, CentralSquare grants to Client a limited non-exclusive, non-transferable access to use the subscription software granted in this Quote. Client understands and acknowledges no ownership or any form of intellectual property rights transfer under the terms of this Quote.  
If customer terminates this Quote in accordance with the termination for convenience provision below, customer shall be entitled to a pro-rata refund of the annual subscription fee, calculated by the remaining months in the applicable annual subscription.
2. **Termination for Convenience.** This Quote may be terminated without cause by either party by providing written notice to the other party thirty (30) days prior to the date of termination.
3. **Termination of Access Rights.** Upon termination of this Quote, (i) all rights granted herein shall terminate immediately and automatically upon the effective date of such termination; (ii) Customer's right to the accessed software granted herein shall terminate; and (iii) Customer will cease using such software and at CentralSquare's direction return or destroy the software and any supplemental confidential information or documentation.
4. **Right to Audit.** Customer shall maintain for a reasonable period, but in no event less than three (3) years after expiration or termination of this Quote, the systems, books and records necessary to accurately reflect compliance with software access and the use thereof under this Quote. Upon request, Customer shall permit CentralSquare and its directors, officers, employees, and agents to have on-site access at Customer's premises (or remote access as the case may be) during normal business hours to audit such systems, books, and records for the purpose of verifying Customer's use of the software to monitor compliance with this Quote no more than once per year. If an audit reveals that Customer has exceeded the restrictions on use or non-compliance with this Quote, Customer shall be responsible for the reimbursement of all costs related to the audit and prompt payment by Customer to CentralSquare of any underpayment, subject to available appropriations.



## **Exhibit B**

### **Summary of Services & Statement of Work** (Attached)



## SUMMARY OF SERVICES

The City of Oklahoma City, OK, Dedicated Enterprise Consultant (Consultant)

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.

Date	Version	Details/Changes	Author
7/17/2024	1.0	Initial SOS	D. Aldridge

### Project Name:

Dedicated Enterprise Consultant (remote) for The City of Oklahoma City, OK (“Customer”)

### Detailed Description of the Project:

The Customer desires CentralSquare (“CentralSquare”) to provide a dedicated resource to advise their staff during the rebuild of their CAD Enterprise System. Once the system is in production, the resource will work alongside the Customer’s team and be the primary points of contact. They will support the day-to-day operations, oversee ongoing maintenance, and support lifecycle management.

### Period of Performance:

The term of this Statement of Services (SOS) will begin on the Sales Order Effective Date and continue for one (1) year, with annual (1) year renewals beginning on the anniversary of the Effective Date and annually thereafter.

### Scope of Services:

CentralSquare will hire, train, and assign one (1) dedicated Enterprise Consultant (Consultant). The Consultant will become a part of the Customer’s team and take day-to-day direction from the Customer’s designated resource (e.g., CAD Manager). The Consultant will provide technical guidance, oversee issue resolution, and assist with lifecycle management and product upgrades.

The resource will perform services remotely and be required to work business hours as directed by the Client. A travel budget for onsite trips is included below.

The activities and key outputs that may occur are detailed below:

#### Pre-Production Phase

During the deployment of the system, the CentralSquare Consultant will work with the Customer’s designated resources on the following activities:

#### CAD/Mobile

- CAD Configurations
  - Agency types
  - Jurisdictions, divisions, and sectors



## SUMMARY OF SERVICES

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- Resource and Capability types
  - Response plans and response areas
- Validate initial imported data for any issues
- On-Premises server readiness
- CAD workstation readiness
- Assist with the development of mobile configurations and deployments
- Configuration and testing of interfaces
- Collaborate with Customer's GIS specialists to verify and validate mapping data
- Validate and test CAD down and disaster recovery procedures
- Partner with the Customer to ensure the most effective and efficient use of the PSJ system
- Help guide the Customer through routine and regularly scheduled application upgrades

### Production Phase

This section covers the ongoing maintenance and administration required to maintain the solution after go-live. The activities and key outputs are detailed below:

#### **Orientation and Planning**

The parties will develop a Service Delivery plan once a year. It captures the Customer's goals and priorities for the upcoming year, aligns collective resources, and identifies expected projects (e.g. upgrades, BPR, etc....). The plan will be reviewed quarterly to track progress and make necessary adjustments.

- Consultant will work with Customer stakeholders to define roles, responsibilities, and expectations.
- Create a snapshot of the Customer's current environment, open issues, and pain points.
- Document goals, priorities, and key workstreams.

#### **Production Support**

Administration of the day-to-day operations of the system. This includes

- Monitoring the system's performance, routine maintenance, and user support.
- Preventative maintenance - Collaborate with Customer's IT staff to ensure the system is healthy.
  - Routine Data Management & Maintenance (backup jobs, statistics management, replication, etc....)
  - The rollout of firmware updates, security patches, etc....
- Help Desk support
  - Support Customer's internal helpdesk for issues pertaining to the CentralSquare system
  - Primary point of contact for Customer personnel to report problems with any of the defined CentralSquare software during the designated business hours.
  - The initial point of contact for P1 support issues after hours. If unavailable, the CentralSquare Customer Support team will be the secondary point of contact.
- Issues Resolution
  - Responsible for managing all CentralSquare support tickets to prompt completion. This includes tracking tickets that have been escalated to CentralSquare Engineering.
  - Engage CentralSquare subject matter experts when needed.

#### **CentralSquare Roadmap Advisement and Upgrade Support**

- Provide insights and guidance on the CentralSquare product roadmap.
- Advise on product upgrades and enhancements.



## SUMMARY OF SERVICES

- Support the evaluation and testing of upgrades to ensure they meet the agency's quality and performance requirements.
- At the Customer's discretion, the Consultant will either:
  - Be available to support the upgrade remotely or
  - Travel to the Customer's location to support the implementation or rollout of the upgrade.

### **Reporting and Communication**

- Provide status reports at a frequency agreed upon with the Customer.
- Facilitate annual reviews with designated Customer and CentralSquare leadership to assess service delivery and plan for future needs.

### **Sponsorship**

- CentralSquare will assign an Engagement Sponsor to support the Consultant and act as the Customer's escalation point.

### Customer Responsibilities:

- Designate a point of contact to oversee the day-to-day activities and approve travel of the assigned resource.
- Coordinate with CentralSquare to obtain CJIS clearance for the assigned resource.
- Supply CentralSquare with access to and use of all information and facilities reasonably deemed necessary by CentralSquare to render the Services described herein. That could be hardware (e.g., laptop or desktop) or software applications (e.g., Bomgar, WVD, or Citrix).
- Management of infrastructure (e.g., Network, servers, etc...)

### Assumptions:

- Obtain CJIS clearance for the designated resource.
- Consultant will participate in ongoing CentralSquare product training.
- The Consultant will observe CentralSquare holidays and PTO policy. A list of holidays can be provided as needed.
- Consultant will attend CentralSquare's annual user's conference (Engage) at no additional cost to Customer.
- CentralSquare will train the Consultant in the CAD API at no additional cost to the Customer.
- CentralSquare will designate a Sponsor.

### CentralSquare Staffing

CentralSquare will provide the team described below:

Role	Responsibilities
Enterprise Consultant	<ul style="list-style-type: none"> <li>• Oversees the maintenance, configuration, and operation of CentralSquare software</li> <li>• Serves as the primary point of contact for the Customer.</li> <li>• Provide technical advice and support as outlined in the scope of services.</li> <li>• Ensure timely and effective resolution of support cases.</li> </ul>



## SUMMARY OF SERVICES

	<ul style="list-style-type: none"><li>• Develop and maintain a strategic plan based on Customer priorities</li></ul>
Sponsor	<ul style="list-style-type: none"><li>• Provides oversight and support for the Consultant.</li><li>• Serves as a Customer advocate to the various CentralSquare teams to help meet expectations</li><li>• Designated escalation point for any issues that cannot be resolved by the Consultant.</li><li>• Participates in annual reviews with the Customer and CentralSquare leadership.</li></ul>

### Travel and Expenses:

This contract includes up to twelve (12) onsite trips. If additional trips are needed, a change order will be processed. CentralSquare's Travel & Living Policy will be adhered to for all travel.



# STATEMENT OF WORK

## Oklahoma City Police, OK

## Enterprise CAD Rebuild

Version 7

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ArcGIS, ArcMap and ArcCatalog are registered trademarks of Environmental Systems Research Institute (Esri) in the United States and other countries.

Document Control

Date	Version	Details/Changes	Author
	1.0	Initial Draft	W. Hayashi
1/25/2024	1.1	Fixed header and accepted changes	J. Pitt
5/31/2024	2.0	Updated SOW based on Rescope	W. Hayashi
6/4/2024	3.0	Updated Interfaces, Added MobileX	W. Hayashi
6/7/2024	4.0	Changed interface for Axon Premise Imports	W. Hayashi
6/12/2024	5.0	Added Harris Radio Interface	W. Hayashi
6/18/2024	6.0	Add RapidSOS Interface	W. Hayashi
7/16/2024	7.0	Final version; Removed watermark and confidentiality statements	W. Hayashi

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# 1 OVERVIEW

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## 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 **Oklahoma City Police, OK** (“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 and Subsystems specified in the Agreement (collectively the “Project”).

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

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

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

## 1.2 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.

- 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.

- Change Management is a collective term for all approaches to prepare, support, and help individuals, teams, and organizations in making organizational change.
- Change Management Process is a series of actions or steps taken in order to achieve individual, team, or organizational change.
- Codefiles are the component fields within each product that define the data to be contained within each table.
- FBI CJIS Security Policy means the Federal Bureau of Investigations Criminal Justice Information System Security Policy. The essential premise of the CJIS Security Policy is to provide appropriate controls to protect the full lifecycle of criminal justice information (CJI), whether at rest or in transit. The CJIS Security Policy provides guidance for the creation, viewing, modification, transmission, dissemination, storage, and destruction of CJI.
- Functional Acceptance Test (FAT) is a test(s) of specific functionality of the subsystems of the Enterprise System.
- GIS is an acronym for Geographic Information System, which is a system for storing and manipulating geographical information on a computer.
- Installation Service Request (ISR) documents servers required for the implementation and the servers' hardware/virtual specifications.
- Modification means changes or additions to Software from the standard version thereof prepared hereunder. The Modifications, if applicable, are described in Appendix A, Statement of Work. The CentralSquare Software is not custom software, and as such, at CentralSquare's discretion Modifications or enhancements to the standard version will be made available in a subsequent version release available to all CentralSquare clients; or as applicable, made available as a separate module or function, separately licensed and priced.

- Operational Scenario Document (OSD) is a document that provides an operational description of an interface, capability, or feature within the applicable CentralSquare solution. OSD documents are of two types:
  - ❖ For Standard Interfaces these documents are standard, published CentralSquare documents and are not specific to any Client.
  - ❖ For customizations (Custom Interfaces, Custom Code or Custom Features) the OSD will provide a description in sufficient detail that both Client and CentralSquare team mutually agree to the expected deliverable. The OSD provides the “what”, “how,” and the information flow (including data flow and data elements, when appropriate) of the capability or feature. The OSD does not provide the technical or internal design of how CentralSquare’s Development team will accomplish the requested feature. An OSD will be provided for each contracted product customization to be developed. Once approved by Client, the OSD becomes the basis for CentralSquare’s development. Once approved, any further changes requested by Client to the OSD and/or design may incur additional costs to Client.
- Process is a series of actions or steps taken in order to achieve a particular end.
- 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.
- Project Schedule means the schedule providing dates and timeframes for completion of tasks and Deliverables during the course of this Project. The Project Schedule is subject to change at the mutual agreement of CentralSquare and Client as further described in this SOW.
- SME is an acronym for subject matter expert, an individual with a deep understanding of a particular topic.
- Subsystem means each of the applications described in the Statement of Work including its equipment, other hardware, and software. In most cases, the Subsystem software will share equipment. Applicable Enterprise core applications, e.g. CAD Enterprise, Mobile Enterprise, Records Enterprise, Jail Enterprise are defined as Subsystems.

- System Integration Test (SIT) will be conducted in partnership by CentralSquare and the Client for up to four hours with CentralSquare assisting remotely. The SIT will be conducted based on a provided scenario that tests the records management process. A small group of Client staff should participate in this test. CentralSquare will work with Client to refine the test scenario that test the system based on Client's practices and must be signed off prior to commencement of the SIT.
- System Planning Guide provides system administrators and system planners a single requirements reference.
- Task Completion Reports (TCR) is a formal document presented to the Client that acknowledges completion of a major task or event.
- TTMS is the acronym for the CentralSquare Message Switch.
- Work Hours:
  - Business hours are defined as Monday – Friday, 8:00am-5:00pm local time.
  - Training hours are defined as:
    - Remote Training: Monday - Friday, between 8am-5pm local time based on the actual duration of the class.
    - On Site Training: Tuesday – Friday, between 7am-5pm local time 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.

### **1.3 General Client Responsibilities**

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

- Electrical facilities – cabling, network communications, telephone, other voice/data connections and peripherals for system workstations and mobiles for production and training use
- Providing information to CentralSquare staff on network infrastructure, including any firewalls within the overall network that the system will operate and necessary

port access for the system to operate in accordance with CentralSquare documentation.

- The installation, configuration, maintenance (including patch management and upgrades of Microsoft software on Workstations and Mobiles.
- Any hardware and third-party software or services necessary for implementing the System that is not listed in the Agreement as a CentralSquare Deliverable (not listed as a line item in the Price and Payment section of the Agreement). This includes workstations, server hardware not included with managed server/hosted solutions, network equipment, telephone or TDD equipment, performance test software, Microsoft licenses, Hypervisor licenses, Disaster Recovery Software, and services required to extract legacy data and convert into acceptable data formats.
- Configuration, maintenance, testing, and supporting the Third-Party Systems that Client operates and which will be interfaced with as a part of this project. This project includes the Contracted Interfaces listed in Appendix B- Standard CentralSquare Interfaces.
- Consoles, furniture, or fixtures as well as any modifications to install equipment used for Systems or Subsystems specified by the Agreement into existing consoles, furniture, vehicles, or existing facilities. Installation of Workstations into consoles, furniture, vehicles or like items, is the responsibility of Client.
- Client is responsible for providing remote connectivity to CentralSquare for the purpose of installation, configuration, testing, and troubleshooting of any CentralSquare applications at Client site.
- CentralSquare's approved remote connectivity methods are described in the System Planning Guide and Appendix J.
- Connect and configure any Third-Party hardware (including but not limited to: Bar Code Scanners, Bar Code Printers, Biometric Fingerprint Scanners, Signature Pads, and dongles) to Client workstations, if these services are not explicitly sold in the System Agreement.
- Active participation of the appropriate personnel with the necessary background knowledge and availability in the Project implementation meetings and working sessions during the course of the Project. Examples of such implementation sessions

are System Orientation, Validation and Readiness, Functional Testing, Training, regular Project meetings, discussion regarding Interfaces, network planning and system installation planning.

- The provision of data as requested by CentralSquare. This information must be provided on a timely basis in order to meet the project timelines. This information will be provided in a format requested by CentralSquare staff in accordance with CentralSquare Documentation.
- If Onsite Training is purchased, provide a facility with the required computer and audio-visual equipment for training.
- Provision of facilities and electrical power for CentralSquare staff while onsite.
- The project timeline will require a commitment by Client staff to attend project meetings, attend training, and execute action items within the mutually agreed upon defined time parameters in the project schedule.

#### **1.4 Project Exclusions**

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

- Work, software, services, hardware, Systems, Subsystems, product/software modifications, or any other deliverables not explicitly stated in the Agreement will not be included in the Project.
- 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.
- Changes in scope will only be executed through a mutually agreed upon Change Management Process, as described in the Project Management Plan.
- CentralSquare is not responsible for the deficiencies in Client’s internal or Contracted network to support Enterprise Suite workstations/mobiles.



- CentralSquare is not responsible for the deficiencies in Client's network.
- 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.
- This project does not include creation or modification of GIS data by CentralSquare staff.
- 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.
- CentralSquare is not responsible for the creation or modification of any Crystal Reports, SSRS Reports or other third-party reporting application. This includes changes to connection strings or the migration of custom reports.
- CentralSquare is not responsible for submitting NIBRS data to the State. Client assumes responsibility to take the necessary steps within the Subsystem to submit NIBRS data monthly to the State unless otherwise noted in the Agreement.

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## **2 PROJECT DELIVERABLES**

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### **2.1 Overview of Project Deliverables**

This project will provide a combination of software and services that comprise the System for use by Client's Public Safety Organization(s). The individual Subsystems to be provided comprise the overall System. The Agreement specifies the software licenses included in this Project by the quantity and environment in which licensed. This includes all Server and User Licenses, Standard and Custom Interfaces, as well as other CentralSquare tools and utilities.

Project Management services per the Agreement and in accordance with the approved plan outlined in Section 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 8:00am-5:00pm ET. If Client 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, including Interfaces (the core CentralSquare and Interfaces without any Modifications) is defined by CentralSquare Standard documentation such as User and Administration Guides for CentralSquare's major Subsystems such as CAD Enterprise, and other Standard Software products. Standard Interface Operational Scenario Documents (OSD) define the functionality of the Standard Interfaces. These documents are standard, published CentralSquare documents, and are not specific to Client.

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

### **2.3 Contracted Modifications to Standard CentralSquare Products**

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

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

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

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

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

### **2.4 Contracted Custom Interface Software**

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

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

### 3 CENTRALSQUARE PROJECT ROLES AND RESPONSIBILITY

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#### 3.1 Overview

CentralSquare will appoint a team of specialized personnel that will implement the Project under the direction of CentralSquare's Project Manager. The team will be multi-disciplinary, and the team members may specialize in different products or Subsystems. Team members may be engaged in different phases of the Project as necessary and in some cases are involved in the Project for a limited timeframe. Any personnel changes by CentralSquare will be discussed with and agreed upon by Client in advance. Such agreement will not be unreasonably withheld.

The descriptions of personnel roles noted below provide an overview of typical Project team members. Other personnel may be involved under the direction of the CentralSquare Project Manager to complete the requirements of the Project.

#### 3.2 CentralSquare Project Manager

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

The Project Manager uses a standardized methodology for project implementation, project management, and risk identification and management. CentralSquare's Project Manager is responsible for Project scheduling and management of CentralSquare Project personnel and applicable Subcontractor/supplier resources, budget management, identification and management of Project risks, and communication with Client's Project team. The CentralSquare Project Manager will be responsible for the collaborative coordination of Client resources in an effort to ensure that avoidable Project delays will be minimized.

The Project Manager is involved in the Project beginning with the Kick-off meeting and continuing through Post-Go-Live Project closure activities. The Project Manager will be an active participant in many of the milestone events through the course of the Project. The Project Manager will organize a bi-weekly Project status call with Client and necessary Project team members. Additionally, the Project Manager will provide Client with a written Project status report on a monthly basis, as further defined in this SOW.

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

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

### **3.4 GIS Consultant**

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

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

### **3.5 CAD Enterprise Consultant**

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

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

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

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

**3.6 Technical Services Engineer - Installation**

The Technical Services Engineer (TSE-I) is responsible for installation and integration of CentralSquare onto the system hardware that is identified for this Project. This team works closely with Client's staff to coordinate IP and network addressing, security accounts, network connections, and remote access to the System.

This process is described in greater detail in Section 7 of the SOW.

**3.7 Product Support**

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

**3.8 Account Manager**

The Account Manager is an important resource to Client throughout the life of their System. The Account Manager will be the primary contact and liaison for non-technical support issues, system changes and billing questions. They provide support for general Client service requests, manage requests for new software and services, and aids with planning technology upgrades Post System Go-Live.

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

## 4 RECOMMENDED CLIENT ROLES AND RESPONSIBILITIES

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### 4.1 Overview

Implementation of the Subsystems in a manner that meets Client's operational needs requires collaboration with Client's team. In general, Client's Project team should include staff experienced in the operation and administration of Client's current public safety technology systems as applicable to the scope of this project. Such teams may include other users and stakeholders. These "subject matter experts" need to be engaged through the course of the Project from initiation until live operations and may be involved in the support and maintenance of the System and Subsystems after Go-Live.

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

Often, there is overlap with these core responsibilities - therefore, the team can generally be kept to a small group, dependent upon the complexity of the system being implemented and the number of Subsystems.

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

### 4.2 Project Manager

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

Activities include facilitating Project Schedules and meetings, timely approval and processing of invoices, review, and approval of Task Completion Reports ("TCRs"), Project management plans, applicable configuration sheets, OSDs, approval of the



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

#### **4.3 System Administrator**

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

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

Activities for this position include 1) management of Microsoft Windows Operating System including patches and service packs; 2) management of Microsoft SQL Server including patches and service packs; 3) implementation of software prerequisites (in accordance with CentralSquare Documentation) on computers as needed for current operations and System upgrades; 4) monitoring, management and maintenance of Client's network including LANs, WANs, wireless networks, security accounts and support connectivity (in accordance with CentralSquare Documentation); 5) hardware maintenance and troubleshooting; file and data back-ups and software and error log management; and 6) creation, maintenance and renewal of certificates of on-Premise systems.

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

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

#### **4.4 CAD Enterprise Administrator**

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

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

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

#### **4.5 Mobile Enterprise Administrator**

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

- a) HTML/XML, CSS, and JavaScript.
- b) SQL, especially views, stored procedures, and database schema.
- c) Standard GPS protocol (TAIP and NMEA).

The Mobile Enterprise Administrator should attend the Mobile Enterprise Train-the-Trainer course and the Mobile Enterprise Administration course.

This individual should work closely with the System Administrator in order to manage file and data back-ups and System administration of the hardware and network.

#### **4.6 GIS Consultant**

The GIS Consultant will be responsible for providing the initial GIS files to CentralSquare for analysis, potentially improving the data to meet system requirements,

and working with CentralSquare's GIS Consultant to implement mapping components for the CentralSquare software.

During scheduled activities, Client should have a fully dedicated person or persons. Post-implementation workload is based upon the number and type of GIS data edits that will be necessary for the local operations.

#### **4.7 Supervisors (CAD)**

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

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

#### **4.8 Subject Matter Experts**

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

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

Client should involve a fully dedicated person or persons during the scheduled activities, such as requirements analysis, demonstration of the applications (if applicable), review of requirements documentation, the testing process, and other events that are described in later sections of this SOW. Post-implementation, the involvement of the subject matter experts should be limited to maintenance only.

#### **4.9 Application Trainers**

A team of trainers is needed for training Client staff on CentralSquare on an on-going basis. Trainers will be responsible for reading CentralSquare release notes and maintaining an understanding of new and existing features. Client should involve a fully dedicated person or persons during scheduled activities such as training sessions. Post-

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implementation, the involvement of the subject matter experts should be limited to maintenance only. These personnel should attend the applicable product specific training courses.

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## **5 PROJECT CONTROLLING PROCESSES**

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### **5.1 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 Client communication (contact persons and reporting methods) provides a basis for effective and regular communication. This supports the previously noted processes necessary for successful Project outcome.

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

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

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

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

Deliverable, these kinds of delays can have a cascading effect upon the Project Schedule including training and Go-Lives.

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

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

The TCR will include the following information:

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

#### **5.1.1. CentralSquare Responsibilities**

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

#### **5.1.2. Client Responsibilities**

- a) Client will review and approve TCRs within a five (5) business day period from the time of receipt less any challenges to the validity of the report.

In the event that Client disagrees with a TCR, Client shall submit to CentralSquare a written explanation detailing why the Client believes that the subject of the TCR and/or tasks have not been completed in accordance with the Purchase Agreement

or this SOW. Such notification from the Client shall be provided to the CentralSquare Project Manager within five (5) business days of receipt of the TCR.

## **5.2 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 Client's identified roles and responsibilities, Project payment terms, and modifications to the scope or delivery location of services within the Project. All significant changes must be documented through the Change Management Process. The type of documentation needed will depend on the nature and significance of the change.

A Project Change Order will be the vehicle for communicating and approval of the changes. Whether initiated by Client or CentralSquare, all Change Orders will be documented by the

CentralSquare Project Manager. The Change Order shall describe the requested change, the party requesting the change, and the effect the change will have on the project, including the price, project deliverables, this SOW, the supporting project schedule, and/or the terms of the Agreement for this SOW.

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

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

Order if Client has agreed to pay the additional fees associated with creation of the Change Order.

Additional deliverables or Project deletions in terms of Software and services will require a mutually agreed upon Change Order. It must be noted that the later in the Project that a change is requested, the greater the likely impact in terms of costs, risks, and timescale. It is recommended that Client not delay any review activity as it is a best practice to discover potential changes as early as possible. In some cases, it may be more appropriate to plan modifications for Post-Go-Live delivery.

#### **5.2.1. CentralSquare Responsibilities**

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

#### **5.2.2. Client Responsibilities**

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

### **5.3 Project Reporting**

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

- Accomplishments during the Reporting Period.
- Planned upcoming activities.



- Issues.
- Risks.
- Key Action Items.

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

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

The Project Manager is responsible for periodically providing copies of updated Provisioning Guides.

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

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

### **5.3.1. CentralSquare Responsibilities**

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

**5.3.2. Client Responsibilities**

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

**5.4 Document Review**

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

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

Status Reports are not subject to approval.

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

**5.4.1. Documents Subject to Client Approval**

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

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

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

- a) Distribute the documents to Client

**5.5.1. CentralSquare Responsibilities**

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

**5.5.2. Client Responsibilities**

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.

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.

**5.6 Third-Party Management**

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

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

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

**5.6.1. CentralSquare Responsibilities**

- a) Assume responsibility for third parties that are the responsibility of CentralSquare within the terms of the Agreement between CentralSquare and Client.
- b) Process any Change Orders that may arise from a material change in scope where third parties are concerned.

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

**5.6.2. Client Responsibilities**

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

## 6 PROJECT INITIATION AND PLANNING

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### 6.1 Overview

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

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

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

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

#### 6.1.1. CentralSquare Responsibilities

- a) Assign a Project Manager to the Project to participate in Initiation phase activities.
- b) Produce required documentation to support Initiation activities (such as Standard Interface Operational Scenario Document OSDs, System Planning Guide, etc.)
- c) Identify and engage the CentralSquare Project team responsible for carrying out Project Execution.
- d) In collaboration with Client, develop the Project Management Plan (includes the Communication Management Plan, Risk Management Plan, and Change Management Plan).

- e) Baseline the Project Schedule.
- f) Prepare and submit the TCRs for Client acceptance of the Project Management Plan as defined above.
- g) Develop and submit invoice for payment due at execution of the Agreement.

#### **6.1.2. Client Responsibilities**

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

### **6.2 Project Kick Off**

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

#### **6.2.1. The CentralSquare Execution Process.**

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

#### **6.2.2. CentralSquare Responsibilities**

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

**6.2.3. Client Responsibilities**

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

## 7 PROJECT EXECUTION

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### 7.1 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 a number of checkpoints to evaluate Project progress and where applicable, to initiate Change Management processes. Each Deliverable has a closing process which consists of specific completion criteria. These Deliverable closing processes are independent from the closing process of the Project.

### 7.2 System Installation

**Overview:** 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. On-Premise hardware provisioning is the responsibility of the Client. Installation of CentralSquare software on On-Premise hardware is the responsibility of CentralSquare.

This implementation will be:

#### 7.2.1. On-Premise

##### 7.2.1.1 On-Premise Components:

CentralSquare will either purchase and provision the server hardware via a partner, or if the Client is purchasing the hardware CentralSquare will give guidance on Hardware specifications for Client purchasing.

CentralSquare gives guidance on Virtual provisioning after On-Premise hardware has been purchased and integrated into the Client's network. CentralSquare utilizes a sizing and pre-requisites document called an ISR (Installation Services Request) to convey specifications and guidelines for the Client to create the virtual machines needed for software installation. The administration services of the On-Premise environment is the responsibility of the Client, including support, operation, and maintenance of the underlying infrastructure.



On-Premise installation of CentralSquare software takes place after On-Premise servers are provisioned and prepared for installation.

### **7.2.2. Review Hardware Specifications (On-Premise Components)**

The Review of Hardware specifications is a review of the requirements for any On-Premise Components, be they servers, workstations or peripherals. The Review process is intended to function as an informational exercise for the Client for any On-Premise hardware sizing.

#### **7.2.2.1 Client Procured Server Hardware:**

CentralSquare and Client will review the hardware specifications and third-party software components to ensure that the correct hardware and third-party software components are procured. CentralSquare will provide Client with a hardware sizing document listing the hardware and third-party software specifications required for this Project. CentralSquare will provide the System Planning Guide, an overview of deployment recommendations for the CentralSquare Enterprise Suite, to the Client. CentralSquare will not reverse engineer third party hardware quotes or Bills of Materials to certify specifications.

#### **7.2.2.2 Workstation and Peripheral Hardware:**

CentralSquare will review workstation and any peripheral specifications with the client.

#### **7.2.2.3 Pre-Requisites for this task are:**

- a) Project Kick off Meeting

#### **7.2.2.4 The Deliverables for this task are:**

- a) Hardware and third party-specifications review meeting
- b) Delivery of System Planning Guide to the client
- c) Delivery of Hardware Sizing\Third party software documentation to client

#### **7.2.2.5 The Criteria for Delivery will be:**

The task is complete when the Client reviews and understands the hardware and third-party requirements.

**7.2.2.6 CentralSquare Responsibilities**

- a) Provide Hardware Sizing\Third party-software documentation to Client prior to the review meeting.
- b) Provide System Planning Guide to Client prior to the review meeting.
- c) Schedule and participate in review meeting.

**7.2.2.7 Client Responsibilities**

- a) Provide technical resources for the review meeting
- b) Review and understand hardware and third-party software documentation.

**7.2.3. Procurement\Allocation of Hardware and Third-party Software (On-Premise Components)**

This task is for the net new procurement of hardware and third-party software and equipment per the specifications provided by CentralSquare for the On-Premise components. If there is no net new hardware purchase associated with the Contract, either by CentralSquare or the client, this task represents the allocation of existing resources for On-Premise components by the Client.

**7.2.3.1 Pre-Requisites for this task are:**

- a) Hardware and Third-party specifications review

**7.2.3.2 The Deliverables for this task are:**

- a) The purchase or provisioning of the hardware

**7.2.3.3 The Criteria for Delivery will be:**

- a) Hardware and third-party software is purchased or allocated from existing client systems.

**7.2.3.4 CentralSquare Responsibilities**

- a) None

**7.2.3.5 Client Responsibilities**

- a) Procure Hardware and Third-Party Software based on the specifications from the Hardware and third-Party Software review.

**7.2.4. Basic Server Integration (On-Premise)**

Basic server integration includes placing the servers in the racks, creating the virtual environment, provisioning virtual machines, joining them to the existing domain, and establishing remote connectivity capability via the CentralSquare remote support solution for authorized CentralSquare personnel to perform configuration.

These activities will be coordinated between CentralSquare and Client IT staff. Guidance will be provided by way of a Technical Kick-off Meeting with CentralSquare's Technical Services Installation team and with the use of the ISR (Installation Services Request) process which organizes the information into CentralSquare's preferred format.

To begin the software installation phase CentralSquare must have Client-authorized remote connectivity to the servers, documentation of server names, IP addresses, Administrator Account Information (Username, Password), Services Account Information, and the location of 3rd Party Software media (such as SQL).

If the connectivity, servers, server details, accounts and media are not ready two weeks prior to the scheduled installation, the Project may need to be rescheduled, which may have an impact on the overall Project timelines.

**7.2.4.1 Client Provided Basic Server Integration:**

Client will perform basic server integration for all On-Premise servers.

The site must be prepared and ready for the installation of CentralSquare software as detailed in CentralSquare's documentation including the System Planning Guide no later than two (2) weeks prior to the scheduled Installation date. Delay in providing this information in its complete form will result in a delay in the Installation and the activities that follow installation of the System.

**7.2.4.2 Pre-Requisites for this task are:**

- a) Hardware has been procured or allocated

**7.2.4.3 The Deliverables for this task are:**

- a) Fully staged and accessible servers ready for CentralSquare remote connection and the installation of CentralSquare software

**7.2.4.4 The Criteria for Delivery will be:**

- a) Signed TCR Confirming remote connectivity to the servers and accounts.

**7.2.5. System Installation (On-Premise)**

CentralSquare Technical Services Engineers will perform the CentralSquare software installation. These services will be performed remotely and include installation of the Contracted CentralSquare products as specified in the Basic Server Integration portion of the project.

These installation activities will be coordinated between CentralSquare and Client. CentralSquare will host a Technical Hand Off meeting with the Client to advise on ongoing maintenance of the On-Premise system.

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

**7.2.5.1 Pre-requisites for this Task:**

- a) Completion of Basic Server Integration Task
- b) Completed ISR
- c) Completed High Level Network Diagram
- d) Provision and Testing of Remote Access and Server User Accounts
- e) Location of SQL Installation Media and Keys
- f) Provision of SSL Certificates

**7.2.5.2 The Deliverables for this task are:**

- a) Installed On-Premise Subsystems and Components
- b) Technical Hand-off Meeting

**7.2.5.3 The Criteria for Delivery will be:**

- a) Signed TCR Confirming software installation of On-Premise Components.

**7.2.5.4 Client Responsibilities**

- a) Allocate appropriate onsite Project personnel to support CentralSquare personnel during configuration tasks as necessary and designate a primary point of contact to be available to address and answer questions that arise during the installation of the baseline application software. Appropriate

Client personnel include the necessary IT personnel and database administrator(s) as needed during installation.

- b) Client is responsible for making the SQL media and license keys available to CentralSquare for installation.
- c) Have appropriate subject matter experts (usually Client IT) attend the Technical Hand Off Meeting
- d) Complete the configuration of workstations (after the installation of any contracted number of workstations by CentralSquare) using the Prerequisite Software Package and applicable Launch configurations.
- e) Put in place CentralSquare's recommended backup procedures as outlined in the System Planning Guide and ensure backup procedures are consistently followed beginning at the completion of this task.
- f) Install and configure virus scanning and other security software as outlined in the System Planning Guide.
- g) After completion of the initial installation and configuration of System servers, Client will be responsible for maintaining the System based on CentralSquare System Planning Guide, and the technical hand-off meeting and associated document from CentralSquare Technical Services department.
- h) Review and approve the TCR from the Technical Handoff meeting.

#### **7.2.5.5**

##### **CentralSquare Responsibilities**

- a) Install and configure Microsoft SQL to operate with each of the applicable CentralSquare product(s).
- b) Install and configure the applicable CentralSquare system(s) on the designated servers and applicable environments as specified in the Agreement.
- c) Integrate On-Premise components to Cloud installed components.

- d) Provide verbal support to Client with self-installation procedures for the workstations.
- e) After completion of the initial installation and configuration of each major System (such as Records Enterprise servers), a member of Technical Services team provides a Technical Hand Off meeting to the designated staff from Client's information Technology team via a conference call. The following major topics will be discussed during this technical hand-off:
- f) Proper procedures for performing System Backups:
  - i. File Structure – Inclusions and exclusions
  - ii. Databases
  - iii. Moving Backups to media
  - iv. Procedures for refreshing Test/Training system (and related documentation) if applicable.
  - v. Approved configuration and use of Virus Scan software
  - vi. Approved procedure for application of Windows updates
  - vii. System Upgrade process and procedures
  - viii. Support Website and CentralSquare list server access
  - ix. Managing/Reviewing system logs (SQL and Event Logs)
- g) Provide a Network Layout Diagram of the installed servers.
- h) Provide a list of network ports and protocols utilized for the purpose of securing the system.
- i) Prepare and submit a TCR upon completion of the installation tasks and activities.

#### **7.2.5.6**

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

Disaster Recovery Licensing per product is required for any On-Premise Disaster recovery solution, whether it is implemented by CentralSquare, a third party, the Client or any combination of these. The licensing is for the right to use the software in a Disaster Scenario.

Disaster Recovery is intended for core On-Premise Production system recovery and does not typically extend to replicated reporting systems or Test\Training systems.

Disaster Recovery is not High Availability. Disaster Recovery is a process intended to stand up the entire On-Premise setup at another location for operational continuity, not migrate individual servers or services on an ad-hoc basis. Disaster Recovery does not address downtime concerns due to software updates of any kind. The Disaster Recovery solution may contain some elements which do utilize a clustered High Availability approach, as supported by the CentralSquare Enterprise Suite, and as contracted for.

Disaster Recovery is not a system intended to be used as backup software, point-in time snapshots, or for malware/ransomware recovery since the replication is an ongoing process.

In the event where there is a significant failure of the primary server infrastructure, the Disaster Recovery environment allows staff to connect to a Disaster Recovery System located at a remote location to continue operations. This scenario is particularly applicable in situations that involve power and/or network outages, facility failure, and lack of access to the primary server environment.

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

If contracted to provide the Disaster Recovery replication software directly or via a CentralSquare contractor, CentralSquare and/or CentralSquare's contractor will provide the software, install the software and provide Disaster Recovery software training and/or documentation.

If the Client sources Disaster Recovery replication software, the Client is responsible for providing the software, installation of the software, documenting the procedure and training any staff necessary for the failover operation.

In all cases, whether the replication software is contracted via CentralSquare and/or CentralSquare contractor or provided by the Client, CentralSquare technical services staff will be available for One (1) Failover and Failback operation as part of this engagement.

The Client must ensure that trained personnel are available for failover/failback and that applicable documentation is carefully followed.

If the Failover and Failback operation is unsuccessful due to CentralSquare and/or Contractor misconfiguration or error, Failover and Failback testing will continue until there is a successful Failover and Failback operation. If the Failover and Failback operation is unsuccessful due to client configuration (including network issues between the sites, or between client software and the DR site), further tests with CentralSquare involvement will need to be contracted with a Change Order.

If the Client’s preference is to have multiple Failover and Failback tests with CentralSquare involvement, this can also be accommodated with a Change Order.

All Failover and Failback tests are to take place in the Pre-Production environment. If a post-Go Live Failover and Failback test is required, this will need to be specifically contracted for.

Additional Information on Disaster Recovery is available in the Enterprise System Planning Guide.

**The implementation will include the provisioning of a three node SQL AlwaysON Cluster**

**7.3 Implementation of CAD Enterprise**

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

**7.3.1. CAD Enterprise Implementation Process Overview**

Major Task	Description
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**Oklahoma City Police, OK**  
**Enterprise CAD Rebuild**

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

### 7.3.2. CAD Enterprise System Orientation

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

	Should not exceed ten (10) participants.
<b>Duration</b>	As noted in the Project Schedule.

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

### **7.3.2.1 CentralSquare Responsibilities**

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

### **7.3.2.2 Client Responsibilities**

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

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

### **7.3.3. CAD Enterprise Base System Codefile Entry**

<b>Major Task</b>	<b>Description</b>
<b>Overview</b>	<p>Initial Codefile review and build by CentralSquare Consultant with active participation by Client via periodic remote review sessions.</p> <p>CentralSquare Consultant will configure the System hierarchy based on call flow and operational processes as defined during System Orientation.</p>

<b>Client Participants</b>	CAD Administrators and core members of Client implementation team who can address key points and make configuration decisions while participating in the Codefile building process.
<b>Duration</b>	As noted in the Project Schedule.
<b>Output</b>	<p>CentralSquare Consultant completes the base Codefile entry to a level that allows for evaluation of call flow and incident management functions, including: call-taking layout, system hierarchy, incident numbering, Incident/Unit displays.</p> <p>Validation via the Codefile building confirms completion of setup, limits the risk of rework, and ensures understanding how information will translate for usage within CAD Enterprise.</p> <p>Some Codefiles that require local knowledge of the geography and physical location of business and high-risk areas of the community (such as response plans, premises, and caution note/hazard information) cannot be built by CentralSquare. Client assumes responsibility for entering and geo-verifying some Codefile elements such as premises.</p> <p>The CentralSquare Consultant will provide consultation services throughout the project.</p>
<b>Prerequisites</b>	Completion of CAD Enterprise System Orientation and receipt of requested Codefile data from Client.

#### **7.3.3.1 CentralSquare Responsibilities**

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

#### **7.3.3.2 Client Responsibilities**

- a) Provide timely input and updates to the SMS sheet to support Codefile building timelines.

- b) Participate in the Codefile validation conference call.
- c) Continue building System Codefiles (those not built by CentralSquare) after ORCA.

#### **7.3.4. Geographical Information Services**

##### **7.3.4.1 Data Evaluation**

The CentralSquare GIS Analyst will evaluate Client-supplied GIS data layers to ensure they are formatted correctly for street-centerline display, address point usage, address functions, routing and Quickest Path Unit Recommendations, and CAD and Mobile map optimization. Upon completion of the analysis, the CentralSquare GIS Specialist will provide a report summarizing the findings.

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

##### **7.3.4.1.1 CentralSquare Responsibilities**

- a) Evaluate Client-supplied GIS data.
- b) Provide a report summarizing the findings from GIS analysis services for CAD Enterprise.
- c) Prepare and submit a TCR upon completion of relevant activities.

##### **7.3.4.1.2 Client Responsibilities**

- a) Provide data in the required format, and per Project Schedule. The GIS data must be the same source used in the current CAD.
- b) Provide data to include 1) Centerline data; 2) response areas; 3) viewable/cosmetic layers.
- c) Review and approve the appropriate TCR.
- d) Mapping Data Conversion and Import
- e) CentralSquare will perform a Mapping Data Import that provides maps for the CAD Enterprise System. The process does not include making corrections to Client GIS data. If the GIS data consists of data from more than one source, CentralSquare will not be responsible for joining these areas, or “stitching” areas together to create a uniform geographic area.

#### **7.3.4.2 GIS Conversion and Mapping Configuration**

A CentralSquare GIS Analyst will convert the GIS data into the CAD system and configure up to 7 Standard GIS layers for viewing on CAD and Mobile Enterprise. GISLink training will enable the Client to create additional layers for use in CAD Enterprise and Mobile.

Standard layers are limited to the following:

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

If Client provides Response Area data to CentralSquare at the time of CAD map conversion, the CentralSquare GIS Analyst will import Response Areas into CAD Enterprise. GISLink training will provide Client with the capability to add, delete, or modify Response Areas for ongoing GIS maintenance.

##### **7.3.4.2.1 CentralSquare Responsibilities**

- a) Perform mapping data conversion and import of Client-supplied data into applicable licensed Systems and Subsystems.
- b) Configure routing and mapping components.
- c) Prepare and submit a TCR upon completion of relevant activities.

##### **7.3.4.2.2 Client Responsibilities**

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

#### **7.3.5. CAD Enterprise Workshops**

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

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

#### **7.3.5.1 CentralSquare Responsibilities**

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

#### **7.3.5.2 Client Responsibilities**

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

#### **7.3.6. CAD Enterprise Operational Review and Codefile Administration(ORCA)**

<b>Major Task</b>	<b>Description</b>
<b>Overview</b>	<p>Codefile review validates the accuracy and completeness of information provided for call-taking and dispatch workflows and ensures mutual understanding how information will be used within CAD Enterprise.</p> <p>Course prepares Customer personnel to manage, evaluate, and optimize CAD Codefiles using CAD Enterprise utilities.</p> <p>CentralSquare will provide hands-on training in management of CAD Codefiles using CAD Enterprise utilities.</p>
<b>Client Participants</b>	<p>Key members of implementation team to include representatives from dispatch and operations. Participants must be able to make decisions regarding subsequent changes in call flow that may arise during Codefile review.</p> <p>Participants should not exceed ten (10).</p>

<b>Duration</b>	As noted in the Project Schedule.
<b>Output</b>	<p>CAD Core Team learns how to use the key utilities used to configure the System.</p> <p>Completion of Codefiles transfers to Client, who will enter the balance of Codefiles not built by CentralSquare.</p> <p>Client becomes responsible moving forward for maintaining Codefiles, including those that must be continually updated (personnel, units, premises, caution notes, etc.) to keep Codefiles in a Go-Live ready status.</p> <p>The CentralSquare Consultant will provide consultation services during the project based on services sold.</p>
<b>Prerequisites</b>	<p>Client is responsible for supplying the requested data to CentralSquare no later than four (4) weeks prior to ORCA to allow sufficient configuration time.</p> <p>The centerline conversion should be completed no later than four (4) weeks prior to ORCA. Delays will result in a cascading effect on the project timeline.</p>

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

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

### 7.3.6.1 CentralSquare Responsibilities

- a) Schedule ORCA in accordance with Client's availability and the Project Schedule.
- b) Prepare and distribute the meeting agenda a week prior to the meeting.
- c) Conduct the meeting based on the agenda.
- d) Provide introduction and hands-on training to the different modules and their configurations based off of the SMS document.



- e) Review installed maps for CAD Enterprise.
- f) Introduce Client to and begin documentation within the Provisioning Guide.
- g) Document and assign owners and due dates for action items and track to closure.
- h) Handoff management of Codefiles from the SMS document to Client.
- i) Provide Client team with a copy of the CAD Enterprise User and Administration Guides.
- j) Prepare and submit a TCR upon completion of the ORCA.

### **7.3.6.2 Client Responsibilities**

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

### **7.3.7. GISLink Utility Training**

<b>Major Task</b>	<b>Description</b>
<b>Overview</b>	CentralSquare will provide hands-on training in usage of the GISLink and other GIS utilities. GISLink is a CAD Enterprise utility that consolidates GIS data-related tools for maintaining and using GIS data in CentralSquare products.

	The class prepares Client personnel to import and manage existing GIS data used in CAD and Mobile Enterprise.
<b>Client Participants</b>	<p>GIS Administrator(s).</p> <p>The number of students actively participating is limited to Four (4) per class.</p>
<b>Duration</b>	Twenty-Four (24) hours.
<b>Output</b>	Students will learn how to use the GISLink utility to manage GIS data in CAD Enterprise.
<b>Prerequisite</b>	<p>System installation to include GIS-related components and initial map installation to include at least one CAD Enterprise console with the GISLink utility installed on it.</p> <p>GIS knowledge and background; familiarity with ESRI tools.</p>

## 7.4 Mobile Enterprise Configuration

Major Task	Description
<b>Overview</b>	<p>CentralSquare consultant will complete Mobile configuration options based on related options in CAD Enterprise and Mobile Configuration Sheet once servers are installed at Client site.</p> <p>The same configurations are used as a base for the Functional Test document.</p> <p>Conversion and import of Mobile map and layers needed for Go-Live are also completed.</p> <p>All activities are performed remotely</p>

<b>Client Participants</b>	CAD/Mobile Administrators and core members of Client implementation team who can address key points and make decisions to complete Mobile System configuration.
<b>Duration</b>	As noted in the Project Schedule.
<b>Output</b>	Completed Mobile configuration.  The CentralSquare Consultant will provide ongoing consultation services.

#### 7.4.1. **MobileX Enterprise Configuration**

The CentralSquare MobileX Enterprise handheld device is an app designed to run on both iOS platforms and Android devices. Detailed incident and unit information is readily accessible from smartphones and tablets.

##### 7.4.1.1.1 **CentralSquare Responsibilities**

- a) Provide the Customer with the applicable steps to download the MobileX Enterprise application from the Application store.
- b) Guide the Customer through the download process and the applicable configurations needed.
- c) Validate the MobileX Enterprise handheld device is working in the installed environment.
- d) Prepare and submit a TCR upon completion of the installation.

##### 7.4.1.1.2 **Customer Responsibilities**

- a) Provide a list of agencies and number of licenses per agency for configuration.
- b) Perform all required network configurations as advised by the CentralSquare Consultant prior to the configuration event.
- c) For any staff member that is attending the Mobile Train-the-Trainer training session, the handheld device should be installed and configured prior to the class.
- d) Review and approve the applicable TCR.

## 7.5 **Implementation of Enterprise System Interfaces**

### **7.5.1. Enterprise Standard Interfaces - Implementation Overview**

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

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

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

Disaster Recovery Interfaces for On-Premise systems are also licensed in the Agreement and listed in Appendix B of this SOW.

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

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

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

#### **7.5.2.1 CentralSquare Responsibilities**

- a) Review interface OSD with Client for each standard interface.
- b) Prepare and submit a TCR to Client documenting the delivery/review of the OSD.
- c) Assist with detailing configuration options for the interface.
- d) Install, configure and pre-test each interface based on the agreed-upon configurations.
- e) Assist Client and third-party vendors to complete functional testing in accordance with Functional Test document. CentralSquare is not responsible for configuration of third-party systems.

- f) Prepare and submit a TCR documenting completion of Functional Test including any exceptions.
- g) Resolve Functional Test issues and re-run tests to confirm they have been resolved.

### **7.5.2.2**

#### **Client Responsibilities**

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

Changes to the configuration of standard interfaces made by Client may make the interface non-supportable. As a result, troubleshooting efforts may be subject to additional cost. Client will arrange for third party vendor participation for systems that will be interfaced with to ensure successful configuration and testing for end-end data flow.

Client is responsible for any services or software needed from third party systems to allow for interaction with the third-party system, or for connection to CentralSquare software in the absence of a third party API. CentralSquare is not responsible for cost associated for the API, any required third-party lab or certification testing, cost associated with required programming, custom work by third party vendors, or any license fees that may be required by third party vendors. No third-party interface software will be installed on CentralSquare servers without the permission of CentralSquare.

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

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

## 8 SYSTEM AND SUBSYSTEM GO-LIVE

### 8.1 Overview

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

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

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

Major Task	Description
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<b>Schedule</b>	CentralSquare and Client will conduct all associated Go-Live tasks as indicated in the approved Project Schedule, associated documents, and per the Agreement.
<b>Pre-Requisite Go-Live Tasks</b>	<p>CentralSquare project manager and Client will ensure all end user training has been completed, and that all Go-Live deliverables are completed with related TCRs approved.</p> <p>CentralSquare project manager will schedule and monitor internal and Client-facing Go-Live readiness checks during team planning meetings.</p> <p>CentralSquare project manager and Client project manager, along with key resources, will conduct separate planning meetings to draft/approve the Go-Live plan.</p> <p>The Go-Live plan provides details about the time period for the event, products involved, supportive roles and responsibilities, the overall timeline for the Go-Live, establishes meeting dates/times, the issue reporting and escalation processes, transition to support, and communications plan.</p>
<b>Go-Live Preparation</b>	<p>CentralSquare and Client will draft the CentralSquare Go-Live Authorization Letter.</p> <p>The Go-Live Authorization Letter confirms system has been installed and tested, and that Client agrees to proceed with moving the system to live operation. It acknowledges sufficient user training has been completed, confirms software is functional for a live environment, and that none of the currently identified issues are critical to the Go-Live. It lists all Subsystems included for Go-Live and any exceptions that will not be included (if applicable). Date and time of the Go-Live is memorialized, along with assurance Client's technical team and subject matter experts will be available 24 hours a day to support the CAD/Mobile Enterprise Go-Live and standard business hours (8a-5p Mon-Fri) for RMS and Jail Enterprise unless otherwise noted in the Agreement. Client is required to sign off on the Go-Live Authorization Letter.</p>

	The CentralSquare project manager will coordinate the completion of Pre-Go-Live Checklists at regular intervals in the weeks leading up to the Go-Live to ensure the system is ready. Both CentralSquare and Client have responsibilities to complete the Checklists. Training data will be purged from the system, and the system itself will be locked down.
<b>Support Transition Presentation</b>	<p>CentralSquare will invite Client to participate in a presentation to gain familiarity with Support structure and methodologies.</p> <p>CentralSquare will assist in confirming that representatives designated by Client needing access to enter and track support tickets have credentials for CentralSquare access.</p>
<b>Go-Live</b>	<p>The system is brought into Production per the Go-Live Plan and Go-Live Authorization Letter .</p> <p>Milestone TCR(s) are provided to Client for approval based on the Agreement.</p> <p>During Go-Live, issues are reported and managed by CentralSquare with Client's assistance. Upon cessation of Go-Live support by CentralSquare, issues are reported and managed by Client.</p>
<b>Transition to Support</b>	At the conclusion of Go-Live, the project is closed and transitioned into Maintenance and Support.
<b>Post-Go-Live Deliverables</b>	If applicable, Post-Go-Live deliverables will be managed to completion of delivery by the CentralSquare project manager per the Agreement.

### 8.1.1. CentralSquare Responsibilities

- a) Complete internal Go-Live readiness checks and interval team planning meetings.
- b) Prepare a Go-Live Plan for delivery to Client.
- c) Prepare a Go-Live Authorization Letter and deliver to Client.
- d) Identify the participants for the Go-Live in accordance with the terms of the Agreement.



- e) Prepare and submit TCR(s) upon first live operation of system in a live environment.

#### **8.1.2. Client Responsibilities**

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

9 PROJECT CLOSURE

9.1 Overview

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

Major Task	Description
Post Go-Live Project Deliverables	Once complete, ensure CentralSquare project manager will provide TCR to Client 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 Client to confirm the project is completed.
Final Transition	CentralSquare project manager performs final transition of Client to Support who will become the primary conduit for entry, tracking, and resolution of system issues.  Client 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.

9.1.1. 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 Client Support Services Department.
- c) Provide continued support based on terms of Agreement.

9.1.2. Client Responsibilities

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

10 Appendix B - Standard CentralSquare Interfaces

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

Standard Interfaces

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

Standard Interface	Description
Interface Name	Enterprise CAD External System to Inform CAD Data Transfer Interface (Premise) - Axon
Interface Description	<p>This is a unidirectional interface from the external source (typically an RMS) to Enterprise CAD. The interface will enable information that is entered or edited on the external system to propagate to the Enterprise CAD system. Any premise information added or edited within the Enterprise CAD system will be allowed, but the changes will not be updated back to the external system.</p> <p>Premise data entered or modified manually within Enterprise CAD is subject to being overwritten by the Enterprise CAD interface as updates from the external source are processed.</p>

	The architecture uses a method of data transfer based on file transfer from the external source. This preferred approach requires the external source to generate formatted files to be staged and processed by the interface. Typically, creation of the formatted files is done as the premises records are created and modified within the external system, although batch handling of files is supported by the interface.
<b>Subsystem</b>	CAD
<b>Direction</b>	Import
<b>Interface Document Name</b>	OSD - External to CAD - Premise v2.pdf
<b>Instances Contracted</b>	Production

<b>Standard Interface</b>	<b>Description</b>
<b>Interface Name</b>	Standard CAD to External System Data Transfer – ERS
<b>Interface Description</b>	The Standard CAD to External System Data Transfer Interface will provide a one-way data transfer of selected CAD Enterprise incident data fields from CAD Enterprise to a single Records Management System (RMS), Reporting Module, or other system external to the CAD Enterprise System.
<b>Subsystem</b>	CAD
<b>Direction</b>	Export
<b>Interface Document Name</b>	OSD - Standard CAD to External System Data Transfer
<b>Instances Contracted</b>	Production

<b>Standard Interface</b>	<b>Description</b>
<b>Interface Name</b>	Standard CAD to External System Data Transfer – First Due
<b>Interface Description</b>	The Standard CAD to External System Data Transfer Interface will provide a one-way data transfer of selected CAD Enterprise incident data fields from CAD Enterprise to a single Records Management System (RMS), Reporting Module, or other system external to the CAD Enterprise System.
<b>Subsystem</b>	CAD
<b>Direction</b>	Export
<b>Interface Document Name</b>	OSD - Standard CAD to External System Data Transfer

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<b>Instances Contracted</b>	Production
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<b>Standard Interface</b>	<b>Description</b>
<b>Interface Name</b>	Standard CAD Station Alerting – Westnet First-In
<b>Interface Description</b>	CentralSquare shall implement a standard station alerting interface to work with the new Westnet First-In Alerting System API. The Westnet API provides functions that were not previously available including the ability for a user to manually send text and print text messages and the support for a backup First-In System Communications Server. The data format for communicating with the alerting system has also changed hence the requirement to develop this interface.
<b>Subsystem</b>	CAD
<b>Direction</b>	Export
<b>Interface Document Name</b>	OSD – WestNet First-In CADI Station Alerting Interface
<b>Instances Contracted</b>	Production

<b>Standard Interface</b>	<b>Description</b>
<b>Interface Name</b>	Standard CAD Station Alerting – USDD
<b>Interface Description</b>	The CAD Enterprise standard Station Alerting Interface will work with the US Digital Designs Phoenix G2 Station Alerting. The Phoenix G2 Station Alerting System consists of a Communications Gateway that interfaces with CAD, allows system management and monitoring, communicates with Station Controller devices located in stations. Upon an Enterprise CAD System dispatch event, the Enterprise CAD Interface shall pass dispatch assignment information to the Phoenix G2 System. The Phoenix G2 Alerting System Server shall receive the CAD dispatch data and perform programmed station alerting functions for the stations involved.
<b>Subsystem</b>	CAD
<b>Direction</b>	Export
<b>Interface Document Name</b>	IRD - USDD Station Alerting Interface.docx
<b>Instances Contracted</b>	Production

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<b>Standard Interface</b>	<b>Description</b>
<b>Interface Name</b>	Standard ANI/ALI Interface
<b>Interface Description</b>	The Enterprise CAD E911, ANI/ALI Interface is a Standard Interface provided and implemented by a CentralSquare Systems Engineer. This Interface provides a one-way transfer and processing of data from the E911 Controller of the phone system to Enterprise CAD using one of the two available types of package structures: fixed position and delimited fields. The Interface is configurable to process various formats of ANI/ALI data streams—to include certain formats of TTY/TDD emergency calls. The information being captured by the Interface will be used for the features outlined in this document.
<b>Subsystem</b>	CAD
<b>Direction</b>	Import
<b>Interface Document Name</b>	OSD – Standard ANI/ALI Interface
<b>Instances Contracted</b>	Production

<b>Standard Interface</b>	<b>Description</b>
<b>Interface Name</b>	Standard CAD Alphanumeric Paging Interface
<b>Interface Description</b>	<p>The CAD Paging Interface is a standard alphanumeric paging interface to provide sending text “paging” messages to a paging system vendor(s) using PET/TAP, WCTP, SMTP, or SNPP paging protocols, for delivery to the intended recipients.</p> <p>For connection to vendors using TAP protocol, CentralSquare recommends the use of a constant connection to the paging provider – such as a leased line – to facilitate rapid pager activation; however, dial-up connections are supported through this Interface.</p>
<b>Subsystem</b>	CAD

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<b>Direction</b>	Export
<b>Interface Document Name</b>	OSD – AlphaNumeric Paging Standard Interface
<b>Instances Contracted</b>	Production

<b>Standard Interface</b>	<b>Description</b>
<b>Interface Name</b>	Standard Harris Symphony PTT Radio Interface
<b>Interface Description</b>	<p>CentralSquare shall implement a radio interface to process incoming push-to-talk (PTT) events, emergency notifications, and affiliation events from the Harris radio system. In addition to the PTT events and emergency notifications, the interface shall generate alerting/notification messages for units and stations upon unit dispatch events. The alert messages will correspond to the Page Alias alerting function identified in the console that represents a station or unit(s).</p> <p>PTT Event Viewer: The CAD Enterprise radio interface shall forward the events to the CAD Enterprise system, matching each PTT and affiliation radio event to the unit and/or person with which the radio is assigned, and providing a workstation display where the users can correlate radio dialog with the unit and/or person initiating the dialog.</p> <p>Emergency Notification: The radio interface shall process emergency notification events from the radio system, forwarding them to the CAD Enterprise system. These notifications shall trigger the configured CAD Enterprise emergency notification functionality to alert dispatchers of the event. The information provided to the dispatcher indicates the unit initiating the event, the person assigned the radio, last known location of the unit, and incident reference when the unit has an assignment in CAD Enterprise.</p>
<b>Third Party Vendor</b>	Harris
<b>Subsystem</b>	CAD
<b>Direction</b>	Bidirectional
<b>Interface Document Name</b>	Harris Symphony PTT OSD v2.pdf
<b>Instances Contracted</b>	Production

<b>Standard Interface</b>	<b>Description</b>
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<b>Interface Name</b>	Enterprise CAD RapidSOS Interface
<b>Interface Description</b>	<p>The standard RapidSOS interface is a service-based interface which works with the RapidSOS API. The API provides the ability for connecting clients to query the RapidSOS Clearinghouse server over public networks only when using TLS and tightly controlled API keys. The API keys are used during the query process to authenticate the requestor to an agency that is authorized to retrieve caller location data.</p> <p>The Clearinghouse contains the information of callers that have:</p> <ol style="list-style-type: none"><li>1. The technical ability to deliver their location information to the Clearinghouse.</li><li>2. Placed a 911 call.</li></ol> <p>The RapidSOS Clearinghouse server interfaces with CAD through a host server using a REST Web Service (HTTPS). Once an Incident ID is assigned to a call incident that was created using ANI/ALI data, the Interface will query the Clearinghouse using the received ANI and return the location for that caller (if a location is available). Workflows on assigning an Incident ID to a call varies between agencies and will affect how this interface initially queries the Clearinghouse.</p>
<b>Vendor</b>	RapidSOS
<b>Subsystem</b>	CAD
<b>Direction</b>	Import
<b>Interface Document Name</b>	OSD - Standard RapidSOS Interface.pdf
<b>Instances Contracted</b>	Production
<b>Required for Go Live</b>	Yes



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## 11 Appendix D - Message Switch

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

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

Message Switch Providers use Transactions to query the data source.

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

Standard transactions are included in the project, subject to applicable access. Standard queries can be performed via the Records Enterprise Menu Options, and Records Enterprise Query entry page.

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

## Standard Providers:

### Provider: CAD Enterprise

Standard CAD Enterprise Transactions:

Category	Transaction Name
AdminOther	CAD Incident Inquiry
Person	CAD Person Inquiry
Article	CAD Property Inquiry
Vehicle	CAD Vehicle Inquiry
Gun	CAD Weapon Inquiry
Vehicle	Query Tow Request
Person	Query BOLO Person
Vehicle	Query BOLO Vehicle

### Provider: State Justice Switch (Oklahoma OLETS)

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

For new State implementations where CentralSquare has not yet developed standard transactions, the Client is responsible for providing State documentation for review by CentralSquare Product Management to identify standard state transactions.

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

Category	Message Key	Transaction Name
AdminOther	NDN	Nics Denial Notification
AdminOther	NDO	Nics Denial Overturned Notification
AdminOther	QDP	Nics Denied Person Inquiry By Agency Record Identifier
AdminOther	QDP	Nics Denied Person Inquiry By Nics Record Number
AdminOther	QND	Nics Denied Person Inquiry By Name
AdminOther	QND	Nics Denied Person Inquiry By NCIC Number
AdminOther	QND	Nics Denied Person Inquiry By NTN Number
AdminOther	QNP	Nics Initial Inquiry
AdminOther	QNR	Nics Follow Up Inquiry By DCI Number
AdminOther	QNR	Nics Follow Up Inquiry By FBI Number

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

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Vehicle	CB	Stolen Boat Clear
Person	CC	Supervised Realease Clear
Vehicle	CP	Vehicle Boat Part Clear
Vehicle	CV	Vehicle Clear
Article	EAA	Group Article Entry
Article	EA	Single Article Entry
Article	ELAA	Group Article Entry - Lost
Article	ELA	Single Article Entry - Lost
Person	EGMN	Gang Supplemental Entry
Person	EGM	Gang Entry
Person	EIDC	Identity Theft C Entry
Person	EID	Identity Theft Entry
Person	EIN	Identity Theft Supplemental Entry
Vehicle	EB	Stolen Boat Entry
AdminOther	EII	Investigative Interest Entry
Person	ED	Missing Person Dental Information Entry
Person	EMPN	Person With Information Supplemental Entry
Person	EMP	Person With Information Entry
Person	ECNS	Stolen Fraudulent Identifiers Entry
Person	ECN	Supervised Release Supplemental Entry
Person	EC-C	Supervised Release Entry - C
Person	EC	Supervised Release Entry
Person	CU	Clear Unidentified Person
Person	EUD	Enter Unidentified Body Deceased
Person	EUL	Enter Unidentified Living Person
Person	EUN	Enter Unidentified Person Supplemental Data
Person	EUV	Enter Unidentified Body Catastrophe Victim
Person	MU	Modify Unidentified Person
Person	XU	Cancel Unidentified Person
Vehicle	EP	Vehicle Boat Part Enter
Person	ED	Wanted Person Dental Information Entry
Article	LAA	Group Article Locate
Article	LLAA	Group Article Locate - Lost
Article	LLA	Single Article Locate - Lost
AdminOther	LRBD	Benefits And Effectiveness After Locate - Person
AdminOther	LRBD	Benefits And Effectiveness After Locate - Property
Vehicle	LB	Stolen Boat Locate
Gun	LFG	Felony Gun Locate
Gun	LLG	Lost Gun Locate

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Article	LSS	All Securities In A Group Locate
Article	LSS	One Or More Not All Securities In A Group Locate
Vehicle	LP	Vehicle Boat Part Locate
Vehicle	LF	Felony Vehicle Locate
Vehicle	LP	Vehicle Part Locate
Article	MAA	Group Article Modify
Article	MLAA	Group Article Modify - Lost
Article	MLA	Single Article Modify - Lost
Gun	ELGP	Lost Gun Entry - Hold For Latents
Gun	ERGP	Recovered Gun Entry - Hold For Latents
Gun	EFGP	Felony Gun Entry - Hold For Latents
Gun	EFG	Felony Gun Entry
Gun	ERG	Recovered Gun Entry
Gun	ELG	Lost Gun Entry
Gun	EG-P	Stolen Gun Entry - Hold For Latents
Gun	EG	Stolen Gun Entry
Vehicle	EL	Stolen License Plate Entry
Article	ESS	Serialized Security Entry
Article	ES	Single Security Entry
Person	EN	Wanted Person Supplemental Record Entry
Article	LA	Single Article Locate
Gun	LG	Stolen Gun Locate
Vehicle	LL	Stolen License Plate Locate
Article	LSS	Serialized Security Locate
Article	LS	Single Security Locate
Vehicle	LV	Vehicle Locate
Article	MA	Single Article Modify
Person	MGM	Gang Modify
Gun	MFG	Felony Gun Modify
Gun	MLG	Lost Gun Modify
Gun	MRG	Recovered Gun Modify
Gun	MG	Stolen Gun Modify
Person	MID	Identity Theft Modify
Vehicle	ML	Stolen License Plate Modify
Person	MD	Missing Person Dental Information Modify
Person	MMP	Person With Information Modify
Article	MSS	Serialized Security Modify
Article	MS	Single Security Modify
Vehicle	MB	Stolen Boat Modify

**Oklahoma City Police, OK**  
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Person	MC	Supervised Release Modify
Vehicle	MP	Vehicle Boat Part Modify
Person	MD	Wanted Person Dental Information Modify
Person	AQ	Criminal History Admin Inquiry
Person	FQ	Criminal History Follow Up Inquiry
Person	IQ	Criminal History Initial Inquiry
Person	QGG	Gang Reference Inquiry
AdminOther	QI	One Crime Inquiry
Person	QID	Identity Theft Inquiry
Person	QMNI	Criminal History Master Name Index Inquiry
AdminOther	QO	ORI Details Inquiry
Person	QRI	Criminal History By FBI Inquiry
AdminOther	ZO	ORI Name Inquiry
Person	QU	Unidentified Person Inquiry
Person	QM	Missing Person Inquiry
Person	ZU	Unidentified Person Inquiry (Test)
Person	ZM	Missing Person Inquiry (Test)
Person	AR	Out Of State Criminal History Response
Person	CW	NCIC Wanted Person Clear
Person	QPO	Protection Order Inquiry
Person	ZWA	Wanted Person Inquiry - All (Test)
Person	ZW	Wanted Person Inquiry (Test)
Vehicle	ZV	Stolen or Felony Vehicle Inquiry (Test)
Article	ZS	Single Security Inquiry (Test)
Gun	ZG	Gun Inquiry (Test)
Vehicle	ZB	Boat Inquiry (Test)
Article	ZA	Single Article Inquiry (Test)
Person	EMVC	Missing Person Catastrophe Victim Caution Entry
Person	EMOC	Missing Person Other Caution Entry
Person	EMJC	Missing Juvenile Caution Entry
Person	EMIC	Missing Person Involuntary Caution Entry
Person	EMEC	Missing Person Endangered Caution Entry
Person	EMDC	Missing Person Disability Caution Entry
Person	EMO	Missing Person Other Entry
Person	EMV	Missing Person Catastrophe Victim Entry
Person	EMI	Missing Person Involuntary Entry
Person	EME	Missing Person Endangered Entry
Person	EMD	Missing Person Disability Entry
Vehicle	EV-A	Stolen Vehicle Armed Occupant Entry

**Oklahoma City Police, OK**  
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Vehicle	EV-F	Stolen Vehicle Hold For Latents/Armed Occupant Entry
Vehicle	EV-P	Stolen Vehicle Hold For Latents Entry
Vehicle	EV	Stolen Vehicle Entry
Person	ET-C	Temporary Wanted Person Caution Entry
Person	EW-C	Wanted Person Caution Entry
Person	EWJC	Wanted Juvenile Caution Entry
Person	EMJ	Missing Juvenile Entry
Person	EWJ	Wanted Juvenile Entry
Person	EM	Missing Person Entry
AdminOther		Free Form NCIC Transaction
Person	ET	Temporary Wanted Person Entry
Person	QWA	Wanted Person Inquiry - All
Person	EW	Wanted Person Entry
Article	QA	Single Article Inquiry
Vehicle	QB	Boat Inquiry
Gun	QG	Gun Inquiry
Person	QH	III Criminal History Record Inquiry
Person	QR	Full III Criminal History Record Inquiry
Article	QS	Single Security Inquiry
Vehicle	QV	Stolen or Felony Vehicle Inquiry
Person	QW	Wanted Person Inquiry
Person	QGM	Gang Member Inquiry
Person	QWI	Wanted Person Inquiry - III
AdminOther	QII	Image Inquiry
Vehicle	EB-A	Stolen Boat Armed Occupant Entry
Vehicle	EB-F	Stolen Boat Hold For Latents/Armed Occupant Entry
Vehicle	EB-P	Stolen Boat Hold For Latents Entry
AdminOther		OFML Free Form Transaction
AdminOther	ACQ	Nlets Prism Carrier Status Inquiry
AdminOther	AVQ	Nlets Prism Vehicle Status Inquiry
AdminOther	CPQ	Nlets Corrections Photo By Corrections Number Inquiry
AdminOther	CPQ	Nlets Corrections Photo By Name and DOB Inquiry
AdminOther	CPQ	Nlets Corrections Photo By OLN Inquiry
AdminOther	CPQ	Nlets Corrections Photo By SID Number Inquiry
AdminOther	CPQ	Nlets Corrections Photo By SSN Inquiry
AdminOther	FGQ	Nlets Interpol Gun Follow-Up Inquiry
AdminOther	FPQ	NLETS Interpol Persons Follow-Up Inquiry
AdminOther	FQC	Nlets International Fuel Tax Transaction Inquiry
AdminOther	FTQ	Nlets Interpol Travel Documents Follow-Up Inquiry

## Oklahoma City Police, OK Enterprise CAD Rebuild

AdminOther	FVQ	Nlets Interpol Vehicle Follow-Up Inquiry
AdminOther	GVQ	Nlets VIN Check Inquiry
AdminOther	IGQ	Nlets Interpol Gun Initial Inquiry
AdminOther	IPQ	Nlets Interpol Person Initial Inquiry
AdminOther	ITQ	Nlets Interpol Travel Documents Initial Inquiry
AdminOther	IVQ	Nlets Interpol Vehicle Initial Inquiry
Vehicle	JQ	Query Aircraft Tracking
Vehicle	LE	Stolen Vehicle Recovery Network Notification
Article	CAQ	NLETS Canadian Article File Query
AdminOther	PAQ	Nlets Person Probation/Corrections/Parole all Inquiry
AdminOther	PBQ	Nlets Person Probation Inquiry
AdminOther	PCQ	Nlets Person Corrections Inquiry
AdminOther	RCQ	Nlets Railroad Crossing Inquiry
AdminOther	SOQ	Nlets Sex Offender Inquiry
AdminOther	CPQ	Nlets Corrections Photo By FBI Number Inquiry
AdminOther	SWQ	Nlets State Warrant By FBI Number Inquiry
AdminOther	SWQ	Nlets State Warrant By Misc Number Inquiry
AdminOther	SWQ	Nlets State Warrant By Name and DOB Inquiry
AdminOther	SWQ	Nlets State Warrant By OLN Inquiry
AdminOther	SWQ	Nlets State Warrant By SSN Inquiry
Person	YQPO	NLETS Hit Confirmation Request For Protective Order
Article	YQSA	NLETS Hit Confirmation Request For Stolen Article
Person	YQMP	NLETS Hit Confirmation Request For Missing Person
Person	YQWP	NLETS Hit Confirmation Request For Wanted Person
Vehicle	YQSL	NLETS Hit Confirmation Request For Stolen License Plate
Vehicle	YQSP	NLETS Hit Confirmation Request For Stolen Part
Vehicle	YQSV	NLETS Hit Confirmation Request For Stolen Or Felony Vehicle
Vehicle	YQSB	NLETS Hit Confirmation Request For Stolen Boat
Article	YRSA	NLETS Hit Confirmation Response For Stolen Article
Vehicle	YRSB	NLETS Hit Confirmation Response For Stolen Boat
Gun	YRSG	NLETS Hit Confirmation Response For Stolen Gun
Vehicle	YRSL	NLETS Hit Confirmation Response For Stolen License Plate
Vehicle	YRSP	NLETS Hit Confirmation Response For Stolen Part
Vehicle	YRSV	NLETS Hit Confirmation Response For Stolen Or Felony Vehicle
Person	YRWP	NLETS Hit Confirmation Response For Wanted Person
Person	IAQ	NLETS Immigration Alien Query
Gun	CWQ	NLETS Concealed Weapons Permit Query
Person	FQ	NLETS Full Criminal History Query
Person	IQ	NLETS Criminal History Identity Query



## Oklahoma City Police, OK Enterprise CAD Rebuild

Vehicle	GQ	Query Aircraft Registration
AdminOther		Free Form NLETS Transaction
AdminOther	LEOFA	Law Enforcement Officer Flying Armed NLETS Message
Vehicle	VQ	NLETS Canadian Vehicle File Query
Person	WQ	NLETS Canadian Person File Query
Vehicle	XQ	NLETS Canadian Vehicle Registration Query
AdminOther	TQ	ORION File Query
Vehicle	MQ	Hazardous Materials Query
Vehicle	SQ	NLETS Snowmobile Registration Query
Vehicle	BQ	Query Boat Registration
Person	DNQ	NLETS Driver History Query By Name Only
Person	DQG	NLETS Regional Driver Record Query
Person	DQ	NLETS Driver Record Query
Person	KQ	NLETS Driver History Query
Vehicle	RNQ	NLETS Vehicle Registration Query By Name Only
Vehicle	RQG	NLETS Regional Vehicle Registration Query
Vehicle	RQ	NLETS Vehicle Registration Query
Person	UQ	NLETS Canadian Driver Record Query
AdminOther	CHPWD	Change Password
AdminOther	LOGOFF	LOGOFF Query
AdminOther	LOGON	LOGON Query

**Custom Providers:**

Custom Providers allow the ability to access additional records management systems, warrant/court systems, or other accessible external databases. It is a requirement to have connectivity from the CentralSquare Message Switch to the RDBMS system and at least a login with Read access to the schema. A Subject Matter Expert in the schema will be required to either provide the SQL queries needed, and preferably design Stored Procedures on the third-party database to be used for the Transactions. If CentralSquare is contracted to write the queries or design Stored Procedures additional service hours will be needed.

*No Custom Providers are included as part of this Contract.*

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

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### **Policy**

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 Section 5.5.6 of 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.

### 13 Appendix Y – Workshop and Training Summary

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Training/Go-Live Deliverable	Quantity	Training(s)/Workshop(s) Included	Remote/Onsite
CAD Enterprise System Orientation	1	Twelve (12) hour workshop	Onsite
CAD Enterprise Operational Review and Codefile Administration (ORCA)	1	Three (3) day workshop	Onsite
GIS Training	1	Three (3) day training class	Remote
CAD Enterprise Response Plan Workshop	1	Two (2) day workshop	Remote

## **14 Appendix Z – Data Conversions**

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### **CENTRAL SQUARE CAD ENTERPRISE DATA CONVERSION**

#### **Data Conversion Overview**

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

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

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

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

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

Conversion of Premise and Caution notes can be performed independent from the Prior Incident data. A small sub-set of the data will be initially converted and loaded to validate the process. Upon completion of this test, the Premise and Caution notes data will be converted and imported

to the system close to Go-Live, as a onetime process. Additions to Premises and Caution notes in the old system, between the time of data conversion and Go-Live will require manually entry by Client to the new system.

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

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

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

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

CAD Enterprise Data Conversions are scoped per source. Sources and modules within each source are documented below.

**Data Conversion Modules**

Modules for conversion are defined in the Sales Order and this Scope Appendix:  
**Source 1: Oklahoma City Police, OK , Source Vendor: CentralSquare, Source Database Type: Enterprise CAD**

Module to be Converted	Definition of Module
Premise and Caution Notes	CAD Premise Info and Caution Notes

## Data Conversion Process

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

Major Task	Description
Schedule	CentralSquare and Client will schedule the Data Conversion Tasks as part of the overall Project Schedule. CentralSquare CAD GIS training and build out of CAD Code Tables are pre-requisites to any conversion mapping exercise.
Extraction	Client will extract sample data in a format compatible with conversion and provide to CentralSquare
Configuration Documentation	CentralSquare will provide a configuration document to Client for the Incident Data Conversion Plan.
Review	An in-depth review between CentralSquare and Client SME will be held. This meeting will be recorded, and Client should be prepared to operate within the UI of the old system to provide examples and context
Setup	CentralSquare will configure servers and systems needed for the Data Conversion.
Premise and Caution Note Sample Conversion	A Small Premise and Caution Note conversion sample will be run to validate the mapping and the conversion process.
Review and Validation	A second in-depth review between CentralSquare and Client SME will be held to review changes to the Incident Data Conversion Plan and validate Premise and Caution sample data.
Bulk Incident Data Conversion	CentralSquare will bulk convert data into Client's Pre-production Archive system approximately two months prior to Go-Live.
Premise and Caution Note Conversion	Approximately one month prior to Go-Live the Premise and Caution Note conversion is run into Client's pre-production system. From this time onward Client must maintain Premise and Caution notes in their existing Production System and the CentralSquare Pre-Production system
Sign Off	Client Signs off on Data Conversion
Go-Live	The Final extraction of Incident data and the final Incident delta Data Conversion is run as part of the Go-Live
Final Sign Off	Client signs off on the Final Data conversion

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**CentralSquare Responsibilities**

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

**Client Responsibilities**

- a) Provide subject matter experts to complete data conversion tasks, including providing expertise in third-party data architecture, providing business processing logic for addressing data conversion and identifying and scheduling appropriate personnel to attend training.
- b) Provide data dumps in the prescribed format within thirty (30) days of Agreement signing.
- c) Provide routine data dumps throughout the implementation process.
- d) If needed, provide a temporary workstation for data conversion personnel.
- e) If needed, provide UI access to the legacy system or test system for data conversion personnel.
- f) Ensure the legacy data is “conversion ready,” meaning it is clean (duplicates, typos, missing information, etc. have been corrected)
- g) Provide a data dictionary or equivalent documentation to facilitate mapping data elements between the legacy system and the CentralSquare database(s)
- h) Configure code values outside the scope of the data conversion process.
- i) Take responsibility for costs assessed by the legacy system or any other third-party for performing the data extraction as described.
- j) Configure code value and complete code value data mapping prior to data conversion processing.



- k) Use provided tools to translate (map) code values between your legacy system and your CentralSquare.
- l) Manual adjustments by Client may be required on converted data to make it eligible for state submissions, reports, or to align with new workflow processes.
- m) Perform manual back entry of data saved after the final data cut if necessary.
- n) Perform data validation. Validate data converted is both complete and accurate. Report discrepancies during the implementation process. (System downtime may be required to complete the data conversion process).
- o) Use provided tools to report data conversion issues.
- p) Provide sign-off of the converted data in a non-production environment.
- q) Provide sign-off of the converted data set into the production environment.