

Exhibit 1

AGREEMENT

between

The County of Ventura

-and-

Versaterm Public Safety Inc.

for the supply of a Software as a Service for the Police Department as
described herein.

vCAD, vMRE, and vRMS SaaS Agreement #2023-05

Versaterm Public Safety Inc. & Ventura County
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This Agreement, made in duplicate this 1st day of October, 2023(the “Effective Date”)

B E T W E E N:

Versaterm Public Safety Inc., a corporation duly incorporated under the laws of the province of British Columbia having its office located at 400-1331 Clyde Avenue, Ottawa, Ontario, Canada

(hereinafter referred to as “**Versaterm**”)

AND:

The County of Ventura

(hereinafter referred to as the “**Customer**”)

WHEREAS the Customer desires to migrate the Customer’s current vCAD vMRE Computer System to the Versaterm vCloud, and to purchase the vRMS Computer System on the Versaterm vCloud, and related SaaS Services thereafter for the Ventura County Sheriff’s Office (hereinafter referred to as the “Police Department”);

AND WHEREAS Versaterm has represented that it has the capacity and is authorized and willing to supply the On-Site Application Software, Software as a Service, and Professional Service on the terms set out in the Agreement.

NOW THEREFORE in consideration of the mutual covenant herein contained, the Customer and Versaterm (hereinafter collectively referred to as the “Parties”, or individually as a “Party”) agree as follows:

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1. Definitions

- 1.1 "Agreement" means this agreement, all exhibits attached, all documents incorporated by reference, and all amendments hereto or thereto.
- 1.2 "Application Software" means Versaterm's proprietary programs, including both object code and source code, as described by the Documentation and any subsequent release notes and other pertinent documentation, which Versaterm has covenanted to license to the Customer to use pursuant to the terms of this Agreement.
- 1.3 "Authorized Person" means an employee, or independent contractor of Versaterm who has a legitimate need to know or otherwise access Customer Data to enable Versaterm to perform its obligations under this Agreement, and who is bound in writing by confidentiality obligations sufficient to protect Customer Data in accordance with the terms and conditions of this Agreement.
- 1.4 "Authorized User(s)" means an employee, or independent contractor of Customer (solely to the extent such contractor is providing services to Customer), who has been authorized by Customer to use the Product.
- 1.5 "Business Days" means weekdays, Monday through Friday, excluding holidays recognized by the Customer.
- 1.6 "Change Order" means a document executed by both Parties changing an existing Statement of Work.
- 1.7 "CJIS" means Criminal Justice Information Services.
- 1.8 "Computer System" or "System" means all aspects of Product and Services to be provided by Versaterm to the Customer pursuant to this Agreement.
- 1.9 "Critical Priority Errors" means complete system failure where the Product is not available for use.
- 1.10 "Customer Data" means all data (including Personal Data), information, content and other materials stored or transmitted by Customer and any Authorized User through the SaaS Services, excluding any Third Party Data and any Versaterm Data.
- 1.11 "Customization" means an extension or modification of a Product feature that requires custom coding and/or implementation.
- 1.12 "Documentation" means the user guides, administration guides, release notes, technical information, and training materials, and any other documentation provided by Versaterm throughout the Term for the On-Site Application Software and SaaS Services.
- 1.13 "Fees" means the monetary amount to be paid by the Customer to Versaterm for the rights granted and services provided under this Agreement, as mutually agreed upon and listed in the Price and Payment Terms (Exhibit C).
- 1.14 "Go-Live" means the date on which the Onboarding Period ends, and the Production Period begins, as further defined in the Statement of Work (Exhibit D).
- 1.15 "High Priority Errors" means a serious problem that materially affects the operational use of the Product.

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- 1.16 “Intellectual Property Rights” means all intellectual and industrial property rights, whether now existing or existing in the future, including without limitation, (i) all patent rights, including any rights in pending patent applications and any related rights; (ii) all copyrights and other related rights throughout the world in works of authorship, including all registrations and applications therefor; (iii) all trademarks, service marks, trade dress or other proprietary trade designations, including all registrations and applications therefor (iv) all rights throughout the world to proprietary know-how, trade secrets and other confidential information, whether arising by law or pursuant to any contractual obligation of non-disclosure; and (v) all other rights covering industrial or intellectual property recognized in any jurisdiction.
- 1.17 “Major Enhancement Release” means a change or new release of the Product containing new functions, features and enhancements that have become part of the standard system.
- 1.18 “Minor Enhancement Release” means a change or new release of the Product designed to correct Problem(s) and/or provide minor functionality additions.
- 1.19 “Onboarding Period” means the period during the Term before the Production Period during which Versaterm will provide Onboarding Services.
- 1.20 “Onboarding Services” means the evaluation, consultation, implementation, customization, configuration, development of interfaces, and other services provided by Versaterm in connection with the Product, and is listed in the Price and Payment Term (Exhibit C). This may include project management, re-engineering, training, and installation, and is further described in the Statement of Work (Exhibit D).
- 1.21 “On-Site Application Software” means Versaterm’s proprietary software programs as described in sub-section 1.2 that are installed and used on Customer’s own systems or premises, on the license terms set out in Exhibit A.
- 1.22 “Open Source Software Components” means software programs, libraries, or distributables (commonly known as “public”, “open source” or “free” software) made publicly available by the copyright holders.
- 1.23 “Open Source Software Component Licenses” means licenses applicable to the particular Open Source Software Components, either supplied by Versaterm or the Customer, that may be part of the Product.
- 1.24 “Personal Data” means the Customer Data provided to Versaterm by or at the direction of the Customer, or to which access was provided to Versaterm by or at the direction of the Customer, in the course of Versaterm’s performance under this Agreement that identifies or can be used to identify an individual (including, without limitation, names, signatures, addresses, telephone numbers, e-mail addresses and other unique identifiers).
- 1.25 “Problem” means a failure of the Product to function substantially in accordance with the Documentation.
- 1.26 “Product” means the combination of the SaaS Services, On-Site Application Software, and Documentation, which the Customer is authorized under the License Terms in Exhibit A to use in the course of their normal operations. The term “Product” includes sort of any Major and Minor Enhancement Releases, and Customization.
- 1.27 “Production Environment” means the live environment for the product used by the Customer.
- 1.28 “Production Period” means the period during the Term following Go-Live of the Product.

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- 1.29 "Production Use" means the use of one or more functional application components to collect and manage real police information for the purpose of serving actual police needs. This is in contrast to "testing mode", where real police information may be used, but only for the purpose of evaluation and testing.
- 1.30 "Services" means the services provided or required to be provided by or through Versaterm, including without limitation, Onboarding Services and SaaS Services.
- 1.31 "Software as a Service" or "SaaS Services" means the Application Software, and related software-as-a-service, hosting, maintenance and/or support services made available by Versaterm for remote access and use by the Customer, including any Documentation hereto.
- 1.32 "Source Code" means a collection of computer instructions written using a human-readable programming language. Source Code shall include all material including, but not limited to, design documentation, Software Documentation, reference manuals, libraries for the Software, and interface software, in any form (printed, electronic, or magnetic).
- 1.33 "Support" means services which are provided by Versaterm to the Customer, as described herein, regarding Problem(s) encountered with standard, unmodified Product, and with Versaterm's modifications to or interfaces with the Products, and which are necessary to:
- i. resolve Problems and provide temporary "work around" solutions, if necessary;
 - ii. assist with data manipulation, duplication or restoration where data has been affected by defects under paragraph (i) immediately above, but not by hardware defects or operator error or misuse of any of the software or hardware;
 - iii. periodically review all Products to identify and resolve Problems on a preventative basis; and
 - iv. provide, in a timely manner, all Major and Minor Enhancement Releases.
- 1.34 "Support Authority" means the Customer's designated employee(s) authorized to approve additional, separately billable time and materials support work beyond that included in this Agreement.
- 1.35 "Support Contact" means Customer's designated employee, a consultant providing services directly to the Customer, or another designated Customer representative with whom Versaterm will communicate when providing Support. A Support Contact must be knowledgeable about how the Product is being used and must be familiar with the operating environment under which it is being used.
- 1.36 "Term" means the Initial Term and any Renewal Term.
- 1.37 "Third Party Application" means a third-party service by a Third Party Provider(s) approved by Versaterm to which the Customer and any Authorized User facilitates Versaterm's Vendor access to, and use of the SaaS Services, via an application programming interface or other means.
- 1.38 "Third Party Components" means any components of the Product provided by third parties, including Open Source Components and third party proprietary software or services (e.g. Amazon Web Services (AWS)).
- 1.39 "Third Party Data" means any data owned by a third party that the Customer accesses via the Product.

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- 1.40 “Third Party Providers” means third parties, including other vendors, federal agencies, state/provincial agencies, and local agencies that control products and/or databases with which the Product are to be interfaced but for the avoidance of doubt shall not include any Third Party Suppliers.
- 1.41 “Third Party Suppliers” means any party who provides products and/or services, including Open Source Software and Third Party Components that contribute to the overall Product provided to the Customer by Versaterm.
- 1.42 “Transition Assistance” has the meaning given in Section 12.
- 1.43 “Versaterm Data” means data, information, content, and other materials provided, stored or transmitted through the SaaS Services, which are the property of Versaterm, including, without limitation, Documentation and standard forms.
- 1.44 “Versaterm Certified Browsers” means acceptable browsers on which Versaterm shall operate its Software. This internal list shall be maintained by Versaterm.

2. Contract Documents

- 2.1 Upon Go-Live, this Agreement shall supersede and replace all previous agreements, including Contract no. 7007 and its amendments.
- 2.2 This Agreement consists of the following documents:
 - 2.2.1 This document setting forth Sections 1 through 25, inclusive, as the main body of this Agreement (also known to the Parties as the “Head Agreement”) as duly executed by both Parties, and reflecting any subsequent mutually endorsed changes to or extensions of this document.
 - 2.2.2 The attached Exhibits forming part of the Agreement:
 - Exhibit A:** License Terms
 - Exhibit B:** Annual Subscription Support Terms
 - Exhibit C:** Price & Payment Terms
 - Exhibit D:** Onboarding Terms and Conditions
 - Exhibit D1:** Statement of Work
 - Exhibit D2:** Project Implementation Schedule
 - Exhibit D3:** Interface Control Document (ICD)
 - Exhibit D4:** Customization and Enhancements Control Document (CECD)
 - Exhibit D5:** Acceptance Testing
 - Exhibit D6:** Training Course Outlines
 - Exhibit D7:** Change Control Log
 - Exhibit E:** System Performance and Availability Standards
 - Exhibit F:** Documentation
 - Exhibit G:** Customer Supplied Hardware and Third Party Software

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- 2.3 These documents are incorporated by reference and are an integral part of this Agreement, their precedence being in the order of presentation described above, recognizing any Change Orders or amendments expressly stated to supersede all contract documents.
- 2.4 Each party shall notify the other of any error, omission, ambiguity, discrepancy, or inconsistency that the respective party may find in any of the documents comprising this Agreement. Neither party shall be entitled to take advantage of any known error, omission, ambiguity, discrepancy, or inconsistency and, without limitation, neither party shall be permitted to use any such error, omission, ambiguity, discrepancy or inconsistency as the basis of a claim for additional payment or extension of time. Upon discovery of such error, omission, ambiguity, discrepancy or inconsistency in this Agreement, the Parties shall take such measures as are required to overcome the problem and, if necessary, shall negotiate necessary amendments to cure or correct same.
- 2.5 Any changes shall be documented in writing. This may involve changes to software, hosting services, functionality, training, etc. with an associated additional cost, or it may entail changes to schedules, sequences, staff, etc. that do not involve changes to costs.

3. Term of Agreement

- 3.1 This Agreement shall be effective from the Effective Date and, subject to termination in accordance with Section 10, the initial one (1) year subscription for each component (i.e. vCAD or vRMS) shall be prorated to the following Oct 1 upon Go-Live. Combined one (1) year subscription extensions (each a "Subscription Renewal Term") shall continue thereafter, unless either party provides advance notice of the intention to not renew at least ninety (90) days prior to the otherwise automatic renewal date.
- 3.2 The Subscription Renewal Term may be subject to pricing increases, which shall be provided in writing at least sixty (60) days prior to the extension date.
- 3.3 Renewal of the subscription shall be offered to the Customer at the prevailing commercial rates for such product and services as charged to other clients of Versaterm at that time and in accordance with the terms set forth in the Agreement. Additional charges may be incurred if the continuity of support status is interrupted at any time.

4. Security

- 4.1 **Background Screening.** Versaterm agrees that all personnel Versaterm employs pursuant to this Agreement shall be subject to Versaterm's background and security checks and screening (collectively "Background Screening") at Versaterm's sole cost and expense as set forth in this paragraph. The Background Screening shall include, as a minimum, criminal record checks, local police record checks, and credit checks. Any additional Background Screening required by the Customer may be at additional cost.
- 4.2 **FBI CJIS Security Addendum.** Versaterm agrees to the terms and requirements set forth in the Federal Bureau of Investigation (FBI) Criminal Justice Information Services (CJIS) Security Addendum for the Term of this Agreement.

5. Price and Payment Terms

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- 5.1 In consideration of Versaterm supplying the described Product and Services in accordance with this Agreement, the Customer agrees to pay unto Versaterm the Fees identified in the Price and Payment Terms (Exhibit C) in accordance with this Section 5 and the Price and Payment Terms (Exhibit C).
- 5.2 Fees are calculated assuming there are no sales or use taxes or tariffs payable. In the event that additional sales or use taxes or tariffs are payable as determined by an authorized taxing authority, the Customer is responsible for remitting the appropriate (state, local or federal) sales or use tax or tariff due. If the Customer claims exemption from such taxation, upon execution of this Agreement, Versaterm requires evidence of such tax exemption from the Customer.
- 5.3 Invoices submitted to the Customer shall be due thirty (30) calendar days after the invoice date (electronic delivery accepted). Should the Customer wish to dispute an invoice, it must notify Versaterm in writing within fifteen (15) calendar days of receiving the invoice. Where there are inconsistencies between this Section 5 and the Price and Payment Terms (Exhibit C), the latter prevails.

6. Confidentiality

6.1 Definition of Confidential Information. "Confidential Information" means:

- i. With respect to Versaterm, the Product and Services and any and all Source Code relating thereto, as well as Documentation and non-public Versaterm Data, including information or materials regarding Versaterm's legal or business affairs, financing, customers, properties or data; and
- ii. With respect to the Customer, any non-public information or material regarding the Customer's legal or business affairs, financing, customers, property, data, or Customer Data.
- iii. Notwithstanding any of the forgoing, Confidential Information does not include information which: (i) is or becomes public knowledge without any action by or involvement of, the party to which the Confidential Information is disclosed (the "Receiving Party"); (ii) is documented as being known to the Receiving Party prior to its disclosure by the other party (the "Disclosing Party"); (iii) is independently developed by the Receiving Party without reference or access to the Confidential Information of the Disclosing Party and is so documented; or (iv) is obtained by the Receiving Party without restrictions on use or disclosure from a third person without an obligation to maintain its confidentiality.

6.2 Use and Disclosure of Confidential Information. The Receiving Party will, with respect to any Confidential Information disclosed by the Disclosing Party before or after the effective date: (i) use such Confidential Information only in connection with the Receiving Party's performance of this Agreement; (ii) subject to Subsection 6.5 below, restrict disclosure of such Confidential Information within the Receiving Party's organization to only those of the Receiving Party's employees and independent contractors who have a need to know such Confidential Information in connection with the Receiving Party's performance of this Agreement; and (iii) except as provided herein, not disclose such Confidential Information to any third party unless authorized in writing by the Disclosing Party to do so.

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- 6.3 **Protection of Confidential Information.** The Receiving Party will protect the confidentiality of any Confidential Information disclosed by the Disclosing Party using at least the degree of care that it uses to protect its own confidential information (but no less than a reasonable degree of care). Each Party shall notify the other Party as soon as reasonably practicable in the event that Confidential Information of the Party is believed to have been compromised.
- 6.4 **Employee and Independent Contractor Compliance.** The Receiving Party will, prior to providing any employee or independent contractor access to any Confidential Information of the Disclosing Party, inform such employee or independent contractor of the confidential nature of such Confidential Information and require such employee or independent contractor to comply with the Receiving Party's obligations under this Agreement with respect to such Confidential Information.
- 6.5 **Required Disclosures.** In the event that either Party is requested or required, for the purpose of this paragraph, each, a "Request", (by oral questions, interrogatories, requests for information or document in legal proceedings, subpoena, civil investigative demand or similar process or by any law, rule, or regulation of any governmental agency or regulatory authority) to disclose any of the Confidential Information of the other Party, such Party shall provide the other Party with prompt written notice of any such Request or requirement so that such other Party may seek a protective order or other appropriate remedy and/or waive compliance with the provisions of this Agreement. If, in the absence of a protective order or other remedy or the receipt of a waiver, and if one Party is nonetheless, legally compelled to disclose Confidential Information, such Party may, without liability hereunder, disclose to such tribunal only that portion of the Confidential Information which such counsel advises it is legally required to be disclosed, provided that such Party shall use its best efforts to preserve the confidentiality of Confidential Information, including, without limitation, by cooperating with the other Party to obtain an appropriate protective order or other reliable assurance that confidential treatment will be afforded the Confidential information by such tribunal.
- 6.6 The Parties agree that a violation of this Section 6 shall be deemed to cause irreparable harm justifying equitable relief in court, without waiving any additional rights or remedies available at law or in equity or by statute.

7. Warranties

- 7.1 **Service Warranties.** For Onboarding Services and SaaS Services, Versaterm warrants that the work under this Agreement shall be performed in a good and workmanlike manner and in accordance with applicable industry standards. Except as provided for herein, Versaterm's liability and Customer's remedy under this Section are limited to Versaterm's prompt correction for such services, provided that written notice of such alleged defective services shall have been given by the Customer to Versaterm. The Customer agrees to provide Versaterm reasonable access to its facilities and third party vendor software if necessary for the provision of Services by Versaterm.

7.2 Software Warranties.

Versaterm warrants for a period of one year after the Onboarding Period, the On-Site Application Software and SaaS Services hereunder shall be free from significant software errors and when used in accordance with this Agreement shall operate and conform to the prevailing Documentation and all supplemental information provided by Versaterm.

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Versaterm warrants that any licensed software provided to the Customer by Versaterm will, when provided to the Customer by Versaterm, be free from intentional viruses, disabling code or other intentional programming defects.

- 7.3 **Warranty Limitations.** The warranties in sub-sections 7.1 and 7.2 shall be contingent upon the existence of all the following conditions: (i) the Product is implemented and used by the Customer in accordance with the Documentation; (ii) the Customer notifies Versaterm of any warranty defect as promptly as reasonably possible after becoming aware of such defect; (iii) the Customer has properly used all Major and Minor Enhancement Releases made available with respect to the Product, and any updates recommended by Versaterm with respect to any third-party software products that affect the performance of the Product; (iv) the Customer has properly maintained all associated equipment and software, as applicable, and provided the environmental conditions in accordance with written specifications provided by the applicable manufacturer of such equipment and software; (v) the Customer has not introduced other equipment or software that causes an adverse impact on the Product; (vi) the Customer has paid all amounts due hereunder and is not in default of any provision of this Agreement; (vii) any legacy software with respect to which the Product is to operate contains clearly defined interfaces and correct integration code, and (viii) the Customer has made no changes (nor permitted any changes to be made other than by or with the express approval of Versaterm) to the Product except as may be permitted herein.
- 7.4 **NO OTHER WARRANTIES.** THE PRODUCT IS NOT INTENDED TO BE A SUBSTITUTE FOR THE PROFESSIONAL JUDGMENT OF AUTHORIZED USERS. THE PRODUCT DOES NOT PROVIDE LEGAL ADVICE. VERSATERM ASSUMES NO RESPONSIBILITY OR RISK FOR THE CUSTOMER'S MISUSE OF THE PRODUCT. EXCEPT AS EXPRESSLY SET FORTH UNDER THIS AGREEMENT, NEITHER PARTY MAKES ANY WARRANTY IN CONNECTION WITH THE PRODUCT, SERVICES, THIRD PARTY COMPONENTS, THIRD PARTY DATA, THIRD PARTY SUPPLIERS, OR THIS AGREEMENT AND HEREBY DISCLAIMS ANY AND ALL IMPLIED OR STATUTORY WARRANTIES, INCLUDING ALL IMPLIED WARRANTIES OF TITLE, MERCHANTABILITY, NO INFRINGEMENT, FITNESS FOR A PARTICULAR PURPOSE, ERROR-FREE OR UNINTERRUPTED OPERATION, OR THAT THE SERVICES, THIRD-PARTY DATA ARE UP TO DATE, ACCURATE OR COMPLETE, SECURE FROM LOSS OR DAMAGE, OR FREE OF HARMFUL COMPONENTS, AND ANY WARRANTIES ARISING FROM A COURSE OF DEALING OR USAGE OF TRADE. TO THE EXTENT THAT A PARTY MAY NOT AS A MATTER OF APPLICABLE LAW DISCLAIM ANY IMPLIED WARRANTY, THE SCOPE, AND DURATION OF SUCH WARRANTY WILL BE THE MINIMUM PERMITTED UNDER SUCH LAW. THERE ARE NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, BEYOND THE WARRANTIES SET FORTH IN THIS AGREEMENT.

8. Indemnities

- 8.1 **Versaterm Indemnity for IP Breach.** Subject to Sections 8.3 and 8.4, in the event of a claim that Customer's authorized use of the Application Software infringes upon any copyright, patent, or other intellectual property right of any third party under the laws of Canada or the United States, Customer shall promptly notify Versaterm of such claim, and Versaterm agrees that it will defend and indemnify the Customer from and against all damages and costs awarded in a final judgment (from which no further appeal is taken or possible) against Customer in such proceeding or amounts agreed by Versaterm in a settlement with the third party claimant, provided that:
- a. Versaterm has sole control of the defense and all related settlement negotiations; and

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- b. the Customer provides Versaterm with the assistance, information, and authority necessary to perform Versaterm's obligations under this section.
- 8.2 Subject to Sections 8.3 and 8.4 but without limiting Versaterm's obligations under Section 8.1, in the event of a claim that the Customer's authorized use of the Application Software infringes upon any copyright, patent, or other intellectual property right of any third party under the laws of the United States or Canada, and such claim is sustained in a final judgment from which no further appeal is taken or possible, and such final judgment includes an injunction prohibiting the Customer from continued use of the Application Software or portions thereof, then Versaterm shall, at its option and expense, either:
 - a. procure for the Customer the right to continue the use of the Application Software; or
 - b. replace or modify the Application Software to make its use non-infringing, or
 - c. direct the Customer to cease use of the Application Software or of the specific portion(s) thereof that resulted in the final judgment.
- 8.3 If Versaterm directs the Customer to cease use of the Application Software or of specific portion(s) thereof, then the Customer, to the exclusion of all other remedies available to the Customer (except as set forth in Section 8.1), may terminate the Service for that portion of the Application Software which Versaterm directed the Customer to cease use and Versaterm shall pay the Customer (and/or credit against any amounts owed, or becoming owed, to Versaterm by the Customer) the amount of the Fees paid in the previous twelve (12) months.
- 8.4 Notwithstanding Sections 8.1 and 8.2, Versaterm shall have no obligation for any claim based upon:
 - a. the Customer's use of Application Software other than a current, unaltered release of the Application Software, if such infringement would have been avoided by the use of a current, unaltered release of the Application Software; or
 - b. the combination, operation, or use of any Application Software furnished hereunder with non-Versaterm programs or data, if such infringement would have been avoided by the combination, operation, or use of the Application Software with other programs or data.
 - c. Third Party Components, which are warranted solely by the individual Third Party Supplier.
- 8.5 This Section 8 states the entire obligation of Versaterm with respect to any claim that the Product infringe upon any copyright, patent, or other intellectual property right of any third party and represents Customer's sole remedy in respect of any claim covered by this Section 8.
- 8.6 **Customer Indemnity.** Customer will defend and indemnify Versaterm, and each of their officers, directors, managers, shareholders, members, and employees from and against all damages and costs awarded in a final judgment in connection with:
 - I. any third party claim arising from or relating to:
 - i. any allegation that any data, product specifications, information, or materials provided by Customer hereunder, including, without limitation, the Customer Data and Third Party

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Applications, when used in connection with the Product or any customization or configuration made to the Product proposed by or provided by Customer under a statement of work that:

- a. infringes or misappropriates any Intellectual Property Rights of a third party, or
- b. violates any applicable California intellectual property law;
- ii. the actual violation of applicable California intellectual property laws by Customer, any Authorized User, or any Affiliate, employee, agent, or independent contractor of Customer; or
- iii. Customer's breach of this Agreement, provided, however, that the foregoing obligations shall be subject to Contractor promptly notifying Customer in writing upon receiving notice of the claim, and in no event, later than 7 days,
 - a. providing Customer with reasonable cooperation in the defence of the claim and
 - b. providing Customer with sole control over the defense and negotiations for a settlement or compromise;

provided, however, that Customer shall not enter into any such settlement without Versaterm's prior written consent, which consent will not be unreasonably withheld, and that Versaterm shall be permitted to participate in the defense of any such claim, at its own expense, with counsel of its choosing;

II. Disabling a connection to a Third Party Application at Customer's request;

III. Customer's actions or failure to act, resulting in any third-party claim for personal injury or death, damage to personal property, or violation of privacy.

- 8.7 **Customer Indemnity for Third Party Applications.** In the event that Customer fails to properly obtain the grant of rights to Versaterm to access and use Third-Party Data as required for the interoperation of that Third-Party Application, Customer shall defend and indemnify Versaterm from any and all claims based on Versaterm's use of such Third-Party Application. Customer, and not Versaterm, is solely responsible for establishing any required agreement(s) and/or statement(s) of work with Third Party Providers in connection with the interfaces, and for paying all fees, costs and expenses of Third Party Providers.

9. Limitation of Liabilities

- 9.1 **VERSATERM LIABILITY EXCLUSION AND LIMITATION OF DAMAGES.** IN NO EVENT SHALL VERSATERM BE LIABLE FOR ANY INCIDENTAL, INDIRECT, SPECIAL, OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION, ANY LOST PROFITS, LOST GOODWILL, OR LOST BUSINESS, REGARDLESS OF THE FORM OF ACTION (INCLUDING FOR TORT OR CONTRACT ACTIONS) AND EVEN IF VERSATERM HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. EXCEPT FOR DAMAGES, LOSSES, LIABILITIES, CLAIMS, AND CAUSES OF ACTION ARISING OUT OF VERSATERM'S GROSS NEGLIGENCE, WILFUL MISCONDUCT, OR INFRINGEMENT OF COPYRIGHT OR PATENT RIGHTS OR BREACH OF ITS CONFIDENTIALITY OBLIGATIONS HEREUNDER (SECTION 6), VERSATERM'S LIABILITY TO CUSTOMER

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UNDER THIS AGREEMENT SHALL NOT EXCEED THE AGGREGATE AMOUNT OF THE FEES PAID AND PAYABLE TO VERSATERM BY CUSTOMER DURING THE ONE (1) YEAR PERIOD PRECEDING THE DATE ON WHICH THE CLAIM ARISES. HOWEVER, NOTWITHSTANDING ANYTHING TO THE CONTRARY HEREIN, EACH PARTY AGREES TO USE REASONABLE EFFORTS TO MITIGATE ITS DAMAGES.

- 9.2 **CUSTOMER LIABILITY EXCLUSION AND LIMITATION OF DAMAGES.** IN NO EVENT SHALL COUNTY BE LIABLE FOR ANY INCIDENTAL, INDIRECT, SPECIAL, OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION ANY LOST PROFITS, LOST GOODWILL, OR LOST BUSINESS, REGARDLESS OF THE FORM OF ACTION (INCLUDING FOR TORT OR CONTRACT ACTIONS) AND EVEN IF COUNTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. EXCEPT FOR DAMAGES OR LIABILITIES ARISING OUT OF A BREACH OF ITS CONFIDENTIALITY OBLIGATIONS (SECTION 6), CUSTOMER'S LIABILITY TO VERSATERM UNDER THIS AGREEMENT SHALL NOT EXCEED THE AGGREGATE AMOUNT OF THE FEES PAID AND PAYABLE TO VERSATERM BY CUSTOMER DURING THE ONE (1) YEAR PERIOD PRECEDING THE DATE ON WHICH THE CLAIM ARISES, INCLUDING WITHOUT LIMITATION, CHANGE ORDER PRICES AGREED TO BY THE PARTIES OR OTHERWISE ADJUDICATED.

10. Termination

- 10.1 This Agreement may be terminated at any time by mutual consent of the Parties, or by either party upon written notice to the other party, if the other party breaches a material term of this Agreement and such breach remains uncured for thirty (30) days after the other party's receipt of such notice.
- 10.2 If Versaterm should be adjudged bankrupt or should make a general assignment for the benefit of its creditors, or if a receiver should be appointed on account of its insolvency, the Customer may terminate this Agreement.
- 10.3 If Versaterm reasonably determines that Customer's use of the Product either: (i) fails to comply with the Restrictions on Use defined in the Software Licensing Terms (Exhibit A), Section 6; (ii) poses a security risk to the Product or any third party, (iii) creates or is likely to create an adverse impact on Versaterm's systems, the Product, or the systems or content of any other subscriber; or (iv) subjects Versaterm or its Affiliates to possible liability, then Versaterm may immediately upon notice temporarily suspend Customer's and any Authorized User's right to access any portion of the Product, pending remedial action by Customer, or after a period of 30 days, terminate the Agreement.
- 10.4 The Customer's failure or inability to pay Fees as they become due shall be considered a breach of a material term under this Agreement. Versaterm shall have the right to terminate this Agreement upon thirty (30) days written notice should the Customer fail to or is unable to pay any amount due hereunder.
- 10.5 **Effect of Termination.** Upon termination of this Agreement, Versaterm shall immediately cease all activities under this Agreement, except as provided for under Section 11, Transition Assistance. In the event of any termination or expiration of this Agreement:
- i. Customer will pay all Versaterm invoices for the Product and Services that were provided up to the termination date. In the event of termination pursuant to Subsection 10.1, Versaterm shall be compensated on a percentage basis for work in progress, but not completed as of the date of termination. The termination date is the later of (a) the date when Versaterm

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receives a written termination notice from the Customer or (b) the date on which the Customer stops using the Product;

- ii. All rights and licenses granted hereunder to Customer and its Authorized Users will immediately cease, including, but not limited to, all use of the Product;
 - iii. Versaterm will provide records to Customer in accordance with its transition assistance services ("Transition Assistance") as set forth in Section 11; and
- 10.6 The Parties will, upon written request of the other Party, either returning to the requesting Party or destroy any Confidential Information of requesting Party that are in other Parties possession or control.

11. Transition Assistance

- 11.1 Upon termination of the Agreement for any reason, and subject to Fees due being paid in full, Versaterm will return Customer's data in a CSV or other mutually agreed upon format for each record ("Record") and provide them to the Customer for download. Records can be uploaded to Customer's new system by the Customer or its new vendor. The Transition Assistance outlined in this sub-section is included in the Fees charged to Customer for the Product. Fees are due and payable up to the cut-off date.
- 11.2 As an optional transition assistance service for an additional Fee, Versaterm will provide the database and install the licensed source code, along with the accompanying license and license agreement.
- 11.3 Notwithstanding the foregoing, Versaterm reserves the right to retain Customer Data on audit logs and server system logs and in support tickets, support requests, and direct communications with Versaterm.

12. Survival

- 12.1 All rights and obligations shall cease upon termination or expiration of this Agreement, except for the rights and obligations set forth in Section 6 ("Confidentiality"), Section 8 ("Indemnities"), Section 9 ("Limitation of Liabilities") Section 10 ("Termination"), Section 11 ("Transition Assistance"), Section 12 ("Survival"), and Section 14 ("Dispute Resolution").

13. Insurance

- 13.1 Versaterm shall secure and maintain the following insurance throughout the term of this Agreement:
- 1. **Commercial General Liability** in the minimum amount of \$1,000,000 per occurrence and \$1,000,000 aggregate.
 - 2. **Non Owned Automobile Liability** insurance coverage for all hired vehicles with a minimum combined single limit of \$1,000,000.
 - 3. **Workers Compensation** insurance that meets the statutory obligations.

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4. **Technology Errors & Omissions** insurance including coverage for Network Security, Data Breach and Privacy ("cyber") Liability for the duration of this agreement. The insurance policy provides coverage in the amount of \$1,000,000 and a \$100,000 sublimit for privacy remediation (event management costs). The limit is an annual aggregate. The policy is written on a Claims-Made basis, the policy will remain in continuous effect for at least 3 years after the service is provided or includes a 3 year extended reporting period.

14. Dispute Resolution

- 14.1 The Customer and Versaterm agree that disputes related to the project and this Agreement should first be addressed by negotiations between the Parties. If direct negotiations fail to resolve the dispute, each Party (the Customer and Versaterm) shall appoint a representative to attempt to arbitrate the differences between the Parties within 15 elapsed Business Days of such recognition that direct negotiations have failed. If the two appointed arbitrators cannot reach an agreement to resolve the issue within 10 further elapsed Business Days, the two arbitrators shall jointly agree on the selection of a third arbitrator. The three arbitrators shall then have a further 10 elapsed Business Days to make an arbitration decision, by simple majority, that shall be binding on both Parties. The costs for such arbitration shall be equally and jointly assumed by the two Parties to this Agreement. Any arbitration shall take place either virtually or in the State of California.
- 14.2 This Section 14 shall not restrict or prejudice either party's right to seek injunctive relief in a court of competent jurisdiction or right to enforce any arbitrator decisions made in accordance with this Section 14 in a court of competent jurisdiction.

15. Assignment

This Agreement shall be binding upon the successors and assigns of both Parties, provided, however, that no assignment, delegation, or other transfer (except to a third party acquiring all or substantially all of Versaterm's assets or by merger of Versaterm with a third party) shall be made by either party without the prior written approval of the other party, which approval shall not be unreasonably withheld.

16. Severability

Any provision of this Agreement or part thereof found to be illegal or unenforceable shall be deemed severed and the balance of this Agreement shall remain in full force and effect.

17. Waiver

The failure of a party to enforce a provision, exercise a right, or pursue a default of this Agreement shall not be considered a waiver. The express waiver of a provision is to be effective only in the specific instance, and as to the specific purpose, for which it was given. Unless stated otherwise, all remedies provided for in this Agreement are to be cumulative and in addition to, and not in lieu of, any other remedies available to either party at law, in equity or otherwise.

18. Headings

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The titles and headings contained in this Agreement are for reference purposes only, and shall not in any manner limit the construction or interpretation of this Agreement.

19. Entire Agreement

This Agreement shall supersede all previous communications, negotiations, and other agreements whether written or oral in relation thereto, unless the same are expressly incorporated into this Agreement by reference either at the time of execution, or subsequently, as a result of a Change Order or amendment.

20. Counterparts

This Agreement may be executed in counterparts and delivered to each of the Parties by facsimile or electronic mail. Electronic, facsimile, or photocopy signatures are deemed as legally enforceable as the original. Each such counterpart is deemed an original instrument, but all such counterparts taken together constitute one and the same agreement. The Parties stipulate that a photocopy of an executed original will be admissible in evidence for all purposes in any proceeding as between the Parties.

21. Notices

Any formal notice or communication given or required to be given under this Agreement, (other than routine operational communications) shall be in writing and will be served either in person or by registered mail, certified mail, or courier services that provide proof of delivery and package tracking capability, in each case with postage or shipping fees prepaid, to the other party at the address stated below or at the latest changed address given by the party to be notified as hereinafter specified. Notices will be considered effective on the day of actual delivery. Alternatively, written notices sent by electronic mail to the other party and then acknowledged back by electronic mail by the other party shall be deemed to have been given when the acknowledgment of receipt is received by the sender.

To Customer:

To Versaterm:

Versaterm Public Safety Inc.

Attn: Warren Loomis

400-1331 Clyde Avenue

Ottawa, Ontario, Canada

K2C 3G4

wloomis@versaterm.com

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22. Force Majeure

This section applies in the event that either party is unable to perform the obligations of this Agreement because of a Force Majeure event as defined herein. A Force Majeure event is an event that prohibits performance and is beyond the control of the party. Such events may include natural or man-made disasters, or an action or decree of a superior governmental body, which prevents performance.

Force Majeure under this Section shall only apply to the extent that performance is rendered not possible by either party or its agents. Should either party be unable to perform this Agreement as the result of a Force Majeure event, such party shall give notice to the other party as soon as practical and shall do everything possible to resume performance.

Upon receipt of such notice, the party shall be excused from such performance as is affected by the Force Majeure Event for the period of such Event. If such Event affects the delivery date or warranty of this Agreement, such date or warranty period shall automatically be extended for a period equal to the duration of such Event.

23. Choice of Law

This Agreement shall be governed by, construed and enforced in accordance with the laws of the State of California.

24. UN Exclusion

Pursuant to Article 6 of the United Nations convention on contracts for the International Sale of Goods ("UN Convention"), the Parties agree that the UN Convention shall not apply to this Agreement.

25. No Third Party Beneficiaries

Customer and Versaterm are the only Parties to this Agreement and are the only Parties entitled to enforce its terms. Nothing in this Agreement gives, is intended to give, or shall be construed to give or provide any benefit or right, whether directly, indirectly, or otherwise, to third persons unless such third persons are individually identified by name herein and expressly described as intended beneficiaries of the terms of this Agreement.

IN WITNESS WHEREOF the parties hereto have caused these presents to be executed as of the day and year first above written.

Customer



Name: Rory Aronsky

Versaterm Public Safety Inc.

DocuSigned by:

Warren Loomis
0458A41D7714C1

Name: warren Loomis

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Title: **Senior Buyer**

Date: **October 11, 2023**

Name: _____

Title: _____

Date: _____

Title: **President & CEO**

Date: **October 18, 2023**

DocuSigned by:

8C4F3D123D3848A...

Name: **Terri Rosales**

Title: **VP Finance and Admin**

Date: **October 18, 2023**

Exhibit A: License Terms

1. Compliance

The Customer will be responsible to Versaterm for compliance with the restrictions on use and other terms and conditions of this Agreement by Customer and all of its Authorized Users.

2. License for Use (SaaS Services)

Subject to the terms and conditions of this License Agreement and the payment of the applicable license fee, Versaterm and/or its Affiliates hereby grants to Customer, for use by its Authorized Users, a non-exclusive, non-transferable, non-sublicensable license to access the SaaS Services (as described in Annex A). The SaaS Services shall be accessible through a designated secure internet platform during the Term of this Agreement solely for the Customer's use in conjunction with the Customer's police operations (and not for resale, access by third-parties, or for other commercial purposes).

Apart from the rights enumerated in this Agreement, the SaaS Services do not include a grant to the Customer of any right to use, nor any ownership right, title, or other interest, in or relating to SaaS Services, nor in any copy of any part of the SaaS Services.

3. License for Use (On-Site Application Software)

Subject to the terms and conditions of this License Agreement and payment of the applicable license fee, Versaterm and/or its Affiliates hereby grants to the Customer, for use by its Authorized User, a non-exclusive license to use the On-Site Application Software solely for the Customer's use in conjunction with the Customer's police operations.

Apart from the rights enumerated in this License Agreement, the License does not include a grant to the Customer, of any right to use, nor any ownership right, title or other interest, in or relating to the On-Site Application Software, nor in any copy of any part of the On-Site Application Software.

4. Copies of Documentation

Versaterm will provide Customer with access to the Documentation, as may be updated from time to time. The Customer may use the Documentation solely in connection with the use of Product, and may reproduce the Documentation, provided that each copy thereby produced shall be marked with Versaterm's proprietary markings as delivered to the Customer. The Customer shall not use, print, copy, translate or display the Documentation in whole or part for any reason other than those expressly authorized in this License Agreement.

5. Title

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As between Versaterm and/or its Affiliates and Customer, Versaterm and/or its Affiliates retains title to and ownership of the SaaS Services, On-Site Application Software, and Documentation, including Source Code, and all Intellectual Property Rights relating thereto (collectively, "Versaterm Intellectual Property"). Versaterm and/or its Affiliates' licensors retain title to and ownership of the Third-Party Data and the Third-Party Components, including all copyrights and other Intellectual Property relating thereto. Customer will have no rights with respect to SaaS Services, On-Site Application Software, and Documentation, including Source Code, the Third-Party Data or the Third-Party Components, other than those expressly granted under this Agreement. Any suggestions for changes or improvements to the Product that Customer provides to Versaterm, whether solicited by Versaterm or not, shall be owned by Versaterm, and Customer hereby irrevocably assigns, and shall assign, to Versaterm all rights, title, and interest in and to such suggestions. Versaterm shall have no obligation to incorporate such suggestion into its products or Services.

6. Restrictions on Use

The Customer and its Authorized Users will not (and will not knowingly permit any third party to): (i) share the Customer's or any Authorized User's login credentials; (ii) reverse engineer, decompile, disassemble, or otherwise attempt to discern the source code, underlying ideas, algorithms, file formats, or interface protocols of the Product or any files contained in or generated by the Product; (iii) copy, modify, adapt, translate, or make derivative works of the Product, Third Party Data, or Third Party-Supplied Components, or otherwise make any use, resell, distribute or sublicense the Product, Third Party Data or Third Party-Supplied Components other than in connection with this Agreement; (iv) make the SaaS Service available on a "service bureau" basis or knowingly allow any unauthorized users to use the SaaS Service; (v) remove or modify any proprietary marking or restrictive legends placed on the Product, Third Party Data, or Third Party-Supplied Components; (vi) create or augment any mapping-related dataset including a mapping or navigation dataset, business listings database, mailing list, or telemarketing list for use in an implementation that is not connected to the services; (vii) introduce into the Product any viruses, worms, defects, Trojan horses, malware, or any items of a destructive nature; (viii) hide or obscure any Authorized User's location with malicious intent or purpose; (ix) permit access or use of the Product for any activities other than to enhance the Customer's own services, where reliance solely on or failure to use the Product could lead to death, personal injury, or property damage. The Customer and its Authorized Users will not access the Product if in direct competition with Versaterm, and will not allow access to the Product by any party who is in direct competition with Versaterm and/or its Affiliates, except with Versaterm's prior written consent.

7. Third Party Applications

- 7.1 If Customer installs or enables a Third Party Application for use with the Product, Customer grants Versaterm permission to access Customer Data stored on that Third Party Application as required for the interoperation of that Third Party Application with the Product. In no event will Versaterm be responsible for any Third Party Application, or any failure of a Third Party Application to properly

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interoperate with the Product. If Versaterm receives information that a Third Party Application may violate any applicable laws or third-party rights, Customer will, promptly upon receiving notice of the foregoing from Versaterm, disable any connection between such Third Party Application and the Product to resolve the potential violation (and if Customer fails to promptly disable such connection, Versaterm shall have the right to do so).

8. Third Party Components

- 8.1 **Usage of Third Party Components.** Where there are any inconsistencies or conflict between the terms and conditions of Third-Party Components and the terms of this Agreement, such additional terms shall govern the Customer's use of the applicable Third-Party Component. Versaterm-supplied Third Party Component license(s) are restricted for use solely with Versaterm Application Software.
- 8.2 **Disclaimer Regarding Third-Party Components.** VERSATERM, NOT BEING THE PROVIDER OR MANUFACTURER OF THE THIRD-PARTY COMPONENTS, NOR THE PROVIDERS' OR MANUFACTURERS' AGENT, MAKES NO EXPRESS OR IMPLIED WARRANTY OF ANY KIND WHATSOEVER WITH RESPECT TO THE THIRD-PARTY COMPONENTS AND DISCLAIMS ANY SUCH WARRANTIES THAT MIGHT OTHERWISE EXIST.

9. Third-Party Data

Customer shall access and use the Third-Party Data in accordance with the terms and conditions of the agreement between the Customer and the provider of such Third-Party Data. VERSATERM, NOT BEING THE PROVIDER OR MANUFACTURER OF THE THIRD-PARTY DATA, NOR THE PROVIDERS OR MANUFACTURERS' AGENT, MAKES NO EXPRESS OR IMPLIED WARRANTY OF ANY KIND WHATSOEVER WITH RESPECT TO THE THIRD-PARTY DATA AND DISCLAIMS ANY SUCH WARRANTIES THAT MIGHT OTHERWISE EXIST.

10. Customer Data

As between Versaterm and Customer, Customer owns and shall retain all rights, title, and interest, including, without limitation, all Intellectual Property Rights, in and to Customer Data. Customer shall have the sole responsibility for the accuracy, quality, and legality of the Customer Data, including obtaining all rights and consents necessary to share the Customer Data with Versaterm as set forth in this Agreement. Versaterm shall not access Customer user accounts or Customer Data except: (i) in the course of data center operations, (ii) in response to services or technical issues, (iii) as required by the express terms of this Agreement, or (iv) at Customer's written request. Versaterm shall not collect, access, or use user-specific Customer information except as strictly necessary to provide the Product to the Customer. Notwithstanding anything to the contrary contained herein, Customer hereby grants to Versaterm an irrevocable, worldwide, royalty free, non-exclusive license to use the Customer Data to: (a) provide the Product to Customer and other Versaterm subscribers; (b) analyze the Customer Data in anonymized and/or aggregate form in order to operate, maintain, manage,

and improve the Product, create new products and services; and (c) for Versaterm's internal purposes to improve the Product.

11. Software Enhancements and Optional Modules

Versaterm shall supply the following, subject to the Customer's payment of applicable fees, and subject to and in accordance with the license rights, restrictions, terms, covenants, conditions, warranties, limitations, exclusions, and other provisions set forth in the Agreement:

- a. Major Enhancement Release(s) and/or Minor Enhancement Release(s) if any, to the Customer at no additional charge.
 - i. In the event of a Major Enhancement Release, Versaterm will deploy such upgrades to the Customer's systems, as scheduled in advance, with appropriate notification to the Customer. Customer shall have 60 days to test the Major Enhancement Release, after which, it becomes part of the System.
 - ii. In the event of a Minor Enhancement Release, Versaterm will deploy such updates to the Customer's system, as scheduled in advance, with appropriate notification to the Customer. With the goal of keeping such environments reasonably current, the Customer shall have 5 days to test the update, after which, the update shall become part of the System.
- b. Interface modules that are developed by Versaterm for interfacing the Product to other software products; provided, that such modules are specifically included in the Agreement.
- c. Changes to SaaS Services. Versaterm software operates on a variety of common web browser types. Versaterm reserves the right to provide the SaaS Services using only Versaterm Certified Browsers.

12. Disclaimer on Use

THE AUTOMATIC VEHICLE ROUTING RECOMMENDATION COMPONENT ("AVRR COMPONENT"), IF LICENSED UNDER THIS AGREEMENT, IS INTENDED FOR USE AS ONE FACTOR IN DETERMINING THE BEST VEHICLE ROUTING FOR THE CUSTOMER, BUT IS NOT INTENDED TO BE USED AS THE SOLE SOURCE FOR DETERMINING ROUTING, NOR WHICH VEHICLES TO DEPLOY TO ADDRESS ANY EMERGENCY SITUATION. THE AVRR COMPONENT IS HEAVILY DEPENDENT ON THE QUALITY OF THE SOURCE MAPPING INFORMATION INPUTTED BY OR ON BEHALF OF CUSTOMER AND VERSATERM WILL HAVE NO RESPONSIBILITY OR LIABILITY FOR ANY ROUTING ERRORS AND/OR DELAYS, NOR ANY RESULTANT DAMAGE OR LOSS ARISING AS A RESULT OF THE MAPPING DATA OR FOR ANY DAMAGES OR LOSS CAUSED BY ANY DECISION MADE OR ACTION TAKEN IN RELIANCE ON THE AVRR COMPONENT.

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Exhibit A – License Terms

Annex A – List of Licensed Program(s)

<u>Licensed Program</u>	<u>License Description</u>
Base Police vCAD	Site
Browser Status Screen (BSS)	Site
vCAD MapViewer Base Package	30 Installs
Versadex GIS Interface Toolkit	1 Install
Versadex Message Controller (VMC)	Site
Police vCAD Workstation Licenses	30 Installs
vCAD MapViewer Desk Station Licenses	30 Installs
Remote vCAD / Licenses	30 Concurrent Users
Automatic Vehicle Routing Recommendation (AVRR) Base	Site
Patrol Vehicles	
Police vMDT Licenses w/ NCIC and vCAD/vRMS Link	156 Installs
vMDT AVL Licenses	156 Installs
vMDT Advanced Mapping	156 Installs
Versadex RFLink for IP	156 Installs
vMDT Mugshot Viewing Base Package	156 Installs
Investigator Desktops	
Police vMDT Licenses w/ NCIC and vCAD/vRMS Link	44 Concurrent
vMDT AVL Licenses	44 Concurrent
vMDT Advanced Mapping	44 Concurrent

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Versadex RFLink for IP	44 Concurrent
vMDT Mugshot Viewing Base Package	44 Concurrent
vMobile (smartphone)	Site
Versadex Permitted Alarm Recorder	Site
Versadex Permitted Alarm Upload/Unload API	Site
Versadex Police vCAD/vRMS Gateway	Site
Versadex NCIC Message Switch	Site
Versadex NCIC Transaction Maintenance Tool	Site
Versadex CAD/RMS/AFR NCIC Link Base Package	Site
AVL Base Integration	Site
CAD AVL Layer	Site
MDT AVL Integration	Site
vRMS	Site
MRE Base Integration	Site
Patrol Vehicles	
MRE Licenses	156 Installs
Investigator Desktops	
MRE Licenses	44 Concurrent
<u>vCAD Interfaces</u>	
CAD Incident Transfer	Site
VCIJIS Interface	Site
CLETS Interface	Site
Intrado E911 Interface	Site
<u>vRMS Interfaces</u>	

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vRMS to CLETS Interface	Site
vRMS CIBRS Extract to DOJ	Site
vRMS to VCIJIS Event Export	Site
vRMS to VCIJIS Query Interface	Site
vRMS Warrant Import from VCIJIS Interface	Site
vRMS Arrest and Mugshot with VCIJIS IMS Interface	Site
CrossRoads eCitation/Accident Upload to vRMS	Site
vRMS to SAS Analytics Export	Site
vRMS to Porter Lee Property Interface	Site

Exhibit B: Annual Subscription Support Terms

1. Site Access

When requested by Versaterm, the Customer is obligated to provide access to its premises, staff, and authorities, provided Versaterm staff meet the security requirements noted in Section 4 of the Head Agreement.

2. Product Support

During the Production Period, Versaterm may make Support available through access to Versaterm's designated internet platform, and direct contact with the Customer. Such Support may consist of the periodic review of current outstanding questions and usage issues, new and upcoming releases of Major Enhancement and Minor Enhancements, and the periodic review of potential environment changes that could impact the use of the Product.

3. Regular Telephone Support

During the Production Period, Versaterm will make Support available by telephone to the Support Contact at substantially all times from 7:30 a.m. (EST) until 5:30 p.m. (Customer local time) each day except Saturdays, Sundays, and legal holidays in the jurisdiction of the Customer. To the extent possible by telephone, email, and remote communication, Versaterm will attempt to identify and provide a workaround for the Problem and will use reasonable efforts to provide a final solution for the Problem, if that applies. Versaterm will normally respond to ~~3~~ telephone requests for Critical Priority Errors and High Priority Errors within thirty (30) minutes of receipt of the call.

4. 7x24 Emergency Telephone Support

Versaterm will provide 7x24 Telephone Support that extends Support for problems identified as Critical Priority Error and High Priority Error to include all hours not already provided for within Regular Telephone Support. 7x24 Telephone Support allows the Customer's internal support staff that are technically capable and who first troubleshoot the problem, to authorize Versaterm to provide 7x24 Telephone Support.

5. Termination of Corrective Action

Versaterm may, but need not, terminate its corrective efforts under this Exhibit at any time if, in its business judgment:

- a. The Customer fails to perform its obligations under this Agreement; or

- b. The Customer is not using the then current unmodified version of the Product or other versions of the Product then supported by Versaterm; or
- c. Versaterm and/or the Customer is not able to reproduce the Problem in the applicable operating environment and verify that the Problem is in fact in the Product and not elsewhere; or
- d. The Problem is not material; or
- e. Further corrective efforts are not appropriate because the Problem has been identified and is caused by an external factor not within Versaterm's control; or
- f. Versaterm has declared the Problem as probably being caused by something external to the supplied Product, such as aberrations within the client's network (LAN and/or WAN and/or related network equipment). Versaterm will terminate work on this Problem unless the Customer authorizes further diagnosis effort that may be billable separately under this Agreement when and if the suspected external problem source is confirmed. If confirmed as being caused by an external source, then such work will be billed on a time and materials basis at the then prevailing hourly rates for Support (whether within or outside normal support hours) and can be authorized by e-mail by the designated Support Authority or other as designated in writing to Versaterm as having that authority.

6. Third Party Applications

6.1 Responsibilities for Planned Updates.

Customer shall provide Versaterm with prompt notice, and in no case fewer than forty-five (45) days' advance notice, of any update by the Third Party Provider of a Third Party Application. Versaterm shall undertake commercially reasonable efforts to patch or update the Product in order to integrate it with the updated Integrated Third Party Application.

6.2 Responsibilities for Planned Upgrades.

Customer shall provide Versaterm with prompt notice, and in no case fewer than ninety (90) days' advance notice, of any planned upgrade by the Third Party Provider of a Third Party Application. Versaterm shall evaluate the time and resources required to patch or update the Product in order to integrate it with the upgraded Third Party Application. The Parties shall engage in good faith negotiations to agree on the terms (including, without limitation, schedule and price) on which Versaterm would develop a patch, update, or upgrade to integrate the Product with the Third Party Application.

Exhibit C: Price and Payment Terms

Versaterm shall be paid based on the Fees set forth in this Exhibit.

1. Fee for Onboarding Services

- 1.1 **vCAD SaaS Migration Fees.** The total amount payable for vCAD SaaS Migration Services shall not exceed \$78,400. An invoice for this Fee shall be issued upon commencement of the first Production Period of the Software as a Service and shall be paid in full within thirty (30) Days after the invoice date. This will be funded by the VCIJIS Project.
- 1.2 **vRMS SaaS Onboarding Fees.** The total amount payable for vRMS Onboarding Services shall not exceed \$597,812. This will be funded by the VCIJIS Project. Invoices for this Fee shall be issued and payable in accordance with the following schedule:

vRMS Payment Schedule			
#	Milestone	Percentage	Payment
1	Kickoff Meeting	10	\$59,781
2	Configuration Workshop #2	20	\$119,562
3	Production System Install	20	\$119,562
4	Trainer-Training	20	\$119,562
5	Production Use	20	\$119,562
6	System Acceptance	10	\$59,781
Total:		100	\$597,812

2. Fees for SaaS Services

- 2.1 **First Subscription Fee for vCAD SaaS.** The annual subscription Fee for the first year of the Software as a Service is \$314,291.13, which shall be prorated to the following October 1. This Fee shall be paid in full and in advance within thirty (30) days after the Production Period begins, which shall set the date of future annual renewals (the “Subscription Payment Date”). This will continue to be funded directly by the Sheriff.
- 2.2 **First Subscription Fee for vRMS SaaS.** The annual subscription Fee for the first year of the vRMS is \$662,000, which shall be prorated to the following October 1. This Fee shall be paid in full and in advance within thirty (30) days after the Production Period begins, which shall set the date of future annual renewals (the “Subscription Payment Date”). This will be funded by the VCIJIS Project until project completion.
- 2.3 **Future Subscription Fees.** The annual subscription Fee for subsequent years of Software as a Service (each a “Subscription Renewal Term”) shall be paid in full and in advance on each annual Subscription Payment Date.

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2.4 Calculation of Subscription Fees.

2.4.1 **Increases.** Increases in the annual subscription Fee shall not exceed 4% + CPI per Subscription Renewal Term. Versaterm shall notify Customer regarding any pricing increases at least sixty (60) days prior to the beginning of a Subscription Renewal Term.

3. Egress and Connectivity

3.1 Versaterm will provision redundant Customer VPN end points – Up to 2 connections. Each VPN connection has two tunnels that should be configured by Customer in order to provide redundancy. Customer is responsible for providing and configuring the required Customer Gateway VPN hardware and software.

3.2 The Customer Data shall be made available for egress for a total of 800 gigabytes per month. Any egress connectivity beyond this rate shall be charged periodically at prevailing rates at the time, and shall be paid in full when and as required, and also according to the termination provisions set forth in Section 10 “Termination” of the Head Agreement.

4. Database / Disk Storage

4.1 The initial database storage shall be made available as follows:

- a. a maximum of 100 gigabytes for the vCAD Production Databases;
- b. a maximum of 100 gigabytes for the vCAD Production Read-Replica Databases;
- c. a maximum of 50 gigabytes (combined) for the CAD Test/Implementation and Training Databases.
- d. a maximum of 200 gigabytes for the vRMS Production Databases;
- e. a maximum of 200 gigabytes for the vRMS Production Read-Replica Databases;
- f. a maximum of 50 gigabytes (combined) for the vRMS Test/Implementation and Training Databases.

For each Subscription Renewal Term, an automatic database storage increase of 10% of the initial database storage maximums, as listed in this subsection, will be provided to accommodate storage growth over time.

Example:

Year 1 - 200 GB (10% of 200GB = 20GB)
Year 2 - 200 GB + 20GB = 220 GB
Year 3 - 220 GB + 20GB = 240 GB
Year 4 - 240 GB + 20GB = 260 GB

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Year 5 - 260 GB + 20GB = 280 GB

...

- 4.2 The initial disk storage (for multimedia attachments and logs) shall be made available for a total maximum of 1 Terabyte.

For each Subscription Renewal Term, an automatic disk storage increase of 10% of the initial disk storage maximum, as listed in this subsection, will be provided to accommodate storage growth over time.

Example:

Year 1 – 1 TB (10% of 1 TB = 100 GB)

Year 2 – 1 TB + 100 GB = 1.1 TB

Year 3 – 1.1 TB + 100 GB = 1.2 TB

Year 4 – 1.2 TB + 100 GB = 1.3 TB

Year 5 – 1.3 TB + 100 GB = 1.4 TB

- 4.3 Any storage beyond this allocation shall be charged at the prevailing rates at the time, and shall be paid in full when and as required, and also according to the termination provisions set forth in Section 10 “Termination” of the Head Agreement.
- 4.4 Versaterm will notify the customer of current database/disk storage consumption prior to the annual subscription renewal so the customer can take appropriate action (e.g. increase storage as required).

Exhibit D1
Statement of Work

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1 General Information

This Exhibit D1 – Statement of Work (SOW), sets forth the tasks, activities, responsibilities, and deliverables of the Parties to uplift the County’s CAD/MRE system to the Versaterm vCloud SaaS solution and enable the vRMS to support CIBRS and Records Management functionality as defined in the Contract (the “System”). Versaterm shall provide the Services to configure, migrate existing data, integrate, host, manage and provide access to applications, software, databases, platforms, infrastructure and other tools and modules as set forth in the SaaS Agreement, Exhibits, and Amendments, governed by the Contract.

At “Production Go Live”, all licensed programs, as set forth in Exhibit A License Terms, and other Solution elements shall be at the latest Versaterm general availability version, and the Solution will be fully functional as documented in the release notes provided on vConnect and the Contract, unless otherwise agreed and documented in a punch list having committed completion dates.

The SOW tasks outlined below may not always start and complete in a sequential manner, but may overlap by mutual agreement.

1.1 Project Management

Versaterm and the County shall each appoint a Project Manager for the Project who shall be the primary point of contact between the Parties during the Project. The Project Managers from Versaterm and the County will be responsible for directing and managing the Project in order to meet the Project objectives. The Project Managers must be fully knowledgeable of the objectives of the Project; empowered to provide access to its resources (personnel, documents, physical areas, etc.); and responsible for administrative and technical decisions on the Project.

The Project Managers shall be responsible for managing their respective Project team’s resources and responsibilities.

1.2 Roles and Responsibilities

This section describes the roles and responsibilities of the following Project resources throughout the duration of the Project:

- A. Versaterm’s Project Manager
- B. County’s Project Manager

1.2.1 Versaterm’s Project Manager

Project management services are a large part of what Versaterm provides and occur throughout the Project as part of every task. Versaterm’s Project Manager is available to the County on a daily basis every Business Day and not just at designated points in time. Versaterm’s Project Manager is responsible for (but not limited to) the following:

- A. Maintaining regular effective communication with the County’s Project Manager.
- B. Managing the efforts of Versaterm’s staff and coordinating Versaterm’s activities with the County’s Project Manager.
- C. Maintaining an Action Item Log to identify outstanding tasks and issues and identifies who is responsible for the outstanding tasks and issues.
- D. Tracking overall Project status.

1.2.1 Versaterm's Project Manager

- E. Conducting weekly conference calls, or as mutually agreed upon, with the County's Project Manager to discuss the Project's status, any encountered or anticipated problems along with mitigation efforts for them, upcoming activities, and expected participation in these activities by the County's team.
- F. Providing timely responses, no later than five (5) Business Days, to issues raised by the County's Project Manager.
- G. Monitoring the Project to ensure that support resources are available as scheduled and as identified in this SOW.
- H. Coordinating and overseeing the installation and configuration efforts of all interfaces included in the Contract.
- I. Coordinating the Versaterm Train the Trainer training and providing support to the County during End User training.
- J. Assist the County with developing system testing and coordinating Versaterm resources during the test period.
- K. Preparing Change Orders and, when required, Amendments, in consultation and at the request of the County's Project Manager.
- L. Providing support during cutover
- M. Overseeing invoice preparation in conformance with the Contract.

1.2.2 County's Project Manager

The County's Project Manager is responsible for and involved throughout the entire Project. The County's Project Manager is responsible for (but not limited to) the following:

- A. Maintaining regular communications with Versaterm's Project Manager.
- B. Managing the efforts of the County's staff and coordinating County's activities with Versaterm's Project Manager.
- C. Ensuring that the County's personnel have ample time, resources, and expertise to carry out their assigned Project tasks and responsibilities.
- D. Participating in regular conference calls (e.g., weekly) with Versaterm's Project Manager to discuss Project status updates, any encountered or anticipated problems along with mitigation efforts for them, upcoming activities, and expected participation in these activities by the County's team.
- E. Following-up and tracking outstanding County issues and action items for Action Item Log.
- F. Providing timely responses, no later than five (5) Business Days, to issues raised by Versaterm's Project Manager.

1.2.2 County's Project Manager

- G. Facilitating communication between the County, and Third Party resources and Versaterm's resources for interface and Data Migration tasks.
- H. Managing communications with, and tracking and managing assigned Project tasks and their completion by, third parties involved in the Project that are directly under contract with the County or outside agencies.
- I. Requesting, discussing, and reviewing Change Orders and Contract Amendments mutually prepared by Versaterm's Project Manager and the County's Project Manager.
- J. Coordinating approval and execution of Change Orders and Contract Amendments as needed.

2 Onboarding Tasks for CAD/MRE and RMS AWS Migration

Onboarding Services means the evaluation, consultation, implementation, and other services provided by Versaterm in connection with the implementation of the Product, as further described in this SOW.

The major Onboarding tasks during the Project are identified and described in this section of the SOW, including for each task: the County's and Versaterm's responsibilities, prerequisites, associated Deliverables and completion/Acceptance criteria.

2.1 Execute Contract

This task represents the start of the Project where the Contract is formally executed.

2.1.1 Versaterm Responsibilities

- A. Arrange for proper signature of the Contract by Versaterm's authorized personnel.

2.1.2 County Responsibilities:

- A. Obtain required authorization to execute the Contract.
- B. Arrange for proper signature of the Contract by the County's authorized personnel.

2.1.3 Prerequisites

- A. None

2.1.4 Deliverables

- A. Fully executed Contract

2.1.5 Task Completion/Acceptance Criteria

- A. The Contract is properly executed by the Parties.

2.2 Establish the County's Onboarding Team

In addition to a full-time Project Manager, the County will establish an onboarding team (Onboarding team) to represent technical and operational areas. The County's Onboarding team will be composed of the County personnel and will consist of at least 1 member from the following job classifications:

- A. Communications 911 Resource

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- B. Patrol Officer
- C. Patrol Supervisor
- D. Information Technology – System Administrator
- E. MRE Business Analyst

This list will be refined during task completion. The operational resources will be mainly required for testing purposes.

The composition of the County's Onboarding team may change during the Project due to changes in the job responsibility of team members (promotions, transfers, etc.) and due to other factors beyond the County's ability to control (health issues, termination, etc.). The County will replace Onboarding team members in a timely manner should replacement be required.

2.2.1 Versaterm Responsibilities

- A. Collaborate with the County's Project Manager to refine the staffing and time allocation requirements of team members should such refinement be required.
- B. Review and comment on the composition of the proposed team.

2.2.2 County Responsibilities

- A. Collaborate with Versaterm's Project Manager to refine the staffing and time allocation requirements of team members should it be required.
- B. Identify team members and their expected time allocation to the Project.
- C. Obtain authorization from management for each team member's expected level of participation in the Project.
- D. The County's Project Manager will provide contact information and roles and responsibility information for the County's Onboarding team membership to Versaterm's Project Manager for review and comment.

2.2.3 Prerequisites

- A. None

2.2.4 Deliverables

- A. Identified members of the County's Onboarding team

2.2.5 Task Completion/Acceptance Criteria

- A. The members of the County's Onboarding team have been identified.
- B. The members of the County's Onboarding team have been authorized to participate in the Project at the required level of commitment of time.

2.3 Project Initiation Planning

This task includes the following subtasks:

- A. Review the expected project schedule.

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- B. Refine the Project communication plan and establish a clear chain of communication and authority.

This task will be accomplished through a series of conference calls between Versaterm's and the County's Project Managers.

2.3.1 Versaterm Responsibilities

- A. Collaborate with the County's Project Manager to schedule and facilitate the required conference calls and discussions.
- B. Review the project schedule and revise as necessary with the County's Project Manager.

2.3.2 County Responsibilities

- A. Collaborate with Versaterm's Project Manager to schedule and facilitate the required conference calls and discussions.
- B. Collaborate with Versaterm's Project Manager to design the format of the Project's Action Item Log.
- C. Review the project schedule and revise as necessary with Versaterm's Project Manager.

2.3.3 Prerequisites

- A. Contract execution.

2.3.4 Deliverables

- A. Updated Project communication plan.
- B. Updated project schedule

2.3.5 Task Completion / Acceptance Criteria

- A. The required discussions have been held.
- B. The County and Versaterm have approved the updated Project Communication Plan.
- C. Updated project schedule is approved by the County.

2.4 Establish communication to AWS

This task is to establish connectivity between the County and the Product installed in the Versaterm VPC (Virtual Private Cloud) in the AWS GovCloud (US) Region.

Two (2) separate VPCs are utilized. The "NonProd" account contains one VPC housing the Test and Training environments, and a second account is used for Production that only houses the Production environment.

A secure redundant connection (tunnel) shall be established between the County and the Versaterm VPC in the AWS GovCloud (US). All customer access to the Product will be done through the secure connection. A County user must first authenticate and connect to the local County network before gaining access to the Product. This applies to all users, including any remote or external users. Users will not be able to access the Product without coming through the established secure tunnel between the County and the Versaterm VPC.

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All exchanges between the Product applications in the AWS GovCloud (US) and any onsite servers or services (interface servers, FTP servers, etc.) will communicate through the secure connection (tunnel) established between the County and Versaterm VPC in AWS. There is an exception to this communication protocol, currently the Product allows SFTP file transfer interfaces to reach vCloud via an internet facing SFTP service that is locked down to whitelisted public IP sources.

The County can connect to AWS via either a secure County Gateway IPSec VPN tunnel (routable through the Internet), or a Direct Connect connection to AWS. Versaterm recommends a VPN over an AWS Direct Connect for the best user experience and reliability. Costs and requirements will differ for each.

2.4.1 Versaterm Responsibilities

- A. Work with the County to review and finalize connectivity to AWS, including reviewing the County connectivity requirements, security and privacy requirements, data transfer and network bandwidth requirements, and level of service required (redundancy requirements).
- B. Work with the County to confirm how the County will connect to AWS (the County Gateway IPSec VPN tunnel (routable through the Internet), or Direct Connect connection to AWS, or combination of both).
- C. Provide a list of network ports and services that need to be enabled (opened) between the County's local network and AWS (both ways).
- D. Versaterm will provide a list of supported IPSec VPN hardware to the County (for the local customer VPN hardware) to confirm compatibility with AWS.
- E. Versaterm will create a County Gateway (VPN) Configuration File (for the specific customer VPN hardware) for the County to load on their VPN Gateway. The Configuration File includes configuration/connectivity details to connect to the Versaterm VPC in AWS GovCloud (US).
- F. Enable the County access to the Versaterm VPC(s) in the AWS GovCloud (US) Region.
- G. Define routing rules for the County provided IP ranges, on the Versaterm core AWS VPN tunnel, for access to any County on premise servers/services that the Product will need access to (for interfaces, etc.).
- H. Provide a Private IP range that all traffic between the County and vCloud will be NATed to.
- I. Test connectivity with the County.

2.4.2 County Responsibilities

- A. Provide a local network specialist that can work with the County and Versaterm to establish required network connectivity.
- B. Review network bandwidth requirements with Versaterm to determine how the County will connect to AWS (County Gateway IPSec VPN tunnel, or Direct Connect connection to AWS).
- C. Identify onsite servers/services/interfaces CAD/MRE and RMS to connect to.
- D. Provide connectivity to AWS,
 - provide a secure connection for access to the AWS GovCloud (US) Region; the connection must be capable of supporting the County bandwidth requirements identified above.
 - to minimize service interruptions, separate, redundant connections are required; dedicated circuits are preferred.

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- if Direct Connect connection(s) to AWS is to be supported (as determined by local bandwidth and other requirements), work with the County's local telco provider, AWS, AWS Direct Connect Partner, and Versaterm to finalize detailed requirements and establish required Direct Connection(s) to the Versaterm VPC(s) in the AWS GovCloud Region
 - E. Provide County Gateway VPN(s),
(for clarity, a County Gateway is a physical device or software application on the County's side of the VPN connection)
 - provide County Gateway VPNs capable of meeting the County/Police connectivity and bandwidth requirements; County Gateway VPNs compatible with the AWS supported platform (as provided by Versaterm) are required; redundant Gateways/VPNs are also required to minimize service interruption.
 - IPSec County Gateway VPNs must support and be certified for FIPS 140-2.
 - provide County Gateway VPN hardware (e.g. Cisco), platform (e.g. ISR Series Routers), and software version (IOS 12.4) to Versaterm.
 - provide internet-routable IP address for the County Gateway VPN(s)' external interface which Versaterm will use when creating the County Gateway (VPN) Configuration File (value must be static; the County Gateway may reside behind a device performing network address translations(NAT)).
 - provide the County BGP ASN (Border Gateway Protocol, Autonomous System Number) to use, to Versaterm, if any, which Versaterm will use when creating the County Gateway (VPN) Configuration File; otherwise, Versaterm will configure a default value of 65000 for the County Gateway BGP ASN.
 - identify IP range (IP subnet pre-fixes) for any of the County's onsite servers that the System will need access to (for interfaces, etc.).
 - enable NATing of data between the internal County network and vCloud as well as provide some static NATed IPs for servers and interfaces that Versaterm vCloud needs to communicate with.
 - load the County VPN Gateway Configuration File provided by Versaterm, on the County Gateway VPN device(s).
 - F. Provide a method of local auditing of connections on a per user basis.
 - G. Work with Versaterm to resolve any IP subnet overlap issues, and other as required.
 - H. Test connectivity with Versaterm (for the County, remote/external users, and Remote Partner Agencies).
 - I. Provide 7x24 technical network support to the County.
- 2.4.3 Prerequisites
- A. Project Initiation Planning (Section 2.3).
- 2.4.4 Deliverables
- A. List of IPSec VPN County Gateway hardware supported by AWS.

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- B. County Gateway (VPN) Configuration File (for the specific County Gateway hardware) for the County to load on their VPN Gateway.
- C. Enable the County access to the Versaterm VPC in the AWS GovCloud (US) Region.

2.4.5 Task Completion / Acceptance Criteria

- A. County connectivity is installed, configured, and the County is able to connect to the Versaterm VPC in the AWS GovCloud (US) Region.

2.5 Product Setup and Configuration

Versaterm will setup and configure an Implementation/Test, Training, and Production environment for the County, within the Versaterm Virtual Private Cloud in the AWS GovCloud (US) Region, in accordance with the agreed to project schedule. Versaterm will provide the latest version of the CAD/MRE and RMS.

As noted in Section 2.4, separate VPCs are supported for the Implementation/Test, Training, and Production environments.

As part of this task, Versaterm will also setup and enable user authentication against the local County Microsoft Active Directory (AD) store.

Once the environments are setup, Versaterm will provide the County with the URLs, one URL for Training and one URL for Test, for the County users to access the CAD/MRE and RMS in the Versaterm Virtual Private Cloud in AWS.

2.5.1 Versaterm Responsibilities

- A. Create the RDS (Relational Database Service) instances for the County implementation/test, training and production database(s), including read-replica of the production database, as required; and configure database backup rotations.
- B. Create County multi-media document store (for document attachments).
- C. Create County data store for audit and log storage (local administrator accessible).
- D. Configure the application for user use.
- E. Setup and configure County interface services for the Versaterm Message Controller (VMC)
- F. Configure system monitoring and alerts.
- G. Create system administrator accounts to access the County audit files and logs, as well as the County's read-replica database instance.
- H. Configure the Implementation/Test, Training and Production environments to authenticate against the County's Active Directory.
- I. Provide application connectivity instructions and URLs.
- J. Provide the CAD/MRE, RMS and mobile client modules of the Application Software and installation instructions.

2.5.2 County Responsibilities

- A. Assist Versaterm in configuring the Implementation/Test, Training, and Production environments to authenticate against the County's Active Directory.

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- B. Work with Versaterm to finalize the setup of the Product environments (test and confirm that the County users can access the Product)
- C. Install the mobile client module of the Application Software on County workstations that will be used during the Onboarding activities.
- D. Work with Versaterm to finalize the setup of the mobile workstations (install any new mobile software as required (for user authentication and other) and test and confirm that the County mobile workstations can access the Product)

2.5.3 Prerequisites

- A. Establish communication to AWS (County's responsibility).

2.5.4 Deliverables

- A. Fully operational Implementation/Test, Training and Production Environments containing the latest version of the CAD/MRE server software.
- B. Versaterm-provided Product application connectivity instructions.
- C. Fully configured and operational workstations as required to support the System's Onboarding activities.

2.5.5 Task Completion / Acceptance Criteria

- A. The Product is installed, configured and fully operational on the Product's Implementation/Test, Training and Production Environments.
- B. The web access to the Product is verified to be operational from the County workstations required to support the Product's Onboarding activities.
- C. The mobile client module of the Application Software is verified to be operational on the County workstations required to support the Product's Onboarding activities.

2.6 Data Migration

All County data and configurations will be migrated from the County Production CAD and RMS systems into the vCloud System. Versaterm shall perform an unload of the existing IDS databases using Versaterm developed Genero 4GL routines. The unloaded files will also be loaded into the PostgreSQL DB engine using Genero 4GL routines.

Versaterm may need to conduct initial testing of the unload/migration process to validate the approach, including gaining an understanding of overall down time (where the CAD and RMS system will be offline) to ensure it meets the County's requirements, prior to committing to conducting the actual migration of the Production database using the proposed unload/load process.

To expedite the initial testing and validate the proposed approach, Versaterm will provide a virtual machine image (VM) with the PostgreSQL DB software pre-loaded for the County to host on the County's internal infrastructure. This PostgreSQL virtual server image provided by Versaterm will be used as a temporary environment for initial unload and timing tests (in the TEST environment).

Separate TEST, and PRODUCTION environments are currently supported for the CAD/MRE and RMS applications. Only one TEST environment will be supported in vCloud. Separate database servers will be hosted for the Test, Train and PROD environments to isolate and minimize any performance impacts on

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the Production CAD or RMS. Only data that Versaterm provides as a core schema will be uploaded “as is” from the existing IDS TEST and PROD databases.

Versaterm will stand up the final end-state PostgreSQL environment to be used for the County CAD and RMS applications. Configurations regarding replication into a cloud-hosted Postgres database (Versaterm’s standard vCloud offering) will be handled by Versaterm. Should the County require a different type of replication e.g. replication to an on-prem reporting database, this would be outside the scope of this SOW, however, additional options and their associated costs can be reviewed and considered. The CAD and RMS applications will connect to the new Postgres environment in the same manner as it did for IDS (i.e., direct DB connection using DB Client drivers).

In the case of a critical failure of the primary DB, fail-over operations to a backup vCloud DB will be handled at the database level and configured/supported by Versaterm.

Versaterm will configure the CAD/MRE and RMS applications to connect to the database. CAD/MRE and RMS system performance will be the responsibility of Versaterm.

This is a “like for like” change from one database engine to another, and Versaterm will be responsible for all changes required to restore “like for like” integrations and existing functionality between the CAD/MRE or RMS applications. These framework changes are covered under regular support and will not incur additional costs.

Versaterm will also need to temporarily install the 4js Genero framework on the PostgreSQL database servers to expedite the database load process. Versaterm will remove the framework once the database load has been completed.

The County will need to provision sufficient existing server capacity (CPU/ram/storage) on the application servers (TEST, TRAIN, PROD) – from which the unload of the IDS databases will be run. Server capacity (CPU/ram/storage) will need to be able to sustain and support the load/capacity/performance as required to support the County operations. Note that server resources may temporarily need to be augmented during the database migration process to expedite the overall process.

Versaterm is responsible for migrating the CAD/MRE and RMS data from the current IDS database(s) to PostgreSQL. The support and ongoing maintenance and operation of the PostgreSQL database environment is also the responsibility of Versaterm. This includes ongoing performance monitoring; reconfiguring and tuning the DB environment as required to support the proper performance and operation of the database as per changing the County demands; handling patch updates; and other as required. Versaterm is also responsible for ensuring that database backups are maintained, and that data can be restored as required.

Versaterm will be migrating the core Versaterm supported CAD database structures (only) to PostgreSQL. We will not be migrating/re-creating IDS DB views, stored procedures, or any custom tables, indexes, or other created by the County.

The County will be responsible for updating, adapting, converting and testing local processes/programs/reports (incl. adapting IDS stored procedures) to function outside of the PostgreSQL DB. Versaterm does not recommend that external systems, processes, or users connect to the Primary Production CAD or RMS databases directly, except for the specific production interfaces supported by the CAD.

The provisioning of a single readonly postgres account for access to any read-replica databases for reporting, analytics, and other local uses, will be the responsibility of Versaterm.

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Prior to performing any data migration, the County may want to review whether any existing information can be purged to reduce the data load and time to migrate the data.

2.6.1 Versaterm Responsibilities

- A. Create extract procedures to extract all County Data and configurations from the County Production CAD and RMS systems.
- B. Run an initial extract from the County Production CAD and RMS systems and load data and configurations into the Product.
- C. Run the final extract and load prior to Go Live.
- D. Stand up a replicated PostgreSQL Database.
- E. Create a single readonly postgres account for access to the read-replica database for reporting, analytics, and other local uses,
- F. Support and ongoing maintenance and operation of the Production and Replicated PostgreSQL database environments.
- G. Perform initial review of migrated data and correct issues resulting from quality assurance performed by the County.

2.6.2 County Responsibilities

- A. Review whether any existing information can be purged to reduce the data load and time to migrate the data
- B. Provision sufficient existing server capacity (CPU/ram/storage) on the TEST, TRAIN and PROD application servers from which the unload of the IDS databases will be run
- C. Push CAD client software to user desktops and vMDT client to laptop and vMobile application to smartphones
- D. Perform quality assurance of the migrated data and configuration.
- E. Update, adapt, convert and test local processes/programs/ reports (incl. adapting IDS stored procedures) to function outside of the PostgreSQL DB.

2.6.3 Prerequisites

- A. Product Installation and Configuration.

2.6.4 Deliverables

- A. The County data and configurations extracted and loaded into the Product.

2.6.5 Task Completion / Acceptance Criteria

- A. The County Data and configuration has been loaded into the Product and verified to be accurate.

2.7 Install, Configure & Test Interfaces

The CAD Interfaces will be installed and tested on the Development / Test Environment and then moved to the Product Production Environment.

The following lists the interfaces that will be moved.

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- 911 ANI/ALI: In order to facilitate a socket connection to vCloud the County will need to replace their existing Digi PortServer with a Perle serial terminal server device that provides FIPS 140-compliant encryption of traffic.
- CLETS: This requires a two-way connection from the vCloud environment to the CJIS Web Service which then connects to the State CLETS system via the County's Message Switch.
- GIS Interface (VGI)
- CAD Incident Transfer to VCIJIS will change from SAMBA to passwordless SFTP
- VCIJIS Query Interface

2.7.1 Versaterm Responsibilities

- A. Collaboratively, with the County and other interface stakeholders, install and configure the interfaces.
- B. Schedule interface tests at least ten (10) Business Days prior to the scheduled testing.
- C. Perform initial testing on the interfaces and provide the County with verification of operation.
- D. Assist with testing primary AWS connection, secondary AWS connection, and failover of the AWS connection.

2.7.2 County Responsibilities

- A. Collaboratively with Versaterm and other interface stakeholders to participate in the installation and testing of the interface.
- B. Provide all liaison support with third party interface stakeholders as required to support the installation and testing of the interfaces.
- C. Provide Perle IOLAN SDG device(s) for e911. Install and configure devices in collaboration with Versaterm, using Versaterm provided encryption certificates. Provide static NAT'd IP addresses to Versaterm that are assigned to the Perle device(s).
- D. Provide connection from vCloud to the County CLETS Message Switch. This may include a static NAT'd IP from vCloud. If the Message Switch endpoint is not reachable from vCloud with a static NAT'd IP, a proxy server may be required.
- E. Coordinate with Versaterm and third party interface stakeholders to schedule interface tests.
- F. Provide test connections (e.g., devices, connectivity from the test 9-1-1 System to the test CAD server and/or other connections as required to perform testing) for the interfaces and participate in the testing effort.
- G. Perform testing primary AWS connection, secondary AWS connection, and failover of the AWS connection.

2.7.3 Prerequisites

- A. Product Installation and Configuration

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2.7.4 Deliverables

- A. Operational set of Product interfaces

2.7.5 Task Completion / Acceptance Criteria

- A. The set of Product interfaces are installed and tested.

2.8 System Ready for Use

This task identifies a specific milestone where Versaterm has provided all the services listed in the Statement of Work and delivered all required interfaces and Application Software necessary for the Product to be placed in Production Use.

2.8.1 Versaterm Responsibilities

- A. Issue written notice to the County that the Product is ready for Production Use.
- B. Correct any Defects mutually identified by the County and Versaterm as having to be corrected prior to Production Use.

2.8.2 County Responsibilities

- A. Within twenty (20) Business Days after receiving Versaterm's "Ready for Production Use" notification, review the Product's status and outstanding issues list and mutually identify with Versaterm any Defects that must be corrected prior to its being used for Production Use.
- B. Issue a written notice to Versaterm that the Product has been verified to be ready for Production Use.

2.8.3 Prerequisites

- A. Integration Testing.

2.8.4 Deliverables

- A. County identified Product Defects.
- B. County notice to Versaterm that the Product is ready for Production Use.

2.8.5 Task Completion / Acceptance Criteria

The task will be complete when all of the following actions have been completed to the County's satisfaction and an Acceptance Certificate has been issued by the County for all Deliverables associated with this task.

- A. Receipt by the County of Versaterm's written notice that the Product is ready for Production Use.
- B. Correction of Defects mutually identified by the County and Versaterm as having to be corrected prior to the in the Product being placed into Production Use.
- C. Issuance of a written notice to Versaterm from the County that the Product has been verified to be ready for Production Use.

2.8.6 System Cutover to Production Use

Versaterm will assist and support the County in placing the Product into Production Use.

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2.8.7 Versaterm Responsibilities

- A. Collaborate with the County to determine the Product Cutover time and date.
- B. Assist the County in placing the Product into a Production Use status.
- C. Monitor the initial operation of the Product and answer any operational questions raised by the County.

2.8.8 County Responsibilities

- A. Issue written notice to Versaterm that the Product is ready for Product Cutover to Production Use.
- B. Collaborate with Versaterm to determine the Product Cutover time and date.

2.8.9 Prerequisites

- A. Product Ready for Use.

2.8.10 Deliverables

- A. The Product operating in Production Use.

2.8.11 Completion / Acceptance Criteria

- A. The Product is successfully operating in Production Use.

3 Onboarding RMS Implementation

Onboarding Services means the evaluation, consultation, implementation, and other services provided by Versaterm in connection with the implementation of the Product, as further described in this SOW.

The major Onboarding tasks during the Project are identified and described in this section of the SOW, including for each task: the County's and Versaterm's responsibilities, prerequisites, associated Deliverables and completion/Acceptance criteria.

3.1 Establish the County's Onboarding Team

In addition to a full-time Project Manager, the County will establish an onboarding team (Onboarding team) to represent technical and operational areas. The County's Onboarding team will be composed of the County personnel and will consist of at least 1 member from the following job classifications:

- A. Patrol Officer
- B. Patrol Supervisor
- C. Information Technology – System Administrator
- D. Information Technology - VCIJIS DBA/Interface Resource
- E. RMS Business Analyst (2 resources required)
- F. Investigations Resource
- G. MRE Business Analyst

This list will be refined during task completion. Operational resources are required to drive RMS configurations, business process flow and assist with End User training.

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The composition of the County's Onboarding team may change during the Project due to changes in the job responsibility of team members (promotions, transfers, etc.) and due to other factors beyond the County's ability to control (health issues, termination, etc.). The County will replace Onboarding team members in a timely manner should replacement be required.

3.1.1 Versaterm Responsibilities

- A. Collaborate with the County's Project Manager to refine the staffing and time allocation requirements of team members should such refinement be required.
- B. Review and comment on the composition of the proposed team.

3.1.2 County Responsibilities

- A. Collaborate with Versaterm's Project Manager to refine the staffing and time allocation requirements of team members should it be required.
- B. Identify team members and their expected time allocation to the Project.
- C. Obtain authorization from management for each team member's expected level of participation in the Project.
- D. The County's Project Manager will provide contact information and roles and responsibility information for the County's Onboarding team membership to Versaterm's Project Manager for review and comment.

3.1.3 Prerequisites

- A. None

3.1.4 Deliverables

- A. Identified members of the County's Onboarding team

3.1.5 Task Completion/Acceptance Criteria

- A. The members of the County's Onboarding team have been identified.
- B. The members of the County's Onboarding team have been authorized to participate in the Project at the required level of commitment of time.

3.2 RMS Project Initiation Planning

This task includes the following subtasks:

- A. Review the expected project schedule.
- B. Refine the Project communication plan and establish a clear chain of communication and authority.

This task will be accomplished through a series of conference calls between Versaterm's and the County's Project Managers.

3.2.1 Versaterm Responsibilities

- A. Collaborate with the County's Project Manager to schedule and facilitate the required conference calls and discussions.

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- B. Review the project schedule and revise as necessary with the County's Project Manager.

3.2.2 County Responsibilities

- A. Collaborate with Versaterm's Project Manager to schedule and facilitate the required conference calls and discussions.
- B. Collaborate with Versaterm's Project Manager to design the format of the Project's Action Item Log.
- C. Review the project schedule and revise as necessary with Versaterm's Project Manager.

3.2.3 Prerequisites

- A. Contract execution.

3.2.4 Deliverables

- A. Updated Project communication plan.
- B. Updated project schedule

3.2.5 Task Completion / Acceptance Criteria

- A. The required discussions have been held.
- B. The County and Versaterm have approved the updated Project Communication Plan.
- C. Updated project schedule is approved by the County

3.3 RMS Configuration

The purpose of the Configuration Phase is to build and configure the System.

These tasks and deliverables include both technical tasks and software familiarity tasks. Technical tasks involve activities such as the setup of the software, the development of the interfaces, whereas, software familiarity tasks involve a number of activities that take place in the form of Configuration Workshops.

Configuration Workshops provide the County's Project Team with an overall understanding of the Versaterm applications and interfaces, including various configuration options

RMS Configuration Workshops: Three (3) Configuration Workshops will be delivered by Versaterm to the County's Project Team, in addition to sessions focused on special topics as deemed appropriate by County and Versaterm.

The topics covered in each Workshop week are prepared by Versaterm (designed to provide a gradual learning experience), where each day will incorporate a combination of product demonstrations, system configuration explanations, business practice analysis, business workflow process discussions, and hands-on exercises. In addition to product familiarization, the Workshops also focus on discussing current-versus-future workflow processes, and the impacts the future process will have on the affected end-users.

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It is Versaterm's intention to conduct Configuration Workshops with a mix of in-person and remote sessions. For in-person sessions, a classroom facility should be provided by the County. The classroom will remain operational to the Implementation Team members for the duration of the project for configuration and testing assignments. The classroom facility must include 1 computer projector, a computer workstation for the instructor and a computer workstation for each implementation team participant (a minimum of 5). Versaterm recommends that this training room be configured in a manner to replicate a 'model office' where Implementation Team members can test and confirm configurations and observe impacts to agency operations.

3.3.1 Conduct RMS Configuration Workshop #1

During the first Configuration Workshop Implementation Session, Versaterm will provide the County's Project Team with a high-level introduction to the Versaterm RMS application and the modules necessary to collect data for California CIBRS.

The introduction involves an overview of the functionality, features, and configuration options, as well as, a discussion of potential re-engineering points. The specific activities include demonstrations of the products, hands-on exercises and group discussions. Versaterm will devote time for the County's Project Team to present their current business practices as a contribution to the discussions regarding business process reengineering.

After the workshop is completed, Versaterm will provide specific action items and exercises for the County's Project Team to complete before the second Configuration Workshop.

3.3.2 Versaterm Responsibilities

- A. Coordinate and schedule the Configuration Workshop #1 with the County's Project Manager.
- B. Provide an agenda with objectives and business processes to review prior to the scheduled workshop.
- C. Provide one reproducible copy of the Documentation and any required workshop materials (User and Configuration guides) in electronic format two weeks prior to the scheduled workshop.
- D. Conduct in-depth demonstrations of the Application Software, identifying functionality and features supported, re-engineering points and configuration options.
- E. Provide hands-on exercises for the Project Team members to get familiar with the Systems.
- F. Assist the County's Project Team in reviewing the County's existing business processes and paper forms as compared with System data flow and table options.
- G. Discuss workflow analyses to assess any required business re-engineering impacts.
- H. Identify integration points between RMS and VCIJIS.
- I. Document any issues discussed during the Configuration Workshop that need to be resolved.
- J. Provide a report at the end of the implementation session that includes a list of tasks and key decisions to be completed by the County prior to the next workshop.

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3.3.3 County Responsibilities

- A. Coordinate the scheduling of the Configuration Workshop #1 with the Versaterm Project Manager.
- B. Identify and schedule the Configuration Workshop #1 attendees.
- C. Provide the required Documentation and materials (User and Configuration guides) for Configuration Workshop #1 participants.
- D. Ensure that designated Configuration Workshop #1 participants participate in the scheduled workshop.
- E. Prepare and lead reviews and discussions of the County's existing business processes identified in the workshop agenda.
- F. Identify and make note of known/potential workflow, process, job, and/or report changes.

3.3.4 Prerequisites

- A. RMS Implementation environment has been set up

3.3.5 Deliverables

- A. RMS Configuration Workshop #1 material (User and Configuration guides) in electronic format for each workshop participant.
- B. Delivery of RMS Configuration Workshop #1.

3.3.6 Task Completion / Acceptance Criteria

- A. RMS Configuration Workshop #1 completed.
- B. Versaterm has provided the County with a report that includes a list of tasks and key decisions to be completed by the County prior to the next workshop.
- C. Workshop participants have received sufficient training to navigate and begin the RMS System Configuration.
- D. Any required County business process re-engineering points covered during the workshop have been identified and documented.
- E. All identified issues have been documented in the Action Items Log.
- F. The County's RMS implementation resources have received the required training to complete the tasks.

3.3.7 Conduct RMS Configuration Workshop #2

The second Configuration Workshop is a continuation of the first Configuration Workshop. Prior to the Workshop, Versaterm will review the progress achieved by the County's Project Team since the first Configuration Workshop. At the Workshop, Versaterm will provide a more in-depth understanding of the Versaterm RMS, using product demonstrations, hands-on exercises and group discussions. Versaterm will provide detailed demonstrations of additional configuration options and will facilitate further discussion of

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business process re-engineering opportunities. The County's Project Team will be expected to present current business practices that were not covered in the first Configuration Workshop.

After the workshop is completed, Versaterm will provide specific action items and exercises for the County's Project Team to work on before the next scheduled Configuration Workshop

3.3.8 Versaterm Responsibilities

- A. Coordinate and schedule the Configuration Workshop #2 with the County's Project Manager.
- B. Provide an agenda with objectives and business processes to prior to the scheduled workshop.
- C. Conduct additional in-depth demonstrations of the Application Software, identifying functionality supported, re-engineering points and Configuration options.
- D. Assist the County's Project Team in reviewing existing County business processes and forms as compared with System data flow and table options.
- E. Discuss workflow analyses to assess any required business re-engineering impacts.
- F. Document issues and any required County business re-engineering points.
- G. Review the System Configuration progress to-date, identifying remaining tasks.
- H. Review outstanding Configuration and business process re-engineering issues.
- I. Review configuration options relating to interfaces.
- J. Review project plan and status of various implementation tasks, and document assignments made, target completion dates, and any issues yet to be resolved.
- K. Provide a report at the end of the implementation session that includes a list of tasks and key decisions to be completed by the County prior to the next workshop.

3.3.9 County Responsibilities

- A. Coordinate the scheduling of RMS Configuration Workshop #2 with the Versaterm Project Manager.
- B. Identify and schedule RMS Configuration Workshop #2 participants.
- C. Ensure that designated RMS Configuration Workshop #2 participants fully participate in the scheduled workshop.
- D. Prepare and lead reviews and discussions of County existing business processes identified in the workshop agenda.
- E. Identify and make note of known/potential workflow, process, job, and/or report changes.

3.3.10 Prerequisites

- A. RMS Configuration Workshop #1

3.3.11 Deliverables

- A. RMS Configuration Workshop #2 participant pre-requisite training and required skill set.

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- B. RMS Configuration Workshop #2 Documentation and material (User and Configuration guides) in soft copy format.

3.3.12 Task Completion / Acceptance Criteria

- A. Delivery of RMS Configuration Workshop #2.
- B. Workshop participants have received sufficient training to continue the System Configuration.
- C. Any required County business process re-engineering points covered during the workshop have been identified and documented.
- D. The list of tasks and key decisions have been provided to the County.
- E. All identified issues have been documented in the Action Item Log.

3.3.13 Conduct RMS Configuration Workshop #3

The third RMS Configuration Workshop is a continuation of the second RMS Configuration Workshop. The objectives of the third RMS Configuration Workshop are to review the County Project Team's progress, cover all functionality and features that have not been covered already, discuss the business process re-engineering decisions and impacts to the processes, confirm the configuration options and address any open issues.

Versaterm will provide additional product demonstrations and hands-on exercises, as well as discuss the objectives of the next project phases (Testing and Training) with the Project Team and Project Managers. After the workshop is completed, Versaterm will provide specific action items that need to be completed before the next phase of the project.

3.3.14 Versaterm Responsibilities

- A. Coordinate and schedule the RMS Configuration Workshop #3 with the County's Project Managers.
- B. Provide an agenda with objectives and business processes to review prior to the scheduled workshop.
- C. Conduct additional in-depth demonstrations of the Application Software, identifying functionality supported, re-engineering points and Configuration options.
- D. Assist the County's Project Team in reviewing existing County business processes and forms as compared with System data flow and table options.
- E. Discuss workflow analyses to assess any required business re-engineering impacts.
- F. Document issues.
- G. Review the System Configuration progress to-date.
- H. Review outstanding Configuration and business process re-engineering issues.
- I. Answer questions and conduct in-depth demonstrations of the Application Software functionality as required.
- J. Review progress and demonstrate Interface functionality developed to-date.

- K. Review additional Configuration options.
- L. Review outstanding implementation issues, answer questions and demonstrate System applications as required.
- M. Review target go-live date, training schedule, and materials required to prepare training courses.
- N. Review project plan and status of upcoming implementation tasks, and document assignments made, target completion dates, and any issues yet to be resolved.
- O. Provide a report at the end of the implementation session that includes a list of tasks and key decisions to be completed by the County.

3.3.15 County Responsibilities

- A. Coordinate the location and scheduling of the RMS Configuration Workshop #3 with the Versaterm Project Manager.
- B. Identify and schedule the RMS Configuration Workshop #3 participants.
- C. Ensure that designated RMS Configuration Workshop #3 participants fully participate in the scheduled workshop.
- D. Prepare and lead reviews and discussions of County existing business processes identified in the workshop agenda.
- E. Identify and make note of known/potential workflow, process, job, and/or report changes.

3.3.16 Prerequisites

- B. RMS Configuration Workshop #2

3.3.17 Deliverables

- C. RMS Configuration Workshop #3 participant pre-requisite training and required skill set.
- D. RMS Configuration Workshop #3 Documentation and material (User and Configuration guides) in soft copy format.

3.3.18 Task Completion / Acceptance Criteria

- A. Delivery of RMS Configuration Workshop #3. Workshop participants have received sufficient training to finalize the System Configuration.
- B. Any required County business process re-engineering points covered during the workshop have been identified and documented.
- C. All identified issues have been documented in the Action Item Log.
- D. The list of tasks and key decisions have been provided and the County's Implementation Team has received the required training to complete the remaining tasks.

3.4 RMS Interfaces

The Interfaces identified in Exhibit D3 will be developed, installed and tested.

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Interface development will follow Agile methodology to allow for contingencies (i.e., certain things can change once both Parties start developing, subject to mutual agreement). While Exhibit D3 serves to provide a high-level definition of the scope, expectations and roles/responsibilities of each interface, there is flexibility for making changes to the Interface expectations once the development and testing process begins, so long as Versaterm and the County mutually agree to any changes.

Any agreed upon changes are documented in conformance with Exhibit D3 and must be executed prior to continuing with the Interface development effort.

3.4.1 Versaterm Responsibilities

- A. Collaboratively, with the County and other Interface stakeholders, design, develop and install the Interfaces in accordance with each Interface's ICD.
- B. Discuss with the County and other Interface stakeholders any required changes in Interface Implementation from the Interface's ICD.
- C. Document additional detail and any mutually-agreed upon exceptions and/or deviations from an Interface's ICD in a revised ICD for that Interface.
- D. Prepare a Change Order, for any significant changes to an Interface's ICD.
- E. Schedule Interface tests at prior to the scheduled testing.
- F. Perform testing on the Interfaces and provide the County with verification of functionality.

3.4.2 County Responsibilities

- A. Collaboratively with Versaterm and other Interface stakeholders participate in the design, development and installation of the Interfaces in accordance with each Interface's ICD.
- B. Review and approve any required changes to an Interface ICD.
- C. Arrange for execution of mutually agreed upon ICD Change Orders.
- D. Provide the most updated Documentation available from appropriate third-party Interface stakeholders as required by Versaterm to complete the Interfaces.
- E. Provide all liaison support with third party Interface stakeholders as required to support the installation and testing of the Interfaces.
- F. Complete the tasks listed as County responsibilities specified in Exhibit D3
- G. Coordinate with Versaterm and third-party Interface stakeholders to schedule Interface tests.
- H. Verify the functionality of the Interfaces.

3.4.3 Prerequisites

- A. Setup Test Environment

3.4.4 Deliverables

- A. Documentation for any changes to the Interface Control Document.
- B. Design Specifications for each interface defined in the Interface Control Document.

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- C. Implementation and testing of Interfaces as defined in the Interface Control Document.
- D. Training as appropriate for each interface.

3.4.5 Task Completion / Acceptance Criteria

- A. The Change Control Log updated to reflect any mutually-agreed upon changes.
- B. Versaterm provides written verification that the set of System Interfaces are installed and tested to verify that they operate in accordance with the ICDs contained in Exhibit D3.

3.5 Production System Install

System production use will be conducted on the AWS Production environment. In this configuration the prod (production use) environment will contain the Production system. This Production system will be installed by Versaterm and will consist of all System implementation data and interfaces (once completed). Although not mandatory, Versaterm does recommend training be performed on the Production system in order to exercise the entire system. Versaterm will notify the County when it is satisfied that the System is ready for Training and Functional Acceptance Testing in the Production Environment.

3.5.1 Versaterm Responsibilities

- A. Provide the AWS Cloud computing system containing the Production system.
- B. Assist the County with AWS networking configurations and ensuring access to the AWS Cloud prod environment.
- C. Provide details on required ports that must be opened or configured.
- D. Migrate configuration data from implementation / test environment to the production environment (including County's GIS data).

3.5.2 County Responsibilities

- A. Configure networking for access from the County network to the AWS Cloud prod environment.
- B. Ensure all ports/services are opened or configured as per Versaterm requirements.
- C. Conduct informal system testing on the Production environment prior to the formal system testing performed by Versaterm.

3.5.3 Task Completion / Acceptance Criteria

- A. The Production environment is configured and tested with County-specific requirements (as configured during system Implementation), and the parties agree that it is operational.

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3.6 Setup Training Schedule and Facilities

Versaterm will assist the County's Training Team in setting-up a Trainer-training schedule. Versaterm will submit a recommended training schedule that will include the time required to provide Versaterm training for the County's personnel.

The County will prepare the necessary training facilities in order to train the County's sworn and civilian personnel.

3.6.1 Versaterm Responsibilities

- A. Provide the County's Training Team with a proposed training schedule.
- B. Identify the facility, equipment and technical requirements for the training facilities.

3.6.2 County Responsibilities

- A. Collaborate with Versaterm on finalizing the recommended training schedule.
- B. Schedule and coordinate the final Trainer-training schedule with County personnel.
- C. Collaborate with Versaterm on identifying the required equipment and technical requirements.
- D. Ensure that the training facilities, equipment and technical requirements are ready for the start of the planned training schedule.

3.6.3 Deliverables

- A. Recommended training schedule.

3.6.4 Task Completion / Acceptance Criteria

- A. Versaterm has provided a recommended training schedule, and; the County has incorporated any required changes, and; a final training schedule is published; and the County's training facilities, equipment and technical requirements are ready for the Trainer-training.

3.7 Training

Versaterm will provide hands-on training to the County's expert Trainers. Some courses will be in a Train-the-Trainer format and others delivered directly to the End Users; refer to Exhibit D6 which includes details related to the training approach, course outlines and training packages.

3.7.1 Versaterm Responsibilities

- A. Coordinate and schedule the Trainer Training with the County's Project Managers.
- B. Provide a proposed training agenda and schedule to the County.
- C. Provide training facility requirements to the County's Project Managers.
- D. Provide required skills and any pre-requisite training required by Trainer-Training participants.
- E. Work with the County to develop a set of Training Documents that includes the County's requirements, in electronic format.
- F. Conduct the Trainer-Training sessions.

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3.7.2 County Responsibilities

- A. Assist in adapting the training scenarios to make use of familiar data and to include site-specific policy and/or process flow information.
- B. Provide a suitable training facility that meets the needs of the Trainer-Training courses.
- C. Provide the required documentation to training participants.
- D. Ensure that the designated participants attend the scheduled training sessions.

3.7.3 Prerequisites

- A. Setup Training Schedule and Facilities.
- B. Production system access tested and available.

3.7.4 Deliverables

- A. Training facility requirements.
- B. Train-the-trainer participants pre-requisite training and required skill set.
- C. Training documentation prepared with the County.
- D. Trainer-Training courses.

3.7.5 Task Completion / Acceptance Criteria

- A. Delivery of Trainer-Training, per the Training Plan.
- B. Participants have been adequately trained on the agreed-upon training topics, are able to complete the training assignments/scenarios.

3.8 Interface Integration Testing

The purpose of Interface Integration Testing is to demonstrate and verify that all interfaces specified in the Interface Control Document meet or exceed the functionality and performance and that each interface is operational and ready for Functional Acceptance Testing. Exhibit D5 provides details regarding the strategy, schedule, dependencies, environment, problem tracking and remedies, and completion criteria.

An Interface will be excluded from the Interface Integration Testing should the County be unable to meet the related Interface County responsibilities specified in the ICD. A Change Order or Amendment, whichever is appropriate, will be generated to document any changes.

3.8.1 Versaterm Responsibilities

- A. Coordinate and schedule the Interface Testing efforts with the County's Project Managers.
- B. Demonstrate each interface to the County's Project Team.
- C. With the assistance of the County's Project Team, test each interface to ensure that it meets or exceeds the functionality and performance measurements specified in the Interface Control Document.
- D. Document and track all defects reported by the County.

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- E. Review and correct any discrepancies per the Acceptance Test Plan.
- F. Provide training to the County on interface setup, configuration, administration and usage of each interface.

3.8.2 County Responsibilities

- A. Coordinate and schedule the Interface Testing efforts with the Versaterm Project Manager.
- B. Identify and schedule Interface Testing with the relevant County participants.
- C. Ensure that the designated County participants attend and partake in the scheduled Interface Testing.
- D. Work with Versaterm to test each interface, identifying the type of correction needed to ensure that each interface conforms to the Interface Control Document.
- E. Retest any interfaces that did not meet the specifications.

3.8.3 Prerequisites

- A. Install of the Development/Test and Production environments
- B. Develop and install interfaces

3.8.4 Deliverables

- A. Tracking document to track all issues reported.
- B. Corrections to errors or issues identified during Interface Testing.

3.8.5 Task Completion / Acceptance Criteria

- A. Versaterm has resolved all documented interface discrepancies.
- B. The County has verified that all interfaces operate as specified in the Interface Control Document.
- C. The County's Project Team and other select County staff are sufficiently trained to be able to administer, manage, and fully use each interface.
- D. All interfaces have been tested and accepted per the Acceptance Test Plan.

3.9 Ready For Use

This task signifies that Versaterm has delivered all required software, interfaces, Trainer-Training, and remedied all errors for the County to start End-user training.

3.9.1 Versaterm Responsibilities

- A. Issue written notice to the County that the System is Ready for Training.
- B. Correct any defects mutually identified by the County and Versaterm as having to be corrected prior to the System being ready for the end-user training.

3.9.2 County Responsibilities

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- A. Upon receiving a Versaterm's "Ready for Use" notification, review the System's status and outstanding issues list and mutually identify with Versaterm any defects that must be corrected prior to its being used for end-user training.
- B. Issue a written notice to Versaterm that the System has been verified to be ready for end-user training.

3.9.3 Prerequisites

- A. Interface Integration Testing
- B. Train-the-Trainer Training

3.9.4 Deliverables

- A. Written notice to the County that the System is Ready for Use, once all defects mutually identified by the County and Versaterm have been corrected.

3.9.5 Task Completion / Acceptance Criteria

- A. This task is complete when Versaterm and the County mutually agree the System is ready for end user training.

3.10 Functional Acceptance Test Development

The County and Versaterm will jointly develop a Standard Acceptance Test Plan suitable for verifying the solution's functionality. County workflow processes will be the basis of the Test plan. These processes will be documented during system implementation by the County and Versaterm for use during the test period.

At the conclusion of Functional Acceptance Test development task, the County may use the tests to perform independent testing of the system prior to the formal Functional Acceptance Testing task. With assistance from Versaterm, the County will conduct Functional Acceptance Tests on the system to verify that functionality meets the test scenarios and tests.

3.10.1 Versaterm Responsibilities

- A. Provide Functional Acceptance Tests

3.10.2 County Responsibilities

- A. Review the draft Functional Acceptance Tests provided by Versaterm and add any site-specific scenarios and tests, as required.

3.10.3 Prerequisites

- A. System declared Ready for Use

3.10.4 Deliverables

- A. Functional Acceptance Tests.

3.10.5 Task Completion / Acceptance Criteria

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- A. This task is considered complete when the County provides Versaterm with the final Functional Acceptance Tests.

3.11 Functional Acceptance Testing

The purpose of Functional Acceptance Testing is to verify that the fully configured System, including the interfaces specified in the Interface Control Document, and the workflows and business processes such as data entry, reports, notifications, tasks, etc. meet the functional requirements described in the Contract and system documentation.

The Functional Acceptance Testing occurs after the Configuration Phase and before the End-User Training Phase of the implementation.

Exhibit D5 provides details regarding the strategy, schedule, dependencies, server environment, problem tracking and remedies, and completion criteria.

3.11.1 Versaterm Responsibilities

- A. Provide support to the County as it conducts the Functional Acceptance Testing.
- B. Review, verify, and correct all defects classified reported by the County.
- C. Review any discrepancies found during the Functional Acceptance Testing.
- D. Correct any functional item that fails a test.

3.11.2 County Responsibilities

- A. Generate any production data files needed for Functional Acceptance Testing (if not provided by Versaterm).
- B. Execute the Functional Acceptance Testing plan and Functional Acceptance Testing scripts.
- C. Report all defects to Versaterm.
- D. Work with Versaterm to identify the correction needed to ensure that the System conforms to the System's expectations.
- E. Notify Versaterm in writing when Functional Acceptance Testing is completed.

3.11.3 Prerequisites

- A. Configuration Phase
- B. Interface Testing
- C. System declared Ready for Use
- D. Functional Acceptance Test Development

3.11.4 Deliverables

- A. Document and track all defects reported by the County.
- B. Review and correct any discrepancies per the Acceptance Test Plan.

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3.11.5 Task Completion / Acceptance Criteria

- A. This task is considered complete when the System operates in accordance with the Functional Tests, the ICD; and Versaterm has either remedied test failures or; the County has approved a Versaterm-proposed workaround or plan for corrections.

3.12 End User Training

County expert trainers will provide just-in-time training to end-users. Versaterm will provide training support resources during the End-user training classes. Given that the training classes may be held at geographically dispersed locations and during various times of the day, the County and Versaterm will collaborate to optimize the monitoring of training classes.

3.12.1 Versaterm Responsibilities

- A. Provide one (1) on-site training support resource for the first three (3) calendar days of initial training classes.
- B. Provide on-going remote technical support to the County as needed during the End-user training period.

3.12.2 County Responsibilities

- A. Provide adequate training facilities including screen projection resources and enough workstation positions for up to twenty (20) students.
- B. Train additional trainers as necessary to staff the end-user training.
- C. Schedule and organize the end-user training schedule.
- D. Assign end-users to training classes at each facility.
- E. Assign trainers to training facilities so that at least one qualified trainer is present at each end-user training class.
- F. Prepare required training documentation and material for each end-user attending a training session.
- G. Ensure that the designated trainers and end-users attend their scheduled end-user training classes.

3.12.3 Prerequisites

- A. Functional Acceptance Testing.
- B. Setup Training Schedule.
- C. Setup Training Facility.
- D. Trainer-training.

3.12.4 Deliverables

- A. Provide one (1) on-site training support resource for the first three (3) calendar days of initial training classes.

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- B. Provide feedback to County training resources.
- C. Provide on-going technical support during the training period.

3.12.5 Task Completion / Acceptance Criteria

- A. Completion of end-user training classes (prior to Production Use).

3.13 Production Use

Versaterm will assist and support the County in placing the System into Production Use.

3.13.1 Versaterm Responsibilities

- A. Collaborate with the County to determine the date and time of the System cutover for Production Use.
- B. Provide resources to assist the County's Project Team in preparing.
- C. Assist the County in placing the system into a Production Use.
- D. Monitor the initial operation of the System and answer any operational questions raised by the County.
- E. Provide resources to support the Production Use.

3.13.2 County Responsibilities

- A. Collaborate with Versaterm to determine the System Cutover date and time.
- B. Provide trained personnel to be the first line of Support.
- C. Set up and staff a “Go-Live Support Room” to act as a central coordination point for Go-Live issues and support.

3.13.3 Prerequisites

- E. End-User Training

3.13.4 Deliverables

- A. Versaterm resources in support of the System cutover to Production Use.

3.13.5 Task Completion / Acceptance Criteria

- A. The System, (RMS) is successfully operating in Production Use.

3.14 Performance and Reliability Tests

The purpose of the Performance and Reliability Tests are to ensure that the System continues to operate in a reliable manner and at the expected performance level once the System is put into Production Use. These tests will be conducted over a 30-day period as specific in Exhibit D5 Acceptance Test Plan.

3.14.1 Versaterm Responsibilities

- A. Remotely support the County's Project Team as it conducts the Response and Reliability Tests.
- B. Work with the County to determine a mutually acceptable load generation methodology and the performance monitoring approach employed during the test.
- C. Work with the County to troubleshoot the source of any discrepancies between observed and expected system performance.
- D. Remedy discrepancies between observed and expected system performance per the Acceptance Test Plan.
- E. Work with the County to identify network, infrastructure, equipment or Application Software configuration modifications that can improve or resolve documented performance failures attributed to causes other than Application Software.

3.14.2 County Responsibilities

- A. Select, install, test, and operate any Third-Party performance testing tools that will be used to simulate production loads on the System.
- B. Coordinate all aspects of preparing, executing and reporting the results of the System Performance Testing.
- C. Work with Versaterm to determine a mutually acceptable load generation methodology and performance monitoring approach.
- D. Generate any data files needed for the System Performance Testing.
- E. Document any discrepancies between observed performance and the specifications contained in Acceptance Test Plan.
- F. Perform the network, infrastructure, equipment or Application Software configuration modifications identified as necessary to improve or resolve documented performance failures attributed to causes other than Application Software.
- G. Notify Versaterm in writing when the System successfully completes the System Performance Testing.

3.14.3 Prerequisites

- A. Functional Acceptance Testing

3.14.4 Deliverables

- A. Review and correct any discrepancies per the Acceptance Test Plan.

3.14.5 Task Completion / Acceptance Criteria

- A. The Performance and Reliability Testing is considered complete when both tests have met the criteria for passage in the Acceptance Test Plan.

3.15 Final System Acceptance

This task is a milestone to indicate that the System has been formally and finally accepted by the County as specified in the Exhibit D5 Acceptance Test Plan. At this point, the System support period commences.

3.15.1 Versaterm Responsibilities

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- A. Participate in a discussion with the County to identify remaining action items, open or incomplete tasks, next steps and any pertinent maintenance responsibilities.
- B. Work with the County for a post-acceptance communication plan and workflow for future contacts.
- C. Identify dates for completing remaining tasks.
- D. Deliver the final Customized System Administration Manual.

3.15.2 County Responsibilities

- A. Notify Versaterm in writing of Final System Acceptance when all outstanding System issues or defects that preclude Final System Acceptance have been corrected.
- B. Participate in a discussion with Versaterm to identify remaining action items, open or incomplete tasks, next steps and any pertinent maintenance responsibilities.
- C. Identify dates for completing remaining tasks.

3.15.3 Prerequisites

- A. Successful completion of the Response and Reliability Testing.

3.15.4 Deliverables

- A. Final Customized System Administration Manual.

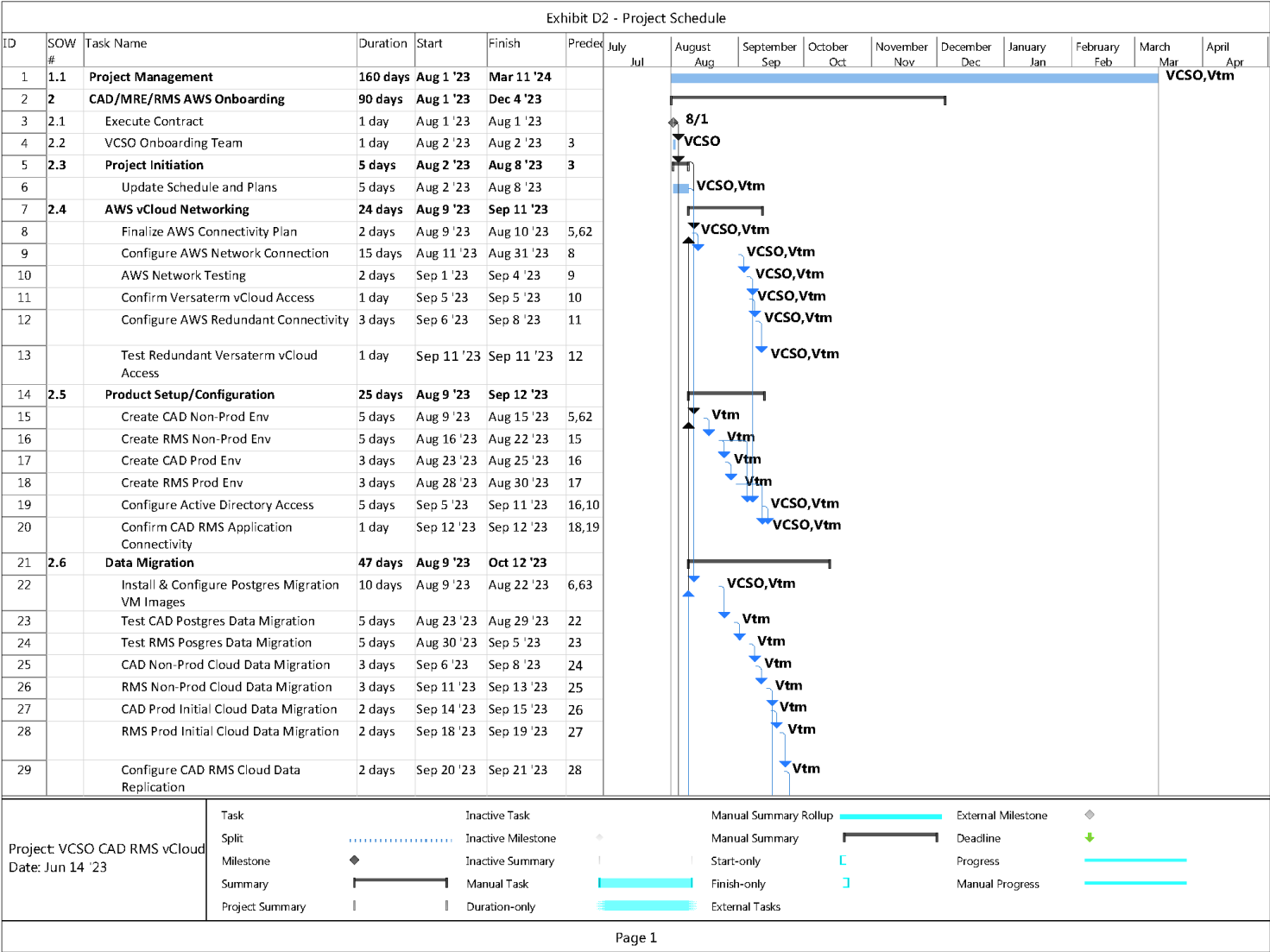
3.15.5 Task Completion / Acceptance Criteria

- A. Reliability acceptance tests have been completed successfully.
- B. County has provided written notice of Final System Acceptance to Versaterm.
- C. Versaterm has provided the final Customized System Administration Manual.
- D. Dates, mutually agreed upon by the County and Versaterm have been identified for resolving outstanding issues.
- E. The County has committed to creating a sustainment team
- F. Procedures for the Versaterm/County post-implementation relationship have been established.

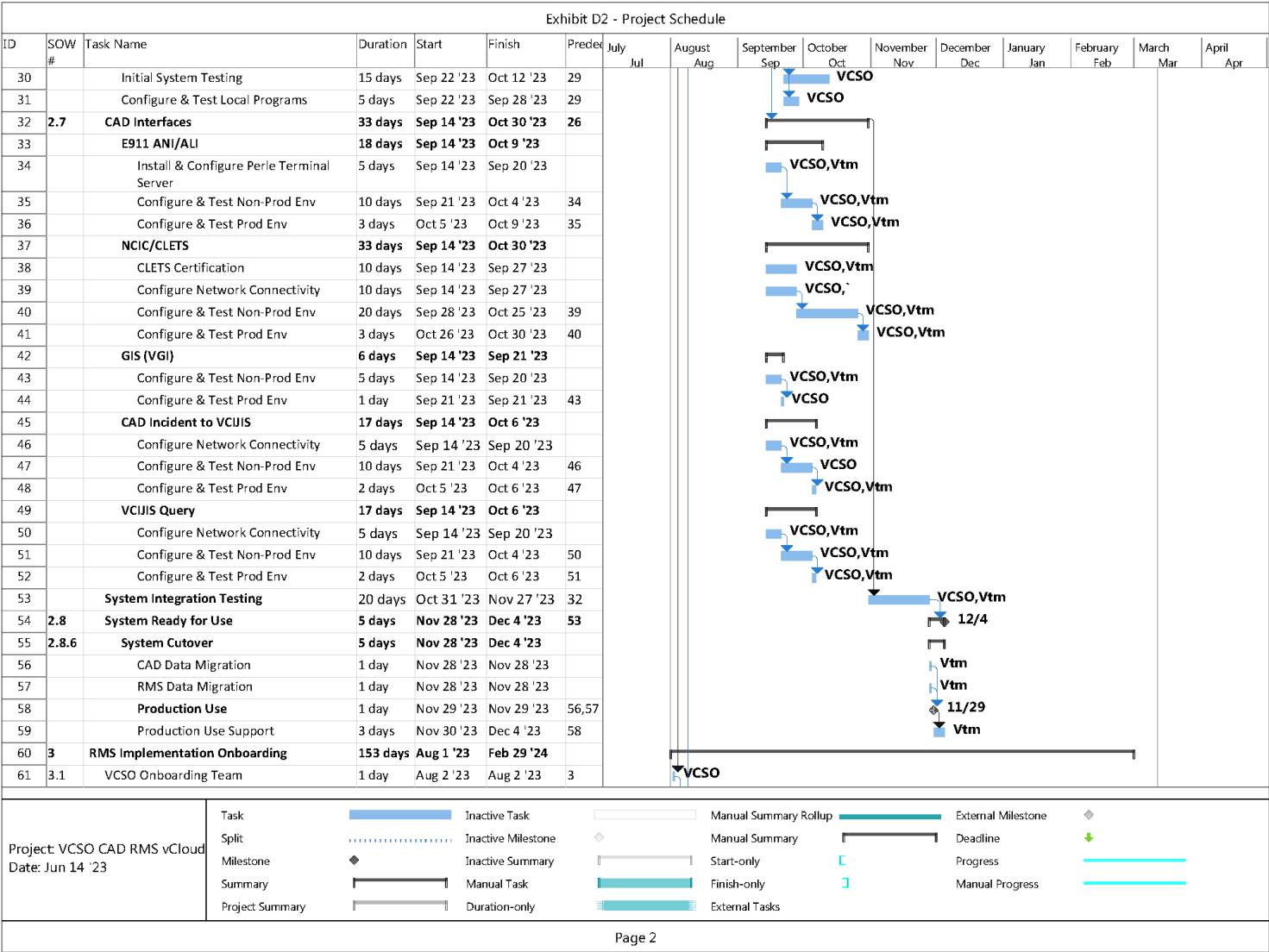
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Exhibit D2
Project Schedule

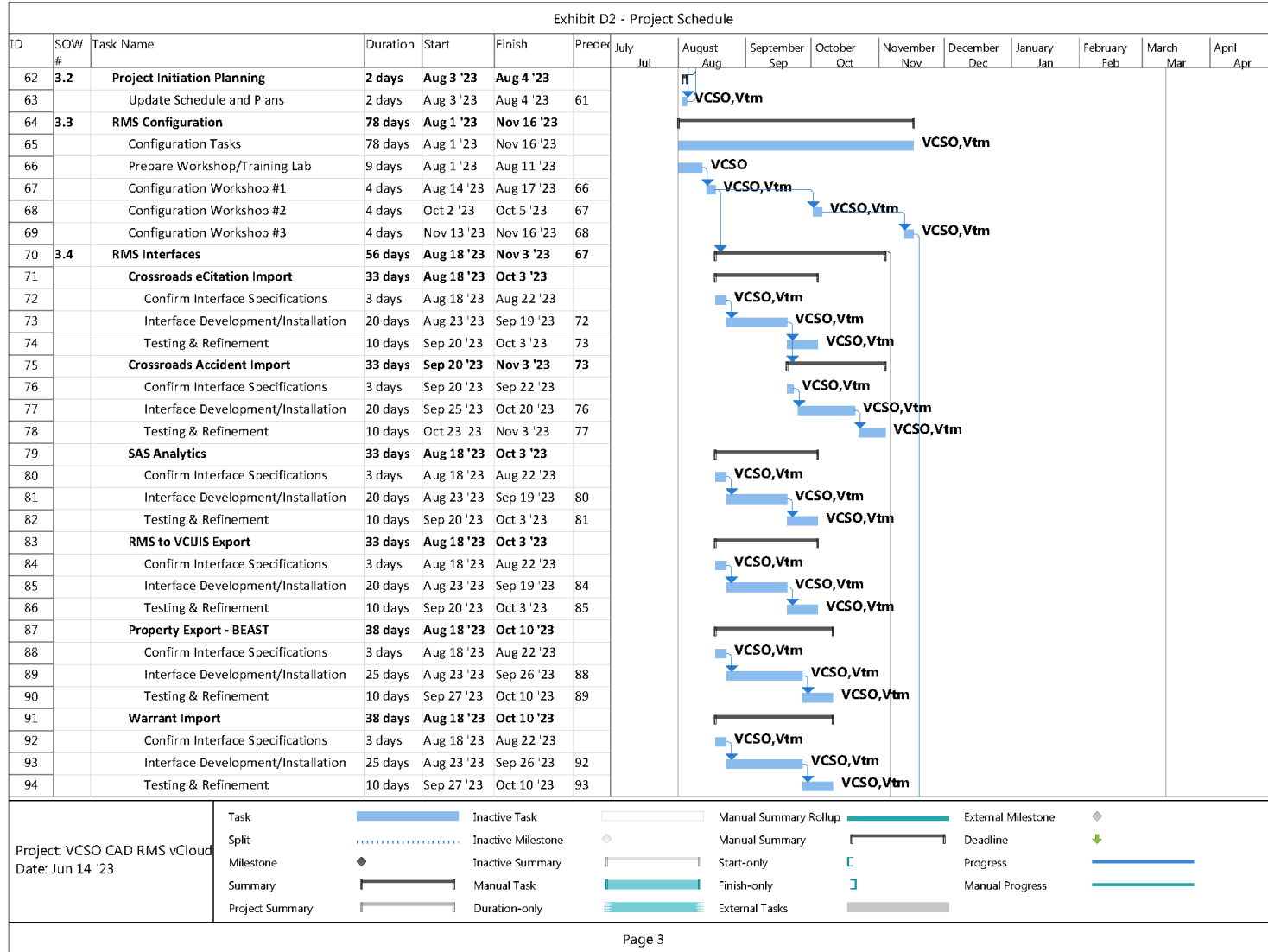
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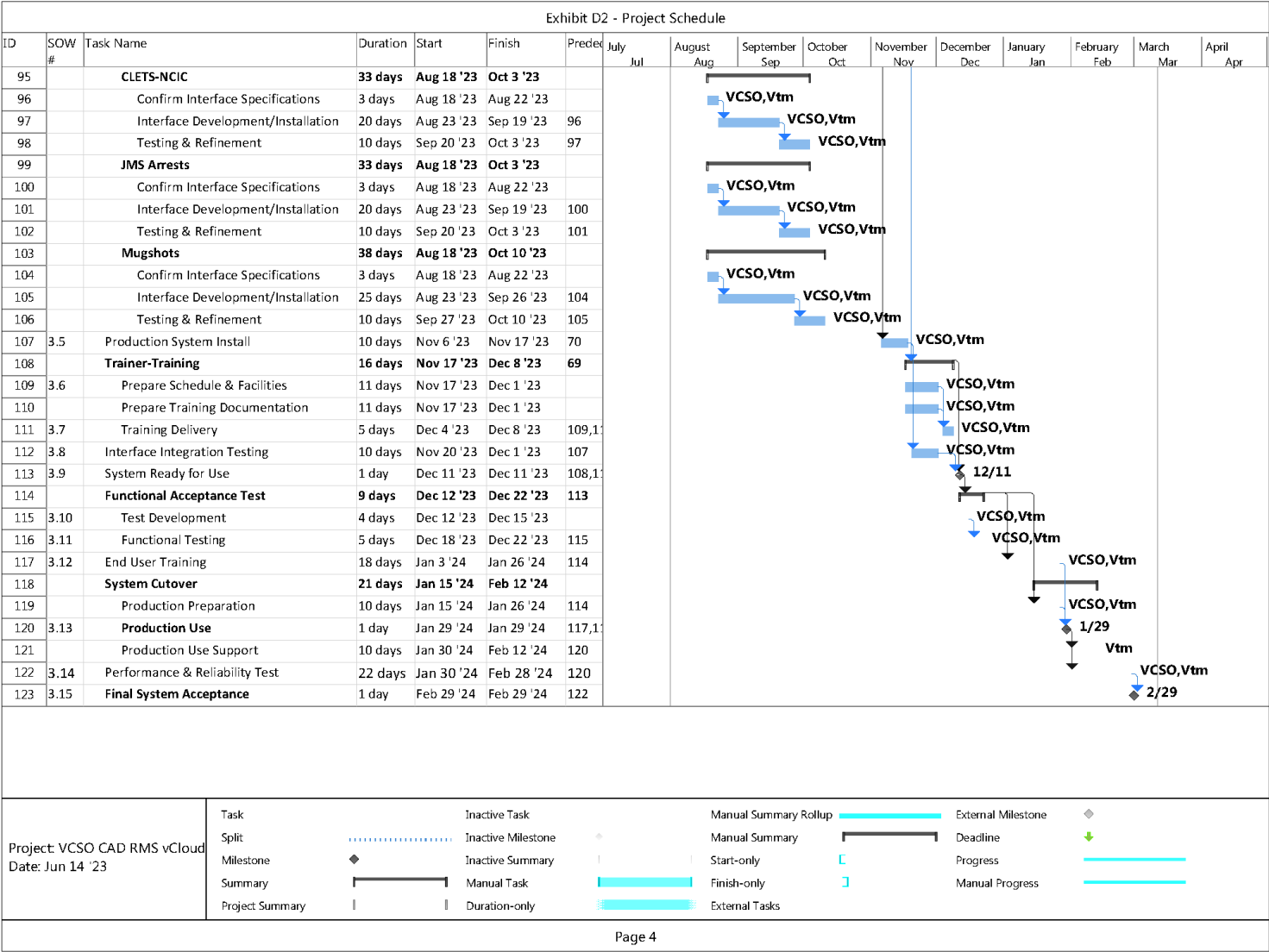
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Exhibit D3 Interface Control Document

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1. Overview

This Interface Control Document (ICD) defines all interface deliverables, technical requirements and responsibilities between Versaterm and the County for the Interfaces to be developed and implemented between the Versaterm Application Software and other systems.

2. RMS Interfaces

2.1. Crossroads eCitation Import

This interface consists of uploading Traffic Citations into the Versaterm vRMS. Citation data is sent from the County's Crossroads application server to the vCloud vRMS application server through a secure file transfer process.

3.15.6 Functional Overview

Traffic citations are written by County deputies on handheld devices using Crossroads. The citation data is then uploaded into a Crossroads server. From there, the citation data will be exported in XML format and transferred to the Versaterm vRMS server where it is imported into the RMS Report Transcription Dashboard for verification and quality assurance.

Records personnel perform the ingest process to commit the data into the vRMS validating names, vehicles, locations, etc. The system can be configured to auto-ingest citations linking to the MNI based upon a rules engine/configuration configured by Versaterm. This will be reviewed during implementation and possibly go-live (once the data and the interface is reviewed in more detail).

3.15.7 Technical Specifications

Report data extracted in vRMS XML specific format from the Crossroads server will be copied to a Report Transcription file share directory/folder on the vRMS cloud server. This directory/folder will be advertised and support SFTP file transfers.

Note. Versaterm will deliver the vRMS Citation XML file specifications to the County/Crossroads for development and/or confirmation. As this interface already exists at other California agencies, Crossroads already conforms the vRMS XML specification.

Files residing in the transcription file directory will be processed by a scheduled (CRON) vRMS upload handler. The task will search for data files with a *.XML file extension and process one file at a time. This process will consist of calling the standard vRMS transcription upload script. The end result will be a Citation transcription entry created in the vRMS Report Transcription Dashboard.

The following is a screen shot of the Report Transcription Dashboard loaded with Citation (Ticket) entries:

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Report Transcription Dashboard

Filters

Record Types

☒ General Offense Report (6)
 ☒ Follow Up (0)
 ☒ Ticket (3)
 ☒ Permits and Licensing (0)
 ☒ Property Report (0) AUTO
 ☒ Arrest (1)
 ☒ Criminal Description (0)
 ☒ Field Interview (1)
 ☒ MNI Verification (0)
 ☒ Gang File (0)
 ☒ Supplemental (0)
 ☒ Warrant (0)
 ☒ Check all
 ☐ Uncheck all

Additional

Reporting officer
Station
Org unit
Event type
Event year
Event number

Actions

			Report #	Reporting Officer	Organization	Date	Description
9	TK	PP 2020-E7951631	T	PAT10 - MARTIN WILLIAMS		Jul-09-2020	TRAFFIC-1:
9	TK	PP 2020-E7960700	T	PAT11 - SMITH, DEREK		Jul-09-2020	TRAFFIC-1:
9	TK	PP 2020-E7960701	T	PAT12 - ANDREW HAMMON		Jul-09-2020	TRAFFIC-1:

From this dashboard, Records personnel will select a Citation and initiate the RMS transcription process, where the XML data will be processed and loaded into the RMS. During this process quality assurance steps will be observed (e.g. geo-validation, master name validation, etc.).

The vRMS supports a feature to auto-transcribe citations based upon matching algorithms. This will be discussed during implementation and available for testing either during implementation or post go-live.

3.15.8 Communication

The communication between Crossroads and the RMS application server is provided via password less SFTP, using server RSA public/private keys.

3.15.9 Interface Testing

These tests are intended to ensure the interface is complete. The following are descriptions of the tests to be performed for the specified interface functionality during the Functional Unit Test period.

3.15.10 Functional and completeness testing

This test is to confirm that the Crossroads generated reports are loaded into the vRMS transcription dashboard, and that all the related data elements (citation, charges, person, etc.) are verified in the RMS citation module after the transcription process has occurred.

3.15.11 Performance testing

This test confirms that a Crossroads XML file consisting of a single report can be read and uploaded into the RMS transcription queue within 3 seconds.

3.15.12 Exception testing

This test consists of disconnecting the file share and ensuring that the citation data is transferred to the RMS file share and uploaded into the vRMS transcription queue once the connection is reestablished.

3.15.13 Responsibilities

County Responsibilities

- Provide sample data files from the Crossroads server for upload into the vRMS Transcription Dashboard.
- Perform the report transcription process.
- Perform interface testing, including quality assurance review of the Citations after the transcription / ingest process.

Versaterm Responsibilities

- Deliver XML file specifications to Crossroads.
- Create the SFTP account used to transfer Crossroads XML files to the file share.
- Configure and test the transcription upload process.
- Configure the data upload scheduled (CRON) task.

2.2. Crossroads Accident Import

This interface consists of uploading Traffic Accidents into the Versaterm vRMS. Accident data is sent from the County's Crossroads application server to the vCloud vRMS application server through a secure transfer.

3.15.14 Functional Overview

Traffic accidents are documented by County deputies using Crossroads software and the resulting reports are uploaded into a Crossroads server. The accident reports will then to be exported in XML format and transferred to a vRMS file share where it is imported into the vRMS Report Transcription Dashboard for verification and quality assurance.

Records personnel perform the ingest process to commit the data into the Versaterm vRMS validating names, vehicles, locations, etc.

3.15.15 Technical Specifications

Report data extracted in vRMS XML specific format from the Crossroads server will be copied to a Report Transcription file share directory/folder on the vRMS cloud server. This directory/folder will be advertised and support SFTP file transfers.

Note. Versaterm will deliver the vRMS accident report XML file specifications to the County/Crossroads for development and/or confirmation. As this interface already exists at other California agencies, Crossroads already conforms the vRMS XML specification.

Files residing in the transcription file directory will be processed by a scheduled (CRON) vRMS upload handler. The task will search for data files with a *.XML file extension and process one file at a time. This process will consist of calling the standard vRMS transcription upload script. The end result will be an accident transcription entry created in the vRMS Report Transcription Dashboard.

The following is a screen shot of the Report Transcription Dashboard loaded with Accident entries:

Exhibit D3 – Interface Control Document

Report Transcription Dashboard

Filters

Record Types

☒ General Offense Report (8)

☒ Ticket (3)

☒ Property Report (0) AUTO

☒ Criminal Description (0)

☒ MNI Verification (0)

☒ Supplemental (0)

☒ Check all

☒ Follow Up (0)

☒ Permits and Licensing (0)

☒ Arrest (1)

☒ Field Interview (1)

☒ Gang File (0)

☒ Warrant (0)

☐ Uncheck all

Additional

Reporting officer

Station

Org unit

Event type

Event year

Event number

Actions

Apply Filter

Clear Filter

Undo Filter Changes

		Report #	Reporting Officer	Organization	Date	Description
9	GO	PP 2020-230987	PAT12 - ANDREW HAMMON	UPT01 - UNIFORM/PATR	Oct-07-2020	5441-0: TRAFFIC - ACCIDENT DAMAGE
9	GO	PP 2020-230996	PAT10 - MARTIN WILLIAMS	UPT01 - UNIFORM/PATR	Oct-07-2020	5431-0: TRAFFIC - ACCIDENT INJURY

From this dashboard, Records personnel will select the accident report and initiate the RMS transcription process, where the XML data will be processed and loaded into the RMS. During this process quality assurance steps will be observed (e.g. geo-validation, master name validation, etc.). Auto-Transcription is not available for accidents.

3.15.16 Interface Testing

These tests are intended to ensure the interface is complete. The following are descriptions of the tests to be performed for the specified interface functionality during the Functional Unit Test period.

3.15.17 Communication

The communication between Crossroads and the RMS application server is provided via password less SFTP, using server RSA public/private keys.

3.15.18 Functional and completeness testing

This test is to confirm that the Crossroads generated accident reports are loaded into the vRMS transcription dashboard, and that all the related data elements (persons, vehicles, charges, etc.) are verified in the RMS report (GO) module after the transcription process has occurred.

3.15.19 Performance testing

This test confirms that a Crossroads XML file consisting of a single report can be read and uploaded into the RMS transcription queue within 3 seconds.

3.15.20 Exception testing

This test consists of disconnecting the file share and ensuring that the citation data is transferred to the RMS file share and uploaded into the Versaterm RMS transcription queue once the connection is reestablished.

3.15.21 Responsibilities

County Responsibilities

- Provide sample data files from the Crossroads server for upload into the vRMS.

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- Perform the report transcription process.
- Perform interface testing, including quality assurance review of the Accidents after the transcription / ingest process.

Versaterm Responsibilities

- Deliver XML file specifications to Crossroads.
- Create the AWS FTP Account server where Crossroads files can be delivered.
- Configure and test the transcription upload process.
- Configure the data upload scheduled (CRON) task.

2.3. SAS Analytics

This interface consists of extracting data from the Versaterm vRMS into data files that are then transferred to a SAS Analytics system. The Versaterm legacy data warehouse extract program will be used to generate the required data files.

The data warehouse extract is a utility that extracts information from the RMS into delimited ASCII data files. These files are stored on the RMS server and are made available to 3rd party process for loading into the SAS Analytics data warehouse for further data analysis. The types of reports that can be processed include: General Offense reports, CAD incidents, Field Interviews (Street Checks), Arrests and Property reports. At the discretion of County, other RMS event types and related data can also be included.

3.15.22 Functional Overview

The data warehouse extract is performed on a scheduled basis via a system scheduled task and, as such, no RMS user intervention is required. When invoked, the RMS data is extracted to pipe character delimited ASCII files in a schema that will be known to the SAS Analytics data warehouse. Once the extract process is completed, the data files are then transferred to Cloud based file share via SFTP. A separate scheduled task will be used for this data transfer. Once the data files have been successfully transferred, a separate 3rd party process not considered to be part of this interface (delivered by SAS Analytics) will be responsible for uploading County RMS data into the SAS data warehouse.

3.15.23 Technical Specifications

Each time a report is added, updated or deleted on the vRMS, the report number is written to a data mart extract table. This table tracks what reports need to be subsequently extracted from the RMS. A scheduled (CRON) task is configured to run the data warehouse extract program on a daily basis (e.g. every morning at 4AM). The extract program reads from the data mart extract table to determine which reports must be extracted. All the data related to these reports (persons, vehicles, narratives, etc.) is unloaded into ASCII data files and written to an extract directory on the RMS server. The data files are then transferred via SFTP to the Cloud FTP server. These files are also archived to a directory named using the current date and time e.g. 12282010_0400. These archive directories allow a site to audit RMS data that was previously extracted in case a data comparison is required.

County RMS data will then be transferred to a SAS Analytics server and uploaded into a data warehouse where this data can be mined by SAS Analytics. Note that this last step is not considered part of this interface.

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Built into the data warehouse extract is an error recovery process. In the event of an extract failure, errors will be logged in a file available to System Administrators for review. An extract recovery program can be run to reset the data mart extract table by date range in order to ensure that specific reports will be extracted the next time the extract is run. Optionally data can be extracted by manually running the extract program for a specified time range.

3.15.24 Interface Testing

These tests are intended to ensure the interface is complete. The following are descriptions of the tests to be performed for the specified interface functionality during the Functional Unit Test period.

3.15.25 Communication

The communication between SAS Analytics and the Cloud based file share is provided via password less SFTP, using server RSA public/private keys.

3.15.26 Functional and Completeness Test

This test comprises of running the data warehouse extract program to ensure that the required ASCII data files are written to the appropriate extract directory on the RMS server and to ensure the archive directory is created as well.

3.15.27 Operational tests

This test consists of adding, updating and deleting reports on the Versaterm RMS and ensuring that these reports and associated data are successfully extracted to the data warehouse ASCII files.

3.15.28 Performance tests

As this is a batch interface, there are no prescribed performance tests.

3.15.29 Exception tests

A test will be conducted to ensure the validity of the error recovery extract process described previously is adhered to.

3.15.30 Responsibilities

County Responsibilities

- Provide network connectivity between SAS Analytics and the AWS FTP file share.
- Assist in testing the data warehouse extract by adding, updating and deleting RMS report data.
- Confirm RMS data quality assurance in the SAS Analytics data warehouse.

Versaterm Responsibilities

- Configure and test the data warehouse extract program and scheduled (CRON) task.
- Create the Cloud SFTP account.
- Configure and test the file transfer and scheduled transfer task.
- Configure the data extract scheduled task.
- Assist in testing the extract by verifying the extracted data with the County.

2.4. RMS to VCIJIS Export

This interface consists of extracting Versaterm vRMS report data into XML data files that are then transferred to the County VCIJIS system. The vRMS report XML export program will be used to generate the required data files.

Currently at the County there is an interface in place which transfers MRE XML report files to VCIJIS. This interface also consists of a PDF file transfer of the MRE report to the County’s FileNet server. This interface will be augmented in order to provide an offense report XML file from the vRMS to VCIJIS, replacing the MRE XML file transfer.

3.15.31 Functional Overview

This interface will use a RMS report export program to generate an offense report XML file from the vRMS. As part of this export, the data file transferred to VCIJIS will include the Summary UCR offense codes on the report, as the core report on RMS will consists of California NIBRS offense codes. The report export will occur after the MRE report is transcribed on the RMS (i.e. after MRE report transcription).

It is expected that RMS reports will be California NIBRS (CIBRS) based. As VCIJIS will require Summary UCR offense codes, a code mapping configuration in the RMS offense/charge table will be used to map CIBRS offenses to Summary offense codes. The XML export will use this mapping to deliver the correct Summary offense codes to VCIJIS.

3.15.32 Technical Specifications

MRE offense reports submitted to the RMS will be uploaded into the RMS Transcription Dashboard after going through the MRE report approval process. The following is an example of offense reports in the Dashboard awaiting Transcription (i.e. processing) by Records personnel:

Filters Active

Record Types

☒ General Offense Report (3)

☐ Ticket (0)

☐ Property Report (2)

☐ Criminal Description (0)

☐ MNI Verification (1)

☐ Supplemental (0)

☐ Civil Process (0)

☐ Vehicle Inspection (0)

☒ Check all

☐ Uncheck all

☐ Follow Up (0)

☐ Permits and Licensing (0)

☐ Arrest (0)

☐ Field Interview (0)

☐ Gang File (0)

☐ Warrant (0)

☐ Flag Record (0)

Additional

Reporting officer

Station

Org unit

Event type

Event year

Event number

Description

Actions

Apply Filter

Clear Filter

Undo Filter Changes

				Report #	Reporting Officer	Organization	Date	Description
9	⚠	GO	CA 2020-202007281	3095 - RICK BISTLINE	UPTAA - New org unit to	Jul-28-2020	AMC-0: 10.08.020.010 PUB USE	
9	⚠	GO	CA 2020-9874	DET2 - DETECTIVE, TRACY	UPTAA - New org unit to	Sep-23-2020	487-22: 487(A) PACKAGE THEFT	
9	⚠	GO	CA 2022-12345	DET1 - DETECTIVE 1	BURG - BURGLARY	May-04-2022	35A-11: DRUG / NARCOTIC VIOL	

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From this dashboard, Records personnel will select an offense report and initiate the RMS transcription process, where the XML data will be processed and loaded into the RMS. During this process quality assurance steps will be observed (e.g. geo-validation, master name validation, etc.).

At the end of the Transcription process an offense report XML file will be exported to the RMS server. From there the XML file will be transferred to a FTP file share and will be available for SFTP transfer to the VCIJIS system. The XML file will contain the Summary UCR offense codes required by VCIJIS. This RMS export will replace the transfer of the originating MRE XML report file that is currently transferred to VCIJIS.

The CIBRS to Summary UCR offense code mapping will be performed in the RMS offense/charge table using the Charge table 'Site cross reference #2' field. In the example below the CIBRS code HS 11550(E) is mapped to 1314:11550-0, which will be exported to VCIJIS:

Offense Configuration			
Jurisdiction CA			
Offense	35A *	Ext	104 *
			Felony
Short Translation	WEAPONS/NARC *		
Expanded Translation	DRUG / NARCOTIC VIOLATIONS *		
NIBRS/NCIC Mapping			
NIBRS/UCR code	35A *	Offense Group	A *
		NCIC	5212 *
Class HS *			
Statute# 11550(E) *			
State Cross Reference 35293			
Site cross reference #2: 1314:11550-0			

The code mapping will be performed by County personnel during the RMS implementation process.

3.15.33 Communication

The communication between VCIJIS and the Cloud based RMS file share is provided via password less SFTP, using server RSA public/private keys. Due to possible networking security restrictions, an intermediate transfer server may be required as part of the file transfer to VCIJIS.

3.15.34 Interface Testing

These tests are intended to ensure the interface is complete. The following are descriptions of the tests to be performed for the specified interface functionality during the Functional Unit Test period.

3.15.35 Functional and Completeness Test

These tests confirm that when the Transcription of offense reports on the RMS from the Transcription Dashboard is complete, the offense report XML data file gets exported from the RMS and transferred to the SFTP file share. The XML file will contain the Summary UCR offense codes required by VCIJIS.

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3.15.36 Performance tests

No performance tests are required for this interface.

3.15.37 Exception tests

This test consists of disabling the SFTP file share and ensuring that the offense report data is transferred to the Cloud based file share once the connection is reestablished.

3.15.38 Responsibilities

County Responsibilities

- Configure the CIBRS to Summary offense code mappings in the RMS offense/charge table.
- Configure the required network connectivity between the Cloud based SFTP file share and VCIJIS server/and or intermediate transfer server as required.
- Configure and test the SFTP transfer process to deliver the XML files to VCIJIS.
- Perform Interface testing.

Versaterm Responsibilities

- Install and test the offense report XML data export.
- Create Cloud based SFTP Account and file transfer to the Cloud based file share.
- Assist County in interface testing.

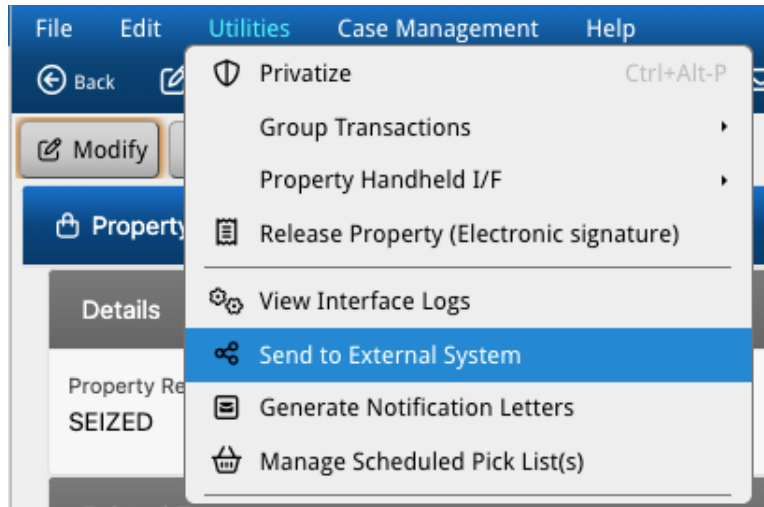
2.5. Property Export – Porter Lee (BEAST)

This interface is used to transfer vRMS Property report data from the Versaterm RMS to the County's Porter Lee Property system known as BEAST. Currently there is a Property report ingest into BEAST, the property data source being MRE reports. This interface will be augmented so that vRMS Property reports can also be ingested into the BEAST system.

3.15.39 FUNCTIONAL OVERVIEW

When vRMS Property data is manually added to or updated on the Property system, the Property report (including the main report and associated items) can be exported from the RMS by manually invoking a data transfer from the RMS menu. This is done by selecting the Utilities -> Send to External System menu option:

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This option will trigger a XML Property data file export from the RMS.

Each time a user initiates the Property export, a log will be generated in the RMS Interface Log facility showing the current status of the data exchange process. This is done by selecting the Utilities -> View Interface Logs menu option also shown in the screen shot above.

Note that MRE Property XML data files will continue to be transferred to BEAST as they are today. The additional transfer from the vRMS will be required when new Property is added on the RMS (and did not originate from MRE).

3.15.40 Technical Specifications

The exported XML file will reside on the RMS file server and will subsequently be transferred via SFTP to a Cloud based file share, which will be accessible to the County. It is expected that a separate County secure FTP (SFTP) process will transfer the XML file from the file share to BEAST, whereby the data will be imported into the BEAST Property system.

3.15.41 COMMUNICATION PROTOCOL

The communication between County file transfer process and the Cloud based RMS file share is provided via password less SFTP, using server RSA public/private keys.

3.15.42 Interface Testing

These tests are intended to ensure the interface is complete. The following are descriptions of the tests to be performed for the specified interface functionality during the Functional Unit Test period.

3.15.43 Functional and Completeness Test

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These tests confirm that when the Property report export is invoked on the vRMS the Property report XML data file gets exported from the RMS and transferred to the Cloud based FTP file share. The XML file will contain the main Property header data along with all related Property items on the report.

3.15.44 Performance tests

No performance tests are required for this interface.

3.15.45 Exception tests

This test consists of disabling the Cloud based secure FTP file share and ensuring that the Property report data is accessible to the Cloud based file share once the connection is reestablished.

3.15.46 Responsibilities

County Responsibilities

- Configure the required network connectivity between the Cloud based SFTP file share and BEAST server.
- Configure and test the SFTP transfer process to deliver the XML files to BEAST.
- Perform Interface testing.

Versaterm Responsibilities

- Install and test the Property report XML data export.
- Create the SFTP Account and file transfer to the Cloud based file share.
- Assist County in interface testing.

2.6. Warrant Import

This one-way data transfer interface consists of uploading County Warrants and Warrant Cancellations into the Versaterm vRMS. Warrant data is sent from the County's VCIJIS server to the vCloud vRMS application server through a secure transfer.

3.15.47 Functional Overview

County Warrants are maintained on the VCIJIS system. Warrant data as determined by the County will be exported (new Warrants or Cancellations) in XML format and transferred to the vRMS server where it is imported into the RMS Report Transcription Dashboard for verification and quality assurance.

Records personnel perform the ingest process to commit the data into the vRMS validating names, vehicles, locations, charges, etc.

3.15.48 Technical Specifications

Report data extracted in vRMS XML specific format from the Crossroads server will be copied to a Report Transcription file share directory/folder on the vRMS cloud server. This directory/folder will be advertised and support SFTP file transfers.

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Note. Versaterm will deliver the vRMS warrant report XML file specifications to the County for development and testing purposes.

Files residing in the transcription file directory will be processed by a scheduled (CRON) vRMS upload handler. The task will search for data files with a *.XML file extension and process one file at a time. This process will consist of calling the standard vRMS transcription upload script. The end result will be a warrant transcription entry created in the Versaterm vRMS Report Transcription Dashboard.

The following is a screen shot of the Report Transcription Dashboard loaded with Warrant entries:

Filters Active

Record Types

☐ General Offense Report (150)

☐ Ticket (21)

☐ Property Report (35)

☐ Criminal Description (0)

☐ MNI Verification (59)

☐ Supplemental (67)

☐ Civil Process (0)

☐ Vehicle Inspection (6)

☒ Check all

☐ Follow Up (11)

☐ Permits and Licensing (0)

☐ Arrest (40)

☐ Field Interview (7)

☐ Gang File (0)

☒ Warrant (2)

☐ Flag Record (0)

☐ Uncheck all

Additional

Reporting officer

Station

Org unit

Event type

Event year

Event number

Description

Actions

Apply Filter

Clear Filter

Undo Filter Changes

				Report #	Reporting Officer	Organization	Date	Description
9	🚩	WT	SL 1980	CTES3			Jun-05-2023	ARMED ROBBERY
9	🚩	WT	SL 1985	CTES3			Jun-05-2023	AGGRAVATED ASSAULT

From this dashboard, Records personnel will select the Warrant report and initiate the RMS transcription process, where the XML data will be processed and loaded into the RMS. During this process quality assurance steps will be observed (e.g. geo-validation, master name validation, etc.).

Optionally using the RMS CLETS/NCIC interface, the data from the Warrant Upload can be used to generate an EWR (Enter Warrant) transaction. As part of the interface development, a key field(s) can be identified to determine if a warrant is eligible for CLETS entry.

The warrant cancellation process allows warrant cancellation information to be imported into the vRMS warrant module. This process allows existing warrants to be cancelled and warrants that have not yet been added to the RMS Warrant Recall queue, to be recalled. The warrants must then be manually processed by data transcription personnel.

Optionally, using the RMS CLETS/NCIC interface, the data from the Warrant cancellation request can be used to generate an XW (Cancel Warrant) transaction.

The following is an illustration of the Pending Recall Warrant List:

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The screenshot displays a software application window with a menu bar (File, Edit, Help) and a toolbar containing various icons for file operations and navigation. Below the toolbar, there are buttons for 'Find Next', 'Modify', and 'Refresh'. The main content area is divided into two sections.

The first section, titled 'Pending Recall Warrant List', contains a table with the following data:

Warrant#	Issue	Full Name	Sex	Race	DOB	Recall Date	Recall Time	Authority	Reason
2346546	08/08/2018	JONES, DAVID E	M	W	08/08/1977	03/11/2019	1344	2702	
2347558	12/12/2018	CARTER, LARRY H	M	B	06/05/1975	03/11/2019	1346	2702	
3459765	12/12/2018	WILLIAMS, BILL, H. M	W		01/01/1940	03/12/2013	1126	0	

The second section, titled 'Warrant Recall Information', contains a 'Modify' button and a form with the following fields:

Warrant #	2347558 *	Issue Date	Dec-12-2018
Full Name	CARTER, LARRY H	Sex	Male
Race	B - Black	DOB	Jun-05-1975
Recall Date	Mar-11-2019	Authority	2702 - TRUMAN, HENRY
Recall Reason			

If the warrant record cannot be found, the cancellation information will be stored in the Warrant Pending Recall queue. Each time a new warrant is added to the system the pending recall queue is checked to see if warrant recall information is available. If found the warrant recall information will automatically be updated to the warrant being added.

Warrant Recall Report: Each time a Warrant Recall is processed, a report will be automatically generated to echo back to the County recall requests and an RMS status. The purpose of this report is to log all the recall requests and identify any recall requests where the warrant is not in the RMS.

3.15.49 Communication

The communication between VCIJIS and the Cloud based RMS file share is provided via password less SFTP, using server RSA public/private keys. Due to possible networking security restrictions, an intermediate transfer server may be required as part of the file transfer to VCIJIS.

3.15.50 Interface Testing

These tests are intended to ensure the interface is complete. The following are descriptions of the tests to be performed for the specified interface functionality during the Functional Unit Test period.

3.15.51 Functional and completeness testing

The functional tests include creating test warrants transactions (Upload & Cancellation), as applicable, and transcribing them into the vRMS. All CLETS/NCIC integration will also be part of this test.

Warrant Upload: Consists of receiving warrant information from the County and ensuring the data is transferred, according to the prescribed interval and loaded into the vRMS transcription queue.

Warrant Cancellation: Consists of receiving warrant cancellation information from the County and ensuring the entry is placed in the Warrant Pending Recall queue for processing. This test will also ensure the appropriate Warrant Recall Report is generated.

3.15.52 Performance testing

This test confirms that Warrant XML files can be read and uploaded into the RMS transcription queue within 3 seconds after being detected on the RMS file share.

3.15.53 Exception testing

This test consists of disconnecting the file share and ensuring that the Warrant data is transferred to the RMS file share and uploaded into the vRMS transcription queue once the connection is reestablished.

3.15.54 Responsibilities

County Responsibilities

- Provide sample Warrant data files from VCIJIS for upload into the vRMS.
- Perform the report transcription process.
- Perform interface testing, including quality assurance review of the Warrants and Warrant Cancellations after the transcription / ingest process and related CLETS/NCIC transactions.

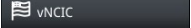
Versaterm Responsibilities

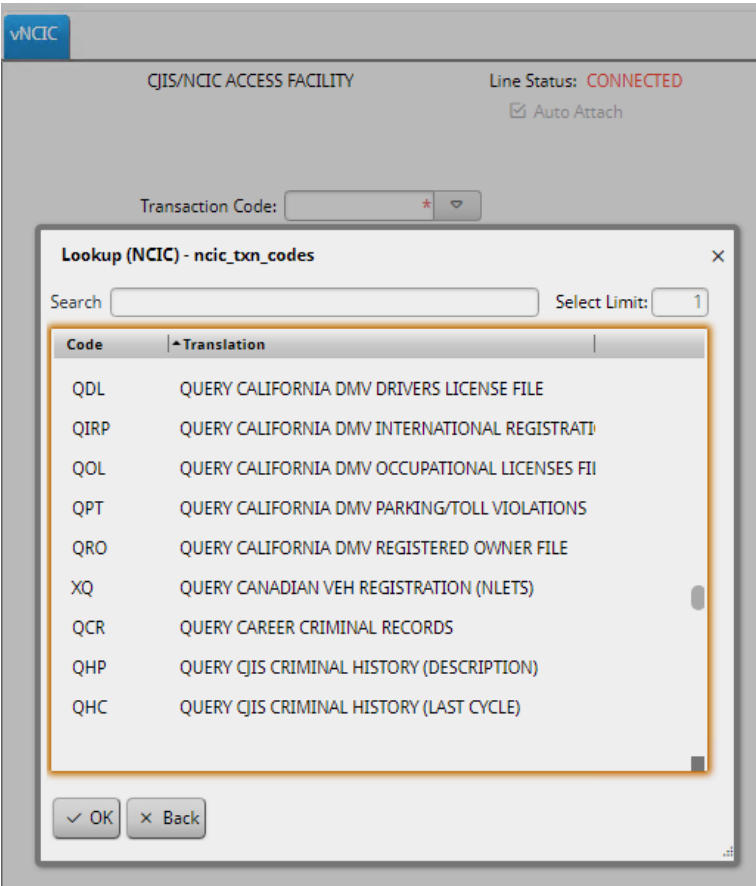
- Deliver XML file specifications to the County.
- Create the Cloud SFTP Account server where Warrant files can be delivered.
- Configure and test the transcription upload process.
- Configure the data upload scheduled (CRON) task.
- Configure the vRMS NCIC Gateway to support Warrant related transactions.

2.7. CLETS-NCIC

This RMS interface is intended to be an extension of the current NCIC/CLETS interface used by the Versaterm CAD/MDT at the County today, which communicates with DOJ CLETS via the Ventura County Message Switch (VCMS). Queries to the County VCIJS system will also be supported as part of this interface.

3.15.55 Functional Overview

CLETS/NCIC access is available through the  button on the vRMS desktop. As with CAD, the user is presented with a transaction list so they may select the appropriate transaction by either entering the transaction code (e.g. QDL, etc.) or by selecting from a list of valid transactions (known as the NCIC transaction code list).



Upon entering the transaction code, the appropriate Query or Maintenance transaction form is displayed. Mandatory fields are indicated by the convention used throughout the Versaterm applications.

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File Edit View Help
✓ Ok/Send ✕ Back ✎ Prefill ☁ Clear 📄 NCIC Dashboard ✉ VMail ? Help

COMMENT PURPOSE

IN/ID CALIFORNIA DMV DRIVERS LICENSE QUERY

Information Code

---- AND EITHER ----

Drivers License # User Friendly Response

---- OR ----

Name DOB OR Age

Address City

1 - LOS ANGELES	4 - LONG BEACH	7 - SAN JOSE
2 - SAN FRANCISCO	5 - OAKLAND	8 - BAKERSFIELD
3 - SAN DIEGO	6 - SACRAMENTO	9 - SAN BERNARDINO

Once the transaction has been sent, the user is returned to the transaction selection screen. At this point, the user may continue with other transactions or close the NCIC subsystem and return to the vRMS.

NCIC/CLETS/VCIJIS responses are returned to the users Versaterm RMS vMail mailbox:

File Edit View Mail Administration Help
⏮ Back ✓ OK ➕ New ➡ Forward ↩ Reply 📎 Attach 📁 Place in Folder 🖨 Preview ↻ Refresh 📧 Mark as read ✉ Mark as Unread

User: 0 Handle: HREADR

Folder ☒ Inbox (Total Mail Items: 2, Unread: 0)

	Type	From	Received	Subject
<input type="checkbox"/>	👤 CLETS	CLETS	2023-06-07 12:25	VCSO QUERY 021VPD01.WANDA..0..1VPD01VEP0A0V
<input type="checkbox"/>	👤 CLETS	CLETS	2023-06-07 12:25	VCSO QUERY Rsp: ID L1D1234567

Some integrated query transactions can be spawned from the vRMS query forms (e.g., person and vehicle query). The following is an example of the vRMS Person query form with options to query the State/NCIC:

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The screenshot shows a web-based form for entering person information. At the top, there are tabs for 'Event', 'Person', 'Business', 'Vehicle', 'Address', and 'Property'. The 'Person' tab is active. Below the tabs, there is a 'Juvenile Query' checkbox. The form fields include: 'Last name:' with the value 'MORRIS', 'Given name(s):' with the value 'LUKE', 'Sex:' with a dropdown arrow, 'Race:' with a dropdown arrow, 'DOB:' with a date picker and a small 'or A' option, 'Address:', 'Driver's license#:', 'State of issue:' with a dropdown arrow, and 'Social Security#:' with a text input. At the bottom, there is a section titled 'Generate automatic queries to:' with three checkboxes: 'State/NCIC Person Query', 'NLETS', and 'Driver License Query'. A red rectangle highlights these three checkboxes.

Integrated maintenance transactions are also supported and triggered from specific forms in the RMS. When invoked, integrated maintenance transactions will present the corresponding CLETS/NCIC form where transactions can be performed. That is, for any transaction that will add or update data on CLETS/NCIC as a by-product of a transaction in RMS, the RMS will present the data in the corresponding CLETS/NCIC form for user confirmation. As an example, when a Stolen Vehicle is added to the vRMS, a prompt can be configured to ask the user whether to send the information to NCIC:

The screenshot shows a 'Stolen Vehicle' form in the RMS system. The form has a blue header bar with 'File', 'Edit', and 'Help' menus. Below the header, there are buttons for 'Modify', 'Attachments (No)', and 'NCIC Control (No)'. The 'Stolen Vehicle' title is displayed. The 'Jurisdiction' dropdown is set to 'VE - VENTURA POLICE I'. The 'Related Vehicle' field contains the text '(STOLEN NOT RECOVERED #1) 2007 VOLK GOL 1SAM234 CA BLU'. A modal dialog box titled 'NCIC/State EV Transaction' is open in the center of the screen. The dialog asks 'Send record to NCIC/State Agency?' and has 'Yes' and 'No' buttons. The 'Yes' button is highlighted with a yellow border. In the background, the 'General' section of the form is visible, showing fields for 'How reported' (2 - ON-VIEW), 'Stolen in state' (CA - California), 'Amount of gas', 'Doors locked' (Yes), 'Keys in' (No), 'Ignition locked' (Yes), and 'Registration in' (Unknown).

When selecting Yes to the prompt, the NCIC EV mask will appear with some data pre-filled, from where the data may be augmented before being send to NCIC:

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FileEditViewHelp

Ok/SendBackPrefillClearNCIC DashboardVMail7Help

COMMENT

PURPOSEC

EV

CJIS/NCIC STOLEN VEHICLE ENTRY

(Test)

One of the following:

LIC1SAM234*

StateCA*

Year2023*

TypePC*

VIN*

OAN*

Engine #*

Vehicle: MakeVOLK*ModelGOL*

StyleHB*Year2007*ColorBLU*

Theft DateApr-12-2023*Case #23-500123*CautionEntry Level

Supplemental Case #Cross-Reference

MiscellaneousTUBA STICKER ON RR BUMPER

For auto-query transactions, these are simply generated and sent (i.e. the user is not required to confirm the data).

3.15.56 RMS Auto Initiated CLETS/NCIC Transactions

The following auto-initiated transactions are included with the delivery of the Versaterm RMS:

RMS Function	Generated CLETS/NCIC transaction
Query Person	QW
Query Vehicle	QV
Enter Towed Vehicle	EVS
Enter Stolen Vehicle	EV
Enter Stolen Articles	EA
Enter Stolen Guns	EG
Enter Missing Person	EM
Enter Warrant	EWR

Notes:

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1. For each supported Add/Enter transaction, the corresponding Update transaction will also be available were applicable.
2. For information added automatically, the vRMS application will attempt to implement 'auto-clear' functions. For example, when the property is recovered, the System will allow the user to clear the details from CLETS/NCIC based on the NIC# and other associated stamps returned from the original add.
3. For auto-queries from RMS, QV does not automatically spawn a DMV query, however, there is a separate transaction that can be run to perform this query.

3.15.57 Initial Supported Forms/Transactions

Although the vRMS NCIC subsystem is designed to support the full complement of CLETS/NCIC forms, Versaterm is not responsible in developing/configuring/maintaining each and every transaction. At a minimum (upon installation) Versaterm will provide the forms that correspond to the transaction listed under the "Auto Initiated CLETS/NCIC Transactions" and load CLETS as part of the installation.

Additional forms may be configured/created by your NCIC Administrator using the NCIC Site Configurable Transaction (SCT) utility supported by the Versaterm NCIC Gateway currently available to the County.

3.15.58 COMMUNICATIONS

The Versaterm Message Controller (VMC) will be used to support CLETS/NCIC and VCIJIS transactions in vRMS. That is the current CLETS interface installed at the County will be extended to include a RMS VMC "plug-in" (connection) to the existing NCIC Gateway at the County.

3.15.59 AUDITING AND LOGGING

The current NCIC gateway provides a facility to log/audit all transactions and corresponding responses to an online database table (searchable via the NCIC Administrator interface). All additional transactions to/from the vRMS will be logged using the same NCIC logging utility currently installed at the County.

3.15.60 INTERFACE TESTING

These tests are intended to ensure the interface is completely functional as designed. The following are descriptions of the tests to be performed for the specified interface functionality during the Functional Acceptance process.

3.15.61 FUNCTIONAL AND COMPLETENESS TESTING

For each query or maintenance transaction, the County will verify the corresponding transaction is generated. Invalid combinations are entered to verify edits.

3.15.62 OPERATIONAL TESTS

For each query transaction, the County will verify the transaction response. Each response should be compared to the transaction responses returned from the same query performed on VCIJIS (where applicable) to ensure response accuracy.

3.15.63 PERFORMANCE TESTS

The performance tests include a load test where the County will run several queries from various workstations to ensure the interface can handle the expected workload while routing responses back to the proper originators.

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Query processing response time performed by the web service against the DOJ CLETS may vary and is outside of Versaterm's control.

3.15.64 RESPONSABILITIES

County Responsibilities

- Perform interface testing.

Versaterm Responsibilities

- Configure and test the vRMS CLETS/NCIC and VCIJIS interface transactions.
- Perform interface tests with the County.

2.8. JMS Arrests

This interface transfers Pre-Booking Arrest Data entered on the vMRE to the County's Jail Managements System (JMS). The purpose of this transfer is to reduce data entry effort required to book a person into the Jail. It is expected the JMS will provide a Pre-Booking utility to start a booking with the data captured on the MRE.

This interface also accepts Completed Arrests (Booking Records) from the JMS. The purpose of this transfer is to either generate a notification of any difference found in the Arrestee's MNI record (e.g. updates were made during the booking process) or to set the JMS Booking Number on the related Arrest record, update the State ID, FBI ID and County ID on the arrestee's Criminal Description record.

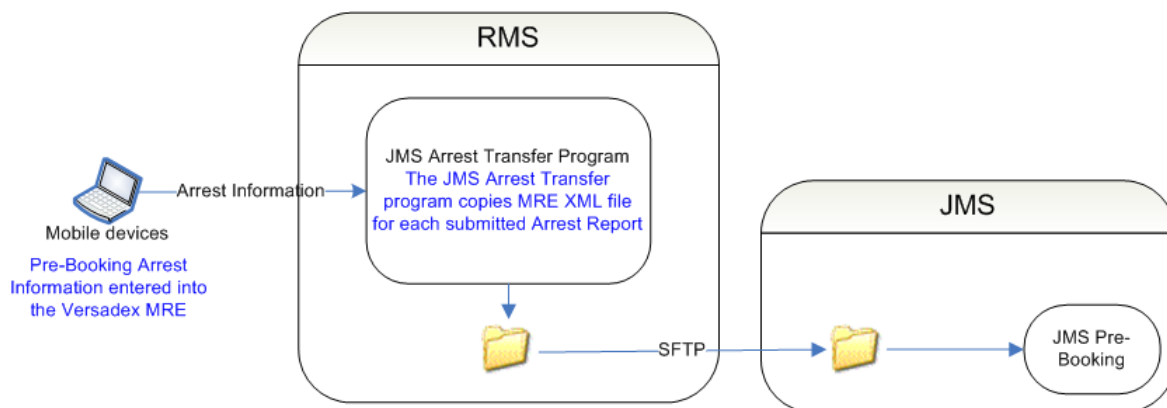
3.15.65 Functional Overview

Pre-Booking Arrest Transfer

The arresting officer will complete the Arrest record on the MRE. Once the arrest record is submitted for approval (if configured for MRE arrest report approval) or for transcription, the arrest information is transferred to the JMS in the MRE XML file format. Once transferred, the XML files are retained on the RMS server for a configurable period.

Note, if the County configures vRMS to require arrest approval, the arrest record may be transferred to the JMS multiple times should the officer have to re-submit the arrest for approval multiple times. The JMS is responsible for either replacing/merging the original arrest record with the newly transferred arrest or ignoring subsequent transfers for the same arrest.

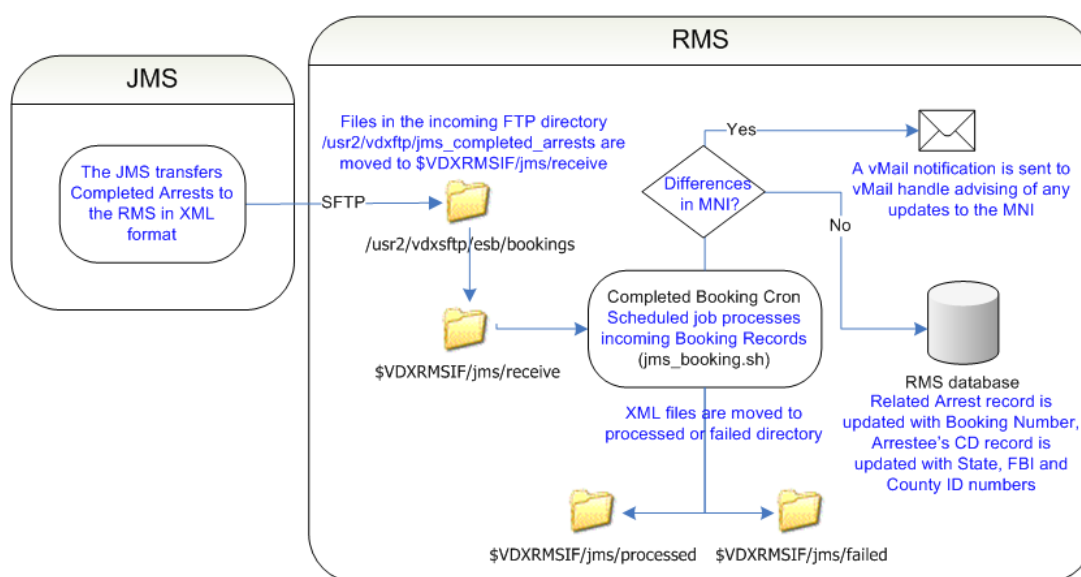
The following diagram illustrates the process flow for the Pre-Booking Arrest transfer:



Completed Arrest Transfer

Once the booking and identification process is complete and a positive ID is established, the JMS will transfer a Booking Record for the arrestee to the RMS. A 'Completed Booking' process on the RMS will compare the identification data received from the JMS against the arrestee's MNI record in the RMS. If there are no differences found, the 'Completed Booking' process will set the JMS Booking Number (custom field) on the related Arrest record and update the State ID, FBI ID and County ID on the arrestee's Criminal Description record. If there are differences found between what was sent from the JMS and the MNI, an RMS vMail notification is sent to an RMS vMail handle. This purpose of the notification is to allow County personnel to research and manually modify the arrestee's information as required. Note, if a Completed Booking is received from the JMS prior to the Pre-Booking Arrest record being transcribed into the RMS, the Completed Booking transaction is placed on hold and will be processed once the arrest is transcribed into the RMS.

The following diagram illustrates the process flow for the Completed Arrest transfer:



3.15.66 Technical Specifications

Pre-Booking Arrest Transfer

The Pre-Booking Arrest information is provided in MRE XML file format. The following table outlines the suggested file naming convention used for Pre-Booking Arrest transfer.

File	Filename format	Details
Pre-Booking Arrest XML File	JJ-ABJJYYYY#####-UNIQUEID.xml	JJ is the jurisdiction code, "AB" is a hard coded identifier, YYYY is the 4 digit year, '#####' is the Arrest Number and UNIQUEID is a unique identifier. The number (#) is left justified (i.e. not padded with zeros).

Completed Arrest Transfer

The Completed Arrest XML files will contain the following elements. The naming standard used will be defined during the configuration period. For example, the following is an example of a file convention:

XML Tag	Field Name	Description
<ARREST_JURISDICTION>	System arrest jurisdiction	Arresting agency identifier
<ARREST_YEAR>	System arrest year	System arrest year
<ARREST_NUMBER>	System arrest number	System arrest number
<STATE_NUMBER>	State ID number (SID)	State ID number (SID)
<FBI_NUMBER>	FBI Number	FBI Number
<COUNTY_NUMBER>	County Number	County Number

<LAST_NAME>	Last name	Arrestee's last name
<GIVEN_ONE>	First name	Arrestee's first name
<GIVEN_TWO>	Middle name	Arrestee's middle name
<DATE_OF_BIRTH>	Date of birth	Arrestee's date of birth
<BOOKING_NUMBER>	Booking number	The facility issued booking number

3.15.67 Communication

The communication between the vRMS application and JMS server is provided via password less SFTP, using server RSA public/private keys. Due to possible networking security restrictions, an intermediate transfer server may be required as part of the file transfer to the JMS.

3.15.68 Interface Testing

These tests are intended to ensure the interface is complete. The following are descriptions of the tests to be performed for the specified interface functionality during the Functional Unit Test period.

3.15.69 Functional and completeness testing

This test ensures that Pre-Booking Arrest Data entered on the vMRE is successfully transferred to the County's Jail Managements System (JMS). Once the vMRE arrest has been processed and updated on the JMS, a Completed Booking is received from the JMS and processed by the RMS.

3.15.70 Performance testing

This test confirms that a Completed XML file consisting of a single Arrest report can be read and uploaded into the RMS transcription queue within 3 seconds.

3.15.71 Exception testing

This test consists of disconnecting the file share and ensuring that the Arrest data is transferred to the RMS file share and uploaded into the vRMS transcription queue once the connection is reestablished.

3.15.72 Responsibilities

County Responsibilities

- Provide pre-booking data files from the MRE for transfer to the JMS.

- Provide completed arrest data files from the JMS for transfer to the RMS.
- Configure networking to support the XML file transfer between the RMS file share and JMS server.
- Perform the report transcription process.
- Perform interface testing, including quality assurance review of the Arrests after processing on the JMS.

Versaterm Responsibilities

- Deliver XML file specifications to the County.
- Create the Cloud SFTP Account server where MRE files can be delivered.
- Configure the pre-booking and completed arrest data transfers.
- Perform interface tests with the County.

2.9. Mugshots

This interface enables the storage of thumbnail sized mug shot images on the vRMS server. The source of these images is the existing County mug shot system. By storing copies of offender mug shots on the RMS server, RMS and MDT users are able to view integrated mug shots without having reference the mugshot system.

3.15.73 Functional Overview

There will be both an automated and a manual process to obtain mugshots from mugshot system.

1. Automated - Pursuant to a new JMS booking, when a mugshot is created on the mugshot system, the vRMS Post mugshot WEB service is called.
2. Manual – Should there be a requirement to refresh a mugshot on the RMS, a user can trigger a request to the mugshot system for the most recent frontal offense image.

In either case, the mugshot returned is stored on the RMS and related to the offender Arrest (AB) record. As such, an Arrest record must exist on the RMS in order to attach a mugshot. A system configuration can be set in the RMS to retain historical mugshots or only keep the most recent.

A mugshot image can be viewed from any RMS workstation or from the MDT. The following describes what is supported, depending upon where the query is initiated.

RMS Workstation: The mugshot is available whenever the master person name record or the criminal description record is displayed. When viewing the record, the RMS will automatically retrieve the available mugshot image and will display it on the person form.

MDT: The mugshot is available whenever the RMS returns a master name or criminal description response, as a result of a query. Embedded in the response is a “return transaction” to retrieve the mugshot (i.e. “Get mugshot”) for viewing. When the user highlights the return transaction and presses the send or return key, a query is sent to the RMS server to return the latest mugshot.

3.15.74 Technical Specifications

The vRMS WEB service processes the transaction, linking the mugshot image (base 64) to an offenders' CD record and Arrest record. The link between the mugshot image and CD record is the RMS Arrest Number. If the attempt to link the mugshot to the CD record fails, the information is written out to an XML file in the \$VDXMUG/PostThumbnailQueue directory and the interface will make 2 more subsequent attempts to link the mugshot.

For the manual mugshot requests, a mugshot Get request from the CD maintenance menu (Retrieve Mugshot) will be available. When this option is used, the RMS GetThumbnail WEB service is used to make a mugshot request to mugshot system again using the RMS Arrest Number. The Get transaction will attempt to link the mugshot image file to the CD record.

3.15.75 Communication

Communication will be by SOAP-based Web service conforming to Versaterm's WSDL standards.

3.15.76 Interface Testing

These tests are intended to ensure the interface is complete. The following are descriptions of the tests to be performed for the specified interface functionality during the Functional Unit Test period.

3.15.77 Functional and completeness testing

The customer will verify that a mugshot can be displayed from both the RMS workstation and MDT. Queries and mugshot retrievals are executed to ensure that the correct mugshot is returned for the individual. Mugshots can be compared to those available in the mugshot server and accessible via the mugshot client software.

3.15.78 Exception testing

This test consists of disconnecting the interface and ensuring that both JMS mugshot transfers to the RMS and mugshot requests from the RMS are processed and once the connection is reestablished.

3.15.79 Responsibilities

County Responsibilities

- Develop the Mugshot transfer service as per Versaterm specifications.
- Configure network access to SOAP-based Web Service communications from the JMS.
- Perform Mugshot transfer testing.

Versaterm Responsibilities

- Provide technical specifications and the mugshot service WSDL and any required clarifications to assist the County.
- Install and configure the Mugshot Web Service.
- Provide testing support to the County.

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Exhibit D4

Customization and Enhancement Control Document (CECD)

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NONE

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Exhibit D5

Acceptance Testing

OVERVIEW

This Exhibit describes the parameters involved in the Acceptance Test Plan which will be used per the Agreement and Statement of Work. The Acceptance Test Plan involves four (4) types of acceptance tests:

- Interface Integration Testing
- Functional Acceptance Testing
- System Performance Testing
- Reliability Acceptance Testing

The procedures to conduct each type of acceptance test are documented within each test plan (below). The County has the primary responsibility of conducting the Acceptance Tests, where Versaterm will support and assist the County as required.

1 INTERFACE INTEGRATION TESTING

1.1 OBJECTIVES

The purpose of Interface Integration Testing is to demonstrate and verify that all interfaces specified in the Interface Control Document meet or exceed the functionality and performance expectations, and that each interface is operational and ready for Functional Acceptance Testing.

The process of testing the interfaces also provides the County with the knowledge necessary to complete the Functional Unit Testing for each interface.

1.2 STRATEGY

As each interface is developed and installed, Versaterm will remotely assist the County's Project Team with performing testing.

Versaterm will demonstrate each interface to County personnel to confirm that it adheres to the specifications documented in the Interface Control Document. The County personnel will test and verify the results.

Errors will be tracked and remedied.

1.3 SCHEDULE

The Interface Integration Test is formally scheduled for five (5) Business Days and will be conducted in accordance with the Project Schedule. However, individual interfaces are expected to be tested as they are ready during the Interface Development and Testing task. The Interface Integration Test period may be extended beyond the initial five (5) Business Days if there are confirmed discrepancies that prevent the Interface Integration Test from being completed successfully within the initial five (5) Business Days.

1.4 DEPENDENCIES

Integration Testing has the following dependencies:

- Install the Production Environment in the Cloud
- Develop and install interfaces.
- Configure the Application Software.
- For each interface that involves another application/system, a test/development system to which the Versaterm system can connect must be available, or a plan must be in place to enable the required testing.

1.5 SERVER ENVIRONMENT

Interfaces will be tested in the Cloud Production Environment prior to the System being used for Production Use. After cutover to Production Use, any interface not previously tested will be tested in the Development/Test Environment prior to being installed in the Production Environment for final testing.

1.6 PROBLEM TRACKING AND REMEDIES

Each discrepancy/issue will be documented in the Issues List.

Within ten (10) Business Days of finding and documenting a discrepancy that can be classified as Level 1 or 2, in Section 6 of this document, Versaterm will correct the issue and then request, in writing, that the County retest the interface.

The County shall repeat the failed Interface Test within ten (10) Business Days of receipt of Versaterm's written request and shall advise Versaterm, in writing, of the results within five (5) Business Days of the test's completion.

Discrepancies that are classified as a Level 3 Error will not prevent the Integration Test from being successfully completed.

1.7 COMPLETION CRITERIA

Integration Testing will be considered successfully completed when all of the following criteria are met:

- The County has verified that all interfaces operate as specified in the Interface Control Document
- The County's Project Team and other select County staff are sufficiently trained to be able to administer, manage, and fully use each Interface.
- The County confirms, in-writing, of either acceptance, rejection or conditional acceptance of the interface integration tests for each interface within five (5) business days of completing the final tested interface.

2 FUNCTIONAL ACCEPTANCE TESTING

2.1 OBJECTIVES

The purpose of Functional Acceptance Testing is to verify that the fully configured System, including the interfaces specified in the Interface Control Document, meet the functional requirements described in the Agreement.

2.2 STRATEGY

The County and Versaterm will jointly develop a Standard Acceptance Test Plan suitable for verifying the solution's functionality. County workflow processes will be the basis of the Test plan. These processes will be documented during system implementation by the County and Versaterm for use during the test period.

At the conclusion of Functional Acceptance Test development task, the County may use the tests to perform independent testing of the system prior to the formal Functional Acceptance Testing task. With assistance from Versaterm, the County will conduct Functional Acceptance Tests on the system to verify that functionality meets the test scenarios and tests.

During the Functional Acceptance Testing task, Versaterm and the County will track whether requirements pass or fail tests. If a requirement fails a test, it will be classified as a "Failure" if related to a software application error, and Versaterm shall have up to ten (10) business days to correct any Failure, or provide a County-approved approach for correcting the Failure. Once a Failure is corrected, Versaterm and the County will conduct additional testing of that requirement to verify that it passes the test.

The system will be deemed to have passed Functional Acceptance Testing when all scenarios and requirements pass the test or the County approves Versaterm-proposed workarounds or approaches to remedy Failures. The County will conduct Functional Acceptance Testing with remote support from Versaterm. During Functional Acceptance Testing, Versaterm will be immediately available to answer questions and address any issues. Errors will be tracked and remedied.

2.3 SCHEDULE

The Functional Acceptance Testing period should not exceed fifteen (15) Business Days and will begin according to the mutually agreed upon Project Implementation Schedule and after Versaterm has provided the County with written notice that the System is ready for Functional Acceptance Testing. If the County does not believe the System is ready for the Functional Acceptance Test, it will provide the reasons in writing to Versaterm within ten (10) Business Days of receipt of Versaterm's notification.

The Functional Acceptance Testing period may be extended if there are confirmed defects that prevent the Functional Acceptance Test from being completed successfully. Functional Acceptance Testing must be successfully completed before Versaterm-delivered Trainer-Training and End-User training can commence.

2.4 DEPENDENCIES

Functional Acceptance Testing has the following dependencies:

- Production Environment Infrastructure available in the cloud
- Integration Testing completed
- Geofile loaded
- Validation tables populated
- Workflows configured
- For each Interface that involves another application/system, a test/development system to which the Versaterm system can connect must be available, or a plan must be in place to enable the required testing

2.5 SERVER ENVIRONMENT

The Functional Acceptance Tests will be conducted in the Production Environment prior to the System being used for Production Use.

2.6 PROBLEM TRACKING AND REMEDIES

The County will document each discrepancy between observed functionality and Agreement Specifications. The County will provide, in writing, a list of the discrepancies and defects to Versaterm. The County and Versaterm Project Managers will mutually agree on the classification of each defect according to the definitions in Section 6 of this document.

Each discrepancy/issue will be documented in County's SharePoint Issues List.

Within ten (10) Business Days of receiving written notification of Functional Acceptance Testing discrepancies, Versaterm will either:

- Correct confirmed defects that prevent Functional Acceptance Testing from being completed successfully and then request, in writing, that the County repeat the failed Functional Acceptance Testing component(s) that resulted in the defects; or
- Provide a mutually agreeable solution to confirmed defects consisting of either a future System patch correction that will be installed at a mutually agreeable time period, or a mutually agreeable workaround.

Versaterm must remedy all defects classified as Level 1 or Level 2 Errors before Functional Acceptance Testing is completed and training begins. The County and Versaterm Project Managers will mutually agree on any Level 3 Errors that must be remedied before training begins, Production Use occurs, or Final System Acceptance, and which can be remedied in a future release.

All defects will be documented and reported to Versaterm, and Versaterm will provide a schedule and/or mitigation procedure for all reported defects.

The County shall repeat the failed Functional Acceptance Testing within ten (10) Business Days of receipt of Versaterm's remedy for an error, and shall advise Versaterm, in writing, of the results within five (5) Business Days of the test's completion.

2.7 COMPLETION CRITERIA

Functional Acceptance Testing will be considered successfully completed when all of the following criteria are met:

- The System and Interfaces have been verified by the County to operate as specified in the Agreement.
- All scenarios and requirements have passed the test, or the County has approved Versaterm-proposed workarounds or approaches to remedy unresolved Failures.

3 SYSTEM PERFORMANCE TESTING

3.1 OBJECTIVES

The purpose of the System Performance Test is to demonstrate that the System adheres to the performance standards defined in Exhibit E - System Performance and Availability Standards.

If the County chooses to conduct the System Performance Test, the County will conduct it after the System cutover to Production Use.

3.2 STRATEGY

The System Performance Test will include testing individual functions as well as workflows. Versaterm will support the County's System Performance Test as required. The County will designate the workstations from which performance will be measured.

Measurement of response times will be based on the transaction response times defined in Exhibit E - System Performance and Availability Standards. When measuring system performance thresholds for Application Software conformance, no system or database backups will be processed. Noted deviations from the performance standards will be tracked and remedied by Versaterm.

The following sections describe specific details for the System Performance Test.

3.3 POST-CUTOVER PERFORMANCE TESTING

During the Reliability Acceptance Test, the County will employ manual methods to time system response to transactions and workflows. Because the system will be live, Third Party performance testing tools to generate automated transactions are not appropriate.

If the System's performance standards contained within Exhibit E - System Performance and Availability Standards are not achieved during the System Performance Test, the County and Versaterm will work together to determine whether the cause is the System infrastructure, network, or Application Software. If the Parties agree that the cause is the Application Software, Versaterm will affect the changes needed to meet the response times contained within Exhibit E - System Performance and Availability Standards and the System Performance Test will be repeated.

Additionally, Versaterm will participate in collaborative discussions on how to reach the desired performance metrics even if the agreed upon cause(s) exclude the Application Software, however; the successful completion of the System Performance Test will not be affected by non-Application Software-related issues.

3.5 SCHEDULE

The System Performance Testing is expected to last up to five (5) Business Days and will be conducted in accordance with the Project Schedule. The County will conduct System Performance Testing during the Reliability Acceptance Test Period.

3.6 DEPENDENCIES

The System Performance Test has the following dependencies:

- Successful completion of the Functional Acceptance Test.
- The specific details and testing methods have been mutually agreed upon by the Parties.

3.7 SERVER ENVIRONMENT

The System Performance Test will be conducted on the Production Environment.

3.8 PROBLEM TRACKING AND REPORTING

The County will document in writing and immediately notify Versaterm of any observed deviations from the performance standards. The County and Versaterm will work together to determine whether the cause is the Cloud System infrastructure, network, or Application Software. If the Parties agree that the cause is the Application Software, Versaterm will affect the changes needed to meet the response times contained within the Agreement and the System Performance Test will be repeated.

Although the successful completion of the System Performance Test will not be affected by non-Application Software-related issues, Versaterm will participate in collaborative discussions on how to reach the desired performance metrics even if the agreed upon cause(s) exclude the Application Software.

3.9 SYSTEM PERFORMANCE TEST COMPLETION CRITERIA

The System Performance Testing is considered complete when Versaterm has remedied all deviations from Performance Standards attributed to Application Software, and the County has notified Versaterm that it has completed the System Performance Test.

4 RELIABILITY ACCEPTANCE TESTING

4.1 OBJECTIVES

Reliability Acceptance Testing ensures that the System continues to operate according to the specifications contained within the Agreement for thirty (30) consecutive calendar days after the System cutover to Production Use.

4.2 STRATEGY

After cutover to Production Use, the System will undergo a thirty (30)-day test period. The County will use the System for its intended purposes and monitor system reliability, functionality, and performance. Errors will be tracked and remedied.

4.3 SCHEDULE

Reliability Acceptance Testing begins immediately following System cutover to Production Use. It ends when the System operates at an availability level of 99.99% for thirty (30) consecutive days without a Level 1 or Level 2 Error, and the County and Versaterm have mutually agreed upon a plan to remedy Level 3 Errors.

4.4 DEPENDENCIES

Reliability Acceptance Testing is dependent on the System being enabled for Production Use.

4.5 SERVER ENVIRONMENT

Reliability Acceptance Testing will be conducted in the Production Environment in the Cloud.

4.6 PROBLEM TRACKING AND REMEDIES

The County will use the System for its intended purpose and monitor the System for defects. The County will document in writing and report to Versaterm any encountered System defects. The County and Versaterm Project Managers will mutually classify each defect according to the definitions in this Exhibit.

The County will immediately inform Versaterm by telephone upon discovery of a Level 1 or Level 2 Error, and Reliability Acceptance Testing will immediately stop. The County will follow-up with a written notification of the defect to Versaterm. Once the problem is resolved, Reliability Acceptance Testing will start over from day one (1) and a new thirty (30)-Day Reliability Acceptance Test period will begin.

Discovery of a Level 3 Error will not stop the Reliability Acceptance Testing. Versaterm will attempt to remedy Level 3 Errors during the Reliability Acceptance Testing period. If Versaterm is not able to fix a Level 3 Error during the Reliability Acceptance Testing period, Versaterm and the County will develop a mutually acceptable plan to remedy the defect in a future fix release.

4.7 RELIABILITY / DOWNTIME DEFINITION

The System will be considered “down” (i.e. not available to end-users) if a Level 1 or Level 2 Error is encountered during the Reliability Acceptance Testing period using the following approach:

Error Level 1 (P1) — Critical errors that are defined as Loss of Data, Corruption of Data, or Loss of Productive Use of the Application. In the event this type of error occurs, County will immediately notify Versaterm and the Reliability Test period will be cancelled. Versaterm personnel shall promptly resolve the problem at no additional cost to County and a new Reliability Test period will begin. Upon receipt of a P1 software correction, County has 72 hours to test the software correction and resume productive use. If County does not place the software correction into production within 72 hours, the new Reliability Test period will begin. Once the System operates for thirty (30) consecutive days without an Error Level 1 (P1), the Reliability Test will be complete.

Error Level 2 (P2) — Non-critical errors defined by incomplete operation of a single system application where a procedural workaround is available, and productive use of the system is impacted. In the event this type of error occurs, County will immediately notify Versaterm and the Reliability Test period will be suspended. Versaterm personnel shall resolve the problem at no cost to the County. Once repaired, the Reliability Test period will recommence at the point where it was suspended. Upon receipt of a P2 software correction, the County has 48 hours to test the software correction and place it into production. If the County does not place the software correction into production within 48 hours, the Reliability Test period will resume and the Reliability Test period will recommence at the point where it was suspended.

Failures outside of Versaterm's control, such as individual workstation failures (e.g., a Windows operating system failure, insufficient memory, etc.), will not be considered System defects and will not affect the outcome of the Reliability Acceptance Testing as long as there is productive use of the System on other workstations.

If System unavailability is mutually agreed upon and scheduled for the purpose of Application Software updates, performance tuning, file backups, or other processes typical in an operational environment, the System will not be considered unavailable and will not impact the successful completion of Reliability Acceptance Testing.

The System will also not be considered unavailable if other factors such as the network, external agency, operator or Cloud environment are mutually determined by the County and Versaterm to be the cause of encountered defects.

If the System's unavailability is attributed to any integrated Third-Party product, both Parties will first assist each other in identifying the root cause. Once the defect has been corrected or a mutually agreeable workaround has been implemented, the System will be considered available again.

If the System's unavailability is attributable directly to a Third-Party product interfaced or integrated with the System that is beyond Versaterm's control, then the System shall be considered available from the point at which the defect was originally reported to Versaterm.

If the System is unavailable because of other factors that are beyond Versaterm's control (e.g., Force Majeure, catastrophic network failures, Third-Party product Interfaces not provided by Versaterm, etc.) and these factors result in users not being able to make production use of the System, at the sole discretion of the County, Reliability Acceptance Testing will be suspended until the System can be placed in Production Use again. When the System is placed into Production Use again, the Reliability Acceptance Test will be resumed from the point at which it was suspended.

During the Reliability Acceptance Testing period, Versaterm will not stop the System (force it to be unavailable for Production Use), upgrade the Application Software, or otherwise negatively impact the operational status of the System without the written permission of the County. The System will continue to operate to the best of its abilities even while/if the Reliability Acceptance Testing has been suspended due to encountered defects.

4.8 COMPLETION CRITERIA

Reliability Acceptance Testing is considered complete when the System has operated for thirty (30) consecutive Days without a Level 1 or Level 2 Error and a mutually agreeable plan to remedy all Level 3 Errors has been developed.

5 FINAL SYSTEM ACCEPTANCE

Final System Acceptance will occur after the completion of the 30-day Reliability Acceptance Testing and when a mutually agreeable plan to remedy all Level 3 Errors has been developed.

6 DEFECT CLASSIFICATIONS

The County and Versaterm will classify all found defects according to the following definitions for error levels:

Error Level 1 — Critical errors that are defined as Loss of Data, Corruption of Data, or Loss of Productive Use of the Application.

Error Level 2 — Non-critical errors defined by incomplete operation of a single system application where a procedural workaround is available, and productive use of the system is impacted.

Error Level 3 — Cosmetic errors that are defined as configuration issues that can be corrected by County, data integrity issues that must be addressed by County, Help file documentation errors, or enhancements that can be made in the future to the presently released version.

Error Level 4 — Minor issue relating to a specific component of the System that does not affect the productive use of the System or component. Examples include a field that is right-justified rather than left-justified or the usage of an inconsistent font.

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Exhibit D6
Training Course Outline

TRAINING COURSE OUTLINES

TABLE OF CONTENTS

1 TRAINING PLAN OVERVIEW

This document describes Versaterm's recommended training approach for the implementation of the Versaterm RMS software application and is intended to be used as a guide to planning and delivering training to all users.

The Training Plan and approaches may be refined and further elaborated as required during the Project, where the County and Versaterm will collaborate and mutually agree on any refinements.

This document also describes the course outlines that Versaterm will deliver to the County trainers and a sample of the courses the County may replicate to all users.

1.1 TRAINING FACILITIES

Amongst other requirements, the training facilities are required to meet CJIS security, support network encryption, and support physical access requirements.

The facilities are also expected to be dedicated solely to Versaterm application training during the end-user training periods, without requiring daily software re-installation and infrastructure re-configuration.

The following is a list of requirements/recommendations for the training facilities:

- At least ten (10) dedicated workstations that meet the minimum Versaterm RMS application requirements.
- At least one additional workstation for the training instructor.
- Dedicated network access provided between each workstation and the Versaterm vCloud.
- At least one overhead projector and screen that is viewable by all trainees (i.e., from each training workstation) and that is able to display the contents of the training instructor's workstation monitor(s).
- One whiteboard with Dry-Erase markers.
- A network printer which is configured to be the default printer for each workstation.

1.2 INITIAL TRAINING APPROACH

Following the completion of the Configuration and Initial Testing phases of the Project Implementation Schedules, the Training phase will take place shortly after. The proposed training approach first starts with Versaterm Trainer-Training followed by End-User Training.

1.2.1 VERSATERM TRAIN-THE-TRAINER TRAINING

This first level of training is where Versaterm will provide hands-on training to the County's Project Team members. This will take place over a one week period for RMS and will be composed of the training courses documented in Section 2. At the conclusion of Versaterm's Trainer-Training, it is expected the attendees will be prepared to conduct End-User training.

1.2.2 END-USER TRAINING

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Following the completion of the Trainer-Training, Versaterm will assist the County with strategizing their End-User Training plans.

Versaterm's recommended End-User training strategy starts with identifying the affected user groups, the courses to be taught and the duration of each course (who, what, and how long). Once these key factors are identified, the training strategy involves planning the logistics and training schedules (who, when and where).

1.2.2.1 STEP 1: IDENTIFY USER GROUPS

The first step involves identifying all of the affected user groups across the County that will require training. For example: Records Specialist, Detectives, Patrol, Supervisors, Crime Analysts, System Administrators, Communications, etc.

1.2.2.2 STEP 2: IDENTIFY TRAINING COURSES (AND ESTIMATED DURATION)

Following the identification of the affected user groups, the second step involves identifying the training courses that will be taught. While identifying the courses, the course objectives, the course outline, the course content, and the targeted audience will be determined at a high-level, along with the estimated duration of each course (in hours).

1.2.2.3 STEP 3: ASSIGN COURSES TO EACH USER GROUP

Following the identification of user groups and training courses, the next step involves matching up the courses to each user group based on what they will need to be trained on to perform their everyday jobs. Once the training needs of each user group are identified, the estimated total amount of training time (per user group) can be determined.

Once all of the above is determined, the next step in planning the End-User Training involves figuring out the logistics and the schedules. This specifically focuses on the coordination of trainers, trainees, training facilities (and setup), and scheduling logistics (i.e. will training be required 7 days a week, and in the evenings, and can multiple training classes be conducted simultaneously, etc.).

1.2.2.4 TARGET AND TIMING RECOMMENDATIONS FOR INITIAL END-USER TRAINING

Ideally, all end-users would be trained prior to the production cutover date, however, as end-users may be on vacation, sick, between promotions, or otherwise unavailable to attend the training, Versaterm recommends that End-User Training be targeted for approximately 85% of affected end-users.

In addition, Versaterm recommends that End-User training be delivered within a maximum of five (5) weeks, prior to the production cutover date. This approach is referred to as 'Just in Time' training, a timely strategy that eliminates the need for refresher training. This approach reduces potential knowledge loss if training were delivered over an extended period of time, too far from the production cutover date.

With the Just in Time approach, trained end-users will be able to immediately use the production RMS systems as of the production cutover date.

1.2.3 POST-IMPLEMENTATION TRAINING

For the minority of end-users who will not receive training prior to the production cutover date, Versaterm recommends post-implementation training for these end-users.

Exhibit D6 – Training Course Outline

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Likewise, for the end-users who require refresher training after the production cutover date, Versaterm recommends that the County develops an on-going training plan to accommodate post-implementation training needs.

1.3 FINAL TRAINING APPROACH

As the Project Implementation Schedule may be impacted by the type of functionality that will be implemented at go-live, the final training approach will be refined during the Project.

2 COURSE OUTLINES

This section describes the course outlines that Versaterm will deliver to the County trainers.

The definition of a course (as used in this document) refers to the in-depth training of either a functional area or set of areas within the applicable Versaterm application. For each course listed below, a course code is identified in parentheses. The course code may be used when identifying the makeup of a course.

Notes:

- Each course may be modified or tailored as necessary and each user group may receive multiple courses.
- The time allotted and number of trainees for each course are provided as a guideline.

2.2 RMS TRAINING

The following is a list of RMS system related training.

2.2.1 RMS INTRODUCTION (RMS_INTRO)

Course Duration	½ day
Prerequisite	None
Intended Audience	General audience is users who will retrieve information from the System, use the built-in System mail facility and other tools such as notepad and assets.
Course Approach	<p>Versaterm will prepare scenarios based on sample data provided beforehand by the County. This approach has the advantage of making the training more effective because familiar and realistic situations are used.</p> <p>Maximum of 2 trainees per workstation.</p>
Course Objectives	<p>The trainee will:</p> <ul style="list-style-type: none"> A. Understand the organization (menu layout) of the System B. Know how to use the query functionality within the System including property C. Understand how information is related and how to print a hardcopy

Exhibit D6 – Training Course Outline

	<p>D. Know how to use the browse (ad-hoc query) facility</p> <p>E. Know how to use System Mail (attach Mail, etc.)</p> <p>F. Know how to use the NCIC interface</p> <p>G. Know how to use the notepad facility</p> <p>H. Know how to use the online help facility</p>
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2.2.2 RECORDS DATA-ENTRY (RMS_DATAENTRY)

Course Duration	Up to 2 days
Prerequisite	None
Intended Audience	General audience is users who will be responsible for entering a case and subsequent maintenance of case(s). Typically, this course is designed for the Records section/CAU personnel.
Course Approach	<p>Versaterm will prepare scenarios based on sample data provided beforehand by the County. This approach has the advantage of making the training more effective because familiar and realistic situations are used.</p> <p>Maximum of 2 trainees per workstation.</p>
Course Objectives	<p>The trainee will:</p> <p>A. Know how to enter and maintain events (general offense reports, accidents, tickets, street checks, flag records)</p> <p>B. Know how to retrieve a cleared complaint to start a report</p> <p>C. Know how to access NCIC for query and maintenance</p> <p>D. Know how to index entities (persons, vehicles, businesses) to events</p> <p>E. Know how to relate text (including word-processor functions), detail pages, clearance blocks to events</p> <p>F. Know how to maintain summons and charges</p> <p>G. Know how to maintain the criminal description record</p> <p>H. Know how to enter property (stolen, lost, etc.)</p> <p>I. Know how to enter and maintain follow-ups (and related text)</p>

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	<p>J. Know how to maintain master person name information (including particulars, aliases)</p> <p>K. Know how to maintain vehicle information (including particulars)</p> <p>L. Know how to maintain business information (including particulars, aliases)</p> <p>M. Know how to scan documents, attach scanned documents and/or files to a report, and how to retrieve and view scanned images and attachments</p> <p>N. Know how to use the Notepad facility to maintain or view lists</p> <p>O. Know how to run reports</p> <p>P. Understand workflow management concepts through discussion</p>
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2.2.3 DETECTIVE (RMS_DET)

Course Duration	1 day
Prerequisite	None
Intended Audience	General audience is users who will add and update cases, add supplemental reports, clear cases and manage follow up reports.
Course Approach	<p>Versaterm will prepare scenarios based on sample data provided beforehand by the County. This approach has the advantage of making the training more effective because familiar and realistic situations are used.</p> <p>Maximum of 2 trainees per workstation.</p>
Course Objectives	<p>The trainee will:</p> <p>A. Know how to add, retrieve and update General Offense (GO) reports</p> <p>B. Know how to add a supplemental to the General Offense (GO) report</p> <p>C. Know how to index entities (persons, vehicles, businesses) to events and understand the implications of the master name file including SOUNDEX</p> <p>D. Know how to relate text (including word-processor functions), detail pages, and clearance blocks to events</p>

	<p>E. Know how to assign cases (index follow-ups and related text)</p> <p>F. Know how to view/read a case online and how to print it</p> <p>G. Know how to manage workflow queues</p> <p>H. Understand workflow management concepts through discussion</p>
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2.2.4 DATA TRANSCRIPTION QUEUE (RMS_TRANSQ)

Course Duration	Up to ½ day
Prerequisite	None
Intended Audience	General audience is Records supervisors who will then instruct/train other Records personnel on transcribing a report sent from the Mobile Data Computer (MDC)
Course Approach	Reports entered on the mobile report entry (MRE) will be used. Maximum of 2 trainees per workstation.
Course Objectives	<p>The trainee will:</p> <p>A. Know how to select a report from the transcription queue</p> <p>B. Know how to merge a General Offense (GO) report</p> <p>C. Know how to transcribe a report</p> <p>D. Know how to retrieve a backup copy from the MDC</p>

2.2.5 RECORDS SUPERVISOR TRAINING (RMS_SUP)

Course Duration	Up to 1 day
Prerequisite	None
Intended Audience	General audience is users who are responsible for maintaining table codes, security, User access, run reports, and other Records functions.
Course Approach	Due to the material to be covered, this course will be topic-based, as opposed to scenario-based. Most records related modules and functions will

	<p>be demonstrated although trainees may be provided with hands-on activities and functions to complete during the training session.</p> <p>The trainees for this course are expected to be familiar with personal computers and the principles of a Records management system.</p> <p>Maximum of 1 person per workstation.</p>
Course Objectives	<p>The trainees will:</p> <ul style="list-style-type: none"> A. Know how to maintain the System's Configuration record B. Know how to maintain the System's various translation code tables C. Know how to maintain the System's street files D. Know how to run the various reports E. Know how to run and interpret CIBRS edit reports F. Know how to run the CIBRS extract Software module G. Become familiar with Versaterm's problem reporting procedures, and be equipped to perform first-level System problem analysis

2.2.6 SYSTEM ADMINISTRATOR TRAINING (RMS_ADMIN)

Course Duration	Up to 1 day
Prerequisite	None
Intended Audience	General audience is administrators responsible for architecture, system logs, configuration files.
Course Approach	<p>Due to the material to be covered, this course will be topic-based, as opposed to scenario-based. Most functions will be demonstrated although trainees may be provided with hands-on activities and functions to complete during the training session.</p> <p>The trainees for this course are expected to have proven technical computer aptitudes, including networks, with previous experience with the County's DBMS and computer systems in general.</p>
Course Objectives	<p>The trainees will:</p> <ul style="list-style-type: none"> A. Know how to add users to the System and create/maintain their security profiles

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	<ul style="list-style-type: none">B. Understand the System directory structureC. Know how to add configure printers for the SystemD. Know how to maintain the online help facilityE. Become familiar with Versaterm's problem reporting procedures and be equipped to perform first-level System problem analysis
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Exhibit D7
Change Control Log

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This Exhibit contains the log of changes (tracked by Change Orders) made to the Contract as agreed to by the County and Versaterm. It is understood by both parties that documenting changes in project status reports including, but not limited to, changes in schedule and staffing, as agreed to by both parties, do not require inclusion into the Contract Change Log. Any change that has a financial impact as it relates to capital or maintenance costs must be documented in this Exhibit.

CHANGE ORDER FORM

The following Change Order form is to be used when adding a new entry to the Change Control Log.

Change Order Identification			
Change Order Name		Change Order ID #	
Date Submitted		Priority/Impact (Low/Moderate/High/Critical)	
Description of Change			
Impact Assessment - List the project areas that will be affected by the change as well as the impacts on the schedule and budget.			
Areas Affected	Schedule Impact	Budget Impact	
Acceptance			
County Approved By			
Name		Title	
Date		Signature	
VERSATERM Approved By			
Name		Title	
Date		Signature	

Exhibit E: System Performance and Availability Standards

1. Overview

This Exhibit sets forth the performance and availability standards to which the Versaterm vCAD and Versaterm vRMS Application Software are expected to perform, providing that the Customer meets the recommended hardware and network specifications, including server, desktop workstation and mobile configurations, and that the Customer uses the Application Software according to its intended design.

The measured times exclude any factors that may be caused by factors outside of Versaterm’s control, such as, but not limited to, the network.

2. vCAD Transaction Response Times

The vCAD Application Software performance is based on transaction response times, which are measured from operator action until visual response is observed or until the operation is completed.

Important Note: Expected response times are not for data-dependent transactions, such as, but not limited to, displaying data lists, displaying dashboards, querying external interfaces, attaching files, printing, or performing browse searches. For such types of data-dependent transactions, the response time results may vary depending on the amount of data involved, the sizes of the files involved, or the types of search criteria entered.

Below defined response times do not include dispatch recommendations/dispatching using AVL or AVRR, unless specified.

The approach taken will be to measure the performance of a series of identified transactions from a vCAD call-taker/dispatcher workstation while the System is under normal and reasonable workload within the Production Use environment. Delays caused by the network will not be included in the response times.

When measuring response time, no backups, browse transactions (ad-hoc queries against the database using the browse functions) or vCAD reports will be processed. The response times will be measured from vCAD workstations that meet the recommended workstation requirements.

Running a vCAD session (i.e. signed on as a dispatcher), the following times should not be exceeded,

Transaction #1	Display “Add Call” form. Measured from the time the ‘add call’ function key is pressed until the form is displayed. Excludes first time the ‘Add Call’ form is invoked (form is being cached).	1 second 95% of the time
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Transaction #2	Display call in queue - measured from when "ENTER" is pressed on completed call screen and the call is displayed in the pending queue.	2 seconds 99% of the time
Transaction #3	Validate address (from time last character entered to the display of district/beat/grid or invalid location form or display of matching street list). From time user tabs out of location field until successful geocoding occurs. Assumes full street name is entered or 2 full street names are entered for intersections.	2 seconds 99% of the time
Transaction #4	Status change for single unit (enroute, onscene) - measured from when "ENTER" is pressed and unit status results are displayed on unit status.	2 seconds 95% of the time
Transaction #5	Retrieve Call using call number as a parameter. - measured from when call number is entered and "ENTER" is pressed until call is displayed.	2 seconds 99% of the time
Transaction #6	Display the recommended response units for the incident, measured from when the user enters the DP (Dispatch Recommendation) command to when the recommended units are displayed on the dispatcher screen. Assumes non-AVRR dispatch recommendation of 10 units or under.	2 seconds 99% of the time

Navigational Transactions

Navigational transactions involve the ease of movement from screen to screen or field to field. The response time for navigational transactions is expected to usually take one second (or less). Examples include:

- Tabbing from field to field in any screen within the Application Software
- Looking up valid values for a coded field

3. vRMS Transaction Response Times

Versaterm does not provide expected response times for data-dependent transactions, such as, but not limited to, displaying data lists, displaying dashboards, uploading MRE reports from the MDT, querying external interfaces, attaching files, printing reports, or performing browse searches. For such types of data-dependent transactions, the response time results may vary depending on the amount of data involved, the sizes of the files involved, or the types of search criteria entered.

RMS Navigational Transactions

Navigational transactions involve the ease of movement from screen to screen or field to field. The response time for navigational transactions is one second (or less). Examples include:

- Tabbing from field to field in any screen within the Application Software
- Looking up valid values for a coded field

RMS Module Load Transactions

Module load transactions involve the loading of a program module/feature that requires loading an application and initializing the functions. The response time for module load transactions is two seconds (or less). Examples include

Loading of programs to access modules within the Application Software (e.g. loading the General Offense (GO) Report program from the main Records menu (of the vRMS application)

RMS Maintenance Transactions

Maintenance transactions involve add/update transactions in the backend database tables. The approach taken will be to measure the performance of a series of identified transactions from a vRMS workstation while the System is under normal and reasonable workload within the Production Use environment. Delays caused by the network will not be included in the response times.

When measuring response time, no backups, browse transactions (ad-hoc queries against the database using the browse functions) or vRMS reports will be processed. The response times will be measured from vRMS workstations that meet the recommended workstation requirements as defined in Exhibit G Customer Supplied Hardware and Third Party Software.

Running a vRMS session, the following times will not be exceeded,

Transaction #1	Display "Add General Offense" (GO) form - measured from the time the 'Add New' menu option is selected until the form is displayed.	1 second
Transaction #2	Save a completed GO report form – measured from the time the 'Save' menu option is selected until the GO ring menu is displayed. The Save option is	1 second

	selected after all requisite form validations have been completed.	
Transaction #3	Person MNI check – measured from the time of the ‘MNI Query’ option is selected until the MNI list is displayed.	2 seconds
Transaction #4	Index a Person – measured from the time the ‘Add New’ option is selected until the user is returned to the Person form.	1 second
Transaction #5	Query Person – measured from the time the ‘Person Search’ option is selected until the user is presented with the Person MNI List is displayed.	2 seconds
Transaction #6	Display “Add Article” (AR) Property form – measured from the time a known Article type is Searched until the pre-filled Property AR form is displayed.	2 seconds
Transaction #7	Save a completed (AR) Property form – measured from the time the ‘Save’ menu option is selected until the AR ring menu is displayed. The Save option is selected after all requisite form validations have been completed.	1 second
Transaction #8	Display “Add Arrest” (AB) form - measured from the time the ‘Save’ menu option is selected on the Arrested Person form until the Arrest form is displayed.	1 second
Transaction #9	Save a completed AB report form – measured from the time the ‘Save’ menu option is selected until the AB ring menu is displayed. The Save option is selected after all requisite form validations have been completed.	1 second

Transaction #10	Display “Add Booking” (BK) form - measured from the time the ‘Add’ menu option is selected on the Booking Link form until the Booking form is displayed.	1 second
Transaction #11	Save a completed BK report form – measured from the time the ‘Save’ menu option is selected until the BK ring menu is displayed. The Save option is selected after all requisite form validations have been completed.	1 second
Transaction #12	Search for a report (GO, Property, AB, BK) by report number – measured from the time the ‘Get Report’ form is processed until the respective report is displayed.	1 second

4. Availability Standards

During the Production Period of the SaaS Services, the Application Software shall be available in the production environment 99.99% of the time. The following specifications define both availability and the method by which it is calculated:

Availability is achieved if one or more workstations can still access/operate the vRMS or vCAD system or Versaterm technical support is able to connect to the vRMS or vCAD and demonstrate the application is functioning properly. Availability is expressed as a percentage of the maximum expected availability over a given period. The Application Software shall be available seven days per week, 24 hours per day. The percentage availability for any period will be calculated as follows:

$(\text{Total Hours in Period} - \text{Hours System Unavailable}) \times 100 / \text{Total Hours in Period}$

Unavailability is where the vRMS or vCAD System is completely and generally unavailable for the Customer’s use (but not the use of any one Authorized User, or subset/group of users; or access from any one vCAD or vRMS Desktop, or group of vCAD or vRMS Desktops), or Versaterm technical support is unable to connect to the vRMS or vCAD to demonstrate the application is functioning properly and does not include any unavailability attributable to:

- Scheduled downtime for maintenance;
- Scheduled downtime for System Upgrades or Updates;
- scheduled downtime for operating system patch updates;

- d. downtime for upgrades or updates to system software components and tools integrated as part of the Solution;
- e. downtime for upgrades or updates to cloud-based Third-Party Software Components and services integrated as part of the SaaS Services;
- f. downtime related to connectivity issues resulting from Customer or third-party-provided or managed Direct Connect or VPN access to hosted server or Customer internal network problems; Customer will be responsible for immediately notifying Versaterm of all third-party-managed VPN access and internal or external (e.g. internet service provider) network problems that arise;
- g. an incident resulting from data or infrastructure or network provided and/or performed by the Customer;
- h. acts or omissions of Customer or any Customer user, Authorized User, or any employee, agent or independent contractor of the Customer;
- i. lack of availability or untimely response from the Customer that require the Customer's participation for resolution;
- j. the Customer's negligence or breach of the Customer's material obligations under the Agreement;
- k. any other cause(s) beyond Versaterm's reasonable control, including but not limited to those caused by Third-Party Data, Third-Party Applications, Third-Party Provider, or Third-Party software, as well as overall internet congestion, denial of service attack, or a force majeure.

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SERVICE CREDITS. In the event that Versaterm fails to make the vRMS or vCAD available to system users (as defined by Availability) in any given month during a Subscription Renewal Term, then Versaterm will credit the County's account for the unavailable vRMS or vCAD as follows:

vRMS Availability (Monthly)	Credit Percentage
Above 99.98%	0%
99.00% - 99.98%	1.5%
98.00% – 98.99%	3.0%
Below 98.00%	7.0%
vCAD Availability (Monthly)	Credit Percentage
Above 99.98%	0%
99.00% - 99.98%	1.5%
98.00% – 98.99%	3.0%
Below 98.00%	7.0%

"Credit Percentage" means the applicable percentage of the portion of the Fees attributable to subscription services in the calendar month in which vRMS or vCAD unavailability occurs. For example, if the County has paid Versaterm \$1,000 for one year of a vRMS Subscription Renewal Term, and the vRMS Availability falls to 99.90% during any calendar month in that year, then Versaterm will owe the County a 1.5% credit on that month's portion of the Fee, or: $\$1,000/12 = \83.33 per month, and $1.5\% \text{ of } \$83.33 = \0.83 . In this example, Versaterm would owe the County \$0.83 in credit for the month in which vRMS Availability fell to 99.90%.

In order to receive the credit, the County must notify Versaterm in writing within fifteen (15) days following the end of the month in which the vRMS or vCAD unavailability occurred. All claims are subject to review and verification by Versaterm prior to any credits being granted. Versaterm will acknowledge credit requests within fifteen (15) business days of receipt and will inform the County whether such claim request is approved or denied. Any approved credit(s) will appear on the County's next annual subscription invoice.

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5. Hosting

Versaterm's vCAD/vRMS SaaS solution is hosted in the Amazon Web Services (AWS) U.S. GovCloud, which uses multiple secure data centers located in the United States. No County information will be stored outside of cross country borders except where applicable under Section 10 of Exhibit A (Customer Data).

The solution will have sufficient computing capacity, security, storage, monitoring, disaster recovery, IT service management and incident response processes to meet CJIS security requirements and solution performance metrics set forth in the Contract.

Versaterm leverages Amazon GovCloud's highly availability computing infrastructure to maintain business continuity of the SaaS service to the County. This infrastructure uses multiple AWS availability zones to ensure system redundancy. As such Versaterm endeavors to maintain County vCAD/vRMS business continuity.

Versaterm will endeavor to assist the County with reasonable County on-site audit or penetration tests of the Versaterm SaaS solution if required, at the County's expense.

Exhibit F Documentation

OVERVIEW

This document lists all of the application documentation that will be initially provided to the County, which includes product user guides and administration guides.

In future product releases of the Application Software, Versaterm will provide the County with product release notes detailing the new features included in each major product release.

RMS USER AND ADMINISTRATOR GUIDES

END USER
RMS Overview Guide
General Offense Report User Guide
Indexing Entities User Guide
Detail Pages, Narrative, Follow Ups and Clearance Blocks Guide
Text Editor User Guide
Text Search User Guide
Query and Browse User Guide
Event Trending User Guide
Ticket/Citations User Guide
Field Interview User Guide
Criminal Description User Guide
Flag and Gang Record User Guide
General Registration User Guide
BOLO User Guide
Attachments User Guide
vMail User Guide
Property User Guide
Release Tracking User Guide
Transcription and Report Approval User Guide
Case Management User Guide
Case Management Implementation Guide
Remote CAD for RMS User Guide

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Personnel User Guide
CAD Call Maintenance User Guide

ADMINISTRATOR
Configuring the RMS Administrator Guide
Security and User Maintenance Administrator Guide
Maintaining Organization Tables Administrator Guide
Handles Administrator Guide
Case Management Administrator Guide
NIBRS Edit and Extract Administrator Guide
Transferring Entity Information Administrator Guide
Street Indexing Administrator Guide
Property Tag Printing Administrator Guide
Property Disposal Process Administrator Guide
Duplicate Name Verification Administrator Guide
Integrated NCIC Administrator Guide
Text Templates and Form Painter Administrator Guide
Custom Hardcopies Administrator Guide
Notepad Administrator Guide

Exhibit G Customer Supplied Hardware and Third Party Software

Overview

This document identifies the minimum client and peripheral specifications to be supplied by the County, in order to run the Versaterm CAD, RMS and Mobile Application Software and adhere to the system performance and availability standards specified in the Acceptance Test Plan.

1 Workstation Recommendations

The following provides the recommended workstation configurations:

1.1 RMS CLIENT COMPUTERS

Computer	An IBM-compatible computer with full Windows Desktop Operating System (for desktop client installations)
Peripherals	Mouse or pointing device, COMM port, USB ports
Video	1200 x 800 resolution display monitor
Operating System	Microsoft Windows 10 (for desktop client installations)
Memory	8 GB
CPU	Intel or AMD 2 GHz dual core processor
Hard Drive	60 GB
Network Interface Card (NIC)	100 mbps Ethernet network adaptor
Other Software	Adobe Acrobat Reader, HTML5 supported browser (such as Microsoft Edge, Safari, Firefox or Chrome). Note that Chrome is the primary browser used by Versaterm and the only browser officially certified.
Usage	
- vRMS (browser based), webRMS	

- Other non-Versadex installations (e.g. Web browser, email, word processor, etc.)

1.2 MOBILE DATA COMPUTERS (WITH MAPS)

Computer	An IBM-compatible computer with full Windows Desktop Operating System
Peripherals	Mouse or pointing device, COMM port, USB ports Touchscreen recommended
Video	Minimum: 1024 x 768 resolution, 24-bit color depth. Accelerated graphics card: 64 MB minimum / 256 MB recommended, Shader Model 2.0 minimum, latest drivers
Operating System	Windows 10
Memory	Recommended: 8 GB
CPU	Recommended: I5 or 2.5 GHz
Hard Drive	Recommended: 80 GB
Other Software	HTML5 supported browser (such as Microsoft Edge , Safari, Firefox or Chrome) .Net 4.5 Framework or higher
Usage <ul style="list-style-type: none"> - Versadex Mobile Data Terminal (vMDT) installation (with the use of maps) - Versadex Mobile Report Entry (vMRE) installation - Other non-Versadex installations (e.g. Web browser, email, word processor, etc.) 	

1.3 VMOBILE

Device	<p>The vMobile application runs on Android and iOS.</p> <p>Devices must meet the following operating system requirements in order to run vMobile 2.0:</p> <ul style="list-style-type: none"> • Android: version 12.0 or greater • iOS: version 12.0 or greater
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Additional requirements:

- VPN software to allow secure communications.
- Mobile Device Management software for deploying the application

2 Hardware Peripherals

2.1 PROPERTY BAR CODE LABEL PRINTERS

Description / Recommendation:

- Smart Label Printer 420 (USB) (or equivalent) 400
- Zebra LP2844 or TLP2844 (or equivalent) 150 / 300

Usage:

Bar code label printers are used in the Versadex RMS Property sub-system to print bar code labels for in-custody items. They can also be used to print bar code labels for storage locations.

Note: Please refer to vConnect for the most up to date information on recommended property bar code label printers.

[vConnect > Documentation and Downloads > Information Sheets > Bar Code Printing and Scanning Equipment](#)

2.2 PROPERTY BAR CODE SCANNERS

Description / Recommendation:

- Wasp WCS3900 CCD bar code scanner (corded)
- Bluetooth™-enabled scanner LS4278 with STB 4208 (cordless)

Usage:

Bar code scanners are used in the Versadex RMS Property sub-system to read bar codes, typically when performing property control and evidence continuity group transactions. They are used to facilitate the retrieval of item information by bar code number.

Note: Please refer to vConnect for the most up to date information on recommended property bar code scanners.

[vConnect > Documentation and Downloads > Information Sheets > Bar Code Printing and Scanning Equipment](#)

2.3 DRIVERS LICENSE CARD SWIPE READERS

Description / Recommendation:

- POSH MX5 and MX5-K9
- MagTek Mini (USB) Swipe Reader (or equivalent)
- ESeek M-250 reader (or equivalent)

Usage:

The Versadex MRE and MDT support the use of both 2D and magnetic stripe readers to quickly enter person information. This is useful as users can perform quick person queries and prefill forms using driver's license information.

Note: Please refer to vConnect for the most up to date information on recommended card swipe readers.

[vConnect > Documentation and Downloads > Information Sheets > Card Scanner-Reader Support](#)

2.4 DOCUMENT SCANNERS

Description / Recommendation:

- HP ScanJet FG4050 flatbed scanner (or equivalent)
- Fujitsu FI60F flatbed scanner (or equivalent)

Usage:

Networked scanners are recommended to scan paper documents (using the native software that the scanner comes with), in order to attach the scanned files to events, entities, detail pages, property or narrative text.

Note: Please refer to vConnect for more information on how to choose a scanner.

[vConnect > Documentation and Downloads > Information Sheets > Choosing a scanner for Imaging](#)

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LIST OF THIRD PARTY COMPONENTS

** The listed components are subject to change.*

CAD & RMS Back-End Components Package Tag-Name [description]	Package Source Site
apache2 [Apache HTTPD Web-Server Package]	www.apache.org
apr [Apache-Portable-Runtime (APR) Package]	www.apache.org
apr-util [Apache-Portable-Runtime Utilities Package]	www.apache.org
base64 [Base64 Package]	www.fourmilab.ch/webtools/base64
bdb [Berkeley Database Package]	www.oracle.com/database/berkeley-db
boost [Boost C++ Libraries Package]	www.boost.org
cgal [Computational Geometry Algorithms Library (CGAL) Package]	www.cgal.org
cjose [Javascript Object Signing & Encryption (JOSE) for C/C++ Package]	github.com/cisco/cjose
cmake [CMake Package]	www.cmake.org
cppunit [C++ Unit Testing Framework Module Package]	sourceforge.net/apps/mediawiki/cppunit
cracklib [Good-Password Checking Library Package]	sourceforge.net/projects/cracklib
curl [Command-Line URL (CURL) Package]	curl.haxx.se
cyrus-sasl [Cyrus Simple Authentication & Security Layer (SASL) Package]	asg.web.cmu.edu/sasl
expat [Stream-Oriented XML Parser Library Package]	expat.sourceforge.net
fop [Apache Formatting Object Processor (FOP) Package]	xmlgraphics.apache.org/fop
fop-pdf-images [Apache FOP PDF-Images Extension Package]	xmlgraphics.apache.org/fop/fop-pdf-images.html
gdal [Geospatial Data Abstraction Library (GDAL) Package]	www.gdal.org
geos [Geometry Engine - Open Source (GEOS) Package]	trac.osgeo.org/geos
gettext [GNU GetText Package]	www.gnu.org/software/gettext
gmp [GNU Multiple-Precision (GMP) Arithmetic Library Package]	gmplib.org
gnu-ghostscript [GNU Ghostscript Package]	www.gnu.org/software/ghostscript
gnu-sasl [GNU Simple Authentication & Security Layer (SASL) Package]	www.gnu.org/software/gsas/
imagemagick [ImageMagick Package]	www.imagemagick.org
jansson [JSON Data Manipulation Library Package]	www.digip.org/jansson
jq [JSON Query (JQ) Package]	stedolan.github.io/jq
lcms2 [Little Colour Management System (LCMS) Package]	www.littlecms.com
libevent [Event Notification Library (LibEvent) Package]	libevent.org
libiconv [GNU IConv Package]	www.gnu.org/software/libiconv
libidn [GNU Internationalized Domain Names (IDN) Encode/Decode Package]	www.gnu.org/software/libidn
libjpeg [Joint Photographic Experts Group Library (LibJPEG) Package]	www.iij.org
libpng [Portable Network Graphic Library (LibPNG) Package]	www.libpng.org
libtiff [Tagged Image File Format Library (LibTIFF) Package]	www.remotesensing.org/libtiff
libtool [GNU LibTool Package]	www.gnu.org/software/libtool
libwebsockets [LibWebSockets Library]	libwebsockets.org
libxml2 [Extensible Markup Language (XML) Library Package]	xmlsoft.org
libxslt [Extensible Stylesheet Language Transformations (XSLT) Package]	xmlsoft.org
mhash [MHash Package]	mhash.sourceforge.net
modauthopenidc [OpenID-Connect Authentication/Authorization Module Package]	mod-auth-openidc.org
modfcgid [Apache High-Performace FastCGI Module Package]	httpd.apache.org/mod_fcgid
mpfr [GNU Multiple-Precision Floating-Point w/ Correct Rounding Package]	www.mpfr.org

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oniguruma [Oniguruma Regular-Expression Library Package]	github.com/kkos/oniguruma
openldap [OpenLDAP Package]	www.openldap.org
openssl [OpenSSL Package]	www.openssl.org
openssl-fips [OpenSSL FIPS Package]	www.openssl.org
patch [GNU Patch Package]	www.gnu.org/software/patch
pcre [PERL Compatible Regular Expressions (PCRE) Package]	www.pcre.org
pdflib [PDFLib Package]	www.pdflib.com
pgbouncer [PG-Bouncer Connection-Pooler Package for PostgreSQL]	pgbouncer.github.io
pgpool [PG-Pool Connection-Manager Package for PostgreSQL]	www.pgpool.net
pgrouting [PG-Routing Package]	www.pgrouting.org
pgsql [PostgreSQL Relational Database Package]	www.postgresql.org
php [PHP: Hypertext Preprocessor Scripting Language Package]	www.php.net
phpldapadmin [PHP Web-Based LDAP Administration Package]	phpldapadmin.sourceforge.net
postgis [PostGIS Package]	www.postgis.org
proj [PROJ Coordinate Transformation Package]	trac.osgeo.org/proj
readline [GNU Readline Library Package]	www.gnu.org/software/readline
redis [Redis In-Memory Database Package]	redis.io
sfcgal [Simple-Features CGAL Package]	www.sfcgal.org
stunnel [Secure-Tunnel (STunnel) Package]	www.stunnel.org
udns [Universal DNS (UDNS) Resolver Library Package]	www.corpit.ru/mjt/udns.html
unixodbc [unixODBC Open-Database-Connectivity API Package]	www.unixodbc.org
xz [XZ Compression/Decompression Utilities Package]	tukaani.org/xz
zlib [ZLib Compression/Decompression Package]	www.zlib.net

Other: WebComponents and Third Party	
Web Components	
amCharts [Javascripts Charts & Maps]	amcharts.com
GoJS [Diagram and Graph Library for Javascript and TypeScript]	gojs.net
ViewerJS [PDF Viewer]	viewerjs.org
Bootstrap	
FourJ's (Genero Development Language)	4j's.com
ESRI ArcGIS Online	https://www.esri.com/en-us/legal/terms/full-master-agreement

CAD Client	
cef [web browser control]	https://cefsharp.github.io/
Extended.wpf.toolkit	https://xceed.com/en/
Newtonsoft.Json	
StackExchange.Redis	
VLC.Dotnet.core [display videos]	
WPFLocalizeExtension	
XAMLMarkupExtensions	
NetTopologySuite	
ProjNet [X/Y conversion]	

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SharpDX	
.Net Framework 4.7.2	
Eagleview [pictometry]	https://www.eagleview.com/
Esri ArcGIS Runtime 100.8	https://www.esri.com/en-us/legal/terms/full-master-agreement

MDT (Mobile Data Terminal)	
.Net Framework 4.7.2	
Esri ArcGIS Runtime 100.8	
VC 2008 MFC Update	
VC 2010 SP1 Redist	
VC 2017 Redist	
VC 2019 Redist	
NLog	
Windows Media Player	
Internet Explorer 11	
NuGet Libraires	
cef.redist.x86	
CefSharp	
Extended.Wpf.Toolkit	
FontAwesome	
HtmlRenderer	
LargeAddressAware	
Newtonsoft.Json	
Npgsql	
SharpZipLib	
VideoLAN.LibVLC.Windows	
Vlc.DotNet	
WebSocketSharp	
WPFLocalizeExtension	
XAMLMarkupExtensions	
XmpCore	
Javascript	
jquery.js	
raphael-min.js	
jquery.xcolor.min.js	
mousewheel.js	
jscrollpane.js	
jquery-ui-1.8.20.custom.min.js	

MRE (Mobile Report Entry)	
.Net Framework 4.7.2	
System.Data.SqlLocalDb.dll [MS localdb]	

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log4net.dll [Log file manager]
Xceed.Wpf.Toolkit.dll [Number generator - config tool]
NDde.dll [Inter-process communication via DDE]
Renci.SshNet.dll [sftp]
Tie4.dll [Ticket calculation library]
FontAwesome [Font icons]
ADOBE FOP [Used to produce PDFs]
Curl.exe
Tar.exe
Keyoti4.RapidSpell.WPF.dll - Spell checker
JsTree – javascript
Bootstrap
Mithril.js
Velocity.js [browser touch screen functionality]
CEFSharp
jQuery
Quill [HTML Rich Text editor]

vMobile
Cordova (Core)
Cordova - https://cordova.apache.org/ - Apache License, Version 2.0 cordova-android - https://github.com/apache/cordova-android - Apache-2.0 License cordova-ios - https://github.com/apache/cordova-ios - Apache-2.0 License
Cordova (Plug-ins)
cordova-plugin-dialogs - https://github.com/apache/cordova-plugin-dialogs - Apache-2.0 License cordova-plugin-file - https://github.com/apache/cordova-plugin-file - Apache-2.0 License cordova-plugin-media - https://github.com/apache/cordova-plugin-media - Apache-2.0 License cordova-plugin-inappbrowser - https://github.com/apache/cordova-plugin-inappbrowser - Apache-2.0 License cordova-plugin-whitelist - https://github.com/apache/cordova-plugin-whitelist - Apache-2.0 License uk.co.workingedge.phonegap.plugin.istablet - https://github.com/dpa99c/phonegap-istablet - MIT cordova-plugin-nativeaudio - https://github.com/floatinghotpot/cordova-plugin-nativeaudio - MIT cordova-plugin-app-event - https://github.com/katzer/cordova-plugin-app-event - Apache-2.0 License cordova-plugin-vibration - https://github.com/apache/cordova-plugin-vibration - Apache-2.0 License cordova-plugin-keyboard - https://github.com/cjpearson/cordova-plugin-keyboard - Apache-2.0 License cordova-plugin-device - https://github.com/apache/cordova-plugin-device - Apache-2.0 License cordova-clipboard - https://github.com/ihadeed/cordova-clipboard - MIT cordova-plugin-camera - https://github.com/apache/cordova-plugin-camera - Apache-2.0 License cordova-plugin-sim - https://github.com/pbakondy/cordova-plugin-sim - MIT uk.co.workingedge.phonegap.plugin.launchnavigator - https://github.com/dpa99c/phonegap-launch-navigator - MIT cordova-plugin-android-mdm - https://github.com/isw-kudos/cordova-plugin-android-mdm - Apache-2.0 License cordova-plugin-certificates - https://github.com/hyper2k/cordova-certificate-plugin - MIT

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<p>cordova-plugin-appversion - https://github.com/Rareloop/cordova-plugin-app-version - MIT</p> <p>cordova-sqlite-storage - https://github.com/storesafe/cordova-sqlite-storage - MIT</p> <p>cordova-plugin-statusbar - https://github.com/apache/cordova-plugin-statusbar - Apache-2.0 License</p> <p>cordova-plugin-add-swift-support - https://github.com/akofman/cordova-plugin-add-swift-support - MIT</p> <p>cordova-plugin-splashscreen - https://github.com/apache/cordova-plugin-splashscreen - Apache-2.0 License</p> <p>cordova-plugin-androidx - https://github.com/dpa99c/cordova-plugin-androidx - MIT</p> <p>cordova-plugin-androidx-adapter - https://github.com/dpa99c/cordova-plugin-androidx-adapter - MIT</p> <p>phonegap-plugin-push - https://github.com/DavidBriglio/phonegap-plugin-push - MIT</p>
React
<p>React - https://reactjs.org/ - MIT</p> <p>react-router - https://github.com/ReactTraining/react-router - MIT</p> <p>react-redux - https://react-redux.js.org/ - MIT</p> <p>redux - https://redux.js.org/ - MIT</p> <p>redux-async-initial-state - https://github.com/KELiON/redux-async-initial-state - MIT</p> <p>material-ui - https://material-ui.com/ - MIT</p> <p>material-ui-pickers - https://github.com/mui-org/material-ui-pickers - MIT</p> <p>@livechat/ui-kit - https://www.npmjs.com/package/@livechat/ui-kit - MIT</p> <p>rc-swipeout - https://github.com/react-component/swipeout - MIT</p> <p>react-image-show - https://github.com/quanlieu/react-image-show - MIT</p> <p>react-input-mask - https://github.com/sanniassin/react-input-mask - MIT</p> <p>react-lines-ellipsis - https://github.com/xiaody/react-lines-ellipsis - MIT</p> <p>react-long - https://github.com/kitze/react-long - MIT</p> <p>react-pullable - https://github.com/sconstantinides/react-pullable - MIT</p> <p>react-responsive-carousel - https://github.com/leandrowd/react-responsive-carousel - MIT</p> <p>react-select - https://github.com/JedWatson/react-select - MIT</p> <p>react-signature-canvas - https://github.com/agilgur5/react-signature-canvas - Apache-2.0 License</p> <p>react-split-pane - https://github.com/tomkp/react-split-pane - MIT</p> <p>react-text-mask - https://github.com/text-mask/text-mask - Unlicense</p> <p>react-window - https://github.com/bvaughn/react-window - MIT</p>
Mapping
<p>Leaflet - https://leafletjs.com - BSD-2-Clause</p> <p>esri-leaflet - https://github.com/Esri/esri-leaflet - Apache-2.0 License</p> <p>esri-leaflet-geocoder - https://github.com/Esri/esri-leaflet-geocoder - Apache-2.0 License</p> <p>esri-leaflet-renderers - https://github.com/Esri/esri-leaflet-renderers - Apache-2.0 License</p> <p>leaflet-pulse-icon - https://github.com/mapshakers/leaflet-icon-pulse - MIT</p> <p>leaflet-defaulticon-compatibility - https://github.com/ghybs/leaflet-defaulticon-compatibility - BSD-2-Clause License</p> <p>leaflet.markercluster - https://github.com/Leaflet/Leaflet.markercluster - MIT</p> <p>Proj4Leaflet - https://github.com/kartena/Proj4Leaflet - BSD-2-Clause License</p>

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Other
acorn - https://github.com/acornjs/acorn - MIT clsx - https://github.com/lukeed/clsx - MIT date-fns - https://github.com/date-fns/date-fns - MIT email-validator - https://github.com/manishsaraan/email-validator - Unlicense License font-color-contrast - https://github.com/russoedu/font-color-contrast - MIT jquery - https://github.com/jquery/jquery - MIT js-base64 - https://github.com/dankogai/js-base64 - BSD-3-Clause License jsdiffpatch - https://github.com/benjamine/jsdiffpatch - MIT mergerino - https://github.com/fuzetsu/mergerino - MIT x2js-fork - https://www.npmjs.com/package/x2js-fork - Apache-2.0 License

AWS Services	
Amazon CloudWatch Service Level Agreement Amazon Compute Service Level Agreement [EC2 and EBS] Amazon EC2 Service Level Agreement Amazon EFS Service Level Agreement Amazon Elastic Load Balancing Service Level Agreement Amazon ElastiCache Service Level Agreement [Redis] Amazon Elasticsearch Service - Service Level Agreement Amazon GuardDuty Service Level Agreement Amazon Inspector Service Level Agreement Amazon Messaging (SQS, SNS) Service Level Agreement [SNS] Amazon RDS Service Level Agreement Amazon Route 53 Service Level Agreement Amazon S3 Service Level Agreement Amazon VPC NAT Gateway Service Level Agreement AWS Backup Service Level Agreement AWS Client VPN Service Level Agreement AWS CloudTrail Service Level Agreement AWS CodeCommit Service Level Agreement AWS CodeDeploy Service Level Agreement AWS Config Service Level Agreement AWS Direct Connect Service Level Agreement AWS Firewall Manager Service Level Agreement AWS Hybrid Storage and Data Transfer Service Level Agreement – [SFTP service] AWS Key Management Service Service Level Agreement AWS Lambda Service Level Agreement AWS Security Hub Service Level Agreement AWS Site-to-Site VPN Service Level Agreement AWS Systems Manager Service Level Agreement AWS Transit Gateway Service Level Agreement AWS WAF Service Level Agreement	https://aws.amazon.com/legal/service-level-agreements/