



Proposal

ASAP Service Implementation

August 7, 2025

Broken Arrow Police Department, Oklahoma

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Introduction Letter

August 7, 2025

Stephen Bradley
911 Communications Manager
Broken Arrow Police Department
1101 N 6th Street
Broken Arrow, OK

Re: Automated Secure Alarm Protocol (ASAP) Service Implementation

Dear Mr. Bradley:

Mission Critical Partners® (MCP) appreciates the opportunity to provide this proposal to Broken Arrow Police Department (BAPD) to support an application for ASAP Implementation.

The proposed services would include implementation for The Monitoring Association (TMA) Automated Secure Alarm Protocol (ASAP). ASAP leverages the Association of Public Safety Communications Officials (APCO) and American National Standards Institute (ANSI) protocols for information exchange between alarm monitoring centers and emergency communications centers (ECCs), also known as public safety answering points (PSAPs).

Your agency must execute the TMA ECC Agreement before services can begin. This agreement is attached as Appendix A, with detailed instructions for properly completing and submitting it. Also included in Appendix A is the TMA Terms of Service for your reference.

This ASAP Implementation proposal is valid for 120 days. If you have any questions regarding the information submitted, please contact me at 920.606.9167, or via email at KarenCarlson@missioncriticalpartners.com.

On behalf of our entire team, we stand behind our goal to serve as your partner, your advocate, and your agent for innovative solutions and project success.

Sincerely,

Mission Critical Partners



Karen A. Carlson
Vice President and General Manager, ASAP Program

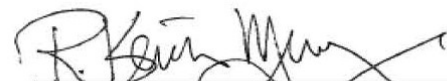


Our Commitment to Our Clients

Partnering with a firm that brings an independent, objective perspective to every engagement is our clients' top priority. We stand behind our commitment to always put the fundamental interests of our clients first.

From our inception, vendor-neutrality is a value that underpins every aspect of what we do. Our goal is to determine the most favorable solution for our clients based on their unique requirements, budget, governance structure, operations, and existing technologies. We provide a holistic perspective regarding the entire mission-critical communications ecosystem, free of bias or favoritism to any specific product or service provider. Our recommendations are always based solely on the value and the benefit provided to the client.

For clients, this approach means more control and greater visibility into the systems they ultimately are responsible for operating and maintaining, and—more importantly—a successful project that improves outcomes.

Board of Directors


R. Kevin Murray
Robert Chefitz
Bernard Bailey
Darrin J. Reilly
Nola Joyce

Statement of Services

Introduction and Background

The purpose of this Statement of Work is to outline the tasks and deliverables required to implement ASAP for improving the automation and reliability of alarm notifications between alarm monitoring centers (monitoring centers) and emergency response agencies. The goal is to streamline the process of transmitting alarm signals, reduce response times, and enhance the security and accuracy of communication.

Objectives

The objectives of implementing ASAP are as follows:

Automate the transmission of alarm data to emergency response agencies.

Improve the speed and accuracy of alarm communication.

Ensure data security and integrity during transmission.

Integrate ASAP into the existing alarm monitoring platform without disruption to services.

Scope of Work

This section details the tasks Mission Critical Partners® will complete for Broken Arrow Police Department (BAPD) during the implementation process, with the exception of Task 3, which is identified as customer requirements.

Task 1: Establishment of Communication Points and Project Plan

- **Task 1.1:** Coordinate with BAPD to determine stakeholders and subject matter experts necessary to participate in the successful integration and implementation of ASAP.
- **Task 1.2:** Organize the kickoff meeting and cadence for status meetings and project deliverable expectations.
- **Task 1.3:** Provide regular status updates to all stakeholders and coordinate resources to ensure successful implementation of ASAP.
- **Task 1.4:** Identify the alarm monitoring centers planned to integrate and send alarm response requests.

Task 2: System Assessment

- **Task 2.1:** Coordinate with BAPD's subject matter experts to determine the necessary computer-aided dispatch (CAD) system upgrades or adjustments required to support ASAP integration.
- **Task 2.2:** Conduct an addressing data review to verify BAPD's addressing formats with monitoring center customer address information.
- **Task 2.3:** Conduct a CAD operations review to understand incident types and correlate to monitoring center alarm response recommendations.

Task 3: Customer Requirements

- **Task 3.1:** Assume responsibility for any costs and/or upgrades required by the CAD provider for ASAP compatibility. The ASAP implementation team can assist with discussions and coordination of technical requirements as needed.

- **Task 3.2:** Coordinate with the CAD provider to establish ASAP interface connectivity to the CAD production and training/test environment. The ASAP implementation team can assist with discussions and coordination of technical requirements and testing as needed.
- **Task 3.3:** Identify personnel to collaborate and assist the ASAP implementation team to develop policy and procedures to support ASAP integrated operations.
- **Task 3.4:** Identify personnel to collaborate and assist with monitoring center address verification and data normalization.
- **Task 3.5:** Coordinate with MCP to identify subject matter experts and assist with connectivity between the CAD interface network and the ASAP host system.
- **Task 3.6:** Provide information and coordinate with monitoring centers planned to send alarm response requests including sending and approving Traffic Allowance Letters (TAL) to monitoring centers for approval. The Monitoring Association (TMA) will record and keep signed and approved letters on file for reference.

Task 4: ASAP Integration Testing

- **Task 4.1:** Establish a test plan and extend test cases as appropriate for BAPD.
- **Task 4.2:** Execute testing to ensure that BAPD's CAD product ASAP interface conforms with the APCO/TMA ANSI 2.101.3-2021 standard.
- **Task 4.3:** Configure interfaces with emergency response agencies (e.g., police, fire departments, medical services) that support ASAP.
- **Task 4.4:** Implement data encryption to secure alarm notifications during transmission.

Task 5: Testing & Validation

- **Task 5.1:** Perform system testing to ensure the seamless transmission of alarms to first responders.
- **Task 5.2:** Verify the integrity and accuracy of transmitted data to ensure reliability.
- **Task 5.3:** Conduct a live test with emergency response agencies to ensure proper processing and response to alarms.

Task 6: Deployment & Monitoring

- **Task 6.1:** Deploy and provision ASAP broker to appropriately route monitoring center alarm response requests to BAPD's test and production environments.
- **Task 6.2:** Monitor system performance.
- **Task 6.3:** Provide post-deployment support to troubleshoot any issues that arise.

Deliverables

MCP will provide the following deliverables as part of the ASAP implementation project:

- **ASAP Integration Plan:** A detailed plan specifying integration steps, including configurations for each emergency response agency.
- **Test Reports:** Documentation of system tests and validation results, confirming the successful implementation of ASAP.

- **Deployment Report:** A report confirming that the ASAP integration has been successfully deployed and is functioning as expected.
- **Post-Deployment Support Plan:** A support plan for troubleshooting and system maintenance for a defined time period after deployment.

Timeline

Task	System Assessment	ASAP Integration	Testing & Validation	Deployment & Monitoring
Duration	3 Weeks	3 Weeks	3 Weeks	1 Week

Note: Schedule is an estimate, reliant on Broken Arrow Police Department's CAD integration availability as well as customer network and resource availability.

Roles and Responsibilities

Client Responsibilities	ASAP/TMA Responsibilities
<ul style="list-style-type: none"> • Provide access to existing CAD and address data for assessment and integration. • Coordinate with relevant emergency response agencies for testing and deployment. • Ensure internal stakeholders are available for testing and troubleshooting as needed. • Provide details as outlined in the scope of work. 	<ul style="list-style-type: none"> • Complete system and addressing assessment, integration, and testing as outlined in the scope of work. • Provide necessary technical support for ASAP integration. • Coordinate with monitoring centers for data verification, testing, and readiness. • Ensure post-deployment monitoring and support.

Success Criteria and Acceptance

The project will be considered successfully completed when:

- ASAP has been integrated and tested by Broken Arrow Police Department.
- Alarm notifications are being received securely and automatically with the first monitoring center.
- All testing criteria are met, and no critical issues are identified.

Risks and Mitigation

- **Risk 1:** Integration issues with the legacy CAD system.
Mitigation: Ensure thorough system assessment and compatibility checks before starting integration.
- **Risk 2:** CAD address data verification.
Mitigation: Ensure that CAD data is consistent with postal address standards and that responsiveness in the event data integrity issues are identified.

Conclusion

This Statement of Services outlines the steps and requirements for the successful implementation of ASAP to improve alarm notification and emergency response times. The project will result in a more automated, secure, and effective process for dispatching emergency services—ensuring that alarms are transmitted in real-time.

Project Team

With more than 225 staff members, MCP's specialized professionals are integral members of our team. Each team member brings a unique skill set and depth of experience in technology migration services.

Bill Toth, ASAP Implementation Director and Project Manager, will be assigned to oversee the strategic management, testing, integration, rollout, and ongoing support of the ASAP system. An ASAP Implementation Specialist will also be assigned to support your project, ensuring successful implementation and testing of ASAP.

Pricing

Professional services outlined in the scope of work will be provided for **a fixed fee of \$10,720**. The fee is based on the assumption that all services will be performed remotely. If onsite resources are requested, travel expenses will be billed separately.

Mission Critical Partners will invoice Broken Arrow Police Department based on the following milestone payment schedule. Invoices shall be reviewed and paid within 30 days.

Table 1: Payment Schedule

Phase	% of Fee	Fee
Phase 1: Agreement Signing	10%	\$1,072
Phase 2: Network and CAD Integration	40%	\$4,288
Phase 3: Integration Test and Data Validation	40%	\$4,288
Phase 4: Completion – Productive Use	10%	\$1,072

Based on MCP's current understanding of what is to be accomplished, the pricing identified represents an estimate of the work anticipated to achieve project success. MCP's priority is for this project to be successful for Broken Arrow Police Department.

Appendix A: TMA ECC Agreement/Terms of Service



Please transfer this template onto your agency letterhead. The document sets in motion the activities to bring an ECC's CAD system onto ASAP. The completed and submitted form is needed before ASAP can officially engage with your agency. Please fill in the information that is delimited by parentheses. We request some agency demographics that pertain to service types, geographic area, and the calls for service so that ASAP can analyze the impact that your ECC will have on the platform. Please scan and send to karencarlson@asap911.org.

(Please place on your agency letterhead.)

(Month Day, Year)

ASAP Program
The Monitoring Association
7918 Jones Branch Drive, Suite 400
McLean, VA 22102

Hello,

I represent the (agency name) located at (agency address). We provide emergency communications service for (fill in as appropriate: law enforcement, fire, EMS) for the (description of your agency service area, example City of Richmond, Virginia). Last year we accepted (number of calls for service) from alarm monitoring centers.

We desire to connect our computer-aided dispatch (CAD) system to ASAP to receive alarm requests for service from monitoring centers electronically. We have reviewed, understand, and agree to the Terms of Service Agreement for ECCs that governs ASAP.

Our agency address is:

(agency name)
(address line 1)
(address line 2 – add additional line(s) if needed)

My agency information has been completed in the [ASAP Discovery Form](#).

The contact within our agency for ASAP is (agency contact), who can be reached at (agency contact phone number) or via e-mail at (agency contact e-mail). You may send the documents to our contact.

Warm regards,

(agency representative name)
(agency representative title)

ASAP Service – Terms of Service for ECCs

Version: 13 – October 4, 2024

This document is the Terms of Service between your Emergency Communications Centers (“ECC”) and The Monitoring Association’s (“TMA”) ASAP to ECC Service.

ASAP is a secure, electronic method of delivering alarm information from an alarm monitoring center (“Monitoring Center”) directly to an ECC’s computer aided dispatch (“CAD”) or equivalent computer system via a secure network communication path. It is based upon the Automated Secure Alarm Protocol (“ASAP”), an open standard certified by ANSI that was jointly developed by TMA and the Association of Public Safety Communications Officials (“APCO”). The goal of ASAP is to improve the accuracy and the speed of alarm information transfer between a Monitoring Center and the serving ECC.

ASAP is open to any UL listed Monitoring Center. TMA provides the service on a “revenue neutral” basis to the subscribing Monitoring Centers. In other words, all revenues are used to support, develop, or improve ASAP. As an activity of a trade association, TMA is sensitive to perceived issues of anti-trust and collusion issues. Consequently, ASAP must deal fairly and consistently with all qualifying Monitoring Centers and ECCs.

Furthermore, it is essential to keep ASAP relevant and functional. This requires timely administrative communications with both Monitoring Centers and ECCs. This means that TMA expects expeditious turnaround of correspondence and documentation with the subscribing ECCs and Monitoring Centers.

This document is the Terms of Service for an ECC to utilize ASAP. If your ECC utilizes this service, it is agreeing to the terms herein. If your ECC is unable to accept the terms of this document, your ECC and CAD system will be unable to receive alarm messages from ASAP.

The following are the specific terms and the basis on which ASAP is provided to the ECC:

1. ASAP is provided on a “commercially reasonable effort” basis. ASAP does not currently have redundant systems or facilities at the date of this document. Consequently, in case of failure of ASAP, Monitoring Center personnel will initiate a traditional voice telephone call to the ECC to relay the alarm information to the ECC. ECCs must be prepared to accept traditional phone calls from a Monitoring Center to support an alternative to ASAP in the event of a failure.
2. The receipt of an “Accept” message by the Monitoring Center from the ECC CAD System, in response to an alarm message, indicates that the ECC has been properly notified of the alarm and has accepted the information from the Monitoring Center. Although there may be failures in subsequent exchanges of messages for the same alarm, the ECC has accepted the alarm into its CAD system and is required to follow its procedures for handling an alarm call-for-service.
3. In the event of a failure to successfully deliver a message to a the ECC CAD system (a failure is indicated by not receiving an “Accept” message or by receiving a “Reject” message from the ECC CAD system by the Monitoring Center) the Monitoring Center personnel will initiate a traditional voice telephone call to the ECC to relay the alarm information to the ECC as described in Section 1.
4. An ECC must supply to ASAP information regarding the legal name and address of the ECC, the authorities, jurisdictions, and services supported. A point a contact for management and support of the ECC and CAD system also is required.
5. The alarm information communicated by ASAP is **not** Criminal Justice Information (CJI) as

determined by the Federal Bureau of Investigation (FBI) CJIS Division. Consequently, the alarm messages delivered by ASAP are not covered by the FBI CJIS Security Policy.

6. There is no direct cost from the TMA for the ECC to accept messages from and send messages to ASAP. However, the ECC has responsibility for costs that indirectly relate, including, but not limited to: i) costs associated with your CAD system communicating with ASAP, costs of upgrading, replacing, supporting, maintaining, implementing, or training to allow your CAD system to process alarm messages delivered via ASAP.
7. The ECC is responsible for procuring and coordinating with the ECC's CAD system provider, the capability to communicate and interact with ASAP. The CAD system is required to have been certified by the APCO representative to ASAP. TMA can provide a list of certified CAD systems. The certification is for a particular CAD product, not a site nor a CAD company. The cost of certification of the CAD system is the responsibility of either the ECC or the CAD software provider.
8. The ECC is responsible for contracting with a TMA recognized implementation consultant/project manager. Upon request, the TMA will supply a list of currently recognized individuals. The role of this consultant/project manager is to work with the ECC on the implementation, training, and activation of ASAP in your environment. The consultant/project manager is required to educate and assist the ECC on the required workflow of ASAP, how it functions with the ECC CAD system, and to help the ECC develop standard procedures and training materials for its dispatch staff. The consultant/project manager will work as the ECC liaison during the initial connection and testing between the ECC and the Monitoring Centers. The consultant/project manager will assist in resolving critical issues, including event and address consistency between the ECC systems and the alarm companies.

The ECC will contract with the consultant/project manager directly. Neither the TMA nor the individual alarm company Monitoring Center is involved with that business relationship. The ECC only is required to contract with the consultant/project manager through activation and the ECC's initial handling of "live" or production alarms through ASAP. However, the ECC can choose to maintain a relationship with the consultant after activation on ASAP, if desired.

9. The ECC is required to provide (via an online form) information, including but not limited to the ECC's jurisdiction, address, and contact information for various roles. The ECC is required to provide several points of contact, including one that can be provided to ASAP-connected Monitoring Centers. The purpose of the contact list is to coordinate activities between the Monitoring Center and the ECC.
10. The ECC must supply a point of contact ("POC") to support the Monitoring Centers that desire to utilize ASAP and communicate with the ECC. The POC will be the primary point for Monitoring Centers to resolve addressing issues, coordinate testing, and assure the general relationship between the Monitoring Center and the ECC. ASAP only will supply the POC information to Monitoring Centers that subscribe to the service.
11. Prior to "live" or "production" communication between the Monitoring Center and the ECC CAD system, the ECC POC will need to work with the Monitoring Center to resolve addressing differences between the CAD and the Monitoring Center's automation system. The Monitoring Center personnel will need to work with your designee to verify, fix, and correct address information in their system. Ultimately, the ECC will need to determine when the Monitoring Center's address information for the jurisdiction is sufficiently correct for the ECC to accept "live" or "production" messages from the Monitoring Center.
12. The ECC is responsible for timely notification to TMA and Monitoring Center of any planned upgrades or outages of the CAD system.
13. Traffic Authorization Letters
 - A. ASAP requires a Traffic Authorization Letter ("TAL") from the ECC to allow traffic to flow between a specific Monitoring Center and the ECC. The ASAP manager can provide a template of a TAL for use on the ECC's letterhead. The TAL notifies ASAP to make configuration changes to its systems to allow traffic to flow from a Monitoring Center. Until the TAL is received, ASAP will not allow any message traffic to flow to the CAD system operating in a production environment.
 - B. A TAL should be provided to ASAP once the ECC is ready to receive traffic from the Monitoring Center. One TAL is required for each Monitoring Center. It is expected that

the ECC will be prepared to receive alarm information from any Monitoring Center that is participating in ASAP and has client accounts in the pertinent jurisdiction or service area.

- C. In the unusual situation that the ECC is unable or unwilling to accept alarm traffic from a specific Monitoring Center, the ECC must provide an explanation in an official document to the ASAP manager. See section 16. Alarm Traffic Denial for more information.
- D. An ECC may decide to rescind the TAL for a given Monitoring Center. A rescission decision only should be made if a Monitoring Center is failing to correct problems communicating with or operating with the ECC CAD system and has not offered plans to perform corrective action in a reasonable period. A TAL rescission is a form of denial. See section 16. Alarm Traffic Denial for more information.
- E. ASAP, when appropriate and at a Monitoring Center's request, will ask an ECC for a TAL. A response is needed within seven (7) business days.
- F. If ASAP does not receive a response from the ECC within seven (7) business days, ASAP will send a formal request letter for the TAL. At that time, a 30-day timer begins. If no official response is received from the ECC, then the ASAP manager will evaluate whether it is appropriate to continue service to the ECC.

14. Alarm Traffic Denial

- A. In the case an ECC has determined that it will deny accepting alarm signals from a Monitoring Center, the ECC must provide a detailed rationale in writing. This information should include background on why the ECC will not accept the traffic and what remedies can be performed to change the situation and the ECC's decision. The denial cannot be for arbitrary or capricious reasons.
- B. The ASAP manager, under the control of TMA, will review the documentation provided by the ECC. The ASAP manager will provide a copy of the received documentation to the respective Monitoring Center. In their review, the ASAP manager will attempt to ensure that the denial is well founded and is not arbitrary. Assuming the denial meets those criteria, the problem will be turned over to the Monitoring Center to work with the ECC to resolve it.
- C. If the ECC's cause for the denial remains unresolved with the Monitoring Center, the ASAP manager will refer the matter to TMA to investigate. TMA will determine whether a Monitoring Center that fails to follow ASAP Service policies is subject to suspension or revocation of their access to ASAP.
- D. In cases where an ECC has denied accepting traffic and ASAP has determined that reasoning for the denial is not well founded, the ASAP manager will request a meeting with the ECC's management.
- E. If ASAP and the ECC's management cannot resolve the denial, the ASAP manager may terminate all alarm message delivery to the ECC for all alarm Monitoring Centers. The Monitoring Centers using ASAP will then revert to telephone-based transfer of alarm information to the ECC.

15. General support issues and questions can be routed to ASAP. You can contact the ASAP support at support@asap911.org.

16. This Terms of Service document will be revised by the TMA from time to time. Thirty (30) days after the publication of a new version of this Terms of Service, the new Terms of Service will supersede all previous versions and become effective for all ECCs utilizing ASAP.

Traffic Authorization Template

This sample template is provided by ASAP to the ECC to submit on ECC letterhead. No additional terms or conditions can be added to the document; otherwise, it will be rejected by ASAP as non-conformant.

The Traffic Authorization Letter is submitted only after the Monitoring Center has tested with the ECC, and the ECC approves the Monitoring Center to begin operations in production with the ECC. Typically, the consultant will guide this process during the initial engagement and assist the ECC in completing this document.

To: ASAP Service Operations

From:

Date:

Re: Automated Secure Alarm Protocol (ASAP) Traffic Authorization Letter

As of {date}, please allow the flow of alarm messages to begin between our computer aided dispatch (CAD) system at ORI {9-Character ORI} and Monitoring Center {Monitoring Center name} known as Monitoring Center ID (CSID).

We have collaborated with this Monitoring Center, and they met the requirements that we have set forth for accepting alarm messages from their company.

However, we reserve the right to rescind this traffic authorization at any time. The authorization is granted on my authority:

Name:

Title:

Agency Name:

Telephone:

E-mail:

Signature

Appendix B: TMA Sole Source Letter





Re: ASAP Sole Source Justification

To Whom It May Concern:

The Monitoring Association (TMA) announced in mid 2024, a groundbreaking partnership with Mission Critical Partners (MCP) to power the growth and innovation of its Automated Secure Alarm Protocol (ASAP) Service. This collaboration is driven by the critical public safety need for seamless ASAP implementation and MCP's unmatched expertise and dedication in managing services for the 911 community and ensure that transitions in projects such as these are seamless for the Agency.

- Under a multi-year managed services agreement with TMA, MCP will spearhead the deployment of ASAP's cutting-edge, cloud-based platform.
- These competencies are based on decades of experience. MCP's implementation specialists collectively bring over 75 years of public safety industry and 911-related experience.
- MCP is currently the sole service provider capable of delivering ASAP implementation and support services. Other providers may support this effort in the future.
- MCP's proven track record in managing complex projects ensures potential risks and roadblocks are effectively addressed.

This partnership underscores TMA's commitment to advancing public safety through innovative solutions. MCP's industry-leading knowledge and capabilities make them the only provider equipped to implement and support a project of this scale and complexity. Together, TMA and MCP are ensuring that public safety agencies can transition seamlessly to the next generation of ASAP technology, with no disruption to critical operations.

We are excited about the future this partnership will unlock for the 911 community and the public safety.

If you have any questions about ASAP Implementation Services with Mission Critical Partners' services, please contact 920.606.9167 or KarenCarlson@asap911.org.

Sincerely,

The Monitoring Association

Celia T Besore

Digitally signed by Celia T Besore Date: 2025.01.16 18:40:32 -05'00'

Celia T. Besore, MBA, FASAE, CAE Chief
Executive Officer (CEO)

The Monitoring Association