



Software License and Service Agreement

City of Broken Arrow

Police Department

This Software License and Service Agreement (this “Agreement”) entered into as of this ____ day of _____ 20__ (the “Effective Date”) by and between the City of Broken Arrow (“Customer”), having its principal place of business at 220 South First Street, Broken Arrow, OK 74012, and CentralSquare Technologies, LLC (“CentralSquare”), having its principal place of business at 4509 West 58th Street, Sioux Falls, South Dakota 57108. Customer and CentralSquare may also be referred to herein individually as a “Party” or collectively as the “Parties”.

WHEREAS, Customer entered into a prior agreement for Software products with Superior (“Superion”), a CentralSquare Technologies company; and

WHEREAS, Customer is a currently licensed end user of the Superior Software; and

WHEREAS, Customer desires to discontinue use of the Superior solution and upgrade to the CentralSquare Suite Software identified in Exhibit B to this Agreement; and

WHEREAS, this Agreement shall replace and supersede any and all prior agreements directly related to the Superior products being replaced by this Agreement and its Exhibits.

This Agreement details the responsibilities of CentralSquare and Customer with regard to the public safety software, hardware, and related services to be provided by CentralSquare under this Agreement.

Now, therefore, in consideration of the mutual covenants and promises contained in this Agreement, the Parties agree as follows:

1.0 Exhibits and Order of Precedence

The following Exhibits are incorporated into this Agreement:

1. Exhibit A: Statement of Work
2. Exhibit B: Pricing Detail
3. Exhibit C: Payment Schedule
4. Exhibit D: Maintenance and SLA Services Agreement
5. Exhibit E. Change Order Form
6. Exhibit F: Privacy and Data Security
7. Exhibit G: CJIS Security Addendum
8. Exhibit H: Business Associate Agreement
9. Exhibit I: Updated Table 5-02: Potential Phasing and Target Live Dates (amended from CentralSquare’s Response to Customer Request for Clarification and Best and Final Offer)
10. Exhibit J: CentralSquare Proposal in Response to Customer RFP, including CentralSquare Response to Customer Request for Clarification and Best and Final Offer
11. Exhibit K: Customer RFP

In the event of any inconsistency among the various documents that comprise this Agreement, the order of precedence shall be as follows: (i) the Agreement, followed by (ii) the Exhibits to the Agreement in the order in which they appear in *1.0, Exhibits and Order of Precedence*.

2.0 License

2.1 Grant of the License

In consideration of Customer's payment of the license fees set forth in *Exhibit B: Pricing Detail*, and subject to the terms and conditions set forth herein, CentralSquare hereby grants to Customer, and Customer accepts, a perpetual, non-transferable and non-exclusive license to use certain CentralSquare software (the "Software") identified in *Exhibit B: Pricing Detail* only for Customer's own business purposes in object code format.

Applications listed as a subscription service in Exhibit B: Pricing Detail are not provided as a perpetual license. Such applications are provided on an annual subscription basis, which requires payment of the applicable annual subscription fees.

2.2 Copies and Modifications

Customer may make a copy of the Software and associated data solely for backup or archival purposes. No CentralSquare identifying marks, copyright or proprietary right notices may be deleted from any copies of the Software made by Customer. Customer shall not decompile, or create by reverse engineering or otherwise, the source codes from the object code supplied hereunder, or adapt the Software in any way or use it to create a derivative work. CentralSquare shall not be responsible in any way for Software performance if the Software has been improperly modified by Customer or a Customer-authorized agent.

2.3 Restrictions on Usage

Customer shall not allow any party, other than CentralSquare, to add, update, or delete database records or file system objects directly to or on the server or database except as provided for in the CentralSquare Documentation.

Customer shall not access any Server Hardware except as provided in the CentralSquare Documentation or cause any software except the Software provided under this Agreement to be installed on or executed on the Server Hardware.

2.4 Infringement

CentralSquare will, at its expense, indemnify, defend and hold harmless Customer from any claim, action or proceeding by a third party, including reasonable attorneys' fees ("Action" herein) for infringement by the CentralSquare Software of copyright or trade secrets, provided that Customer timely notifies CentralSquare in writing of such action. As to any such action by a third party against CentralSquare, CentralSquare may in its discretion (i) contest, (ii) settle, (iii) procure for Customer the right to continue using the CentralSquare Software, or (iv) modify or replace the CentralSquare Software so that it no longer infringes (as long as the functionality and performance described in the Specifications substantially remains following such modification or replacement.) If CentralSquare concludes in its sole judgment that none of the foregoing options are commercially reasonable, and Customer's use of the CentralSquare Software is permanently enjoined as a result of a judgment of a court of competent jurisdiction in such action, then CentralSquare will return to Customer the CentralSquare Software license fee(s) paid by

Customer under this Agreement less a prorated portion of said fee(s) for Customer's use of the CentralSquare Software (calculated by multiplying the ratio of the number of months of actual use in live operations to thirty-six (36) months times the license fees paid) and the licenses granted in this Agreement shall terminate.

Notwithstanding the above, CentralSquare shall have no duty under this Section 2.4 with respect to any claim, action or proceeding arising from or related to infringements (i) by Third Party Software, including operating system software, or hardware, (ii) arising out of modifications to the CentralSquare Software and/or Documentation not made by CentralSquare, (iii) resulting from use of the CentralSquare Software to practice any method or process which does not occur wholly within the CentralSquare Software, or (iv) resulting from modifications to the CentralSquare Software or Documentation prepared pursuant to specifications or other material furnished by or on behalf of Customer. This Section 2.4 states the entire obligation of CentralSquare regarding infringement of intellectual property rights, and it will survive the termination of this Agreement.

3.0 Delivery, Fees and Payments

3.1 Delivery of Software to Customer

The Software shall be delivered in accordance with this Agreement. CentralSquare shall initially deliver and install copies of the Software as set forth in *Exhibit A: Statement of Work*, in the quantities set forth in *Exhibit B: Pricing Detail*. Except as stated in *Exhibit D: Maintenance and SLA Services Agreement*, CentralSquare shall not be responsible for providing any updates, enhancements, modifications, revisions, additions, replacements, conversions or maintenance to the Software.

3.2 Delivery of Server Hardware to Customer

CentralSquare shall ship Server Hardware provided under this Agreement as set forth in *Exhibit B: Pricing Detail* to Customer's location at a mutually agreeable time in the project timeline. Items shipped via commercial carrier are FOB destination at the fixed price stated in *Exhibit B: Pricing Detail*. It shall be Customer's responsibility to install all Hardware and to perform proper facility preparation (such as appropriate uninterrupted power, air conditioning, space, electrical drops, security, network equipment, network drops, etc.) not specified in this Agreement as being provided by CentralSquare, but necessary to accommodate equipment as specified in the Statement of Work before, during, and/or after installation.

3.3 Delivery of Services to Customer

CentralSquare will provide Services as set forth in *Exhibit A: Statement of Work*, and in conformance with the Services warranties set forth in this Agreement.

3.4 Fees

Customer will pay CentralSquare the fees, without deduction or offset, on the dates set forth in *Exhibit C: Payment Schedule*.

3.5 Late Payment

If Customer fails to pay any undisputed amounts due within sixty (60) days of invoice date, Customer shall pay late charges of one and one half percent (1.5%) or the highest amount allowed by law, whichever is lower, per month on such balance, together with all of CentralSquare's expenses, collection costs and reasonable attorneys' fees incurred in enforcing this Agreement. CentralSquare agrees to not suspend performance of services under this Agreement for late payment of invoices, unless forty-five (45) days written advance notice is provided to Customer. Invoice amounts under an invoice dispute process shall not be considered as late payments under this section.

3.6 System Acceptance

Customer acknowledges that the System shall be deemed accepted on the date of Go Live, as indicated by Customer's written acceptance of the System, and subject to the successful completion of the milestones set forth in the Statement of Work. In the event that a Customer notifies CentralSquare of a non-conformity in the Software as compared with the Statement of Work, CentralSquare shall use commercially reasonable efforts to promptly correct the reported non-conformity in accordance with the support provisions set forth in *Exhibit D: Maintenance and SLA Services Agreement*.

3.7 System Acceptance

Customer acknowledges that the Hardware shall be deemed accepted on the date of delivery and successful set-up and testing of the Hardware in conformance with the stated criteria and intended use as established in this Agreement and the Statement of Work. In the event that a Customer notifies CentralSquare of a material non-conformity in the Hardware as compared with the Statement of Work, CentralSquare shall use commercially reasonable efforts to correct the reported non-conformity and if necessary replace the Hardware at no additional cost.

3.8 Additional Components

Other components (hardware and/or software, collectively "Third Party Components") may be desired for use with the System. CentralSquare assumes no responsibility under this Agreement for obtaining and/or supporting any Third-Party Components except as expressly agreed herein. This includes, but is not limited to, networking equipment, workstations, servers for third-party systems, mobile networking equipment, and mobile workstations, laptops, or tablets.

3.9 Third-Party Costs

Except as expressly agreed herein, CentralSquare assumes no responsibility for any third-party costs related to implementation of the System. This includes, but is not limited to, any third-party costs associated with the implementation of Interfaces as defined in *Exhibit A: Statement of Work*.

4.0 Rights and Obligations

4.1 Proprietary Rights

CentralSquare represents that it is the owner of or otherwise has the rights to the Software and that it has the right to grant the License. CentralSquare retains title to the Software and its associated

Documentation, including, without limitation, all copies and audiovisual aspects thereof and all rights to patents, copyrights, trademarks, trade secrets and other intellectual property rights inherent therein and appurtenant thereto. Customer shall not, by virtue of this Agreement or otherwise, acquire any proprietary rights whatsoever in the Software or its associated Documentation, which shall be confidential information of CentralSquare and the sole and exclusive property of CentralSquare. CentralSquare hereby expressly reserves any right not expressly granted to Customer by this Agreement with respect to CentralSquare's intellectual property and the provisions of this Section 4.1. No identifying marks, copyright or proprietary right notices may be deleted from any copy of the Software provided to or made by Customer. All right and title to any third-party software provided by CentralSquare under this Agreement shall remain with the applicable vendor thereof. Nothing in this Agreement shall be construed as conveying title in the Software, its associated Documentation, or any third-party software to Customer.

4.2 Trademarks and Trade Names

Any and all trademarks and trade names, which CentralSquare uses in connection with the License granted hereunder, are and shall remain the exclusive property of CentralSquare. Nothing contained in this Agreement shall be deemed to give Customer any right, title or interest in any trademark or trade name of CentralSquare.

4.3 Confidentiality

Except as otherwise provided in this Agreement, Customer shall not sell, transfer, publish, disclose or otherwise make available any portion of the Software or its associated Documentation to others. Customer shall use its reasonable best efforts to cooperate with and assist CentralSquare in identifying and preventing any unauthorized use, copying or disclosure of the Software or any portion thereof or any of the algorithms or logic contained therein or any other deliverables.

4.3.1 CentralSquare agrees to maintain Customer's confidential business information and confidential data, including patient identifying data, to which CentralSquare gains access in confidence and to not disclose such information except as required to perform hereunder or as required by law. Customer will use reasonable efforts to identify or designate information or data as confidential at or within five (5) business days of disclosure. Notwithstanding the above, CentralSquare shall own the copyrights, trade secrets, patent rights and other proprietary rights in and may use without restriction knowledge, information, ideas, methods, know-how, and copyrightable expression learned or acquired (including without limitation any feedback, suggestions, or other information or materials) as a result of or in connection with this Agreement which is useful or necessary for CentralSquare to make modifications and enhancements to the CentralSquare Software or Documentation. Customer shall acquire no intellectual property ownership rights to the CentralSquare Software or Documentation as a result of such use, whether as author, joint author, or otherwise. Confidential information does not include any information which (a) is generally available to the public or becomes generally known to the public through no act or omission of CentralSquare or any violation of confidentiality; (b) is disclosed to CentralSquare by third parties without breach of confidentiality obligations; (c) is already in the lawful or rightful possession of CentralSquare prior to receipt of the confidential information or (d) is developed independently by CentralSquare without use of the confidential information.

4.3.1.1 CentralSquare maintains a security program for managing access to customer data – particularly HIPAA and CJIS information, and personnel with approved access to such data (“Security Approved Personnel”). This includes 1) a pre-employment background check; 2) security training required by Federal CJIS regulations; and 3) criminal background checks/fingerprints required by Federal or State regulations. CentralSquare will work with the Customer to provide required documentation (such as the CJIS Security Addendum Certification form and VPN documents). CentralSquare shall comply with Exhibits F, G, and H.

4.3.1.2 If required by the Customer, CentralSquare will provide paper fingerprint cards for such Security Approved personnel with the fingerprinting performed in the state of the CentralSquare staff’s job assignment. If the Customer requires fingerprints submitted in a form other than paper prints (such as Live Scan) or that such fingerprints be performed at the Customer’s site, the Customer will reimburse CentralSquare for the cost of CentralSquare Security Approved Personnel traveling to the Customer’s site or for a vendor (such as Live Scan) to travel to the applicable CentralSquare office location. This provision will apply during the installation of the Project and for the duration of the Customer’s Maintenance Agreement and is only applicable in the event that Customer requires additional security approvals as defined herein and for which related additional costs may be incurred.

4.4 Termination for Breach

Either Party may immediately terminate this Agreement, including all license rights granted herein, in the event the other Party breaches any of its material confidentiality obligations regarding the Software and its associated Documentation, or as otherwise contemplated under this Agreement. Customer may immediately terminate this agreement in the event of a customer data breach involving CentralSquare software systems.

4.5 Non-Confidential Information

Confidentiality obligations of the Parties shall not extend to information that:

- 1.0 is, as of the time of its disclosure, part of the public domain through a source other than the receiving party;
- 2.0 was known to the receiving party at the time of its disclosure and such knowledge has been proven by documentation by CentralSquare;
- 3.0 was independently developed by the receiving party;
- 4.0 was previously learned from a third party not under a confidentiality obligation to the providing party;
or
- 5.0 is required to be disclosed pursuant to court order, subpoena, or government authority, whereupon the receiving party shall provide notice to the other party prior to such disclosure.

5.1 Limited Warranties

5.1.1 Software Warranties

CentralSquare warrants that: (i) it owns or otherwise has the rights in the Software and has the right to

license the Software as described in this Agreement. CentralSquare further warrants that for a period of twelve (12) months from the date of Go Live (the “Warranty Period”), the CentralSquare Software will perform in conformance with this Agreement and any applicable specifications. CentralSquare’s sole obligation or liability during the Warranty Period shall be to use commercially reasonable efforts to correct the Software upon receipt of written notice of a warranty defect from Customer, in a reasonable time in accordance with the provisions of *Exhibit D: Maintenance and SLA Services Agreement*. In the event CentralSquare fails to remedy material defects in the Software under this warranty, Customer may, at its discretion, 1) receive a refund of any fee paid hereunder for the portion of the Software, if any, which contains an uncorrected material defect or 2) terminate this Agreement as provided in 7.2.

5.1.1.1 Wireless Service Limitations

Problems in the CentralSquare software or transmission of data caused by wireless services, including cell phone carriers, cell phone devices and operating systems, and any personal settings on the devices are not warranted by CentralSquare, or covered under the terms of this Agreement. The Customer’s use of services provided by wireless service providers or carrier, or transmission of data from cell phone carriers, cell phones and operating systems, and the security, privacy, or accuracy of any data provided via such services is at the Customer’s sole risk.

5.1.2 Hardware and Third-Party Software Warranties

CentralSquare warrants that, at the time of delivery, the Hardware will be new and unused. In addition, CentralSquare warrants that upon payment of the applicable fees, Customer will acquire good and clear title to the Hardware, free and clear of all liens and encumbrances.

All Hardware and Third-Party Software warranties provided by the manufacturer will be passed through to Customer. CentralSquare will be solely responsible for processing and managing of all Hardware and Third-Party Software warranty claims that may be necessary during the term of this Agreement.

CENTRAL SQUARE EXPRESSLY DISCLAIMS, AND CUSTOMER HEREBY EXPRESSLY WAIVES, ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

5.1.3 Services Warranty

CentralSquare represents and warrants that the Services will be performed in a professional, timely, thorough, professional, and diligent manner in accordance with Exhibit A: Statement of Work by personnel who are competent in performing their individual tasks consistent with commercially accepted practices for such services. CentralSquare shall provide the Services as further defined in the Statement of Work. In the event CentralSquare provides Services that do not conform to these warranties, CentralSquare will promptly re-perform such Services at no additional cost to Customer.

Once the CentralSquare project team is assembled and the Customer counterparts have been identified, both Parties agree that, except for reasons outside of their control, they will not remove key personnel (e.g., Project Manager) from their assigned project roles without reasonable advance notice, and good cause, except in the event of unforeseen circumstances such as illness or termination of employment, and that they will work together to mitigate project impacts after any such removal. The Parties will also work together to manage the project impact resulting from the temporary unavailability of key personnel from either Party. In the event a key personnel staff member of either Party must be replaced, the Parties agree

that the replacement key personnel will be of equivalent experience. Each Party will have a reasonable timeframe to assign replacement key personnel, not to exceed ten (10) business days.

5.2 Legal Relationship

It is expressly understood by Customer and CentralSquare that CentralSquare shall not be construed to be, and is not, an employee of Customer. CentralSquare shall provide services to Customer as an independent contractor with control over the time, means and methods for accomplishing the services outlined in this Agreement. CentralSquare further acknowledges that it is not entitled to such benefits as holiday time, vacation time, sick leave, retirement benefits, health benefits, or other benefits usually associated with employment.

5.3 Insurance Provision

CentralSquare, at all times during the term of this Agreement, shall obtain and maintain in force insurance coverage of the types and with the limits as follows:

1. Commercial General Liability Insurance: Commercial general liability insurance with a limit of \$1,000,000 for each occurrence; \$2,000,000 in the aggregate.
2. Professional Liability, Errors and Omissions, and Network Security and Privacy Liability Insurance with a limit of \$10,000,000 each claim; \$10,000,000 in the aggregate.
3. Business Automobile Liability Insurance: Business automobile liability insurance or equivalent form with a limit of not less than \$1,000,000 for each accident. Such insurance shall include coverage for owned, hired and non-owned vehicles.

At Customer's request, CentralSquare shall provide properly executed Certificates of Insurance which shall clearly evidence all insurance required in this Agreement and which provide that such insurance may not be canceled, except on 30 days prior written notice to Customer.

6.0 Indemnification and Limitation of Liability

CentralSquare shall indemnify, defend and hold harmless Customer from any and all claims, lawsuits or liability, including attorneys' fees and costs, allegedly arising out of, in connection with, or incident to any loss, damage or injury to persons or property or arising from a wrongful or negligent act, error or omission of CentralSquare, its employees, agents, contractors, or any subcontractor as a result of CentralSquare's or any subcontractor's performance pursuant to this Agreement; however, CentralSquare shall not be required to indemnify Customer for any claims or actions caused to the extent of the negligence or wrongful act of Customer, its employees, agents, or contractors. Notwithstanding anything to the contrary in the foregoing, if a claim, lawsuit or liability results from or is contributed to by the actions or omissions of Customer, or its employees, agents or contractors, CentralSquare's obligations under this provision shall be reduced to the extent of such actions or omissions based upon the principle of comparative fault.

To the fullest extent permitted by law, the aggregate liability of CentralSquare for any reason and upon any cause of action of claim, including, without limitation, CentralSquare's obligation to indemnify and hold harmless under this agreement, shall be limited to direct damages which shall not exceed the greater of the amount of the coverage limits of CentralSquare's insurance carrier or the amount actually paid to

CentralSquare or Customer by the applicable insurance carrier for such damage.

TO THE EXTENT ALLOWED BY APPLICABLE LAW, IN NO EVENT SHALL CENTRAL SQUARE, ITS SUBCONTRACTORS OR SUPPLIERS BE LIABLE WHETHER IN CONTRACT OR IN TORT FOR LOST PROFITS, LOST SAVINGS, LOST DATA, LOST OR DAMAGED SOFTWARE, OR ANY OTHER CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING OUT OF, OR OTHERWISE RELATED TO THIS AGREEMENT, REGARDLESS OF WHETHER CENTRAL SQUARE HAS NOTICE OF THE POSSIBILITY OF ANY SUCH LOSS OR DAMAGE.

7.0 Termination

7.1 By CentralSquare for Cause

In addition to various other express rights of CentralSquare to terminate this Agreement set forth herein, CentralSquare shall also have the right to terminate this Agreement upon thirty (30) day's prior written notice and cancel any unfulfilled portion of it by written notice to Customer due to Customer's failure to comply with any material terms or conditions of this Agreement if the Customer fails to cure such breach within thirty (30) days following receipt of such notice, or in other cases if: (i) Customer becomes bankrupt or insolvent or enters into any arrangement or composition with its creditors or if a receiver is appointed to direct the business of Customer, or (ii) Customer sells or assigns its rights, duties or obligations under this Agreement to any person or entity, in whole or in part, whether by assignment, merger, transfer or assets, sale of stock, operation of law or otherwise, without the express written permission of CentralSquare or (iii) upon Customer's breach of the License or confidentiality and nondisclosure provisions contained herein, or (iv) upon a violation of CentralSquare's proprietary rights hereunder. The termination of this Agreement shall automatically terminate and extinguish the License.

CentralSquare may exercise any rights available to it under Oklahoma State law to terminate for cause upon the failure of Customer to comply with the terms and conditions of this Agreement; provided that CentralSquare shall give Customer written notice specifying Customer's failure and a reasonable opportunity for Customer to cure the defect.

7.2 By Customer for Cause

Customer may terminate this Agreement for cause based upon the failure of CentralSquare to comply with any material terms and/or conditions of the Agreement, provided that Customer shall give CentralSquare thirty (30) days' written notice specifying CentralSquare's failure. If within thirty (30) days after receipt of such notice, CentralSquare shall not have either corrected such failure, then Customer may, at its option, place CentralSquare in default and the Agreement shall terminate on the date specified in such notice. In addition, Customer may terminate this Agreement immediately if: (i) CentralSquare breaches any of its confidentiality, privacy, or data security obligations as set forth herein; (ii) CentralSquare becomes bankrupt or insolvent or enters into any arrangements or composition with its creditors or if a receiver is appointed to direct the business of CentralSquare; or (iii) upon CentralSquare's violation of any applicable law or regulation.

7.3 Termination without Cause

After the fifth anniversary of the System Go Live date, this Agreement and the Software license granted

herein may be terminated by either party by providing written notice sixty (60) days prior to the date the next annual maintenance payment is due.

7.4 Termination for Lack of Appropriations

The parties agree that any and all payments due from the Customer, as required under the terms of the Agreement, are contingent upon the availability of appropriated funds. If Customer should not appropriate or otherwise receive funds sufficient to purchase, lease, operate, or maintain the Software or Professional Services set forth in this Agreement, the Customer may unilaterally terminate this Agreement effective on the final day of the fiscal year through which the Customer has funding. The Customer will make every effort to give CentralSquare at least thirty (30) days written notice prior to a termination for lack of appropriations.

7.5 Post-Termination Obligations

All provisions hereof relating to CentralSquare's proprietary rights, confidentiality, non-disclosure and non-solicitation shall survive the termination or expiration of this Agreement. Any undisputed fees due as per *Exhibit C: Payment Schedule* for work completed prior to termination shall still be paid by Customer in accordance with any applicable payment terms set forth in Exhibit C. In the event of termination of this Agreement prior to implementation of the CentralSquare Software, or termination due to Customer's breach of CentralSquare's intellectual property rights, the license to the CentralSquare Software granted under this Agreement shall also terminate and Customer shall remove all CentralSquare Software from its computer system and at CentralSquare's direction, either return or destroy the Software and its associated Documentation. In the event that Customer terminates this Agreement in accordance with this Section 7.0, CentralSquare shall agree to cooperate in connection with any necessary transition services and shall be reimbursed for such transition services at CentralSquare's standard rates, as agreed upon in writing by the parties. CentralSquare shall provide the Customer with a backup of the Customer data in a standard Microsoft SQL backup file, at no cost to Customer, within thirty (30) calendar days of termination having taken effect.

8.0 Customer Responsibilities

Customer shall provide one primary Project Manager to be the main point of contact for CentralSquare. Duties of the Project Manager are outlined in *Exhibit A: Statement of Work*.

8.1 Delivery

Upon notice to Customer that the Software and Hardware is ready to be delivered, Customer shall ensure that personnel are available to receive Software and Hardware at the location designated for installation, at a date and time mutually agreed to by Customer and CentralSquare.

9.0 Miscellaneous

9.1 Force Majeure

Neither Party shall be liable to the other for any delay or failure to perform any of the services or obligations set forth in this Agreement due to causes beyond its reasonable control, including natural

disasters, war, acts of terrorism, and acts of God. Performance times shall be considered extended for a period of time equivalent to the time lost because of such delay, including reasonable time periods required for the restoration of normal business activities/operations.

9.2 Governing Law

This Agreement and performance hereunder shall be governed by the law of the State of Oklahoma, without giving effect to the principles of conflict of law of such state or international treaties.

9.3 Forum Selection

The Parties hereby submit to the exclusive jurisdiction and venue of Oklahoma state, or federal courts with respect to any action between the Parties relating to this Agreement.

9.4 Assignment

This Agreement shall apply to, inure to the benefit of, and be binding upon the Parties hereto and upon their permitted successors in interest and permitted assigns. Customer may not assign, without the prior written consent of CentralSquare, which consent shall not be unreasonably withheld, Customer's rights, duties or obligations under this Agreement to any person or entity, in whole or in part, whether by assignment, merger, transfer of assets, sale of stock, operation of law or otherwise, and any attempt to do so shall be deemed a material breach of this Agreement. This Agreement shall be binding on, and shall be for the benefit of, either Customer or CentralSquare/CentralSquare's successor(s) or permitted assign(s) including by CentralSquare/CentralSquare as a result of a corporate reorganization, merger, acquisition, or purchase of substantially all of CentralSquare/CentralSquare's assets, but in such event CentralSquare/CentralSquare shall give Customer written notice of the assignment when permitted to do so.

9.5 Notice

Any notice provided pursuant to this Agreement, if specified to be in writing, shall be in writing and shall be deemed given (i) if by hand delivery, upon receipt hereof; (ii) if mailed, 7 days after deposit in the U.S. mails, postage prepaid, certified mail, return receipt requested. All notices shall be addressed to the Parties at the addresses set forth on the first page hereof.

9.6 Survival

All provisions of this Agreement relating to proprietary rights, confidentiality, non-disclosure and to payment of fees by Customer shall survive the termination of this Agreement.

9.7 No Waiver

The waiver or failure of either party to exercise any right in any respect provided for herein shall not be deemed a waiver of any further right hereunder.

9.8 Enforceability

If for any reason a court of competent jurisdiction finds any provision of this Agreement, or portion thereof, to be unenforceable, that provision shall be enforced to the maximum extent permissible so as

to affect the intent of the Parties, and the remainder of this Agreement shall continue in full force and effect.

9.9 Remedies

Unless otherwise specified herein, the rights and remedies of the Parties set forth in this Agreement are not exclusive and are in addition to any other rights and remedies available at law or in equity.

9.10 Headings

The headings of the sections of this Agreement are inserted for convenience only and shall not constitute a part hereof or affect in any way the meaning or interpretation of this Agreement.

9.11 No Third-Party Beneficiaries

The Parties agree that this Agreement is for the benefit of the Parties hereto and is not intended to confer any rights or benefits on any third party, and that there are no third-party beneficiaries as to this Agreement or any part or specific provision of this Agreement.

9.12 Limitation of Actions

No action, regardless of form, arising out of or relating to this Agreement or the subject matter hereof may be brought by either party more than two (2) years after the cause of action has initially arisen, with the exception of either Party's breach of its confidentiality or non-disclosure obligations herein or Customer's violation of CentralSquare's proprietary rights in the Software or any other software owned or licensed by CentralSquare. However, in the case of any applicable Oklahoma State or federal laws for which the statute of limitations for such action extends beyond two (2) years, such Oklahoma State or federal law will control.

9.13 Taxes

Customer shall, in addition to the payments required hereunder, pay all applicable sales, use, transfer or other taxes and all duties, whether international, national, state or local, however designated, which are levied or imposed by reason of the transactions contemplated hereby, excluding, however, income taxes on net profits which may be levied against CentralSquare. Customer shall reimburse CentralSquare for the amount of any such taxes or duties paid or accrued directly by CentralSquare as a result of this transaction. If Customer is a tax-exempt organization, Customer will provide CentralSquare with documentation required by the taxing authority to support such exemption at the time of Execution of this Agreement. For clarity, CentralSquare is responsible for paying its own income taxes, both federal and state, as applicable, arising from its performance of this Agreement.

9.14 Non-Discrimination

CentralSquare agrees to abide by the requirements of the following as applicable: Title VI of the Civil Rights Act of 1964 and Title VII of the Civil Rights Act of 1964, as amended by the Equal Employment Opportunity Act of 1972, Federal Executive Order 11246 as amended, the Rehabilitation Act of 1973, as amended, the Vietnam Era Veteran's Readjustment Assistance Act of 1974, Title IX of the Education Amendments of 1972, the Age Discrimination Act of 1975, the Fair Housing Act of 1968 as amended, and CentralSquare

agrees to abide by the requirements of the Americans with Disabilities Act of 1990. CentralSquare agrees not to discriminate in its employment practices, and will render services under this Agreement without regard to race, color, religion, sex, national origin, veteran status, political affiliation, disabilities, or because of an individual's sexual orientation. Any act of discrimination committed by CentralSquare, or failure to comply with these obligations when applicable shall be grounds for termination of this Agreement.

9.15 Change Orders

Change orders and out-of-scope work will be defined by written agreement between the Customer and CentralSquare on the form attached hereto as Exhibit E.

9.16 Entire Agreement

This Agreement, and any Exhibits specifically incorporated therein by reference, constitutes the entire agreement between the Parties with respect to the subject matter. These documents supersede and merge all previous proposals of sale, communications, representations, understandings and agreements, whether oral or written, between the Parties with respect to the subject hereof.

This Agreement may not be modified except by a writing subscribed to by authorized representatives of both Parties.

9.17 Subcontractors

CentralSquare will not subcontract any services under this Agreement without Customer's prior written consent, not to be unreasonably withheld.

9.18 Invoice Dispute Process

In the event Customer believes, upon receipt of any invoices from CentralSquare, that the services rendered do not conform to the applicable provisions of this Agreement, Customer shall provide written notice of the intent to dispute the invoice. Notification shall be provided within forty-five (45) days of the receipt of the invoice, and shall sufficiently detail the reasoning the Customer disputes the invoice. CentralSquare shall respond in writing by confirming the issue and responding with either a) a justification detailing the submission of the invoice and delivery of services, or b) a commitment to re-perform the services to bring them into conformance including a detailed action plan. While an invoice is under this dispute process, Customer may withhold payment for those services that are actually subject to dispute. CentralSquare agrees not to suspend the delivery of services while an invoice is under dispute.

10.0 Definitions

1. **Documentation:** All written, electronic, or recorded end user and system administrator documentation and functional descriptions therein that describe the uses, features, and functional capabilities of the System, and that are published or provided to Customer by CentralSquare.
2. **Executable Object Code:** Software code which has been compiled for use by the computer and is no longer directly readable or modifiable by humans.

3. **Execution of Agreement:** Date Agreement is signed by all enumerated Parties.
4. **Hardware:** All hardware, equipment, and other tangible non-Software items supplied to Customer by CentralSquare under this Agreement.
5. **Go Live:** The successful and full use of the System by the Customer as a live, non-test-bed system, as evidenced through use of the System as the primary software solution to address the specified business needs and documented by the Customer's written acceptance of the System. This can be exhibited by events such as the completion of the first real-world booking, the taking of the first real-world call for service, the entry of the first real-world case report, or a similar event dealing with real-world use.
6. **Software:** Any computer programs in object code form and any updates, enhancements, modifications, revisions, additions, replacements or conversions thereof owned by CentralSquare and set forth or identified in *Exhibit B: Pricing Detail* or subsequently licensed to Customer. Software specifically excludes any Third-Party Software.
7. **Server Hardware:** All hardware, equipment, and other tangible non-Software items supplied to Customer by CentralSquare under this Agreement listed as "Server Hardware" in *Exhibit B: Pricing Detail*.
8. **Services:** All project management, training, data conversion, and other services to be provided by CentralSquare under this Agreement.
9. **SSH:** Secure Shell. A cryptographic protocol for securing data which it transmitted over an insecure network.
10. **System:** The collective whole of all Software, Hardware, and Services to be purchased, developed, licensed, supplied, installed, configured, or implemented by CentralSquare under this Agreement.
11. **Third-Party Software:** Any software to be supplied by CentralSquare under this agreement that is purchased or licensed from any source external to CentralSquare for use with or integration into the System.

EACH PARTY'S ACCEPTANCE HEREOF IS EXPRESSLY LIMITED TO THE TERMS OF THIS AGREEMENT, INCLUDING ITS EXHIBITS, AND NO DIFFERENT OR ADDITIONAL TERMS CONTAINED IN ANY PURCHASE ORDER, CONFIRMATION OR OTHER WRITING SHALL HAVE ANY FORCE OR EFFECT UNLESS EXPRESSLY AGREED TO IN WRITING BY THE PARTIES.

City of Broken Arrow, Oklahoma

Signer's Name: _____

Signer's Title: _____

Signature

Date

Attestation:

Signer's Name: _____

Signer's Title: _____

Signature

Date

Approved as to Form:

Signer's Name: _____

Signer's Title: _____

Signature

Date

CentralSquare Technologies, LLC

Signer's Name: Todd Dooley

Signer's Title: Chief Financial Officer

DocuSigned by:

Todd Dooley
015A8BA2DCAB4EB...
Signature

5/12/2020
Date

Exhibit A: Statement of Work

CentralSquare will provide Software, Hardware and Services outlined below, in the quantities specified in *Exhibit B: Pricing Detail*.

1. Software

The software detailed in the following sections includes, but is not limited to, the listed functionality.

Pro Suite Base	<ul style="list-style-type: none"> • Operating system software • Database software • Master name index • Master address index • Master vehicle index 	<ul style="list-style-type: none"> • Secure intra-Customer messaging • Configurable dashboard • Web address links • No duplicate data entry • Authentication
Administration (Core)	<ul style="list-style-type: none"> • Equipment • Fleet Management • Inventory Management • Purchase Requisitions 	<ul style="list-style-type: none"> • Service Dogs • Policy Manual • Full audit trail • Custom Forms
CAD (Core)	<ul style="list-style-type: none"> • Command-line entry • Bulletins • Configurable CAD Windows • Inactivity Alarms • Rip and Run • Full audit trail 	<ul style="list-style-type: none"> • Command Log • Triple I • Custom CAD Commands • Unit Alarms • ANI/ALI
CAD (Advanced)	<ul style="list-style-type: none"> • Alarm Billing • Alarm Calls • Nurse Calls • Scheduled and Recurring Scheduled Calls • Tow Calls • Custom Forms 	<ul style="list-style-type: none"> • NCIC Automation • Basic Paging • Run Cards and Unit Recommendation • Unit Specialties • Web windows

Mapping (Core) – Server Based	<ul style="list-style-type: none"> • Command-line entry • Drag and drop commands • Visual status alerts • User-configurable map layers • GIS functions with map window closed • Quickest path unit recommendation 	<ul style="list-style-type: none"> • Active calls for service • Call for service click-through • Custom map markers • Address verification • Faster map functions (compared with non-server version) • Required for 15 or more AVL units
Mapping AVL	<ul style="list-style-type: none"> • Vehicle locations on map 	<ul style="list-style-type: none"> • Call for service integration
Mapping AVL Playback	<ul style="list-style-type: none"> • Displays on the map • View by time, by unit, by CFS 	<ul style="list-style-type: none"> • Print or export playback data
Financial (Core)	<ul style="list-style-type: none"> • Double-entry accounting • Automatic invoice creation • Configurable addition of fees based on Records workflow • Account reconciliation 	<ul style="list-style-type: none"> • Receipt generation • Statement printing • Bulk Invoice Payments • Full audit trail
Jail (Core)	<ul style="list-style-type: none"> • Booking, Intake, and Release Wizard • Cell Occupancy Log • Activities • Basic Bank • Issued Property • Medicine • Jail Billing • Bond Payments • Sentence calculation and Good Time 	<ul style="list-style-type: none"> • Inmate Property • Victim Notification • Visitor logging • Jail Log • Shift Log • Court Events • Classification • Cell Recommendation • Inmate Classes and Transportation • Full audit trail
Jail (Advanced)	<ul style="list-style-type: none"> • Advanced Inmate Bank • Expenses • Expungement Log • Sentence Reductions • Inmate Checks 	<ul style="list-style-type: none"> • Inmate Work Shifts • Stay Scheduling (Weekenders) • Multiple Facilities • Jail workflow • Custom Forms

Mobile Core	<ul style="list-style-type: none"> Grants access to the CentralSquare Mobile application 	
Mobile Accident Reporting	<ul style="list-style-type: none"> Driver's license and vehicle registration scanning Automated NCIC driver's license and registration queries Prefill from NCIC return (for agency State only) Diagramming (via Easy Street Draw) 	<ul style="list-style-type: none"> Paper accident report creation and printing Case report association
Mobile AVL	<ul style="list-style-type: none"> Vehicles shown on map 	<ul style="list-style-type: none"> Call for service integration
Mobile CAD	<ul style="list-style-type: none"> User-configurable layouts Day/Night mode Instant messaging 	<ul style="list-style-type: none"> Silent dispatch Bulletins/BOLOS NCIC queries
Mobile Mapping	<ul style="list-style-type: none"> Active calls for service Map Markers Visual status alerts 	<ul style="list-style-type: none"> User configurable map layers Route from current location to CFS location
Mobile Records	<ul style="list-style-type: none"> Cases Warrants 	<ul style="list-style-type: none"> Master index access (including mug shots and alerts)
Personnel (Core)	<ul style="list-style-type: none"> Personnel Log 	<ul style="list-style-type: none"> Full audit trail
Personnel (Advanced)	<ul style="list-style-type: none"> Commendations Disciplinary Actions Positions Promotions 	<ul style="list-style-type: none"> Service History Training Citizen Feedback
Personnel – Agency Site Licenses	<ul style="list-style-type: none"> Allows agencies named herein to access and use Customer's CentralSquare Personnel system 	

Note: Many items are configurable by agency. All other configuration must be agreed upon between Customer and Additional Agency.

Portal (Remote CFS View)	<ul style="list-style-type: none"> • Read-only access • Web access to CFS Data 	<ul style="list-style-type: none"> • Agency-defined permissions
Portal (Attorney Case View)	<ul style="list-style-type: none"> • Web access to Case Report data for attorneys 	<ul style="list-style-type: none"> • Agency-defined permissions
Records (Core)	<ul style="list-style-type: none"> • Case Reports • NIBRS/UCR Submission • Master Record Notes • Protection Orders • Warrants • Juvenile Referral List 	<ul style="list-style-type: none"> • Pawn Property • Pistol Permits • Sex Offenders • Full audit trail
Records (Advanced)	<ul style="list-style-type: none"> • Field Identifications • Expungement • Intelligence Cases • Investigative Leads • Form Requirements 	<ul style="list-style-type: none"> • Tow Calls • Bicycle Registrations • Parking Tickets • Custom Forms
Reporting (Core)	<ul style="list-style-type: none"> • Pre-defined reports • Custom reports • Ad-hoc reports • Drag and drop report building • Export to PDF, XLS, XML, TXT 	<ul style="list-style-type: none"> • Custom data filters • Statistical analysis • Scheduled reports • COMSTAT compatible • Emailed reports
Field Ops	<p>CJIS compliant mobile device app</p> <p>Integrated photo and audio capture tools</p>	<ul style="list-style-type: none"> • Real-time CFS data access • Uses existing CentralSquare Suite user credentials

CrimeView Dashboard

- Pre-configured and customizable reports for crime analysis
- Various chart styles and maps
- User-configurable views and filters
- Analysis Mode

10.1 Interfaces

All costs related to CentralSquare's implementation of the following interfaces is represented in *Exhibit B: Pricing Detail*. Any third-party costs or charges incurred related to the implementation of the following interfaces will be the responsibility of Customer.

Any interfaces that cannot be deployed as part of System go-live due to Customer or a third-party vendor not being ready for deployment shall not delay Software or Hardware Acceptance. The Customer shall confirm those critical interfaces and the timing of those critical interfaces and share these with CentralSquare during the BPR process so the parties can mutually discuss timing and approach for go-live critical interfaces.

Customer shall not allow any party, other than CentralSquare, to add, update, or delete database records or file system objects directly to or on the server or database except as provided for in the CentralSquare Documentation.

CentralSquare backend server software is wholly managed by CentralSquare and the Customer shall not attempt to access it, except as provided in the CentralSquare Documentation. Customer shall not cause any software except the Software provided under this Agreement to be installed on or executed on the Server Hardware.

Refer to *Exhibit A: Statement of Work: 12.2 Implementation Process* overview for interface implementation information.

Standard Interfaces

The following are sold as standard interfaces. There will be no software modifications or changes to these standard interfaces:

10.1.1 CAD – ASAP Interface (Import and Export)

This is a two-way interface between CentralSquare Suite and the state NLETS message switch for the exchange of alarm information with participating Automated Secure Alarm Protocol (ASAP) alarm monitoring stations. Alarm events received with an address that is an exact match to a valid address in the agency's data will create a waiting Call for Service (CFS) in CentralSquare CAD. Updates received for an alarm event will be added to the CFS until it is closed. Updates will be sent to the originating alarm monitoring station via the interface when: A unit has been assigned to the CFS; A unit has been set as on scene on the CFS; The CFS has been completed; or A dispatcher manually sends a message to the monitoring station. The City has, on a preliminary basis, identified this interface as one that may be put into place after go-live, subject to further planning during BPR.

Customer is responsible for any required coordination with the participating alarm monitoring stations and configuration including mapping CAD incident codes to Alarm Event Types. A Map server is required for this interface.

10.1.2 CAD – Basic Paging Interface (SMTP/Email) (Export)

This is a one-way interface from CentralSquare CAD. Pages are sent via email and/or SMS from CentralSquare CAD. CentralSquare enables the paging functionality in CAD. The City has, on a preliminary basis, identified this interface as one that may be critical to put into place at go-live, subject to further

planning during BPR.

Customer is responsible for configuring paging groups, templates, and trigger events for this interface.

10.1.3 CAD – E911 (ANI/ALI) Interface (Import) – VESTA

This is a one-way interface from the 911 service provider to CentralSquare CAD. It prepopulates calls for service by parsing raw spill data from the 911 service and importing it. ALI information populates in CentralSquare Mapping. The City has, on a preliminary basis, identified this interface as one that may be critical to put into place at go-live, subject to further planning during BPR.

Customer is responsible for ensuring that:

1. 911 service provider sets up the serial connection from the 911 controller to CentralSquare CAD.
2. 911 spill data can be pushed to CentralSquare CAD at a decided upon frequency.
3. ALI data meets NENA standards

10.1.4 CAD – ImageTrend Interface (Export)

This is a one-way interface from CentralSquare CAD to ImageTrend. Upon completion of a Call for Service (CFS) in CAD, an XML file containing CFS details, including: CFS number, External Agency Incident Number, Reported At Date/Time, CFS Date/Time, First Unit Dispatched Time, First Unit Arrival Time, Last Unit Available Time, Address (including street #), City, State, Zip, Zone, Latitude and Longitude (when available via map server and address is verified), Unit Number, Unit Dispatched (Assigned) Time, Unit Enroute Time, Unit Arrive (On Scene) Time, Unit Available Time is sent from CAD to a SOAP-based web service managed by ImageTrend. ImageTrend is responsible for providing the credentials to CentralSquare which are necessary to access and submit files to the web service. The City has, on a preliminary basis, identified this interface as one that may be critical to put into place at go-live, subject to further planning during BPR.

The Customer is responsible for contacting ImageTrend's Contracts or Sales department to inform them of the integration with CentralSquare. ImageTrend requires 8-10 weeks for configuration of the interface. Customer will also provide CentralSquare with the ImageTrend URL and credentials specific to its agency.

10.1.5 CAD – ProQA Platinum-Certified Interface (Import and Export)

This is a two-way interface between CentralSquare CAD and ProQA. From a call for service (CFS) in CAD, the ProQA application is launched manually or automatically from configured incident codes. CAD sends CFS data to ProQA. The CAD – ProQA solution supports the export of CFS address, initial reporter, and initial reporter phone number to prepopulate case entry in ProQA. The solution supports importing data from ProQA at send points configured in the ProQA admin utility. Fields include but are not limited to: CAD code, determinate code with suffix text, all key questions and answers, all manually entered items including notes, person, vehicle, and boat descriptions. CentralSquare CAD supports receiving all fields provided by ProQA to meet their platinum certification. CAD users select the appropriate ProQA discipline (Law, Fire, or Medical), and follow the scripted call dialog within ProQA. When triggered by ProQA, CAD imports the call details, including the Responder Summary, to the CFS and updates the incident code if necessary. The City has, on a preliminary basis, identified this interface as one that may be critical to put into place at go-live, subject to further planning during BPR.

10.1.6 CAD – PulsePoint Interface (Export)

This is a one-way interface from CentralSquare CAD to PulsePoint's Respond incident reporting system. CAD Calls for Service (CFS) records and unit response time information are exported to PulsePoint via two

database views hosted by CentralSquare on the CAD production server. CentralSquare supplies PulsePoint with database user credentials to access these views. PulsePoint will query the database at an approved frequency, to be discussed between PulsePoint and CentralSquare, to retrieve specific CFS and unit information for import into their Respond system. The information retrieved by PulsePoint will be made available via PulsePoint's Respond application. PulsePoint then uses this information to push alerts to citizens running the PulsePoint Respond mobile application, informing them of live EMS incidents within the agency's CAD. The goal of this integration is to create a public alert system for EMS incidents as they happen, empowering citizens to provide aid to a patient prior to the arrival of EMS units on scene. The City has, on a preliminary basis, identified this interface as one that may be critical to put into place at go-live, subject to further planning during BPR.

Customer must ensure that any necessary PulsePoint components or licenses are purchased and correctly configured.

10.1.7 CAD – Rip and Run Interface (Fax/Email)

This is a one-way interface from CentralSquare CAD to fax and email services. Completed Calls for Service (CFS) from CAD are output (printed) to the services. CentralSquare provides the connection from CentralSquare Suite to the SMTP server. The City has, on a preliminary basis, identified this interface as one that may be critical to put into place at go-live, subject to further planning during BPR.

Customer will provide CentralSquare with SMTP information for setup and will manage all user configurations.

10.1.8 CAD – Voice Recorder Interface (Import and Export) – Exacom

This is a two-way interface between the voice recorder system and CentralSquare CAD. CentralSquare Suite sends call for service (CFS) data to the Voice Recorder system via an API provided by Exacom. The Voice Recorder system assigns the CFS data to the recording. Assigned voice recordings may be accessed with a link in the CFS screen which calls the Exacom API for the recording. Playback is handled in accordance with workstation settings for the audio player. The City has, on a preliminary basis, identified this interface as one that may be put into place after go-live, subject to further planning during BPR.

10.1.9 CAD – Zetron Tone Paging Interface (Export)

This is a one-way interface from CentralSquare CAD to the Zetron 6203 Fire Station Alerting Console. CAD connects to the Zetron console's FSA Server via IP connections that export user-configured tone and alerting presets from CAD. Messages are sent using XML protocol to the Zetron 6203 console by way of the FSA Server. Upon the Zetron 6203 console receiving the alert messages from CAD, all configured Zetron IP Transponders (Fire Stations) are alerted based on their configuration within the Zetron 6203 console. The City has, on a preliminary basis, identified this interface as one that may be critical to put into place at go-live, subject to further planning during BPR.

The Customer will need the CAD Interface license and SDK from Zetron prior to completing CAD integration.

10.1.10 CAD – US Digital Designs Phoenix G2 Interface (Export)

This is a one-way interface from CentralSquare CAD to US Digital Designs' Phoenix G2 Alerting System. Upon use of a qualifying dispatch command, CAD exports an alarm notification (alert) for a station or specific unit. This alert includes the CAD Call for Service (CFS), Station ID, and Unit information which are provided as XML to a web service hosted and maintained by US Digital Designs. The CAD Command Log is also updated with the alert and a message confirming either success or failure of the alert delivery to US Digital Designs.

10.1.11 Jail – LiveScan/AFIS Interface (Import and Export) - iTouch

This is a two-way interface between CentralSquare Jail and the Livescan system. When an inmate is booked into Jail, a NIST file with inmate demographic data and hold reasons is sent to the AFIS Livescan device via FTP. Once the inmate is fingerprinted and mug shots have been taken, the Livescan device sends the mug shots back in the NIST file, which Jail then adds to the inmate's record in the system. The City has, on a preliminary basis, identified this interface as one that may be critical to put into place at go-live, subject to further planning during BPR.

10.1.12 Jail – N-DEx Adapter (IB IEPD)

This is an adapter that produces XML that is conformant to the N-DEx Incarceration/Booking (IB) IEPD. CentralSquare Suite transmits data to the N-DEx web service via CentralSquare's existing N-DEx WSDL. Data transmission does not include all fields defined in the IEPD. The City has, on a preliminary basis, identified this interface as one that may be put into place after go-live, subject to further planning during BPR.

10.1.13 Records – OK Crime Reporting (SIBRS) Interface

This is a one-way interface from CentralSquare Records to Oklahoma NIBRS. Customer is able to select cases in CentralSquare Records and manually export those cases to a text file on the local file system. From there, Customer provides the file to the state system. CentralSquare creates functionality to support the text file export from CentralSquare Records. The City has, on a preliminary basis, identified this interface as one that may be critical to put into place at go-live, subject to further planning during BPR.

10.1.14 Records – Case Service Powered by Ten8Tech Interface

This is a one-way interface from Ten8Tech's CaseService Reporting System to CentralSquare Records. Citizens submit reports through CaseService and then CaseService will make those Incident reports available via its Webservice for CentralSquare Records to import. Records checks the Webservice every hour to check for new reports to import. In addition, CentralSquare Suite master name, business and vehicle records are compared with the information received from this interface. If a match is found, that existing master name record is used. If no match is found, a new master name record is created. The City has, on a preliminary basis, identified this interface as one that may be put into place after go-live, subject to further planning during BPR.

10.1.15 Records – N-DEx Adapter (IA IEPD)

This is an adapter that produces XML that is conformant to the N-DEx Incident/Arrest (IA) IEPD. CentralSquare Suite transmits data to the N-DEx web service via CentralSquare's existing N-DEx WSDL. Data transmission does not include all fields defined in the IEPD. The City has, on a preliminary basis, identified this interface as one that may be put into place after go-live, subject to further planning during BPR.

10.1.16 Records – Brazos eCitation Interface (Import)

This is a one-way interface between Brazos eCitations and CentralSquare Records. Brazos will export eCitations data as XML to a network share hosted by Contractor using the CentralSquare XML schema for the exported eCitations data. eCitations data will be imported automatically into CentralSquare Records via a process which requires review and approval of each eCitations by a user before the eCitations data is saved to the master citations list in Records. The City has, on a preliminary basis, identified this interface as one that may be critical to put into place at go-live, subject to further planning during BPR.

10.1.17 Pro Suite – OLETS/NCIC Interface (Basic Queries)

This is a two-way interface between Pro Suite and the CentralSquare-provided NCIC server. The following basic queries will be generated by Pro Suite and passed to the NCIC server: QA (Article), BQ (Boat), DQ (Drivers License), QG (Gun), VREG (Vehicle Registration), Data Mining (OK Only). The CentralSquare-provided NCIC server then sends the queries on to NCIC and collects the results. Those query results are then sent back to Pro Suite. The City has, on a preliminary basis, identified this interface as one that may be critical to put into place at go-live, subject to further planning during BPR.

Customer is responsible for providing a network connection and the necessary authentication to the state message switch from the NCIC server. NCIC data returns will only be returned for the state in which Customer is located.

10.1.18 Pro Suite – OLETS/NCIC Interface (Additional States Data Mining)

This interface will allow users to run NLETS Data Mining queries (data returns) for Oklahoma and 49 states. This data mining is provided in addition to the Oklahoma data mining which is included in the Statement of Work.

10.1.19 Pro Suite – Time Synchronization Interface

This is a one-way interface that uses NTP to keep all CentralSquare server's clocks in sync. The City has, on a preliminary basis, identified this interface as one that may be critical to put into place at go-live, subject to further planning during BPR.

10.1.20 CAD – RapidSOS Integration Subscription

RapidSOS provides a repository of location data from cellular devices. This data is obtained by Apple or Android which then deliver the device's location to RapidSOS's data repository. 9-1-1 agencies are granted free access to query this database by phone number in a web browser. Obtaining a subscription to this service allows the data query to be completed seamlessly and automated, saving valuable time of dispatchers and first responder personnel. RapidSOS updates will update to CentralSquare Mapping in real-time. The City has, on a preliminary basis, identified this interface as one that may be critical to put into place at go-live, subject to further planning during BPR.

Non- Standard Interfaces

The following interfaces are sold as requiring CentralSquare Development. CentralSquare will work with the Customer and Vendor on scope requirements prior to development:

10.1.21 CAD – StreetWise Interface (Import and Export)

This is a two-way interface between CSPro CAD and StreetWise. CAD exports call for service (CFS) and unit data via the StreetWise CAD Integration API to the StreetWise Server. In addition, the StreetWise Server provides unit status and unit location data via the StreetWise CAD Integration API back to CAD. CAD then updates unit statuses and plots the corresponding units in CSPro Mapping. The City has, on a preliminary basis, identified this interface as one that may be critical to put into place at go-live, subject to further planning during BPR.

10.1.22 Records – OK CRS/PARIS Interface (Export)

This is a one-way interface from CSPro Records to the OK CRS/PARIS system. The State of Oklahoma maintains the CRS repository and provides access and credentials to Central Square, allowing the submission of accident reports from Records to CRS. Upon a completed accident report being triggered for export within CSPro, Records sends XML files containing the corresponding accident report

information to CRS. PDF copies of the accident report and crash diagrams will also be submitted to CRS from Records. The City has, on a preliminary basis, identified the PARIS interface as one that may be critical to put into place at go-live, subject to further planning during BPR, and that the export may occur after go-live.

10.1.23 Records – Tyler Incode Warrants Interface (Import and Export)

This is a two-way interface between CentralSquare Warrants and Tyler Technologies Incode Court System. Every 15 minutes CentralSquare polls a network location for new warrants or warrant updates and also exports warrant updates from the agency to the courts. Imports and exports will be in XML format based on Tyler Technologies Incode Court System. Upon import, CentralSquare will attempt to match the name on the warrant against a master name card by an exact first name, last name and date of birth. If unable to match a name, CentralSquare creates a new master name card for the warrant. CentralSquare Technologies is responsible for querying the network share to import records and placing export records for Tyler Technologies to import. Tyler Technologies is responsible for importing citation data exported by CentralSquare. Agency or Court IT will be responsible for creating and maintaining the network share. The CentralSquare warrant export relies on Tyler Technologies' ability to import warrant status updates into the Incode Court System. The City has, on a preliminary basis, identified this interface as one that may be critical to put into place at go-live, subject to further planning during BPR.

10.1.24 Records – Tulsa County Warrants System (TCWS) Interface (Import and Export)

This is a two-way interface, between CentralSquare Records and Tulsa County Warrants System (TCWS). When the agency queries a name card in CentralSquare Suite, CentralSquare Suite would query the TCWS at the same time call the RESTful API hosted by TCWS and import any updated information within CentralSquare Records.

10.2 Data Conversion

CentralSquare will provide data conversion services for Customer's current GIS map data and from Customer's current software database vendors to CentralSquare software. The contents of the data conversion will be determined by the Data Conversion Specification and GIS Specification documents. The listed data conversion services and their associated costs are based on CentralSquare's understanding of Customer's needs and current system. Any modules not explicitly listed in this section are not a part of the current project scope and will not be included in implementation. If additional module conversions are required, each one will come at an additional cost based on the scope of the work required for each. Customer shall work with its existing vendors to obtain unencrypted data for conversion in one of the following compatible formats:

1. MS SQL .bak files with database version and credential information
2. MySQL .dump or .sql files with database version and credential information
3. PostgreSQL .sql files with database version and credential information
4. MS Access 2003 or newer .mdb files
5. CSV files with column headers and relationship mapping documentation
6. Oracle 10g or newer backup files

10.2.1 Superior CAD

Data will be converted into the CentralSquare CAD module from the Superior database and data will be provided in one of the formats listed above.

10.2.2 Superior RMS

Data will be converted into the CentralSquare Records module from the Superior database and data will be provided in one of the formats listed above.

10.2.3 Jalan JMS

Data will be converted into the CentralSquare Jail module from the Jalan database and data will be provided in one of the formats listed above.

10.2.4 iTouch Biometrics (Mugshots)

Data will be converted into the CentralSquare RMS module from the iTouch Biometrics database and data will be provided in one of the formats listed above.

10.2.5 CodeBlue K9

Data will be converted into the CentralSquare module from the CodeBlue database and data will be provided in one of the formats listed above.

10.2.6 Questys DMS

Data will be converted into the CentralSquare module from the Questys database and data will be provided in one of the formats listed above.

10.2.7 quatreD Property and Evidence

Data will be converted into the CentralSquare Records module from the quatreD database and data will be provided in one of the formats listed above.

10.2.8 One-time GIS Data Set Up

In CentralSquare's efforts to make sure that Customer-supplied GIS data is working to the best of its abilities, CentralSquare will run a series of tests to ensure that the GIS data is ready for first installation. In addition, CentralSquare will set up data with the proper configuration and loaded into an ArcGIS map document that is required for the software to operate. CentralSquare will create and update address locator and network dataset files for proper geocoding and routing abilities.

A thorough GIS data review by Customer is imperative for an effective and organized CentralSquare software Go Live.

CentralSquare cannot make any guarantees for the spatial nor the tabular accuracy of Customer-supplied GIS data as it pertains to geocoding results, routing, and searching. Customer understands that there are several steps involved to make the GIS data sufficiently perform the abovementioned functions. If Customer is unable to make these corrections on its end, a GIS data contract can be set up with CentralSquare to ensure the data is built according to the desired specifications.

CentralSquare will apply one (1) GIS update per month to the Customer's map as part of this contract. CentralSquare can accommodate updates on a more frequent basis if necessary; however, the updates need to be completely automated. This cannot be guaranteed prior to the start of project work. CentralSquare will work with the City of Broken Arrow as part of the project to determine if it is feasible based on the quality of the GIS data and the willingness of the City of Broken Arrow to match CentralSquare's data requirements. If all requirements are met, CentralSquare's process can be automated and the City of Broken Arrow may update as frequently as desired. CentralSquare recommends no more often than weekly updates.

11.0 Customer Hardware, Network and Power Requirements

CentralSquare is not responsible for physical installation of the computer hardware required for operating CentralSquare Software. CentralSquare is not responsible for networking any hardware.

Unless otherwise specified, Customer will be responsible for providing the following to meet the hardware, network and power requirements for the System.

11.1 Server Hardware

1. Three (3) rack-mount servers will be purchased by Customer as part of this agreement.
2. Three (3) CentralSquare Suite servers will be configured as follows:
 1. One (1) Production server with Lantronix remote access device
 2. One (1) Warm Standby server with Lantronix remote access device
 3. One (1) Testing/Training server
3. The servers will be installed at Broken Arrow Police Department and a standby location. CentralSquare Suite uses an automatic rolling back-up process. Any changes or additions made to the CentralSquare Suite software are constantly streamed to the Customer's warm standby server and an off-site storage facility. Because the data flow is a constant stream, lower bandwidth is required in comparison to a large file transfer. This ensures that data backups are done without compromising system performance. The data stored on the warm standby server or off-site storage facility is never more than a few minutes old, so in the event of a power failure or another unforeseen disaster, the CentralSquare Suite system and data will still be accessible.
4. In addition to the standard CentralSquare Suite operating environment, the Production and Standby servers will have the capability of running the following on a virtual machine:
 1. One (1) virtual NCIC server (message switch)
 2. One (1) virtual GIS server
 3. One (1) virtual CrimeView server
5. Ten (10) inches of rack space is required at the primary server location for one (1) CentralSquare Suite Production rack-mounted server (3.5"), one (1) CentralSquare Suite Testing/Training rack-mounted server (3.5"), and one (1) Lantronix remote access device (3.0").
6. Six and one-half (6.5) inches of rack space is required at the standby server location for one (1) CentralSquare Suite Standby rack-mounted server (3.5") and one (1) Lantronix remote access device (3.0").

11.2 Production and Testing/Training Server Network Requirements

1. Six (6) open Ethernet cables and ports to be used by one (1) CentralSquare Suite Production rack-mounted server, one (1) CentralSquare Suite Testing/Training rack-mounted server, and one (1) Lantronix remote access device.
2. Static IP addresses that include four (4) for the CentralSquare Suite Production rack-mounted server, three (3) for the CentralSquare Suite Testing/Training rack-mounted server, and one (1) for the Lantronix remote access device.
3. Network access that maintains low-latency and high bandwidth that includes a Virtual Private Network (VPN) to support remote users per the requirements that are set forth in the *Network Requirement Specifications* and *Server Requirement Specification* documents provided by

CentralSquare.

11.3 Production and Testing/Training Server Power Requirements

1. One (1) uninterrupted power supply (UPS) that support 1000 watts.
2. Power supply that will handle dual 720 watts for one (1) CentralSquare Suite Production rack-mounted server, one (1) CentralSquare Suite Testing/Training rack-mounted server, and one (1) Lantronix remote access device.
3. Server cooling that will ensure the appropriate temperatures for one (1) CentralSquare Suite Production rack-mounted server, one (1) CentralSquare Suite Testing/Training rack-mounted server, and one (1) Lantronix remote access device.

11.4 Standby Server Network Requirements

1. Four (4) open Ethernet cables and ports to be used by the one (1) CentralSquare Suite Warm Standby rack-mounted server and one (1) Lantronix remote access device.
2. Static IP addresses that includes five (5) for the CentralSquare Suite Warm Standby rack-mounted server and one (1) for the Lantronix remote access device.
3. Network access that maintains low-latency and high bandwidth that includes a Virtual Private Network (VPN) to support remote users per the requirements that are set forth in the *Network Requirement Specifications* and *Server Requirement Specification* documents provided by CentralSquare.

11.5 Standby Server Power Requirements

1. One (1) uninterrupted power supply (UPS) that support 1000 watts.
2. Power supply that will handle dual 720 watts for one (1) CentralSquare Suite Standby rack-mounted server, and one (1) Lantronix remote access device.
3. Server cooling that will ensure the appropriate temperatures for one (1) CentralSquare Suite Standby rack-mounted server and one (1) Lantronix remote access device.

11.6 Peripheral Hardware

11.6.1 *Jail – Electronic Signature Pad (Topaz)*

This contract will provide for two (2) electronic signature pad package that will each include one (1) SignatureGem LCD 1x5 pad with attached pen and one (1) USB cord.

11.6.2 *Mobile – GPS Receiver (GlobalSat) – Broken Arrow PD*

This contract will provide for one-hundred ten (110) GPS receivers. These GPS receivers are the GlobalSat Bu-353 USB model.

11.6.3 *Mobile – GPS Receiver (GlobalSat) – Broken Arrow Fire*

This contract will provide for twenty-five (25) GPS receivers. These GPS receivers are the GlobalSat Bu-353 USB model.

11.6.4 Records – Property & Evidence Barcode Scanner and Printer Package (Wasp) – Broken Arrow PD

This contract will provide for three (3) property and evidence barcode scanner and printer package that will each include one (1) wireless Wasp WWS550i barcode scanner, one (1) Wasp WPL305 label printer, and four (4) rolls of labels.

11.6.5 Records – Electronic Signature Pad (Topaz)

This contract will provide for three (3) electronic signature pad package that will each include one (1) SignatureGem LCD 1x5 pad with attached pen and one (1) USB cord.

12.0 Services

12.1 Project Management

12.1.1 Customer Project Manager

Customer shall provide one primary Project Manager to be the main point of contact for CentralSquare.

A single, dedicated Project Manager will be assigned to manage the project for all Customers included in this installation.

Customer will identify a CentralSquare Build Team. With assistance from CentralSquare Implementation Analysts, Customer's Build Team is responsible for the configuration of CentralSquare software. The Build Team should expect to devote 10-20% of each week of implementation to CentralSquare configuration work.

Customer's Project Manager and Build Team will work within standard business hours (7:00 AM CST to 6:00 PM CST, Monday through Friday) to enable mutual availability to work with CentralSquare on configuration and project activities.

Customer's Dedicated Project Manager

12.1.1.1 Customer's Dedicated Project Manager Responsibilities

1. Have the authority to speak for Customer from a project perspective.
2. Designate people responsible for specific roles as needed, examples below:
 1. Module Subject Matter Experts (SMEs)
 2. Hardware Project Manager
 3. CentralSquare Build Team Members
 4. Data Conversion Review Team Members
 5. Interface points of contact at Customer (assigned per interface)
3. Involve Customer decision makers when needed
4. Escalate issues to the CentralSquare project manager. Work together with the CentralSquare project manager to resolve risks and issues associated with the project. Issues that need to be escalated above the CentralSquare project manager will be addressed by CentralSquare's PMO, and then CentralSquare's Director of PMO, Darrin Mebius.

5. Eliminate roadblocks for completing project on schedule
6. Ensuring documents and deliverables signed off by the appropriately authorized Customer representatives and are provided to CentralSquare project manager in a timely manner.
7. Organize training schedules, training rooms, and training equipment
8. Provide real world scenarios for testing and review with input from the City's SMEs and Build Team.

12.1.2 CentralSquare Project Manager and Project Team

From the start of the project, a CentralSquare project manager will work with Customer as the single point of contact for implementation of the CentralSquare Suite system. The project manager will develop and manage the implementation schedule and will coordinate with Customer to keep the project on track and on schedule. A preliminary version of the implementation schedule will be developed and reviewed with the Customer prior to the Kickoff meeting. The project manager will conduct weekly status meetings to provide Customer with project updates.

The CentralSquare project team, under the direction of the project manager, will visit pertinent areas of Customer and will meet with key Customer personnel to understand Customer's operational needs and business rules. Team members will observe Customer's daily operations first-hand and use that information to identify how the CentralSquare Suite system would best be configured to match and enhance Customer's workflows. The project team will train Customer system administrators on configuration options and code table setup.

12.1.2.1 CentralSquare's Program Manager Roles and Responsibilities

CentralSquare's program manager will work with City of Broken Arrow immediately upon award of the contract. The program manager is also responsible for overseeing the CentralSquare project manager and participating in the path of escalation, if needed.

12.1.2.2 CentralSquare's Project Manager Roles and Responsibilities

CentralSquare's project manager will work with City of Broken Arrow as the single point of contact for implementation of the CentralSquare Suite system. The responsibilities of the project manager include:

1. Develop and manage the implementation schedule
2. Coordinate with City of Broken Arrow to keep the project on track and on schedule
3. Allocate CentralSquare resources
4. Communicate with CentralSquare colleagues and City of Broken Arrow Build Team Members
5. Oversee configuration and data conversion process
6. Document risks and issues and provide risk and issue management
7. Provide written weekly status reports on a regular basis (at a frequency to be mutually agreed-to by the Customer and CentralSquare) to City of Broken Arrow that include but are not limited to progress on tasks completed, tasks planned, overall schedule plan vs. actual, issue status, risk status, etc.

12.1.2.3 CentralSquare's Data Conversion Analyst Roles and Responsibilities

The CentralSquare data conversion analyst will coordinate with City of Broken Arrow to obtain copies of conversion data, screen shots, and user videos. The data conversion analyst will also be responsible for identifying how the legacy data is formatted, linked, and organized and for developing scripts to load the legacy data into conversion tools, and ultimately into CentralSquare Suite.

12.1.2.4 CentralSquare's Business Analyst Roles and Responsibilities

CentralSquare's business analyst will work under the guidance of the CentralSquare project manager, and in conjunction with the Custom build team, as necessary to guide the configuration of the CentralSquare Suite software.

12.1.2.5 CentralSquare's GIS Analyst

The CentralSquare GIS analyst is responsible for working closely with City of Broken Arrow's current GIS data, who will provide the GIS information per the requirements provided by CentralSquare, and transforming it to make the data function seamlessly in CentralSquare Suite without compromising the integrity of the original data.

12.1.2.6 CentralSquare's System Engineer Roles and Responsibilities

The CentralSquare system engineer will work closely with City of Broken Arrow and third-party vendors to ensure interfaces are ready for Go Live. The City will facilitate conversations with the third-party vendors and CentralSquare to facilitate timely communications, and to monitor the progress of third-party vendors in adherence with agreed-upon timelines between all parties.

12.1.2.7 CentralSquare's Training Specialist Roles and Responsibilities

The CentralSquare training specialist is responsible for working with the CentralSquare project manager and business analyst as necessary to train City of Broken Arrow users on CentralSquare Suite.

12.2 Implementation Process Overview

CentralSquare uses a multi-phase approach to ensure a successful implementation for each Customer. Trained and experienced members of the CentralSquare implementation team move through the process with Customers to ensure successful outcomes. Timelines will be discussed with Customer's project manager and will be mutually agreed upon to ensure a successful Go Live.

During the implementation of the project, the CentralSquare project team and City build team will identify challenges and risks for the project. These risks will be documented in a Risk Management Document that is managed by the CentralSquare project manager. The City project manager is responsible for working closely with the CentralSquare project manager on risk management, reporting new risks, and supervising responses to City-owned risks. The Risk Management Document contains the risks, strategies to mitigate the risks, risk owner, and due date.

Change requests can modify procedures, scope, cost, schedule, or quality. CentralSquare will use the following steps to address changes.

1. Identify if the change is needed or has occurred
2. Identify influencing factors that led to the change
3. Review of the change by a City/CentralSquare Change Control Board (CCB) or smaller group, as deemed necessary
4. Manage the change review process and documentation
5. Understand how the change will affect scope, cost, schedule, and quality
6. Approval/disproval of change by City and CentralSquare
7. Coordinate and document results of change request
8. If needed, update procedures, scope, cost, schedule, and quality documents

12.2.1 Kickoff Meeting

Upon contract signature, a brief (1-hour) remote kickoff meeting is scheduled to initiate the implementation process, setting up a statement of work, server installations and scheduling the Business Practice Review (BPR). This kickoff meeting will also include review of the high-level, tentative, proposed implementation schedule, key roles and responsibilities on the engagement (Customer and CentralSquare), and tools available to the Customer for project management (e.g., SharePoint).

12.2.2 Business Practice Review

During this meeting, the CentralSquare project team works with Customer's build team and will demo CentralSquare Suite modules and guide the agency on their configuration tasks. A report outlining the findings of the BPR process (e.g. configuration management guide document tracking the configuration process and timelines) will be provided as an output of these sessions.

12.2.3 Scheduling Development and Security Verification

At the conclusion of the BPR CentralSquare will provide the City with a configuration document that will provide the City a detailed configuration document within 45 days of BPR conclusion. CentralSquare will provide the City with all City-requested CJIS security documentation within 45 days of BPR completion.

12.2.3.1 Configuration

Customer plays a large part in the configuration and setup of the final system. Configuration of CentralSquare software is guided by Business Analysts on-site for the initial session, and via remote (online) sessions for subsequent instances but is considered a Customer responsibility to complete. CentralSquare will provide guidance for all applicable configuration and processing options available within the software, and will present recommendations, considerations, and impacts of decisions made, and the factors to be considered when deciding among options. The Customer is responsible for making decisions based on the options as presented by CentralSquare.

12.2.3.2 Data Conversion and GIS Data Conversion

Data not contained in systems listed in Exhibit A: Statement of Work: Data Conversion will not be converted. Code tables, data mapping, and other system configuration will be entered by Customer with the assistance of a CentralSquare Business Analyst. Code tables will not be part of the converted data. A major part of data conversion is review of data that has been converted to CentralSquare software. Customer plays a key role in this data review.

Post-Contract Signing/Project Implementation Process

1. Source database(s) are reviewed and relevant tables are prepared for extraction.
2. A specific roadmap is designed to handle the movement of data out of the old database into the CentralSquare Suite tables.
3. Sample conversions are completed on the training system.
 - a. The existing CentralSquare Suite training database is deleted.
 - b. A copy of the production CentralSquare Suite database is moved to the training system.
 - c. The newly copied training database is cleared of all non-configuration data.
 - d. If available, the City of Broken Arrow provides a fresh cut of its legacy database(s).
 - e. The conversion roadmap is run against the training database.
 - f. At the City of Broken Arrow's direction, the Data Conversion Analyst makes changes to the roadmap. The next time conversion is run, it reflects the requested changes. The City of Broken Arrow's involvement and feedback step is critical because it will guide the final conversion.
4. When the conversion roadmap is complete and Go Live arrives, the City of Broken Arrow will supply the last cut of data from the legacy database(s).
5. The production database is cleared of all non-configuration data.
6. The conversion roadmap is processed against the final cut of legacy data.

DATA COPIES. The City of Broken Arrow will need to provide existing system(s) data for conversion several times throughout the project.

1. Contract – Review of data during contracting to make sure data is in a format CentralSquare Technologies can convert.
2. Execution – CentralSquare will require data 3-5 times during the execution of the project.
3. Prior to Training – This will allow the training to be performed with the most recent data.
4. At Go Live – This will be what is used for Go Live.

SPECIFICATIONS. The City of Broken Arrow will work with their Data Conversion Analyst to complete Data Conversion Specifications documents. These documents detail specific items for conversion and will serve as the scope of Data Conversion, including a list of products the agency purchased for data conversion and areas that can be selected within those products to be converted.

MAPPINGS. The agency will be required to map data conversion items from the current database tables to the new CentralSquare Suite configuration tables. This task is performed in CentralSquare Suite.

CONVERSION ITERATIONS. There will be several iterations (6-10) of data conversion by the CentralSquare Data Conversion Analyst. This process will take several months to complete. Once the conversion has progressed past the initial state, conversion will occur on the Training Server. Before each conversion iteration, CentralSquare will copy the Production Database to the Training Server.

1. Initial Conversion for each product
 - a. Takes several months for the Data Conversion Analyst to complete.
2. Fixes for Agency Reported Issues
 - a. After the initial conversion is complete for each module, it is important to deliver weekly fixes based on the issues reported by the City of Broken Arrow.
3. Prior to Training
 - a. It is important to convert the final approved data conversion on the Training Server so that current data will be used during Training the City of Broken Arrow staff.
 - b. The Data Conversion Verification document must be signed prior to training.

REVIEW ITERATIONS. The City of Broken Arrow Data Conversion Team performs several iterations of data conversion review using the Training Server environment. This process is expected to run in parallel with the data conversion. Conversion review will occur on the Training Server. Before each review iteration, CentralSquare will copy the Production Database to the Training Server.

1. Initial Review for each Product
 - a. It is required that once initial conversion is completed, the City of Broken Arrow reports back within 5 business days regarding issues that need to be fixed in next conversion.
2. Fixes for Agency Reported Issues
 - a. After the initial conversion is complete for each product, it is important to deliver weekly fixes based on the issues reported by the City of Broken Arrow. The City of Broken Arrow must report new issues within 2 business days to CentralSquare.
3. Prior to Training

- a. It is important to convert the final approved data conversion on the Training Server so that current data will be used during training the City of Broken Arrow staff.
- b. The Data Conversion Verification document is signed off prior to training. The agency project manager will need to verify with the City of Broken Arrow build team that conversion has been verified and document can be signed.

VERIFICATION. The City of Broken Arrow will be provided a Data Conversion Verification document which lists the conversion data based on the scope of the conversion that was agreed upon in the Data Conversion Specifications document. This document states there are no more tweaks required for the conversion and that the latest (most recent) conversion script is to be used for Go Live.

GO LIVE. A final cut of data will be provided for Go Live. After the City of Broken Arrow is live with CentralSquare Suite and has progressed through system acceptance, no additional data fixes of the converted data will be performed.

A thorough data conversion review by Customer is imperative for an effective and organized CentralSquare software Go Live. Customer should expect to devote 10-20% of each week of the data conversion process to CentralSquare configuration work. Each module converted will require participation of SMEs.

See *Exhibit A: Statement of Work: GIS Data Conversion* for information regarding the GIS data conversion process.

12.2.3.3 Interfaces

See *Exhibit A: Statement of Work: Interfaces* for a list of included interfaces.

Customer tasks related to interfaces will start immediately after the initial CentralSquare kickoff meeting. Customer will set up conference calls with CentralSquare and each interface vendor based on a mutually agreed-upon timeline between the Customer and CentralSquare project managers. Interfaces to and from CentralSquare software are created and tested internally before being available for Customer testing.

Customer is responsible for initiating and facilitating the relationship(s) between CentralSquare and the third-party interface vendor(s). CentralSquare will develop and manage an Interface Status Document that will identify the current and upcoming steps for each interface.

CentralSquare software interface specifications must be clearly defined in the Interface One Sheet or Interface Specifications Document. If applicable, each interface will be thoroughly tested by Customer before Go Live.

12.2.4 Final System Review

Throughout the project, implementation analysts from CentralSquare will schedule sessions with Customer's Build Team and end users to review any questions or concerns. The City will also have the option to work with the Customer Project Manager to schedule time with the CentralSquare implementation analysts to address questions or concerns throughout the project.

Testing and System Review

Beyond the CentralSquare project team end-to-end testing of the Customer's configuration, the System Review by the Customer end-users and Customer Build Teams will run CentralSquare recommended test scenarios along with any additional Customer-recommended scenarios through the CentralSquare Suite product.

The Customer has a direct role in the configuration and set-up of the final system. Configuration of the CentralSquare software is guided by CentralSquare business analysts but is considered a Customer responsibility to complete.

CentralSquare will provide a standard test plan for each module but can be enhanced by adding each agency-specific test case to the plan. These test cases will be executed by the Customer users to verify that all configurations are completed successfully. CentralSquare will provide a standard list of test scenarios for System Review. The Customer will be required to provide their specific agency scenarios that will be added into the System Review plan, not less than three (3) weeks prior to the commencement of testing. System Review will be executed and verified by the agency Build Team and CentralSquare.

Any issues identified through the System Review process CentralSquare will address by commercially reasonable means. Prior to beginning System Review, the City reserves the right to propose additional testing to be reviewed and added to the system review documents.

12.2.5 Train-the-Trainer and/or End User Training

CentralSquare offers several options for end user training. All of the training options provide hands-on use of the software with real-world examples. Class sizes are limited to ensure that each individual has sufficient time to practice using the system. When the go live date arrives, users are well-prepared, based on the CentralSquare-provided user-evaluation documents, to begin using the new software.

12.2.6 Go Live

CentralSquare provides a blend of on-site and remote support the day(s) that the new system goes live. Any questions that arise are addressed immediately by the team, ensuring that the first day(s) using the new system goes smoothly.

12.2.7 Software Acceptance

Customer acknowledges that the Software shall be deemed accepted on the date of delivery. In the event that a Customer notifies CentralSquare of a material non-conformity in the Software as compared with the Statement of Work, CentralSquare shall use commercially reasonable efforts to correct the reported non-conformity in accordance with the support provisions set forth in *Exhibit D: Maintenance and SLA Services Agreement*.

12.2.8 Hardware Acceptance

Customer acknowledges that the Hardware shall be deemed accepted on the date of delivery. In the event that a Customer notifies CentralSquare of a material non-conformity in the Hardware as compared with the Statement of Work, CentralSquare shall use commercially reasonable efforts to correct the reported non-conformity.

12.3 Training and Go Live Support

12.3.1 Training

CentralSquare staff will provide for on-site or remote training.

The number of days specified for 'on-site' services herein may include travel days in addition to actual days on site at Customer's location(s). CentralSquare will make a good faith effort to minimize the travel time which is necessary for a project by working with Customer to most efficiently plan and schedule the delivery of on-site services.

12.3.1.1 System Configuration and Training

The first portion of training will be performed by the CentralSquare project team. Team members will train and guide Customer's Build Team in configuring the CentralSquare Suite system, setting up and maintaining code tables, managing users and user rights, among other options. Through CentralSquare-guided configuration of the system, the Build Team becomes well versed in the CentralSquare software system administration.

12.3.1.2 Train-the-Trainer and/or End User Training

Trainers will conduct detailed courses for each of Customer's user groups (such as dispatchers or officers). The content of each course will be tailored to the features and functionality in CentralSquare software that each group needs to know and use.

12.3.1.3 Refresher Training

CentralSquare will provide follow-up training (after successful implementation) to refresh existing personnel on best practices with regard to using CentralSquare Suite.

12.3.2 Training Resources

Training will be scheduled within standard business hours (7:00 AM CST to 6:00 PM CST, Monday through Friday).

The training facilities and equipment will be provided by Customer based on the following:

12.3.2.1 Trainer Resources

1. One (1) computer with a network connection
2. Most recent CentralSquare Suite version installed and tested (includes login)
3. Two (2) projectors and two (2) screens set up and tested
4. One (1) podium or desk for trainer

12.3.2.2 Trainee Resources

1. Five (5) to ten (10) computers with network connections two (2) monitors required (three (3) monitors are suggested)
2. One (1) supervisor will attend every class to address policy questions
3. No more than ten (10) trainees in each class
4. Most recent CentralSquare Suite version installed and tested (includes login)
5. All third-party devices (i.e., printers, scanners, barcode reader, mugshot camera) connected and tested

12.3.3 Go Live Support

CentralSquare staff will assist users with questions that arise during Go Live and will reinforce skills learned during the training sessions. CentralSquare staff will participate through a blend of on site or remote support for Go Live.

Exhibit B: Pricing Detail

Software and Servers	Comments	Unit	Qty	Price	Total
Pro Suite Production Server (Physical Server, OS, DBMS, Installation & Testing)	Includes up to 4TB of disk.		1	\$ 29,538	\$ 29,538
Pro Suite Training/Testing Server (Physical Server, OS, DBMS, Installation & Testing)	Includes up to 4TB of disk.		1	\$ 21,803	\$ 21,803
Pro Suite Warm Standby Server (Physical Server, OS, DBMS, Installation & Testing)	Includes up to 4TB of disk.		1	\$ 26,584	\$ 26,584
Pro Suite Production CrimeView Server (Virtualized Server, OS, Software, Installation & Testing)			1	Included	Included
Pro Suite Standby CrimeView Server (Virtualized Server, OS, Software, Installation & Testing)			1	Included	Included
Pro Suite Production NCIC Server (Virtualized Server, OS, Installation & Testing)			1	Included	Included
Pro Suite Warm Standby NCIC Server (Virtualized Server, OS, Installation & Testing)			1	Included	Included
Pro Suite Production GIS Server (Virtualized Server, OS, Software, Analytics, Installation & Testing)			1	Included	Included
Pro Suite Warm Standby GIS Server (Virtualized Server, OS, Software, Analytics, Installation & Testing)			1	Included	Included
Esri Server License (Esri ArcGIS for Server Workgroup Standard)			1	\$ 5,000	\$ 5,000
Esri Desktop License (Esri ArcGIS for Desktop Basic)			1	\$ 1,500	\$ 1,500
Esri Analyst License (Esri ArcGIS Network Analyst for Server)			1	\$ 5,000	\$ 5,000
Administration Core			1	\$ 4,000	\$ 4,000
Administration Core (Agency Site License)	Broken Arrow PD	Per Agency	1	\$ 6,930	\$ 6,930
CAD Core			1	\$ 15,000	\$ 15,000
CAD Core (Agency Site License)	Broken Arrow PD	Per Agency	1	\$ 28,125	\$ 28,125
CAD Advanced (Agency Site License)	Broken Arrow PD	Per Agency	1	\$ 9,375	\$ 9,375
CAD Core (Seat License) for Backup/Supervisor/Part-Time Workstations	Broken Arrow PD	Per Seat	5	Included	Included
CAD Advanced (Seat License) for Backup/Supervisor/Part-Time Workstations	Broken Arrow PD	Per Seat	5	Included	Included
CAD - ASAP Interface (Import and Export)			1	\$ 15,000	\$ 15,000
CAD - Basic Paging (SMTP/Email) Interface	Includes data export to StreetWise.		1	Included	Included
CAD - E911 (ANI/ALI) Interface	VESTA		1	Included	Included
CAD - ImageTrend Interface (Export)			1	\$ 7,500	\$ 7,500
CAD - ProQA Platinum-Certified Interface (Import and Export)			1	\$ 15,000	\$ 15,000
CAD - PulsePoint Interface (Export)			1	Included	Included
CAD - Rip and Run (Fax/Email) Interface			1	Included	Included
CAD - Voice Recorder Interface (Import and Export)	Exacom		1	\$ 15,000	\$ 15,000
CAD - Zetron Tone Paging Interface (Export)			1	\$ 10,000	\$ 10,000
CAD - US Digital Designs Phoenix G2 Interface (Export)			1	\$ 18,750	\$ 18,750
CAD - StreetWise Interface (Import and Export)			1	\$ 30,000	\$ 30,000
Mapping Core			1	\$ 10,000	\$ 10,000
Mapping Core (Agency Site License) for Full-Time CAD Workstations	Broken Arrow PD	Per Agency	1	\$ 12,500	\$ 12,500
Mapping Core (Seat License) for Backup/Supervisor/Part-Time Workstations	Broken Arrow PD	Per Seat	5	\$ 750	\$ 3,750
Mapping AVL (Agency Site License) for Full-Time CAD Workstations	Broken Arrow PD	Per Agency	1	\$ 10,500	\$ 10,500
Mapping AVL (Seat License) for Backup/Supervisor/Part-Time Workstations	Broken Arrow PD	Per Seat	5	\$ 350	\$ 1,750
Mapping AVL Playback (Agency Site License) for Full-Time CAD Workstations	Broken Arrow PD	Per Agency	1	\$ 5,500	\$ 5,500
Financial Core			1	Included	Included
Financial Core (Agency Site License)	Broken Arrow PD	Per Agency	1	Included	Included

Jail Core			1	\$ 20,000	\$ 20,000
Jail Core (Agency Site License)	Broken Arrow PD	Per Agency	1	\$ 4,725	\$ 4,725
Jail Advanced (Agency Site License)	Broken Arrow PD	Per Agency	1	\$ 1,575	\$ 1,575
Jail - LiveScan/AFIS Interface (Import and Export)	iTouch		1	\$ 10,360	\$ 10,360
Jail - N-DEx Adapter (IB IEPD)			1	Included	Included
Mobile Core			1	\$ 5,000	\$ 5,000
Mobile Accident Reporting	Broken Arrow PD	Per Unit	110	\$ 250	\$ 27,500
Mobile Accident Reporting Easy Street Draw	Broken Arrow PD	Per Unit	110	\$ 220	\$ 24,200
Mobile AVL	Broken Arrow PD	Per Unit	110	\$ 200	\$ 22,000
Mobile AVL	Broken Arrow Fire	Per Unit	25	\$ 200	\$ 5,000
Mobile CAD	Broken Arrow PD	Per Unit	110	\$ 450	\$ 49,500
Mobile CAD	Broken Arrow Fire	Per Unit	25	\$ 450	\$ 11,250
Mobile Mapping	Broken Arrow PD	Per Unit	110	\$ 550	\$ 60,500
Mobile Mapping	Broken Arrow Fire	Per Unit	25	\$ 550	\$ 13,750
Mobile NCIC	Broken Arrow PD	Per Unit	110	Included	Included
Mobile Records	Broken Arrow PD	Per Unit	110	\$ 950	\$ 104,500
Personnel Core			1	Included	Included
Personnel Core (Agency Site License)	Broken Arrow PD	Per Agency	1	Included	Included
Personnel Core (Agency Site License)	Broken Arrow Fire	Per Agency	1	Included	Included
Personnel Advanced (Agency Site License)	Broken Arrow PD	Per Agency	1	\$ 2,694	\$ 2,694
Portal - Remote CFS View Pack			1	\$ 5,485	\$ 5,485
Portal - Attorney Case View			1	\$ 5,485	\$ 5,485
Records Core			1	\$ 7,500	\$ 7,500
Records Core (Agency Site License)	Broken Arrow PD	Per Agency	1	\$ 51,000	\$ 51,000
Records Advanced (Agency Site License)	Broken Arrow PD	Per Agency	1	\$ 17,000	\$ 17,000
Records Accident Reporting			1	\$ 5,000	\$ 5,000
Records Accident Reporting State-Specific Form			1	\$ 5,000	\$ 5,000
Records - OK Crime Reporting (SIBRS) Interface			1	Included	Included
Records - OK CRS/PARIS Interface (Export)			1	\$ 9,000	\$ 9,000
Records - Case Service Powered by Ten8Tech Interface			1	Included	Included
Records - N-DEx Adapter (IA IEPD)			1	Included	Included
Records - Brazos eCitation Interface (Import)			1	\$ 9,000	\$ 9,000
Records - Tyler Incode Warrants Interface (Import and Export)			1	\$ 15,000	\$ 15,000
Records - Tulsa County Warrants System (TCWS) Interface (Import and Export)			1	\$ 20,625	\$ 20,625
Reporting Core			1	Included	Included
Reporting Universal Interface Engine			1	Included	Included
Pro Suite - OLETS/NCIC Interface (Basic Queries)	QA (Article), BQ (Boat), DQ (Drivers License), QG (Gun), VREG (Vehicle Registration), Data Mining (OK only)		1	\$ 10,000	\$ 10,000
Pro Suite - OLETS/NCIC Interface (Additional States Data Mining)			1	\$ 12,500	\$ 12,500
Pro Suite - Time Synchronization Interface			1	Included	Included
Software and Servers Pre-Discount Subtotal					\$ 843,254
Software and Servers Discount					\$ (222,634)
Software and Servers Total					\$ 620,620

Subscriptions	Comments	Unit	Qty	Price	Total
CAD - RapidSOS Integration Subscription Core			1	\$ 750	\$ 750
CAD - RapidSOS Integration Subscription Core (Agency Site License)	Broken Arrow PD	Per Agency	1	\$ 1,500	\$ 1,500
Records - Case Service Powered by Ten8Tech Subscription (Mobile and Web with Dispatch Transfer)			1	\$ 8,297	\$ 8,297
Field Ops Subscription (for Pro Mobile users)	Broken Arrow PD	Per User	25	\$ 120	\$ 3,000
Field Ops Subscription (for Pro Mobile users)	Broken Arrow Fire	Per User	25	\$ 120	\$ 3,000
Field Ops Subscription	Broken Arrow Fire	Per User	15	\$ 360	\$ 5,400
IQ CrimeView Dashboard Subscription Core			1	\$ 5,000	\$ 5,000
IQ CrimeView Dashboard Subscription Core (Agency Site License)	Broken Arrow PD		1	\$ 7,050	\$ 7,050
Subscriptions Total					\$ 33,997
Peripheral Hardware	Comments	Unit	Qty	Price	Total
Jail - Electronic Signature Pad (Topaz)	Broken Arrow PD		2	\$ 403	\$ 806
Mobile - GPS Receiver (GlobalSat)	Broken Arrow PD		110	\$ 46	\$ 5,060
Mobile - GPS Receiver (GlobalSat)	Broken Arrow Fire		25	\$ 46	\$ 1,150
Records - Property & Evidence Barcode Scanner and Printer Package (Wasp)	Broken Arrow PD		3	\$ 871	\$ 2,613
Records - Electronic Signature Pad (Topaz)	Broken Arrow PD		3	\$ 403	\$ 1,209
Peripheral Hardware Total					\$ 10,838
Services	Comments	Unit	Qty	Price	Total
Project Manager		Per Project	1	\$ 85,697	\$ 85,697
Configuration and Business Process Review (BPR)		Per Project	1	\$ 21,840	\$ 21,840
Training					
- Administration					
- CAD					
- Jail (Train the Trainer)					
- Mobile (Train the Trainer)					
- Records (Train the Trainer)		Per Project	1	\$ 25,563	\$ 25,563
Go Live Support		Per Project	1	\$ 23,575	\$ 23,575
Mapping - One-time GIS Data Set Up			1	\$ 4,500	\$ 4,500
Source Code Escrow		Per Project	1	\$ 1,000	\$ 1,000
Data Conversion	Superion CAD	Per Module	1	\$ 18,000	\$ 18,000
Data Conversion	Superion RMS	Per Module	1	\$ 18,000	\$ 18,000
Data Conversion	Jalan JMS	Per Module	1	\$ 18,000	\$ 18,000
Data Conversion	iTouch (Mugshots)	Per Module	1	\$ 18,000	\$ 18,000
Data Conversion	CodeBlue K9	Per Module	1	\$ 7,500	\$ 7,500
Data Conversion	Questys DMS	Per Module	1	\$ 18,000	\$ 18,000
Data Conversion	quatreD Property and Evidence	Per Module	1	\$ 18,000	\$ 18,000

IQ CrimeView Dashboard Configuration and Training			1	\$ 5,000	\$ 5,000
ASAP Interface Services (Project Management and Consulting)		Per Project	1	\$ 8,125	\$ 8,125
Services Total					\$ 290,800
TOTALS					
Software and Servers Total					\$ 620,620
Subscriptions Total					\$ 33,997
Peripheral Hardware Total					\$ 10,838
Services Total					\$ 290,800
TOTAL					\$ 956,255
Recurring (Subscriptions & Maintenance)					
Subscriptions (Year 1)			1		Prepaid
Subscriptions (Year 2)			1		\$ 35,697
Subscriptions (Year 3)			1		\$ 37,482
Subscriptions (Year 4)			1		\$ 39,356
Subscriptions (Year 5)			1		\$ 41,324
Subscriptions (Year 6)			1		\$ 43,390
Subscriptions (Year 7)			1		\$ 45,559
Subscriptions (Year 8)			1		\$ 47,837
Subscriptions (Year 9)			1		\$ 50,229
Subscriptions (Year 10)			1		\$ 52,741
Maintenance & Support (Year 1)			1		Included
Maintenance & Support (Year 2)			1		\$ 145,401
Maintenance & Support (Year 3)			1		\$ 152,671
Maintenance & Support (Year 4)			1		\$ 160,305
Maintenance & Support (Year 5)			1		\$ 168,320
Maintenance & Support (Year 6)			1		\$ 176,736
Maintenance & Support (Year 7)			1		\$ 185,573
Maintenance & Support (Year 8)			1		\$ 194,851
Maintenance & Support (Year 9)			1		\$ 204,594
Maintenance & Support (Year 10)			1		\$ 214,823
Taxes are not included in the pricing.					

Exhibit C: Payment Schedule

The total amount of this contract is \$956,255.

Customer must remain current with its existing Superior (Naviline) system up to the date of Go Live for the CentralSquare software in order to receive the upgrade discount. At Go Live, Customer's contract with Superior (Naviline) will be terminated and the CentralSquare Suite contract will go into effect. The prorated/remaining amount of fees on Customer's Superior (Naviline) contract will be credited toward either: (a) the CentralSquare Go Live milestone invoice, or (b) held on account to be applied toward year two (2) of Customer's annual CentralSquare maintenance and support fee.

The amounts due under this contract are as follows:

Upon contract execution	50%	\$478,127.50
Completion of BPR	25%	\$239,063.75
Go Live	25%	\$239,063.75

Commencing one year after the System reaches "Go Live," an annual maintenance fee of \$145,401 and an annual subscription fee of \$35,697 will be due. Thereafter, the annual maintenance fee and annual subscription fee shall increase by an amount not to exceed 5% from the prior year, and any notice of such increase shall be provided to the Customer no less than sixty (60) days prior to the renewal period.

These amounts do not include any taxes. See Agreement section [8.13 Taxes](#) for more information.

Exhibit D: Maintenance and SLA Services Agreement

1. Term

The initial term of annual Maintenance under this Exhibit D begins on the date of Go Live and ends twelve (12) months thereafter. The fee for the initial term is included as a line item in the pricing set forth in *Exhibit B: Pricing Detail*. Maintenance is renewable on an annual basis upon payment of the applicable maintenance and support fee. CentralSquare will invoice Customer prior to the end of each annual maintenance term.

2. Software Updates

While this Agreement has not expired, CentralSquare will maintain the Software by providing software updates and enhancements to Customer. All software updates provided to Customer by CentralSquare pursuant to the terms of this Agreement shall be subject to the terms and conditions of Section 2.0 License of this Agreement.

At a time mutually acceptable to both parties, CentralSquare will install software updates remotely.

12.4 Included Updates

Updates will be provided on an as-available basis and include the items listed below:

1. Bug fixes;
2. Enhancements to products licensed by Customer under this Agreement;

12.5 Not-Included Updates

Updates do not include:

1. Platform extensions including product extensions to different hardware platforms, different windowing system platforms, or different operating system platforms not provided under this Agreement (including agency PC hardware updates)
2. New functions not licensed such as new modules, components, products, or applications.

13.0 Support

13.1 General Support

CentralSquare shall provide phone and email support for the Software licensed under this agreement and shall maintain a support center database to track any reported issues. No support will be provided for Software more than two versions back from the most recently released version.

Support does not include custom programming services or training.

Support is available 24 hours a day, seven days a week for CentralSquare Suite customers.

13.2 GIS Support

13.2.1 One-time GIS Data Set UP

CentralSquare will apply one (1) GIS update per month as part of this contract to the Customer's map.

The update includes conversion of submitted data to CentralSquare Suite standard and addition or removal of map layers.

13.3 Server Hardware Maintenance

CentralSquare will maintain the Server Hardware necessary to host the Software. This does not include any Hardware except Server Hardware.

13.4 Customer Responsibilities

13.4.1 Access to Premises

Customer shall provide CentralSquare with reasonable and timely access to the sites and personnel necessary for CentralSquare to perform its obligations under this Agreement.

13.4.2 CentralSquare Server Access

Customer will ensure that all CentralSquare Suite servers are directly network accessible to CentralSquare at all times via SSH. There shall be no additional authorization or equipment required except as requested by CentralSquare.

13.4.3 System Administrator

Customer is responsible for naming one or more System Administrators to serve as a primary point of contact between Customer and CentralSquare. At least one System Administrator must be available at all times. Customer will ensure that the System Administrators possesses the appropriate technology and public safety knowledge and skills to perform this role sufficiently.

13.4.4 Security

Customer is responsible for providing all physical security at customer facilities. The customer is responsible for securing their network. CentralSquare has the responsibility to maintain CJIS compliance at all times. CentralSquare will provide written notification of hardware and personnel that has access to the City's servers, and prior to any changes. Should an audit by a government agency identify any areas of CJIS noncompliance, CentralSquare will immediately correct the issue at no cost to the City.

13.4.5 System Updates

Customer shall work in good faith to allow CentralSquare to install System updates as requested by CentralSquare.

I. SLA Overview:

- a. The purpose of the CentralSquare Managed Services SLA is to set the Customer expectations and service performance levels that will be provided and the metrics or performance indicators by which those SLAs will be measured.

II. Application Availability:

- a. The Application Availability Percentage shall be calculated each month during the term of the Service Agreement using the following formula:

$$\text{Total minutes of Application Availability per month} \div \text{Total minutes per month}$$

The application is deemed available unless there is a system failure impacting critical business operations and no reasonable alternative solutions exist.

- b. Remedy Procedure

The procedure for obtaining Customer's remedy in the event that CentralSquare fails to meet the Managed Services SLA set forth above are as follows:

Customer must notify CentralSquare in writing within five (5) business days of the service interruption by opening a support ticket and providing the following details:

- Subject of the support ticket must be: 'Claim Notice'
- List the date the service interruption occurred
- List an estimate of the amount of actual service interruption minutes
- Ticket number of the documented service interruption event

CentralSquare will confirm the information provided in the Claim Notice within five (5) business days of receipt of the Claim Notice. In any month where Customer notifies CentralSquare of a Claim Notice, and CentralSquare confirms that it is out of compliance with this Service Level Agreement, CentralSquare will provide Customer with a Monthly Application Availability Percentage Report which will be the basis of service credits which shall apply as set forth below.

- c. In the event that CentralSquare fails to meet its stated Managed Services Availability SLA in any given calendar month during the contract term, Customer shall be entitled to receive a Service Credit by providing CentralSquare with a written request for a Service Credit within thirty (30) days after the end of the calendar month. The amount of the Service Credit shall be determined by multiplying the applicable Service Credit Percentage, in accordance with Table 1 shown below, by the annual maintenance fee divided by twelve.

Table 1: Incident Management Availability Matrix

Application Availability Percentage	Service Credit Percentage
100%	0%
<99.9% >98.5%	3%
<98.5% >98%	5%
<98% >95%	10%

<95% > 85%	20%
<85%	50%

d. For purposes of determining the Application Availability Percentage, the following causes of Application unavailability will be excluded:

- i. Outages due to scheduled maintenance or emergency maintenance approved by the Customer, provided for purposes of calculating credits only, CentralSquare shall not exceed 10 hours of emergency maintenance when calculating uptime and availability.
- ii. Outages resulting from a Force Majeure event,
- iii. Outages caused directly by acts or omissions of Customer or its employees, agents, contractors or representatives,
- iv. Outages due to the use or failure of any Customer owned or provided equipment or software used in connection with the services, provided none of the managed software or hardware are considered to be provided by Customer.
- v. Outages resulting from CentralSquare following or implementing instructions or procedures issued by Customer,
- vi. Outages resulting from network outages on infrastructure provided by Customer, provided none of the managed software or hardware are considered to be provided by Customer.
- vii. Outages or connectivity issues resulting from wireless communication devices by commercial wireless providers used by Customer of Weatherford.
- viii. For reference, the definitions of P1 and P2 issues are as follows:
 - a. P1: Complete system failure impacting critical business operations and no reasonable alternative solutions exist. Examples include:
 - All users unable to log into the software
 - Critical software module down (e.g. CAD, Jail, etc.)
 - b. P2: Critical feature failure in the software or multiple agencies are reporting a commonly used feature being broken. Examples include:
 - Critical permissions failure
 - SMS pages are sending multiple duplicates and/or data
 - Addresses are not verifying
 - Unable to export or print all reports

III. Customer Compliance. Any disruption of services which results in the violation of these provisions shall be excluded from the Application Availability SLA and Customer will have no right to any Availability Service Credit or other remedy under this SLA or otherwise with respect to such disruption.


			
Change Order			
	Date: _____		
<p>By signing below, you are indicating that you are authorized to obligate funds for your organization. To activate this change order, check the appropriate box below and, either, (i) attach a copy of this change order to your purchase order when it is remitted to CentralSquare, (ii) if no additional authorizing paperwork is required for your organization to accept and pay an invoice for this change order, sign below and email this change order to your account manager to indicate your acceptance.</p>			
<input type="checkbox"/>	Purchase Order required and attached, reference PO# _____ on invoice		
<input type="checkbox"/>	No Purchase Order required to invoice		
Please check one of the following:			
<input type="checkbox"/>	I agree to pay any applicable sales tax.		
<input type="checkbox"/>	I am tax exempt. Please contact me if CentralSquare does not have my current exempt information on file.		
Accepted for Client			
	Client Agency/Entity Name		
	Print Name	Title	
	Client Authorized Representative		
	Signature	Date	
	Client Authorized Representative		

Exhibit F: Privacy and Data Security

1. **Definitions.** All terms used in this Exhibit shall have the meaning specified in the Agreement unless otherwise defined herein. For the purposes of this Exhibit, the following terms are defined as follows:
 - a. **Customer Data:** All (i) information received by CentralSquare from Customer, or collected or generated directly by CentralSquare on Customer's behalf in connection with the Services; (ii) all information processed, stored, transmitted, or accessed, by any component of the Services, including software; (iii) all information identified as confidential to which CentralSquare has access in connection with the subject matter of the Agreement, whether before or after the Effective Date of the Agreement; and (iii) all information identifying, relating to, describing, capable of being associated with or that could be linked, directly or indirectly, with particular persons or households, including but not limited to information derived from such information that is used to create inferences regarding or profiles of such persons or households ("Personal Information").
 - b. **Customer Systems:** Any physical or technical system owned, leased, licensed, or operated by Customer, whether on premises or hosted by a third-party, that accesses, processes, transmits, or stores Customer Data and is accessed by CentralSquare in the course of performing the Services.
 - c. **Services:** Services provided by CentralSquare to Customer in accordance with the Agreement.
 - d. **Data Incident:** Any (a) unauthorized use of, disclosure of, destruction of, loss of, alteration of, or access to Customer Data; or (b) breach or compromise of CentralSquare's Information Security Program or the Services (including software) that presents a viable threat to any Customer Data or Customer System.
2. **Compliance with Laws.** During the term of the Agreement, CentralSquare will comply, at its own cost and expense, with current and new laws, regulations, governmental requirements, and industry standards relating to the Services, including the Health Insurance Portability and Accountability Act and the Criminal Justice Information Services Security Policy (collectively, "Laws"). CentralSquare shall ensure that all CentralSquare personnel, and the relevant personnel of any subcontractor with access to Customer Data, are provided with a copy of the current version, as amended, of the Criminal Justice Information Services Security Policy and sign an appropriate acknowledgement of such Criminal Justice Information Services Security Policy in order to enable Customer to meet its obligations under the Criminal Justice Information Services Security Policy. CentralSquare shall provide such signed acknowledgements to Customer upon request. CentralSquare shall comply with Exhibits G and H.
3. **Information Security Program.** CentralSquare shall maintain a fully documented (in writing) information security and privacy program consistent with this Exhibit and applicable Laws ("Information Security Program"). The Information Security Program shall include appropriate physical, technical, and administrative safeguards, including any safeguards and controls agreed by the Parties in writing, sufficient to protect Customer Systems and Customer Data from unauthorized or unlawful use, destruction, loss, alteration, disclosure, or access. The Information Security Program shall follow the NIST Cybersecurity Framework (CSF), NIST SP:800-53, ISO 27002, PCI-DSS (if applicable to CentralSquare's processing activities) or substantially similar standards applicable to CentralSquare's industry. Without limiting the foregoing, CentralSquare's Information Security Program shall include: preemployment background checks and fingerprinting of personnel with access to Customer Data, appropriate privacy and information security training (including training required by Criminal Justice information Services regulations or the Criminal Justice information Services Security Policy), appropriate encryption of Customer Data, appropriate measures that ensure the security and proper functionality of the Services including implementation of appropriate secure coding practices, and appropriate security measures designed to detect and prevent Data Incidents.
4. **Security Certification.** CentralSquare shall maintain a level of security certification or third-party assessment consistent with the standard practices of CentralSquare's industry and conducted by a qualified third party

reasonably acceptable to Customer. Such certifications and assessments shall be provided to Customer upon request. Without limiting the foregoing, CentralSquare shall on an annual basis have a certified public accounting firm perform an annual SOC 2, Type II audit of CentralSquare's operations and Information Security Program with the security and availability components of the American Institute of CPAs Trust Services Criteria. CentralSquare shall provide, upon written request, a copy of the most recent such SOC 2, Type II audit and any related opinions or reports, and any other similar audit CentralSquare receives from any of its material subcontractors to the extent CentralSquare is permitted to do so, to Customer. CentralSquare will provide annually, at the time of contract renewal, the most recent SOC 2, Type II compliance documentation and opinions related to the audit process.

5. Information Security Contact. CentralSquare's primary information security contact is Troy Saunders, Regional Security Officer, 407-304-3218, information.security@centralsquare.com. CentralSquare agrees to promptly notify Customer of any changes to this information.
6. Restriction on Use of Customer Data. CentralSquare shall not collect, retain, use, access, sell, disclose, reconfigure, de-identify, re-identify, or aggregate Customer Data for any purpose other than to provide the Services as set forth in the Agreement, or use Customer Data to create any derivative work or product for the benefit of CentralSquare or any other party without Customer's express, written authorization. Any unauthorized use of Customer Data shall constitute a material breach of the Agreement and, as a result, Customer may, in its sole discretion, immediately suspend or terminate Vendor's access to Customer Data and Customer Systems. Customer Data may not be transferred, stored, or processed outside of the United States without prior written approval from Customer, inclusive of transfers to subcontractors or agents.
7. Audit. CentralSquare shall monitor and, at regular intervals consistent with industry best practices, test and evaluate the effectiveness of its Information Security Program and CentralSquare's compliance with the terms of the Agreement, including this Exhibit and Exhibits G and H. CentralSquare shall evaluate and promptly adjust its practices with regards to compliance with the Agreement, including its Information Security Program, in light of the results of the testing and monitoring, any material changes to its operations or business arrangements, or any other facts or circumstances that CentralSquare knows or reasonably should know may have a material impact on the use or security of Customer Data, Customer Systems, or CentralSquare's compliance with the terms of the Agreement.

To monitor CentralSquare's compliance with the Agreement, Customer may, in its discretion, periodically audit CentralSquare's compliance with the Agreement, including its Information Security Program and any facilities or systems used by CentralSquare to provide the Services. Such audits may, at Customer's option, be conducted by Customer personnel or Customer's contracted third-party assessors through surveys, questionnaires, and interviews. Customer's third-party assessors will be required to agree to confidentiality terms reasonably acceptable to CentralSquare. Audits shall be performed no more than once annually, provided that Customer may conduct additional audits if, in Customer's reasonable judgment, CentralSquare is in material breach of the Agreement, including this Exhibit, if Customer provides reasonable documentation to CentralSquare supporting concerns of CentralSquare's non-compliance with the Agreement, a specific security risk, or in the event of a Data Incident.

8. Breach Notification and Investigation. CentralSquare shall notify Customer by telephone within 24 hours of confirming or reasonably suspecting the occurrence of any Data Incident, followed within 48 hours of the Data Incident by a written notice, such notice to be directed to Customer personnel designated by Customer in writing using contact information designated by Customer in writing. The written notice shall summarize, in reasonable detail, the nature and scope of the Data Incident (including a description of all impacted Customer Data and Customer Systems) and the corrective action already taken or planned by CentralSquare. The notice shall be timely supplemented to the level of detail reasonably requested by Customer, inclusive of relevant investigative or forensic reports.

CentralSquare shall promptly, at its own cost and expense, take all reasonable and necessary actions to end the Data Incident, mitigate its impact, and prevent recurrence. CentralSquare shall cooperate with Customer in the investigation of the Data Incident and shall promptly respond to Customer's reasonable inquiries about the Data Incident. In the event of a Data Incident, Customer may, in its sole discretion, immediately suspend or terminate CentralSquare's access to Customer Data and Customer Systems.

CentralSquare will not inform any third party of a Data Incident without first obtaining Customer's prior written consent, unless and to the extent that CentralSquare is otherwise required to provide notice by law. The Parties shall collaborate on whether to provide notice of the Data Incident to any person, governmental entity, the media, or other party and the content of any such notice. Customer will make the final determination as to whether notice will be provided and to whom, the content of the notice, and which Party will be the signatory to the notice. CentralSquare shall promptly notify Customer of any investigations of its information privacy or information security practices or a Data Incident by a governmental, regulatory, or self-regulatory body.

9. Data Subject Rights. To the extent that Laws require Customer to comply with requests from individuals to access, delete, modify, or restrict the processing of their Personal Information, CentralSquare agrees to promptly, and no more than 30 days from CentralSquare's receipt of Customer's written instruction, provide any assistance that Customer reasonably deems necessary to fulfill such requests with regards to Services provided under the Agreement. CentralSquare shall certify, in writing, its compliance with such instructions.
10. Subcontractors. CentralSquare shall contractually require any and all contractors or other agents of CentralSquare engaged to perform the Services to comply with contractual terms substantially equivalent to this Exhibit and all Laws. CentralSquare shall take appropriate efforts to monitor and enforce such contractual requirements and shall be responsible to Customer for all acts or omissions of its subcontractors and agents with respect to their access to and use of Customer Data, Customer Systems, and Customer property.
11. Deletion of Data. At Customer's written direction at any time, and in any event upon termination or expiration of the Agreement, CentralSquare will, and will cause its Representatives to, immediately cease use of the Customer Data and return the same to Customer and then destroy any and all residual copies of Customer Data (in whole or part), whether in hard copy or electronic format. CentralSquare will ensure that Customer Data is destroyed securely and in accordance with applicable law. As requested, CentralSquare will certify its compliance with these procedures. Notwithstanding the foregoing, CentralSquare will be permitted to retain: (i) Customer Data for a longer period if such retention is strictly necessary to meet CentralSquare's legal compliance obligations, and (ii) Customer Data in backup media. Retention of Customer Data pursuant to (i) and (ii) shall be pursuant to CentralSquare's fully implemented and documented records management program, provided that such retention shall not be indefinite and shall not exceed industry standards. In addition, Customer Data so retained shall not be used for any other purpose and such Customer Data shall be otherwise maintained in accordance with this Exhibit.
12. Indemnification. No limitation of liability provisions, if any, in the Agreement (or any other agreement between the parties) shall apply to any breach of this Exhibit F, Exhibit G, or Exhibit H by CentralSquare. Notwithstanding anything in the Agreement to the contrary, CentralSquare shall indemnify, hold harmless, and defend Customer (including its employees, elected officials, subdivisions, and affiliated governmental entities) from all suits, claims, demands, proceedings and other actions brought by a third party, and pay all expenses and costs (including but not limited to, assessments, fines, losses, penalties, settlements, costs of investigating and responding to any Data Incident, costs of notifying and providing affected individuals with at least one year of credit monitoring and fraud prevention services, and attorneys' fees, including attorneys' fees incurred in enforcing this indemnification provision), arising out of or related to CentralSquare's misuse of Customer Data, any Data Incident, or any breach by CentralSquare of this Exhibit F, Exhibit G, or Exhibit H. CentralSquare's liability under this Exhibit shall not exceed (i) three times the fees paid by Customer under the Agreement in the 12 months preceding the month in which the act, omission, Data Incident, breach, violation, or other occurrence giving rise to the liability occurs or (ii) the limits of CentralSquare's insurance policies applicable to the incident giving rise to the liability, whichever is greater.

13. Information Security-Related Termination Rights. In addition to any other termination rights under the Agreement, Customer shall have the right to terminate the Agreement immediately if CentralSquare materially breaches any provision of this Exhibit.

14. Survival; Severability. This Exhibit shall survive termination of the Agreement. The invalidity or unenforceability of a portion of this Exhibit shall not affect the validity or enforceability of the remainder hereof.

Exhibit G: CJIS Security Addendum

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APPENDIX H SECURITY ADDENDUM

The following pages contain the legal authority, purpose, and genesis of the Criminal Justice Information Services Security Addendum (H2-H4); the Security Addendum itself (H5-H6); and the Security Addendum Certification page (H7).

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**FEDERAL BUREAU OF INVESTIGATION
CRIMINAL JUSTICE INFORMATION SERVICES
SECURITY ADDENDUM**

**Legal Authority for and Purpose and Genesis of the
Security Addendum**

Traditionally, law enforcement and other criminal justice agencies have been responsible for the confidentiality of their information. Accordingly, until mid-1999, the Code of Federal Regulations Title 28, Part 20, subpart C, and the National Crime Information Center (NCIC) policy paper approved December 6, 1982, required that the management and exchange of criminal justice information be performed by a criminal justice agency or, in certain circumstances, by a noncriminal justice agency under the management control of a criminal justice agency.

In light of the increasing desire of governmental agencies to contract with private entities to perform administration of criminal justice functions, the FBI sought and obtained approval from the United States Department of Justice (DOJ) to permit such privatization of traditional law enforcement functions under certain controlled circumstances. In the Federal Register of May 10, 1999, the FBI published a Notice of Proposed Rulemaking, announcing as follows:

1. Access to CHRI [Criminal History Record Information] and Related Information, Subject to Appropriate Controls, by a Private Contractor Pursuant to a Specific Agreement with an Authorized Governmental Agency To Perform an Administration of Criminal Justice Function (Privatization). Section 534 of title 28 of the United States Code authorizes the Attorney General to exchange identification, criminal identification, crime, and other records for the official use of authorized officials of the federal government, the states, cities, and penal and other institutions. This statute also provides, however, that such exchanges are subject to cancellation if dissemination is made outside the receiving departments or related agencies. Agencies authorized access to CHRI traditionally have been hesitant to disclose that information, even in furtherance of authorized criminal justice functions, to anyone other than actual agency employees lest such disclosure be viewed as unauthorized. In recent years, however, governmental agencies seeking greater efficiency and economy have become increasingly interested in obtaining support services for the administration of criminal justice from the private sector. With the concurrence of the FBI's Criminal Justice Information Services (CJIS) Advisory Policy Board, the DOJ has concluded that disclosures to private persons and entities providing support services for criminal justice agencies may, when subject to appropriate controls, properly be viewed as permissible disclosures for purposes of compliance with 28 U.S.C. 534.

We are therefore proposing to revise 28 CFR 20.33(a)(7) to provide express authority for such arrangements. The proposed authority is similar to the authority that already exists in 28 CFR 20.21(b)(3) for state and local CHRI systems. Provision of CHRI under this authority would only be permitted pursuant to a specific agreement with an authorized governmental agency for the purpose of providing services for the administration of criminal justice. The agreement would be required to incorporate a security addendum approved by the Director of the FBI (acting for the Attorney General). The security

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addendum would specifically authorize access to CHRI, limit the use of the information to the specific purposes for which it is being provided, ensure the security and confidentiality of the information consistent with applicable laws and regulations, provide for sanctions, and contain such other provisions as the Director of the FBI (acting for the Attorney General) may require. The security addendum, buttressed by ongoing audit programs of both the FBI and the sponsoring governmental agency, will provide an appropriate balance between the benefits of privatization, protection of individual privacy interests, and preservation of the security of the FBI's CHRI systems.

The FBI will develop a security addendum to be made available to interested governmental agencies. We anticipate that the security addendum will include physical and personnel security constraints historically required by NCIC security practices and other programmatic requirements, together with personal integrity and electronic security provisions comparable to those in NCIC User Agreements between the FBI and criminal justice agencies, and in existing Management Control Agreements between criminal justice agencies and noncriminal justice governmental entities. The security addendum will make clear that access to CHRI will be limited to those officers and employees of the private contractor or its subcontractor who require the information to properly perform services for the sponsoring governmental agency, and that the service provider may not access, modify, use, or disseminate such information for inconsistent or unauthorized purposes.

Consistent with such intent, Title 28 of the Code of Federal Regulations (C.F.R.) was amended to read:

§ 20.33 Dissemination of criminal history record information.

- a) Criminal history record information contained in the Interstate Identification Index (III) System and the Fingerprint Identification Records System (FIRS) may be made available:
- 1) To criminal justice agencies for criminal justice purposes, which purposes include the screening of employees or applicants for employment hired by criminal justice agencies.
 - 2) To noncriminal justice governmental agencies performing criminal justice dispatching functions or data processing/information services for criminal justice agencies; and
 - 3) To private contractors pursuant to a specific agreement with an agency identified in paragraphs (a)(1) or (a)(6) of this section and for the purpose of providing services for the administration of criminal justice pursuant to that agreement. The agreement must incorporate a security addendum approved by the Attorney General of the United States, which shall specifically authorize access to criminal history record information, limit the use of the information to the purposes for which it is provided, ensure the security and confidentiality of the information consistent with these regulations, provide for sanctions, and contain such other provisions as the Attorney General may require. The power

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and authority of the Attorney General hereunder shall be exercised by the FBI Director (or the Director's designee).

This Security Addendum, appended to and incorporated by reference in a government-private sector contract entered into for such purpose, is intended to insure that the benefits of privatization are not attained with any accompanying degradation in the security of the national system of criminal records accessed by the contracting private party. This Security Addendum addresses both concerns for personal integrity and electronic security which have been addressed in previously executed user agreements and management control agreements.

A government agency may privatize functions traditionally performed by criminal justice agencies (or noncriminal justice agencies acting under a management control agreement), subject to the terms of this Security Addendum. If privatized, access by a private contractor's personnel to NCIC data and other CJIS information is restricted to only that necessary to perform the privatized tasks consistent with the government agency's function and the focus of the contract. If privatized the contractor may not access, modify, use or disseminate such data in any manner not expressly authorized by the government agency in consultation with the FBI.

06/01/2019
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H-4

**FEDERAL BUREAU OF INVESTIGATION
CRIMINAL JUSTICE INFORMATION SERVICES
SECURITY ADDENDUM**

The goal of this document is to augment the CJIS Security Policy to ensure adequate security is provided for criminal justice systems while (1) under the control or management of a private entity or (2) connectivity to FBI CJIS Systems has been provided to a private entity (contractor). Adequate security is defined in Office of Management and Budget Circular A-130 as “security commensurate with the risk and magnitude of harm resulting from the loss, misuse, or unauthorized access to or modification of information.”

The intent of this Security Addendum is to require that the Contractor maintain a security program consistent with federal and state laws, regulations, and standards (including the CJIS Security Policy in effect when the contract is executed), as well as with policies and standards established by the Criminal Justice Information Services (CJIS) Advisory Policy Board (APB).

This Security Addendum identifies the duties and responsibilities with respect to the installation and maintenance of adequate internal controls within the contractual relationship so that the security and integrity of the FBI's information resources are not compromised. The security program shall include consideration of personnel security, site security, system security, and data security, and technical security.

The provisions of this Security Addendum apply to all personnel, systems, networks and support facilities supporting and/or acting on behalf of the government agency.

1.00 Definitions

1.01 Contracting Government Agency (CGA) - the government agency, whether a Criminal Justice Agency or a Noncriminal Justice Agency, which enters into an agreement with a private contractor subject to this Security Addendum.

1.02 Contractor - a private business, organization or individual which has entered into an agreement for the administration of criminal justice with a Criminal Justice Agency or a Noncriminal Justice Agency.

2.00 Responsibilities of the Contracting Government Agency.

2.01 The CGA will ensure that each Contractor employee receives a copy of the Security Addendum and the CJIS Security Policy and executes an acknowledgment of such receipt and the contents of the Security Addendum. The signed acknowledgments shall remain in the possession of the CGA and available for audit purposes. The acknowledgement may be signed by hand or via digital signature (see glossary for definition of digital signature).

3.00 Responsibilities of the Contractor.

3.01 The Contractor will maintain a security program consistent with federal and state laws, regulations, and standards (including the CJIS Security Policy in effect when the contract is executed and all subsequent versions), as well as with policies and standards established by the Criminal Justice Information Services (CJIS) Advisory Policy Board (APB).

4.00 Security Violations.

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4.01 The CGA must report security violations to the CJIS Systems Officer (CSO) and the Director, FBI, along with indications of actions taken by the CGA and Contractor.

4.02 Security violations can justify termination of the appended agreement.

4.03 Upon notification, the FBI reserves the right to:

- a. Investigate or decline to investigate any report of unauthorized use;
- b. Suspend or terminate access and services, including telecommunications links. The FBI will provide the CSO with timely written notice of the suspension. Access and services will be reinstated only after satisfactory assurances have been provided to the FBI by the CGA and Contractor. Upon termination, the Contractor's records containing CHRI must be deleted or returned to the CGA.

5.00 Audit

5.01 The FBI is authorized to perform a final audit of the Contractor's systems after termination of the Security Addendum.

6.00 Scope and Authority

6.01 This Security Addendum does not confer, grant, or authorize any rights, privileges, or obligations on any persons other than the Contractor, CGA, CJA (where applicable), CSA, and FBI.

6.02 The following documents are incorporated by reference and made part of this agreement: (1) the Security Addendum; (2) the NCIC 2000 Operating Manual; (3) the CJIS Security Policy; and (4) Title 28, Code of Federal Regulations, Part 20. The parties are also subject to applicable federal and state laws and regulations.

6.03 The terms set forth in this document do not constitute the sole understanding by and between the parties hereto; rather they augment the provisions of the CJIS Security Policy to provide a minimum basis for the security of the system and contained information and it is understood that there may be terms and conditions of the appended Agreement which impose more stringent requirements upon the Contractor.

6.04 This Security Addendum may only be modified by the FBI, and may not be modified by the parties to the appended Agreement without the consent of the FBI.

6.05 All notices and correspondence shall be forwarded by First Class mail to:

Information Security Officer

Criminal Justice Information Services Division, FBI

1000 Custer Hollow Road

Clarksburg, West Virginia 26306

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H-6

Exhibit H: Business Associate Agreement

This Business Associate Agreement (the “BAA”) is made effective on the Effective Date by and between the City of Broken Arrow (“Covered Entity”) and CentralSquare Technologies, LLC (“Business Associate”) (each individually, a “Party” and collectively, the “Parties”).

WITNESSETH:

WHEREAS, Covered Entity and Business Associate have entered into an agreement or agreements whereby Business Associate may perform functions or activities regulated by the Health Insurance Portability and Accountability Act (“HIPAA”) for or on behalf of Covered Entity (“Underlying Agreement”), the performance of which may require Business Associate to create, receive, transmit, or maintain Protected Health Information in a capacity other than part of Covered Entity’s Workforce (the “Services”) as a “business associate” (as defined at 45 C.F.R. § 160.103); and

WHEREAS, to the extent the Services require Business Associate to act as a business associate to Covered Entity, the Parties agree that this BAA sets forth the Parties intentions to comply with HIPAA and will apply to the Services; and

THEREFORE, in consideration of the Parties’ continuing obligations under the Underlying Agreement, compliance with HIPAA, and for other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, and intending to be legally bound, the Parties agree to the provisions of this BAA.

I. DEFINITIONS

Except as otherwise defined herein, any and all capitalized terms in this BAA shall have the meanings ascribed to those terms in the HIPAA Rules.

- A. HIPAA Rules means the implementing regulations of HIPAA set forth at 45 C.F.R. Parts 160 and 164, Subpart A, C, D and E.
- B. Security Rule means the Security Standards for the Protection of Electronic Protected Health Information set forth at 45 C.F.R. Parts 160 and 164, Subparts A and C.
- C. Privacy Rule means the requirements for the Privacy of Individually Identifiable Health Information set forth at 45 C.F.R. Parts 160 and 164, Subparts A and E.
- D. Protected Health Information or “PHI” shall have the same meaning as the term “protected health information” in 45 C.F.R. § 160.103 and shall include Electronic Protected Health Information (“ePHI”), except limited to the PHI Business Associate receives from or creates, receives, transmits, or maintains on behalf of Covered Entity.

II. BUSINESS ASSOCIATE OBLIGATIONS

- A. Permitted Uses and Disclosures. Except as expressly provided herein or as otherwise Required by Law, Business Associate may only use or disclose PHI for the purpose of providing the Services. Business Associate expressly agrees that any and all uses or disclosures of PHI by

Business Associate will be done in accordance with the terms of this BAA and applicable provisions of the HIPAA Rules. Unless otherwise limited herein, Business Associate may:

1. Use PHI as necessary for the proper management and administration of Business Associate or to carry out its legal responsibilities.
 2. Disclose PHI as necessary for the proper management and administration of Business Associate or to carry out its legal responsibilities, provided that as to any such disclosure, the following requirements are met:
 - a. The disclosure is Required by Law; or
 - b. Business Associate obtains satisfactory assurances through a written agreement with the other agents or parties to whom PHI is disclosed that it will be held confidentially and used or further disclosed only as Required by Law or for the purpose for which it was disclosed to the recipient, and the recipient notifies Business Associate of any instances of which it is aware in which the confidentiality of the information has been breached.
- B. Compliance with HIPAA. Business Associate shall comply with all applicable provisions of the Security Rule. To the extent that Business Associate is to carry out any of Covered Entity's obligations under the Privacy Rule, Business Associate shall comply with the applicable requirements of the Privacy Rule that apply to Covered Entity in the performance of such obligations.
- C. Availability of Books and Records. Business Associate shall, and shall require any Subcontractor to cooperate with and make available to the Secretary its internal practices, books, and records relating to the use and disclosure of PHI for purposes of determining the Parties' compliance with HIPAA.
- D. Subcontractors. Business Associate agrees to ensure that any subcontractors or agents to whom Business Associate provides PHI agree in writing to the same restrictions and conditions that apply to Business Associate with respect to such PHI through this Agreement, and pursuant to 45 C.F.R. Part 164, subpart C, agree to implement reasonable and appropriate administrative, physical, and technical safeguards designed to protect the confidentiality, integrity, security, and availability of electronic PHI.
- E. Impermissible Uses and Disclosures.
1. Business Associate shall promptly report to Covered Entity any use or disclosure of PHI of which Business Associate is aware and which is not in compliance with the terms of this BAA.
 2. Business Associate shall promptly report to Covered Entity any Security Incident of which it becomes aware. Notwithstanding the foregoing, the Parties acknowledge and agree that Business Associate shall not be required to report attempted but unsuccessful Security Incidents that do not result in actual unauthorized access, use or disclosure of Protected Health Information, and that this BAA constitutes notice to

Covered Entity that such unsuccessful Security Incidents (such as broadcast attacks on Business Associate's firewall, port scans, unsuccessful log-on attempts, or denial of service attacks) may occur periodically.

3. Business Associate shall, without unreasonable delay, in any event no more than 48 hours following the Discovery of a Breach of Unsecured Protected Health Information ("Breach"), notify Covered Entity of such Breach pursuant to 45 C.F.R. § 164.410. Business Associate shall deliver the initial notification of such Breach in writing, which must include a reasonably detailed description of the Breach and the steps Business Associate is taking and would propose to mitigate or terminate the Breach.
 4. Business Associate shall supplement the initial notification, no more than 10 days following Discovery, with information including the identification of each individual whose PHI was or is believed to have been involved; a reasonably detailed description of the types of PHI involved; all other information reasonably requested by Covered Entity, including all information necessary to enable Covered Entity to perform and document a risk assessment in accordance with 45 C.F.R. Part 164 subpart D; and all other information necessary for Covered Entity to provide notice to individuals, HHS, or the media, if required.
 5. Despite anything to the contrary in the preceding provisions, in Covered Entity's sole and absolute discretion and in accordance with its directions, Business Associate shall conduct, or pay the costs of conducting, an investigation of any Breach, and shall provide or pay the costs of providing any notices required by the Breach Notice Rule or other applicable law. "Costs" shall include attorneys' fees, litigation costs, investigatory costs, costs of providing notice to any person or organization in the event of a Breach, and costs of providing consumer protection services to any person in the event of a Breach, including credit monitoring or identity restoration services.
 6. Business Associate agrees to mitigate, to the extent practicable, any harmful effect that is known to Business Associate of a Breach, Security Incident, or any use or disclosure of Protected Health Information by Business Associate or its agents or subcontractors in violation of the requirements of this BAA.
- F. Safeguards. Business Associate will implement and use appropriate technical, physical, and administrative safeguards to reasonably and appropriately protect the confidentiality, integrity, and availability of PHI and to prevent Use or Disclosure of PHI, other than as permitted by this BAA.
- G. Minimum Necessary. In compliance with 45 C.F.R. § 164.502(b)(1), Business Associate shall request, Use, and Disclose only the minimum amount of PHI necessary to accomplish the purpose of the request, Use, or Disclosure.
- H. Regulator Inquiries. In the event Business Associate receives a notification from or on behalf of HHS regarding a compliance review, an audit, or an investigation or inquiry of any kind pertaining to the Services provided under the Underlying Agreement or Covered Entity, it will

notify Covered Entity no more than 3 days following its receipt of that notice.

- I. Access. To the extent Business Associate maintains a Designated Record Set, Business Associate agrees, no more than 10 days following receipt of a written request from Covered Entity, to make such PHI available as required for Covered Entity to meet its obligations under 45 C.F.R. § 164.524. Business Associate shall provide such access to PHI in the manner and form designated by Covered Entity. Business Associate will not respond directly to Individual requests for access to such information unless instructed to do so by Covered Entity. Business Associate shall not charge Covered Entity or any Individual any fee associated with the production of PHI in accordance with this section that exceeds fees described at 45 C.F.R. § 164.524.
- J. Amendment. To the extent Business Associate maintains a Designated Record Set, Business Associate agrees, no more than 10 days following receipt of a written request from Covered Entity, to make such PHI available for amendment and incorporate any amendments to PHI as required for Covered Entity to meet its obligations under 45 C.F.R. § 164.526. Business Associate will not respond directly to Individual requests for amendments to such information unless instructed to do so by Covered Entity.
- K. Accounting of Disclosures. Business Associate agrees to document disclosures of PHI as required by HIPAA. Business Associate further agrees to provide access to such information, no more than 10 days following receipt of a upon written request from Covered Entity as would be required for Covered Entity to respond to a request by an Individual for an accounting of disclosures of PHI in accordance with 45 C.F.R. § 164.528. Business Associate will not respond directly to Individual requests for such accountings of disclosures unless instructed to do so by Covered Entity.
- L. Requests from Individuals. Business Associate shall notify Covered Entity in writing, no more than 5 days following Business Associate's receipt directly from an Individual of any request for access to or amendment of PHI, or an accounting of disclosures as contemplated in Sections II (I), (J), or (K) above.
- M. Encryption. Business Associate shall Encrypt all transmissions of ePHI and all portable media or storage devices on which ePHI may be stored, including laptops, back-up media, CDs, or USB drives.
- N. Restrictions and Limitations on Use and Disclosure of PHI. Business Associate shall abide by any Individual's request to restrict the Use or Disclosure of such Individual's PHI, any limitations in Covered Entity's Notice of Privacy Practices, and any revocation by an Individual of an authorization to Use or Disclose PHI, provided Covered Entity has promptly notified Business Associate of any such restriction, limitation, or revocation.
- O. No Remuneration. Business Associate shall not directly or indirectly receive remuneration in exchange for any PHI.

III. TERM AND TERMINATION

- A. The term of this BAA shall begin as of the Effective Date written above and shall terminate when Business Associate and its Subcontractors no longer have access to PHI, and when all of the PHI in Business Associate's possession, inclusive of PHI in the possession of Business Associate's Subcontractors, has been returned or destroyed, unless earlier terminated in accordance with Sections III (B) through (C) of this BAA.
- B. Notwithstanding anything in this BAA to the contrary, Covered Entity shall have the right to terminate this BAA and the Underlying Agreement immediately if Covered Entity determines that Business Associate has violated any material term of this BAA. If Covered Entity reasonably believes that Business Associate will violate a material term of this BAA, Covered Entity shall give written notice to Business Associate. If Business Associate fails to provide adequate written assurances to Covered Entity within the timeline set forth by Covered Entity, Covered Entity shall have the right to terminate this BAA and the Underlying Agreement immediately.
- C. Upon termination, Business Associate will return or destroy all PHI that Business Associate still maintains in any form, inclusive of PHI in the possession of Business Associate's agents or subcontractors, and retain no copies of such information to the extent feasible. If such return or destruction is infeasible, Business Associate will notify Covered Entity of the legal obligations that make return or destruction infeasible and Business Associate shall extend the protections of this BAA to the information and limit further uses and disclosures to those purposes that make the return or destruction infeasible.

IV. MISCELLANEOUS

- A. Third Party Beneficiaries. Nothing express or implied in this BAA conveys or is intended to convey any rights, remedies, obligations, or liabilities to any party other than Covered Entity and Business Associate or their respective successors or assigns.
- B. Amendment. This BAA amends and forms part of the Underlying Agreement. This BAA may be amended or modified only in a writing signed by the Parties. In addition, in the event a Party believes in good faith that any provision of this BAA fails to comply with the then-current requirements of HIPAA, such Party shall notify the other Party in writing. The Parties agree to take such action as is necessary to amend this BAA from time to time as is necessary for compliance with the requirements of HIPAA.
- C. Independent Contractor Status. None of the provisions of this BAA are intended to create, nor will they be deemed to create, any relationship between the Parties other than that of independent parties contracting with each other solely for the purposes of effecting the provisions of this BAA and any other agreements between the Parties evidencing their business relationship.
- D. Governing Law. This BAA will be governed by the laws of the State of North Carolina, without regard to principles of conflicts of laws.

- E. Waiver. No change, waiver, or discharge of any liability or obligation hereunder on any one or more occasions shall be deemed a waiver of performance of any continuing or other obligation, or shall prohibit enforcement of any obligation, on any other occasion.
 - F. Conflict. The Parties agree that, in the event of a conflict between the provisions of this BAA and the Underlying Agreement or any other documentation of the arrangement(s) pursuant to which Business Associate provides Services to Covered Entity, the provisions of this BAA will control to the extent necessary for the Parties to comply with HIPAA. The provisions of this BAA will be interpreted to permit compliance by the Parties with HIPAA.
 - G. Survival. Sections II (H)-(L) survive the termination for any reason or expiration of this BAA. In the event that any provision of this BAA is held by a court of competent jurisdiction to be invalid or unenforceable, the remainder of the provisions of this BAA will remain in full force and effect.
-

Exhibit I: Updated Table 5-02: Potential Phasing and Target Live Dates (amended from CentralSquare Technologies' Response to Customer Request for Clarification and Best and Final Offer)

Table 5-02: Potential Phasing and Target Live Dates

Phase	Functional Areas	Potential Start Date	Target Go-Live Date
1	Administration	9/8/20	9/13/21
2	CAD and Mobile CAD	9/14/20	9/13/21
3	Mapping and Mobile Mapping	10/5/20	9/13/21
4	AVL and Mobile AVL	10/12/20	9/13/21
5	Records and Mobile Records	9/16/20	9/13/21
6	Jail	9/21/20	9/13/21
7	Reporting	12/1/20	9/13/21

Exhibit J: CentralSquare Technologies Proposal Response to the City of Broken Arrow RFP *(including CentralSquare Technologies' response to City of Broken Arrow Request for Clarification and Best and Final Offer)*



July 30, 2019

Ryan Doil, BerryDunn
City of Broken Arrow Evaluation Team
1700 West Detroit
Broken Arrow, OK 74012

Dear Mr. Doil,

Below please find responses to the City of Broken Arrow's (City) follow-up questions regarding CentralSquare's best and final offer for its RFP for Software and Implementation Services for a Court Case Management, Jail Management, and Computer-Aided Dispatch and Records Management System.

1. In response to one of the questions, on page 2, there is the following statement: "CentralSquare is actively engaged with Streetwise to determine the level of effort and development required to provide this two-way interface for the City. CentralSquare is committed to continuing to work diligently with Streetwise to provide a scope of work and pricing as soon as practicable for the City." Should the City expect to receive additional information on this topic, or is there anything needed from the City at this time?
 - a. Similarly, there are comparable statements for Adams Web and the DEQ Hazmat import.

CentralSquare Response: After engaging with StreetWise to determine the level of effort and development required to provide this two-way interface for the City, CentralSquare is able to provide pricing at this time. Please find enclosed updated [CentralSquare Public Safety Suite Optional Pricing](#) in the following pages with the StreetWise interface included. Additionally, the BAFO Worksheet has also been updated to reflect the inclusion of the StreetWise interface.

In order to accurately price an interface with the City's Digital Evidence Storage Service (Adams Web by Foray Technologies), CentralSquare will need to engage the vendor and determine the level of effort and development required. In order to have those conversations, CentralSquare will first need to identify the scope of what the City needs the interface to accomplish and what types of data are included. This will require detailed and specific information related to the questions CentralSquare has previously asked about this interface. Those questions are:

Will the City please provide the following information for the desired integration with its Digital Evidence Storage Service (Adams Web by Foray Technologies)?

- Type of interface (import, export, or both)
- Data to be transferred
- Frequency of transfer
- Type of data transfer (REST, SOAP, SFTP, file system, etc.), both for import and for export

CentralSquare previously provided pricing for the DEQ Hazmat import interface in the [CentralSquare Public Safety Suite Optional Pricing](#) with its best and final offer response.



2. In the response to the maintenance schedule, there is a 5% annual cost increase reflected. Is this a fixed annual increase, or, is this a not-to-exceed cap on annual increases?

CentralSquare Response: Annual maintenance and support fees are subject to increase on an annual basis at a rate not to exceed 5%.

Please let us know if you have any further questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Chance Hill".

Chance Hill
Account Executive
chance.hill@centralsquare.com
210.238.3787



CentralSquare Public Safety Suite Standard Pricing

Software and Servers	Comments	Unit	Qty	Price	Total
Pro Suite Production Server (Physical Server, OS, DBMS, Installation & Testing)	Includes up to 4TB of disk.		1	\$ 29,538	\$ 29,538
Pro Suite Training/Testing Server (Physical Server, OS, DBMS, Installation & Testing)	Includes up to 4TB of disk.		1	\$ 21,803	\$ 21,803
Pro Suite Warm Standby Server (Physical Server, OS, DBMS, Installation & Testing)	Includes up to 4TB of disk.		1	\$ 26,584	\$ 26,584
Pro Suite Production CrimeView Server (Virtualized Server, OS, Software, Installation & Testing)			1	Included	Included
Pro Suite Standby CrimeView Server (Virtualized Server, OS, Software, Installation & Testing)			1	Included	Included
Pro Suite Production NCIC Server (Virtualized Server, OS, Installation & Testing)			1	Included	Included
Pro Suite Warm Standby NCIC Server (Virtualized Server, OS, Installation & Testing)			1	Included	Included
Pro Suite Production GIS Server (Virtualized Server, OS, Software, Analytics, Installation & Testing)			1	Included	Included
Pro Suite Warm Standby GIS Server (Virtualized Server, OS, Software, Analytics, Installation & Testing)			1	Included	Included
Esri Server License (Esri ArcGIS for Server Workgroup Standard)			1	\$ 5,000	\$ 5,000
Esri Desktop License (Esri ArcGIS for Desktop Basic)			1	\$ 1,500	\$ 1,500
Esri Analyst License (Esri ArcGIS Network Analyst for Server)			1	\$ 5,000	\$ 5,000
Administration Core			1	\$ 4,000	\$ 4,000
Administration Core (Agency Site License)	Broken Arrow PD	Per Agency	1	\$ 6,930	\$ 6,930
CAD Core			1	\$ 15,000	\$ 15,000
CAD Core (Agency Site License)	Broken Arrow PD	Per Agency	1	\$ 28,125	\$ 28,125
CAD Advanced (Agency Site License)	Broken Arrow PD	Per Agency	1	\$ 9,375	\$ 9,375
CAD Core (Seat License) for Backup/Supervisor/Part-Time Workstations	Broken Arrow PD	Per Seat	5	Included	Included
CAD Advanced (Seat License) for Backup/Supervisor/Part-Time Workstations	Broken Arrow PD	Per Seat	5	Included	Included
CAD - ASAP Interface (Import and Export)			1	\$ 15,000	\$ 15,000
CAD - Basic Paging (SMTP/Email) Interface	Includes data export to StreetWise.		1	Included	Included
CAD - E911 (ANI/ALI) Interface	VESTA		1	Included	Included
CAD - ImageTrend Interface (Export)			1	\$ 7,500	\$ 7,500
CAD - ProQA Platinum-Certified Interface (Import and Export)			1	\$ 15,000	\$ 15,000
CAD - PulsePoint Interface (Export)			1	Included	Included
CAD - Rip and Run (Fax/Email) Interface			1	Included	Included
CAD - Zetron Tone Paging Interface (Export)			1	\$ 10,000	\$ 10,000
CAD - Inform Basic CAD to CAD Interface (Import and Export)			1	\$ 15,000	\$ 15,000
Mapping Core			1	\$ 10,000	\$ 10,000
Mapping Core (Agency Site License) for Full-Time CAD Workstations	Broken Arrow PD	Per Agency	1	\$ 12,500	\$ 12,500
Mapping Core (Seat License) for Backup/Supervisor/Part-Time Workstations	Broken Arrow PD	Per Seat	5	\$ 750	\$ 3,750
Mapping AVL (Agency Site License) for Full-Time CAD Workstations	Broken Arrow PD	Per Agency	1	\$ 10,500	\$ 10,500
Mapping AVL (Seat License) for Backup/Supervisor/Part-Time Workstations	Broken Arrow PD	Per Seat	5	\$ 350	\$ 1,750
Mapping AVL Playback (Agency Site License) for Full-Time CAD Workstations	Broken Arrow PD	Per Agency	1	\$ 5,500	\$ 5,500
Financial Core			1	Included	Included
Financial Core (Agency Site License)	Broken Arrow PD	Per Agency	1	Included	Included



CentralSquare Public Safety Suite Standard Pricing (continued 1)

Jail Core			1	\$ 20,000	\$ 20,000
Jail Core (Agency Site License)	Broken Arrow PD	Per Agency	1	\$ 4,725	\$ 4,725
Jail Advanced (Agency Site License)	Broken Arrow PD	Per Agency	1	\$ 1,575	\$ 1,575
Jail - LiveScan/AFIS Interface (Import and Export)	iTouch		1	\$ 10,360	\$ 10,360
Jail - N-DEx Adapter (IB IEPD)			1	Included	Included
Mobile Core			1	\$ 5,000	\$ 5,000
Mobile Accident Reporting	Broken Arrow PD	Per Unit	110	\$ 250	\$ 27,500
Mobile Accident Reporting Easy Street Draw	Broken Arrow PD	Per Unit	110	\$ 220	\$ 24,200
Mobile AVL	Broken Arrow PD	Per Unit	110	\$ 200	\$ 22,000
Mobile AVL	Broken Arrow Fire	Per Unit	25	\$ 200	\$ 5,000
Mobile CAD	Broken Arrow PD	Per Unit	110	\$ 450	\$ 49,500
Mobile CAD	Broken Arrow Fire	Per Unit	25	\$ 450	\$ 11,250
Mobile Mapping	Broken Arrow PD	Per Unit	110	\$ 550	\$ 60,500
Mobile Mapping	Broken Arrow Fire	Per Unit	25	\$ 550	\$ 13,750
Mobile NCIC	Broken Arrow PD	Per Unit	110	Included	Included
Mobile Records	Broken Arrow PD	Per Unit	110	\$ 950	\$ 104,500
Personnel Core			1	Included	Included
Personnel Core (Agency Site License)	Broken Arrow PD	Per Agency	1	Included	Included
Personnel Core (Agency Site License)	Broken Arrow Fire	Per Agency	1	Included	Included
Personnel Advanced (Agency Site License)	Broken Arrow PD	Per Agency	1	\$ 2,694	\$ 2,694
Portal - Remote CFS View Pack			1	\$ 5,485	\$ 5,485
Records Core			1	\$ 7,500	\$ 7,500
Records Core (Agency Site License)	Broken Arrow PD	Per Agency	1	\$ 51,000	\$ 51,000
Records Advanced (Agency Site License)	Broken Arrow PD	Per Agency	1	\$ 17,000	\$ 17,000
Records Accident Reporting			1	\$ 5,000	\$ 5,000
Records Accident Reporting State-Specific Form			1	\$ 5,000	\$ 5,000
Records - OK Crime Reporting (SIBRS) Interface			1	Included	Included
Records - OK CRS/PARIS Interface (Export)			1	\$ 9,000	\$ 9,000
Records - N-DEx Adapter (IA IEPD)			1	Included	Included
Records - DigiTicket Interface (Import)			1	\$ 15,000	\$ 15,000
Reporting Core			1	Included	Included
Reporting Universal Interface Engine			1	Included	Included
Pro Suite - OLETS/NCIC Interface (Basic Queries)	QA (Article), BQ (Boat), DQ (Drivers License), QG (Gun), VREG (Vehicle Registration), Data Mining (OK only)		1	\$ 10,000	\$ 10,000
Pro Suite - Time Synchronization Interface			1	Included	Included
Software and Servers Pre-Discount Subtotal					\$ 746,892
Software and Servers Discount					\$ (225,637)
Software and Servers Total					\$ 521,255
Subscriptions	Comments	Unit	Qty	Price	Total
CAD - RapidSOS Integration Subscription Core			1	\$ 750	\$ 750
CAD - RapidSOS Integration Subscription Core (Agency Site License)	Broken Arrow PD	Per Agency	1	\$ 1,500	\$ 1,500
IQ CrimeView Dashboard Subscription Core			1	\$ 5,000	\$ 5,000
IQ CrimeView Dashboard Subscription Core (Agency Site License)	Broken Arrow PD		1	\$ 7,050	\$ 7,050
Subscriptions Total					\$ 14,300



CentralSquare Public Safety Suite Standard Pricing (continued 2)

Peripheral Hardware	Comments	Unit	Qty	Price	Total
Mobile - GPS Receiver (GlobalSat)	Broken Arrow PD		110	\$ 46	\$ 5,060
Mobile - GPS Receiver (GlobalSat)	Broken Arrow Fire		25	\$ 46	\$ 1,150
Records - Property & Evidence Barcode Scanner and Printer Package (Wasp)	Broken Arrow PD		1	\$ 871	\$ 871
Peripheral Hardware Total					\$ 7,081
Services	Comments	Unit	Qty	Price	Total
Project Manager		Per Project	1	\$ 75,745	\$ 75,745
Configuration and Business Process Review (BPR) <i>2 round-trips anticipated</i>		Per Project	1	\$ 19,340	\$ 19,340
Training					
- Administration					
- CAD					
- Jail (Train the Trainer)					
- Mobile (Train the Trainer)					
- Records (Train the Trainer) <i>3 round-trips anticipated</i>		Per Project	1	\$ 20,663	\$ 20,663
Go Live Support <i>4 round-trips anticipated</i>		Per Project	1	\$ 23,575	\$ 23,575
Mapping - One-time GIS Data Set Up			1	\$ 4,500	\$ 4,500
Source Code Escrow		Per Project	1	\$ 1,000	\$ 1,000
Data Conversion	Superion CAD	Per Module	1	\$ 18,000	\$ 18,000
Data Conversion	Superion RMS	Per Module	1	\$ 18,000	\$ 18,000
Data Conversion	Jalan JMS	Per Module	1	\$ 18,000	\$ 18,000
Data Conversion	ImageWare (Mugshots)	Per Module	1	\$ 18,000	\$ 18,000
Data Conversion	CodeBlue K9	Per Module	1	\$ 7,500	\$ 7,500
Data Conversion	Questys DMS	Per Module	1	\$ 18,000	\$ 18,000
IQ CrimeView Dashboard Configuration and Training			1	\$ 5,000	\$ 5,000
ASAP Interface Services (Project Management and Consulting)		Per Project	1	\$ 8,125	\$ 8,125
Services Total					\$ 255,448
TOTALS					
Software and Servers Total					\$ 521,255
Subscriptions Total					\$ 14,300
Peripheral Hardware Total					\$ 7,081
Services Total					\$ 255,448
TOTAL					\$ 798,084



CentralSquare Public Safety Suite Standard Pricing (continued 3)

Recurring (Subscriptions & Maintenance)					
Subscriptions (Year 1)			1		Prepaid
Subscriptions (Year 2)			1		\$ 15,015
Subscriptions (Year 3)			1		\$ 15,766
Subscriptions (Year 4)			1		\$ 16,554
Subscriptions (Year 5)			1		\$ 17,382
Subscriptions (Year 6)			1		\$ 18,251
Subscriptions (Year 7)			1		\$ 19,163
Subscriptions (Year 8)			1		\$ 20,122
Subscriptions (Year 9)			1		\$ 21,128
Subscriptions (Year 10)			1		\$ 22,184
Maintenance & Support (Year 1)			1		Included
Maintenance & Support (Year 2)			1		\$ 130,633
Maintenance & Support (Year 3)			1		\$ 137,165
Maintenance & Support (Year 4)			1		\$ 144,023
Maintenance & Support (Year 5)			1		\$ 151,224
Maintenance & Support (Year 6)			1		\$ 158,785
Maintenance & Support (Year 7)			1		\$ 166,724
Maintenance & Support (Year 8)			1		\$ 175,061
Maintenance & Support (Year 9)			1		\$ 183,814
Maintenance & Support (Year 10)			1		\$ 193,004
Taxes are not included in the pricing.					



CentralSquare Public Safety Suite Optional Pricing

Software and Servers	Comments	Unit	Qty	Price	Total
CAD - Voice Recorder Interface (Import and Export)	Exacom		1	\$ 15,000	\$ 15,000
CAD - StreetWise Interface (Import and Export)			1	\$ 30,000	\$ 30,000
CAD - DEQ Hazmat Interface (Import)			1	\$ 9,000	\$ 9,000
Mobile eCitations	Broken Arrow PD	Per Unit	110	\$ 350	\$ 38,500
Portal - Attorney Case View			1	\$ 5,485	\$ 5,485
Records eCitations			1	\$ 5,000	\$ 5,000
Records eCitations State-Specific Form			1	\$ 5,000	\$ 5,000
Records - Case Service Powered by Ten8Tech Interface			1	Included	Included
Software and Servers Total					\$ 107,985
Subscriptions	Comments	Unit	Qty	Price	Total
Records - Case Service Powered by Ten8Tech Subscription (Mobile and Web with Dispatch Transfer)			1	\$ 8,297	\$ 8,297
Field Ops Subscription (for Pro Mobile users)	Broken Arrow PD	Per User	25	\$ 120	\$ 3,000
Field Ops Subscription (for Pro Mobile users)	Broken Arrow Fire	Per User	25	\$ 120	\$ 3,000
Field Ops Subscription	Broken Arrow Fire	Per User	15	\$ 360	\$ 5,400
Subscriptions Total					\$ 19,697
Services	Comments	Unit	Qty	Price	Total
Project Manager		Per Project	1	\$ 10,743	\$ 10,743
Configuration		Per Project	1	\$ 4,885	\$ 4,885
Training					
- Mobile (Train the Trainer)		Per Project	1	\$ 4,105	\$ 4,105
Go Live Support		Per Project	1	\$ 1,590	\$ 1,590
Data Conversion	quatreD Property & Evidence	Per Module	1	\$ 18,000	\$ 18,000
Services Total					\$ 39,323
TOTALS					
Software and Servers Total					\$ 107,985
Subscriptions Total					\$ 19,697
Services Total					\$ 39,323
TOTAL					\$ 167,005



CentralSquare Public Safety Suite Optional Pricing (continued)

Recurring (Subscriptions & Maintenance)					
Subscriptions (Year 1)			1		Prepaid
Subscriptions (Year 2)			1		\$ 20,682
Subscriptions (Year 3)			1		\$ 21,716
Subscriptions (Year 4)			1		\$ 22,802
Subscriptions (Year 5)			1		\$ 23,942
Subscriptions (Year 6)			1		\$ 25,139
Subscriptions (Year 7)			1		\$ 26,396
Subscriptions (Year 8)			1		\$ 27,716
Subscriptions (Year 9)			1		\$ 29,102
Subscriptions (Year 10)			1		\$ 30,557
Maintenance & Support (Year 1)			1		Included
Maintenance & Support (Year 2)			1		\$ 16,198
Maintenance & Support (Year 3)			1		\$ 17,008
Maintenance & Support (Year 4)			1		\$ 17,858
Maintenance & Support (Year 5)			1		\$ 18,751
Maintenance & Support (Year 6)			1		\$ 19,689
Maintenance & Support (Year 7)			1		\$ 20,673
Maintenance & Support (Year 8)			1		\$ 21,707
Maintenance & Support (Year 9)			1		\$ 22,792
Maintenance & Support (Year 10)			1		\$ 23,932
Taxes are not included in the pricing.					

CENTRAL SQUARE

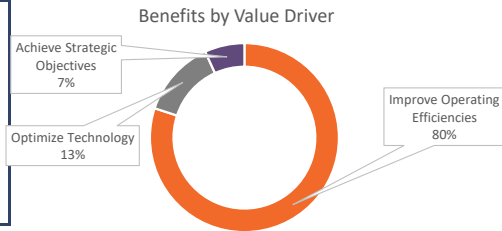
Value Analysis Summary

Business Objectives

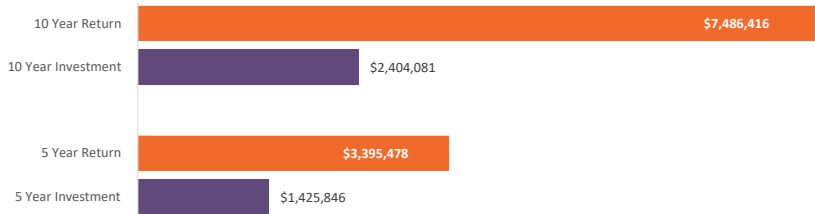
- Improve integration of modules, resulting in less duplicate data entry throughout the system.
- Consolidate data into a unified solution in order to improve access and reporting procedures.
- Create efficiencies by eliminating manual and paper-based processes.

Value Analysis

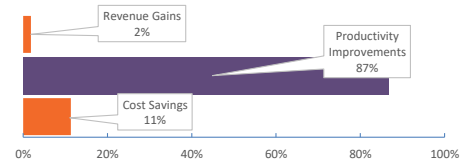
Payback Period (# of months):	22.5
Year 1 Investment:	\$798,084
Avg. Ongoing Investment:	\$69,751
Overall 1 Yr Value Created:	\$818,188
Monthly Cost of Waiting:	\$68,182



Investment vs. Return



Benefits by Benefit Type



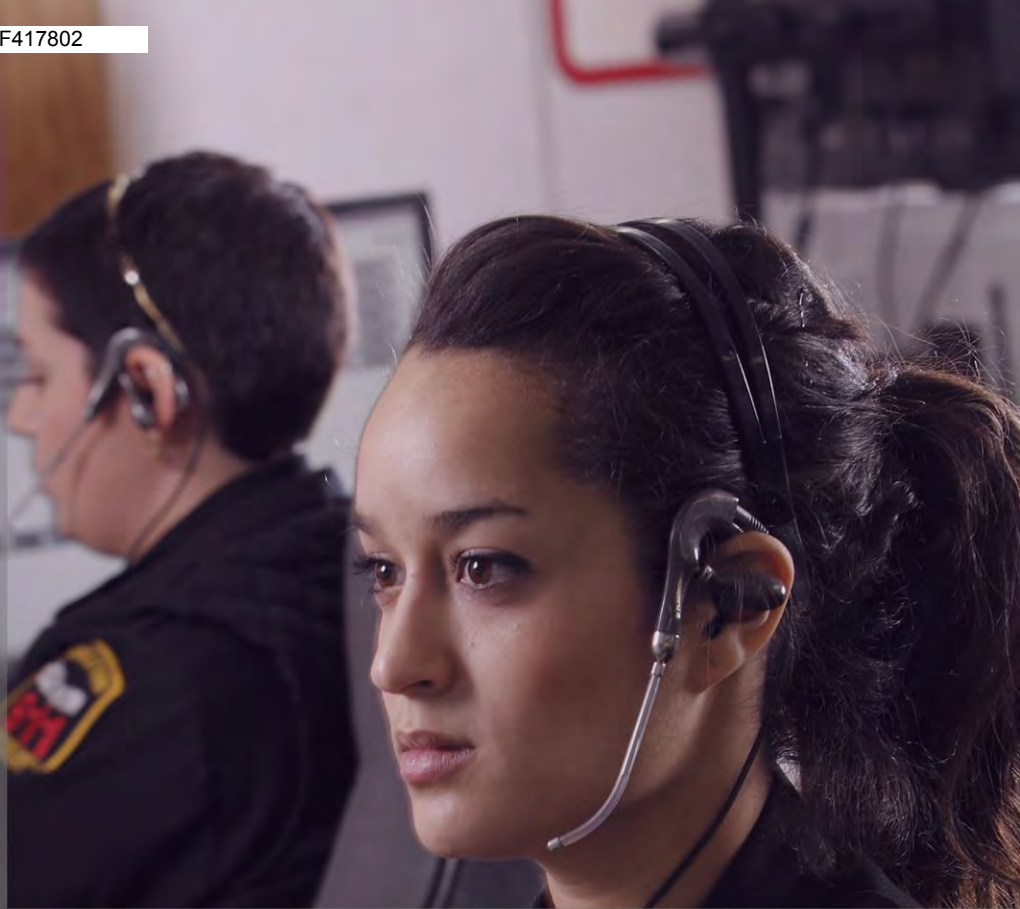
Benefit Detail

Benefit	Value Driver	Percent
Reduce time spent entering data and retrieving records	Efficiencies	68.8%
Reduce system and technology infrastructure expenses	Technology	10.2%
Reduce dispatch time spent on incoming calls	Efficiencies	7.7%
Improve the ability to access data and generate reports	Strategic	3.8%
Reduce time spent on booking and inmate management	Efficiencies	3.4%
Reduce time spent on system support, maintenance and upgrades	Technology	3.0%
Improve funding through improved safety and community satisfaction	Strategic	1.8%
Reduce regulatory and liability risks	Strategic	1.0%
Reduce expenses incurred due to officer safety incidents	Strategic	0.2%

Key Productivity Results

	Monthly	Weekly	Daily
Est. # of supervisor officer hours gained due to productivity improvements	1,064	266	53
Est. # of field officer hours gained due to productivity improvements	3,971	993	199
Est. # of dispatch staff hours gained due to productivity improvements	152	38	8

The Return-on-Investment (ROI) and other financial calculations performed by this tool are based on data provided by CentralSquare customers, and various assumptions, and produce estimates only. The actual ROI realized by customers may vary from the estimates provided. CentralSquare offers this tool to assist customers with evaluating finance, payroll and community development solutions; however, CentralSquare and Hobson & Company (the firm that created the tool) are not responsible for the accuracy of any estimates.



CENTRAL SQUARE

TECHNOLOGIES

RFP RESPONSE

April 2, 2019

Price Proposal
Prepared for the
City of Broken
Arrow, OK



CentralSquare Technologies
4509 W 58th Street | Sioux Falls, SD
57108 | 605.274.6061 | 877.229.2205
TIN: 36-4521321 | DUNS: 02-145-1105

A Public Safety Software Solution

**City of Broken Arrow
Broken Arrow, OK**



**Price Proposal – RFP 19.146
Software and Implementation Services
for a Court-Case Management, Jail
Management, Computer-Aided
Dispatch, and Records Management
System (CAD-RMS)**

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Attachment C – Cost Worksheets

City Hosted Cost Worksheet

City Hosted Cost Worksheet						
<p>Cost Worksheet Instructions: Provide a cost response for each cost area, based upon system modules for a City-hosted application. The pricing should be based on the detailed functionality that the City requires for each functional area. When a single price may be provided for a group of modules, please provide that cost with a notation. All additional costs should be captured in the respective areas.</p> <p>Vendors are responsible for completing all fields highlighted orange where applicable, and reviewing totals prior to submission.</p>						
<p>Licensing and Hosting Notes: Vendors are instructed to include notes in the field to the right related to the licensing methodology (site/enterprise, named user, concurrent, subscription); the hosting or deployment model; as well as other detail that will help the City to understand the cost totals:</p>			<p>Most products are licenses for the agency as a site license. Some exceptions to this are with reference to Mobile licensing and subscriptions. CentralSquare provides its Pro Suite via a managed server model. That is, the servers which will run the system are included in the project, including the maintenance for the servers. Software and server maintenance is included at no additional cost for Year 1. While most systems are client-server, and hosted at the agency's location, some functionality is subscription-based. Travel costs are fixed price and are included with their corresponding services costs in CentralSquare's line-itemized pricing sheet.</p>			
One-Time Costs			Please Indicate the Licensing Model		Site License	
Cost Area (Tab No. from Attachment B - Functional and Technical Requirements)	#2 Computer-Aided Dispatch	#3 Law Enforcement Records Management	#4 Jail Management	#5 Court Case Management	#6 Mobile Capabilities	Total
Software License Costs	\$ 188,235.00	\$ 135,174.00	\$ 36,660.00	No bid	\$ 323,200.00	\$ 683,269.00
Software Customization Costs	NA	NA	NA	No bid	NA	\$ -
Interfaces/Integration Costs	Included in Soft.	Included in Soft.	Included in Soft.	No bid	Included in Soft.	\$ -
Data Conversion Costs	\$ 22,500.00	\$ 43,500.00	\$ 36,000.00	No bid	N/A	\$ 102,000.00
Professional Service Costs (not including training, integration and interfaces)	\$ 37,091.00	\$ 24,971.00	\$ 4,794.00	No bid	\$ 51,804.00	\$ 118,660.00
Training Costs	\$ 6,459.00	\$ 9,348.00	\$ 835.00	No bid	\$ 9,021.00	\$ 25,663.00
Server Hardware Costs	\$ 38,962.50	\$ 38,962.50	N/A	No bid	N/A	\$ 77,925.00
Third-Party Hardware Costs	NA	\$ 871.00	NA	No bid	\$ 6,210.00	\$ 7,081.00
Third-Party Software Costs	NA	NA	NA	No bid	NA	\$ -
Third-Party Professional Services Costs	\$ 8,125.00	NA	NA	No bid	NA	\$ 8,125.00
Expenses (miscellaneous)	\$ 1,000.00	NA	NA	No bid	NA	\$ 1,000.00
Total One-Time Costs (Without Discounts)	\$ 302,372.50	\$ 252,826.50	\$ 78,289.00	\$ -	\$ 390,235.00	\$ 1,023,723.00
Discounts	\$ 62,013.00	\$ 52,392.00	\$ 15,599.00	\$ -	\$ 95,635.00	\$ 225,639.00
Total Discounted One-Time Costs (Total One-Time Cost less Discounts)	\$ 240,359.50	\$ 200,434.50	\$ 62,690.00	\$ -	\$ 294,600.00	\$ 798,084.00
Total Not to Exceed Travel Costs	Included in Services					

City Hosted Cost Worksheet (continued)

Recurring Maintenance Costs

Cost Area (Tab No. from Attachment B - Functional and Technical Requirements)	#2 Computer-Aided Dispatch	#3 Law Enforcement Records Management	#4 Jail Management	#5 Court Case Management	#6 Mobile Capabilities	Total
Annual Maintenance (per functional area)	\$ 39,254.00	\$ 26,262.00	\$ 5,499.00	No bid	\$ 59,618.00	\$ 130,633.00
Custom Modification Maintenance (if applicable)	NA	NA	NA	No bid	NA	\$ -
Additional Maintenance Fees (Subscriptions)	\$ 2,362.50	\$ 12,652.50	\$ -	No bid	\$ -	\$ 15,015.00
Total Recurring Maintenance Costs by Module	\$ 41,616.50	\$ 38,914.50	\$ 5,499.00	\$ -	\$ 59,618.00	\$ 145,648.00

Maintenance Schedule:	Rate of Increase over Prior Year (as a percentage)	Maintenance Costs (as a dollar amount)
Year 1	0%	No Charge
Year 2	5%	\$ 145,648.00
Year 3	5%	\$ 152,930.40
Year 4	5%	\$ 160,576.92
Year 5	5%	\$ 168,605.77
Ten Year Maintenance Cost	\$	1,605,997.04

Maintenance Schedule:	Rate of Increase over Prior Year (as a percentage)	Maintenance Costs (as a dollar amount)
Year 6	5%	\$ 177,036.05
Year 7	5%	\$ 185,887.86
Year 8	5%	\$ 195,182.25
Year 9	5%	\$ 204,941.36
Year 10	5%	\$ 215,188.43

<i>Escrow Costs (if applicable)</i>	Included in Expenses Misc.
<i>Optional - Disaster Recovery Cost (annual basis)</i>	No Charge
<i>Optional - Enhanced Maintenance & Support Services</i>	No Charge

Vendor Comments:
 Vendor Comments: Standby server to support DR requirements is key part of the system.
 Vendor Comments: CentralSquare only provides 24/7 maintenance and support services for the CentralSquare Pro Suite.

City Hosted Cost Worksheet (continued)

TOTAL TEN YEAR INVESTMENT		
Total Discounted One-Time Costs (Cell G20)	\$	798,084.00
Recurring Maintenance Years 1-10 (Cell B36)	\$	1,605,997.04
Total Estimated Travel Costs (Cell B21)	Included in Services	
Other Costs	\$	-
TOTAL TEN YEAR INVESTMENT	\$	2,404,081.04

Other Costs (if applicable; please specify the nature of these costs, and whether such costs are presented as optional)		
Description	Cost	Notes
NA	NA	NA
NA	NA	NA
NA	NA	NA
Hourly Rates		
Hourly Rate for Professional Services	NA	NA
Hourly Rate for Custom Programming	NA	NA
NOTE: CentralSquare has priced out its solution based on the following:		
- Total Users (Broken Arrow PD): 198		
- Total Users (Broken Arrow FD): 173		

Vendor Hosted Cost Worksheet

Vendor Hosted Cost Worksheet						
<p>Cost Worksheet Instructions: Provide a cost response for each cost area, based upon system modules for a Vendor-hosted (e.g. "Managed Services") application. The pricing should be based on the detailed functionality that the City requires for each functional area. When a single price may be provided for a group of modules, please provide that cost with a notation. All additional costs should be captured in the respective areas.</p> <p>Vendors are responsible for completing all fields highlighted orange where applicable, and reviewing totals prior to submission.</p>						
<p>Licensing and Hosting Notes: Vendors are instructed to include notes in the field to the right related to the licensing methodology (site/enterprise, named user, concurrent, subscription); the hosting or deployment model; as well as other detail that will help the City to understand the cost totals:</p>		<p>N/A - Please refer to the City-Hosted Cost Worksheet</p>				
One-Time Costs		Please Indicate the Licensing Model				
Cost Area (Tab No. from Attachment B - Functional and Technical Requirements)	#2 Computer-Aided Dispatch	#3 Law Enforcement Records Management	#4 Jail Management	#5 Court Case Management	#6 Mobile Capabilities	Total
Software License Costs						\$ -
Software Customization Costs						\$ -
Interfaces/Integration Costs						\$ -
Data Conversion Costs						\$ -
Professional Service Costs (not including training, integration and interfaces)						\$ -
Training Costs						\$ -
Server Hardware Costs						\$ -
Third-Party Hardware Costs						\$ -
Third-Party Software Costs						\$ -
Third-Party Professional Services Costs						\$ -
Expenses (miscellaneous)						\$ -
Total One-Time Costs (Without Discounts)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Discounts						\$ -
Total Discounted One-Time Costs (Total One-Time Cost less Discounts)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total Not to Exceed Travel Costs						
<i>Escrow Costs (if applicable)</i>						
				Vendor Comments:		

Vendor Hosted Cost Worksheet (continued)

Recurring Maintenance Costs						
Cost Area (Tab No. from Attachment B - Functional and Technical Requirements)	#2 Computer-Aided Dispatch	#3 Law Enforcement Records Management	#4 Jail Management	#5 Court Case Management	#6 Mobile Capabilities	Total
Annual Maintenance (per functional area)						\$ -
Custom Modification Maintenance (if applicable)						\$ -
Additional Maintenance Fees						\$ -
Total Recurring Maintenance Costs by Module	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Maintenance Schedule:	Rate of Increase over Prior Year (as a percentage)	Maintenance Costs (as a dollar amount)		Maintenance Schedule:	Rate of Increase over Prior Year (as a percentage)	Maintenance Costs (as a dollar amount)
Year 1				Year 6		
Year 2				Year 7		
Year 3				Year 8		
Year 4				Year 9		
Year 5				Year 10		
Ten Year Maintenance Cost	\$ -	-				
<i>Optional - Enhanced Maintenance & Support Services</i>				Vendor Comments:		
Recurring Hosting/Managed Services Costs						
Cost Area (Tab No. from Attachment B - Functional and Technical Requirements)	#2 Computer-Aided Dispatch	#3 Law Enforcement Records Management	#4 Jail Management	#5 Court Case Management	#6 Mobile Capabilities	Total
Annual Hosting/Services (per module)						\$ -
Other Annual Services/Hosting Costs (if applicable, such as disaster recovery)						\$ -
Total Annual Recurring Hosting Costs	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Hosting Schedule:	Rate of Increase over Prior Year (as a percentage)	Hosting Costs (as a dollar amount)		Hosting Schedule:	Rate of Increase over Prior Year (as a percentage)	Hosting Costs (as a dollar amount)
Year 1				Year 6		
Year 2				Year 7		
Year 3				Year 8		
Year 4				Year 9		
Year 5				Year 10		
Ten Year Hosting Cost	\$ -	-				
<i>Optional - Disaster Recovery Cost (annual basis)</i>				Vendor Comments:		

Vendor Hosted Cost Worksheet (continued)

TOTAL TEN YEAR INVESTMENT		
Total Discounted One-Time Costs (Cell G20)	\$	-
Recurring Maintenance Years 1-10 (Cell B36)	\$	-
Recurring Hosting/Managed Services Costs Years 1-10 (Cell B50)	\$	-
Total Estimated Travel Costs (Cell B21)	\$	-
Other Costs	\$	-
TOTAL TEN YEAR INVESTMENT	\$	-

Other Costs (if applicable; please specify the nature of these costs, and whether such costs are presented as optional)

Description	Cost	Notes
Hourly Rates		
Hourly Rate for Professional Services		
Hourly Rate for Custom Programming		

Subscription (SaaS) Cost Worksheet

Subscription (SaaS) Cost Worksheet						
<p>Cost Worksheet Instructions: Provide a cost response for each cost area, based upon system modules for a software as a service (SaaS) based application. The pricing should be based on the detailed functionality that the City requires for each functional area. When a single price may be provided for a group of modules, please provide that cost with a notation. All additional costs should be captured in the respective areas.</p> <p>Vendors are responsible for completing all fields highlighted orange where applicable, and reviewing totals prior to submission.</p>						
<p>Licensing and Hosting Notes: Vendors are instructed to include notes in the field to the right related to the licensing methodology (site/enterprise, named user, concurrent, subscription); the hosting or deployment model; as well as other detail that will help the City to understand the cost totals:</p>			<p>N/A - Please refer to the City-Hosted Cost Worksheet</p>			
One-Time Costs			Please Indicate the Licensing Model			
	#2 Computer-Aided Dispatch	#3 Law Enforcement Records Management	#4 Jail Management	#5 Court Case Management	#6 Mobile Capabilities	Total
Software License Costs (if applicable)						\$ -
Software Customization Costs						\$ -
Interfaces/Integration Costs						\$ -
Data Conversion Costs						\$ -
Professional Service Costs (not including training, integration and interfaces)						\$ -
Training Costs						\$ -
Server Hardware Costs						\$ -
Third-Party Hardware Costs						\$ -
Third-Party Software Costs						\$ -
Third-Party Professional Services Costs						\$ -
Expenses (miscellaneous)						\$ -
Total One-Time Costs (Without Discounts)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Discounts						\$ -
Total Discounted One-Time Costs (Total One-Time Cost less Discounts)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total Not to Exceed Travel Costs						
<i>Escrow Costs (if applicable)</i>						
			Vendor Comments:			

Subscription (SaaS) Cost Worksheet (continued)

Recurring Maintenance Costs (If Applicable)						
Cost Area (Tab No. from Attachment B - Functional and Technical Requirements)	#2 Computer-Aided Dispatch	#3 Law Enforcement Records Management	#4 Jail Management	#5 Court Case Management	#6 Mobile Capabilities	Total
Annual Maintenance						\$ -
Custom Modification Maintenance (if applicable)						\$ -
Additional Maintenance Fees						\$ -
Total Recurring Maintenance Costs by Module	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Maintenance Schedule:	Rate of Increase over Prior Year (as a percentage)	Maintenance Costs (as a dollar amount)		Maintenance Schedule:	Rate of Increase over Prior Year (as a percentage)	Maintenance Costs (as a dollar amount)
Year 1				Year 6		
Year 2				Year 7		
Year 3				Year 8		
Year 4				Year 9		
Year 5				Year 10		
TEN Year Maintenance Cost	\$ -	-				
Recurring Subscription Costs						
Cost Area (Tab No. from Attachment B - Functional and Technical Requirements)	#2 Computer-Aided Dispatch	#3 Law Enforcement Records Management	#4 Jail Management	#5 Court Case Management	#6 Mobile Capabilities	Total
Subscription Cost per Functional Area						\$ -
Subscription - Discounted Cost per Functional Area (Pricing after applicable discounts)						\$ -
Subscription Frequency (Indicate whether monthly, quarterly, or annual basis)						
Subscription Cost Schedule:	Rate of Increase over Prior Year (as a percentage)	Subscription Costs (as a dollar amount)		Subscription Cost Schedule:	Rate of Increase over Prior Year (as a percentage)	Subscription Costs (as a dollar amount)
Year 1				Year 6		
Year 2				Year 7		
Year 3				Year 8		
Year 4				Year 9		
Year 5				Year 10		
Ten Year Subscription Cost	\$ -	-				

Subscription (SaaS) Cost Worksheet (continued)

TOTAL TEN YEAR INVESTMENT		
Total Discounted One-Time Costs (Cell G20)	\$	-
Recurring Maintenance Years 1-10 (Cell B36)	\$	-
Recurring Subscription Costs Years 1-10 (Cell B49)	\$	-
Total Estimated Travel Costs (Cell B21)	\$	-
Other Costs	\$	-
TOTAL TEN YEAR INVESTMENT	\$	-

Other Costs (if applicable; please specify the nature of these costs, and whether such costs are presented as optional)

Description	Cost	Notes

Hourly Rates		
Hourly Rate for Professional Services		
Hourly Rate for Custom Programming		

CentralSquare Pro Line-Itemized Pricing

Below is CentralSquare's line-itemized pricing for the City.

Software and Servers	Comments	Unit	Qty	Price	Total
Pro Suite Production Server (Physical Server, OS, DBMS, Installation & Testing)	Includes up to 4TB of disk.		1	\$ 29,538	\$ 29,538
Pro Suite Training/Testing Server (Physical Server, OS, DBMS, Installation & Testing)	Includes up to 4TB of disk.		1	\$ 21,803	\$ 21,803
Pro Suite Warm Standby Server (Physical Server, OS, DBMS, Installation & Testing)	Includes up to 4TB of disk.		1	\$ 26,584	\$ 26,584
Pro Suite Production CrimeView Server (Virtualized Server, OS, Software, Installation & Testing)			1	Included	Included
Pro Suite Standby CrimeView Server (Virtualized Server, OS, Software, Installation & Testing)			1	Included	Included
Pro Suite Production NCIC Server (Virtualized Server, OS, Installation & Testing)			1	Included	Included
Pro Suite Warm Standby NCIC Server (Virtualized Server, OS, Installation & Testing)			1	Included	Included
Pro Suite Production GIS Server (Virtualized Server, OS, Software, Analytics, Installation & Testing)			1	Included	Included
Pro Suite Warm Standby GIS Server (Virtualized Server, OS, Software, Analytics, Installation & Testing)			1	Included	Included
Esri Server License (Esri ArcGIS for Server Workgroup Standard)			1	\$ 5,000	\$ 5,000
Esri Desktop License (Esri ArcGIS for Desktop Basic)			1	\$ 1,500	\$ 1,500
Esri Analyst License (Esri ArcGIS Network Analyst for Server)			1	\$ 5,000	\$ 5,000
Administration Core			1	\$ 4,000	\$ 4,000
Administration Core (Agency Site License)	Broken Arrow PD	Per Agency	1	\$ 6,930	\$ 6,930
CAD Core			1	\$ 15,000	\$ 15,000
CAD Core (Agency Site License)	Broken Arrow PD	Per Agency	1	\$ 28,125	\$ 28,125
CAD Advanced (Agency Site License)	Broken Arrow PD	Per Agency	1	\$ 9,375	\$ 9,375
CAD Core (Seat License) for Backup/Supervisor/Part-Time Workstations	Broken Arrow PD	Per Seat	5	Included	Included
CAD Advanced (Seat License) for Backup/Supervisor/Part-Time Workstations	Broken Arrow PD	Per Seat	5	Included	Included
CAD - ASAP Interface (Import and Export)			1	\$ 15,000	\$ 15,000
CAD - Basic Paging (SMTP/Email) Interface	Includes data export to StreetWise.		1	Included	Included
CAD - E911 (ANI/ALI) Interface	VESTA		1	Included	Included
CAD - ImageTrend Interface (Export)			1	\$ 7,500	\$ 7,500
CAD - ProQA Platinum-Certified Interface (Import and Export)			1	\$ 15,000	\$ 15,000
CAD - PulsePoint Interface (Export)			1	Included	Included
CAD - Rip and Run (Fax/Email) Interface			1	Included	Included
CAD - Zetron Tone Paging Interface (Export)			1	\$ 10,000	\$ 10,000
CAD - Inform Basic CAD to CAD Interface (Import and Export)			1	\$ 15,000	\$ 15,000
Mapping Core			1	\$ 10,000	\$ 10,000
Mapping Core (Agency Site License) for Full-Time CAD Workstations	Broken Arrow PD	Per Agency	1	\$ 12,500	\$ 12,500
Mapping Core (Seat License) for Backup/Supervisor/Part-Time Workstations	Broken Arrow PD	Per Seat	5	\$ 750	\$ 3,750
Mapping AVL (Agency Site License) for Full-Time CAD Workstations	Broken Arrow PD	Per Agency	1	\$ 10,500	\$ 10,500
Mapping AVL (Seat License) for Backup/Supervisor/Part-Time Workstations	Broken Arrow PD	Per Seat	5	\$ 350	\$ 1,750
Mapping AVL Playback (Agency Site License) for Full-Time CAD Workstations	Broken Arrow PD	Per Agency	1	\$ 5,500	\$ 5,500

City of Broken Arrow

CentralSquare Public Safety Software Suite Pro Standard Pricing (continued 1)

Financial Core			1	Included	Included
Financial Core (Agency Site License)	Broken Arrow PD	Per Agency	1	Included	Included
Jail Core			1	\$ 20,000	\$ 20,000
Jail Core (Agency Site License)	Broken Arrow PD	Per Agency	1	\$ 4,725	\$ 4,725
Jail Advanced (Agency Site License)	Broken Arrow PD	Per Agency	1	\$ 1,575	\$ 1,575
Jail - LiveScan/AFIS Interface (Import and Export)	iTouch		1	\$ 10,360	\$ 10,360
Jail - N-DEx Adapter (IB IEPD)			1	Included	Included
Mobile Core			1	\$ 5,000	\$ 5,000
Mobile Accident Reporting	Broken Arrow PD	Per Unit	110	\$ 250	\$ 27,500
Mobile Accident Reporting Easy Street Draw	Broken Arrow PD	Per Unit	110	\$ 220	\$ 24,200
Mobile AVL	Broken Arrow PD	Per Unit	110	\$ 200	\$ 22,000
Mobile AVL	Broken Arrow Fire	Per Unit	25	\$ 200	\$ 5,000
Mobile CAD	Broken Arrow PD	Per Unit	110	\$ 450	\$ 49,500
Mobile CAD	Broken Arrow Fire	Per Unit	25	\$ 450	\$ 11,250
Mobile Mapping	Broken Arrow PD	Per Unit	110	\$ 550	\$ 60,500
Mobile Mapping	Broken Arrow Fire	Per Unit	25	\$ 550	\$ 13,750
Mobile NCIC	Broken Arrow PD	Per Unit	110	Included	Included
Mobile Records	Broken Arrow PD	Per Unit	110	\$ 950	\$ 104,500
Personnel Core			1	Included	Included
Personnel Core (Agency Site License)	Broken Arrow PD	Per Agency	1	Included	Included
Personnel Core (Agency Site License)	Broken Arrow Fire	Per Agency	1	Included	Included
Personnel Advanced (Agency Site License)	Broken Arrow PD	Per Agency	1	\$ 2,694	\$ 2,694
Portal - Remote CFS View Pack			1	\$ 5,485	\$ 5,485
Records Core			1	\$ 7,500	\$ 7,500
Records Core (Agency Site License)	Broken Arrow PD	Per Agency	1	\$ 51,000	\$ 51,000
Records Advanced (Agency Site License)	Broken Arrow PD	Per Agency	1	\$ 17,000	\$ 17,000
Records Accident Reporting			1	\$ 5,000	\$ 5,000
Records Accident Reporting State-Specific Form			1	\$ 5,000	\$ 5,000
Records - OK Crime Reporting (SIBRS) Interface			1	Included	Included
Records - OK CRS/PARIS Interface (Export)			1	\$ 9,000	\$ 9,000
Records - N-DEx Adapter (IA IEPD)			1	Included	Included
Records - DigiTicket Interface (Import)			1	\$ 15,000	\$ 15,000
Reporting Core			1	Included	Included
Reporting Universal Interface Engine			1	Included	Included
Pro Suite - OLETS/NCIC Interface (Basic Queries)	QA (Article), BQ (Boat), DQ (Drivers License), QG (Gun), VREG (Vehicle Registration), Data Mining (OK only)		1	\$ 10,000	\$ 10,000
Pro Suite - Time Synchronization Interface			1	Included	Included
Software and Servers Pre-Discount Subtotal					\$ 746,892
Software and Servers Discount					\$ (225,637)
Software and Servers Total					\$ 521,255
Subscriptions	Comments	Unit	Qty	Price	Total
CAD - RapidSOS Integration Subscription Core			1	\$ 750	\$ 750
CAD - RapidSOS Integration Subscription Core (Agency Site License)	Broken Arrow PD	Per Agency	1	\$ 1,500	\$ 1,500
IQ CrimeView Dashboard Subscription Core			1	\$ 5,000	\$ 5,000
IQ CrimeView Dashboard Subscription Core (Agency Site License)	Broken Arrow PD		1	\$ 7,050	\$ 7,050
Subscriptions Total					\$ 14,300

City of Broken Arrow

CentralSquare Public Safety Software Suite Pro Standard Pricing (continued 2)

Peripheral Hardware	Comments	Unit	Qty	Price	Total
Mobile - GPS Receiver (GlobalSat)	Broken Arrow PD		110	\$ 46	\$ 5,060
Mobile - GPS Receiver (GlobalSat)	Broken Arrow Fire		25	\$ 46	\$ 1,150
Records - Property & Evidence Barcode Scanner and Printer Package (Wasp)	Broken Arrow PD		1	\$ 871	\$ 871
Peripheral Hardware Total					\$ 7,081
Services	Comments	Unit	Qty	Price	Total
Project Manager		Per Project	1	\$ 75,745	\$ 75,745
Configuration and Business Process Review (BPR) <i>2 round-trips anticipated</i>		Per Project	1	\$ 19,340	\$ 19,340
Training					
- Administration					
- CAD					
- Jail (Train the Trainer)					
- Mobile (Train the Trainer)					
- Records (Train the Trainer) <i>3 round-trips anticipated</i>		Per Project	1	\$ 20,663	\$ 20,663
Go Live Support <i>4 round-trips anticipated</i>		Per Project	1	\$ 23,575	\$ 23,575
Mapping - One-time GIS Data Set Up			1	\$ 4,500	\$ 4,500
Source Code Escrow		Per Project	1	\$ 1,000	\$ 1,000
Data Conversion	Superior CAD	Per Module	1	\$ 18,000	\$ 18,000
Data Conversion	Superior RMS	Per Module	1	\$ 18,000	\$ 18,000
Data Conversion	Jalan JMS	Per Module	1	\$ 18,000	\$ 18,000
Data Conversion	ImageWare (Mugshots)	Per Module	1	\$ 18,000	\$ 18,000
Data Conversion	CodeBlue K9	Per Module	1	\$ 7,500	\$ 7,500
Data Conversion	Questys DMS	Per Module	1	\$ 18,000	\$ 18,000
IQ CrimeView Dashboard Configuration and Training			1	\$ 5,000	\$ 5,000
ASAP Interface Services (Project Management and Consulting)		Per Project	1	\$ 8,125	\$ 8,125
Services Total					\$ 255,448
TOTALS					
Software and Servers Total					\$ 521,255
Subscriptions Total					\$ 14,300
Peripheral Hardware Total					\$ 7,081
Services Total					\$ 255,448
TOTAL					\$ 798,084

City of Broken Arrow

CentralSquare Public Safety Software Suite Pro Standard Pricing (continued 3)

Recurring (Subscriptions & Maintenance)					
Subscriptions (Year 1)			1		Prepaid
Subscriptions (Year 2)			1		\$ 15,015
Subscriptions (Year 3)			1		\$ 15,766
Subscriptions (Year 4)			1		\$ 16,554
Subscriptions (Year 5)			1		\$ 17,382
Subscriptions (Year 6)			1		\$ 18,251
Subscriptions (Year 7)			1		\$ 19,163
Subscriptions (Year 8)			1		\$ 20,122
Subscriptions (Year 9)			1		\$ 21,128
Subscriptions (Year 10)			1		\$ 22,184
Maintenance & Support (Year 1)			1		Included
Maintenance & Support (Year 2)			1		\$ 130,633
Maintenance & Support (Year 3)			1		\$ 137,165
Maintenance & Support (Year 4)			1		\$ 144,023
Maintenance & Support (Year 5)			1		\$ 151,224
Maintenance & Support (Year 6)			1		\$ 158,785
Maintenance & Support (Year 7)			1		\$ 166,724
Maintenance & Support (Year 8)			1		\$ 175,061
Maintenance & Support (Year 9)			1		\$ 183,814
Maintenance & Support (Year 10)			1		\$ 193,004
Taxes are not included in the pricing.					

*CentralSquare's line-itemized pricing is confidential and proprietary information.

Terms, Conditions, and Financing

Terms and Conditions

The pricing provided in this document is valid for a period of not less than 180 days from publication.

This confidential document has been prepared by the sales division of CentralSquare Technologies and contains ideas, concepts, methods, and other proprietary information. Readers are to treat the information contained herein as confidential and may not copy or reproduce any of these materials for distribution outside of their organization without the written permission of CentralSquare Technologies.

Financing

CentralSquare Technologies has partnered with Government Capital Corporation to provide financing options for the City. All financing options will be administered by Government Capital Corporation. Additional information with regard to these financing options may be provided by contacting Government Capital Corporation as follows:



D.C. Greer

Vice President
Government Capital Corporation
90 Sandalwood Trail
Brookhaven, MS 39601

Phone: 800-561-0461
Mobile: 601-754-5951
Email: dc.greer@govcap.com
Site: www.govcap.com

Travel and Expense Policy

If it is determined that a reported error is not attributable to the CentralSquare Pro powered by Zuercher Suite software, CentralSquare Technologies' travel expense related to an on-site visit will be invoiced to the City. If CentralSquare is unable to correct an issue remotely and is required to come on-site, CentralSquare will be responsible for its expenses related to the on-site visit. If it is determined that the software error was caused by the City, third-party items not provided by CentralSquare, or other non-CentralSquare causes, the client shall reimburse CentralSquare for its travel expense and labor incident to such on-site visits.

Payment and Retainage Terms

Software Licensing Cost

Software licensing costs include all costs related to licensing the software application and include third-party software license fees, where applicable. In presenting software license fees, the Respondent shall:

- Explain all factors that could affect licensing fees in the Comments field of **Attachment C**.
CentralSquare Response: CentralSquare has included all factors in the Comments field of [Attachment C – Cost Worksheets](#).
- Make clear the extent of any implementation services that are included in the license fees (e.g., installation, configuration, training).
CentralSquare Response: Costs for implementation services include installation, configuration, training, and data conversion.
- To the extent possible, the Respondent shall show any applicable discounts separately from the prices for products and Services.
CentralSquare Response: Applicable discounts are shown in the CentralSquare [Pro Line-Itemized Pricing](#) section.
- The City requests that the Respondent provide separate prices for each functional area/module in the proposed solution.
CentralSquare Response: CentralSquare has provided line item pricing which shows separate prices for each functional area/module in the proposed solution.

The City expects an acceptance-based milestone payment schedule for software licensing. Potential acceptance-based milestones include Project Kickoff, Initial System Deployment/Installation, System Configuration, Approval of Go-Live, and Acceptance of System. Vendors shall also describe their typical milestone-based payment schedule for software licensing as part of their Price Proposal.

CentralSquare Response: CentralSquare's standard payment schedule is provided below:

Payment Schedule

- 50% due upon contract execution
- 30% due upon completion of the Business Practice Review (BPR)
- 20% due at Go Live

Implementation Services Costs

Implementation service costs typically include all costs related to implementation, configuration, data conversion, customization, and training.

- The City prefers that implementation service costs are proposed as “not to exceed” amounts and that the City will be charged for Services as incurred up to the not-to-exceed amounts. Establishment of a not-to-exceed amount does not obligate the City to expend the full amount.
- The City prefers that services be invoiced on a deliverable, phased, or milestone basis.
- The City prefers that fifteen percent (15%) of the implementation service costs will be retained (as a “holdback”) until successful completion, and the City’s written acceptance, of each project phase.

CentralSquare Response: CentralSquare provides its implementation costs on a fixed-cost basis. CentralSquare has proposed a payment schedule based on completion of major project milestones, with percentage amounts of the total project cost due with each milestone. Therefore, there is no need for the City to retain implementation service costs since services are not invoiced until the successful completion of each major project milestone.

Costs for the proposed solution should be submitted on the Cost Worksheet (**Attachment C**). It is important to note the following:

- The Respondent shall provide price information for each separate component of the proposed solution, as well as the costs of any modifications.
- In the event the product or service is provided at no additional cost, the item should be noted as “no charge.”
- In the event the product or service is not being included in the Proposal, the item should be noted as “No bid.”
- Proposer shall make clear the basis of calculation for all fees and costs.

CentralSquare Response: CentralSquare has completed Attachment C – Cost Worksheets as described above. CentralSquare calculates project costs using a methodology that has been refined over 16 years of public safety software implementation. CentralSquare provides agency site licenses for its Administration, CAD, Mapping, Financial, Jail, Personnel, and Records software. The software which is part of CentralSquare Pro which is not site-licensed includes the Mobile products. These have a required agency license, but are also licensed by unit.

All estimated travel expenses and related out-of-pocket costs must be included as a separate line item. The City will not pay for travel time spent in connection with services – only reimbursable expenses.

The City expects that travel expenses will be listed as a separate not-to-exceed amount. The City shall not be liable for additional travel costs or out-of-pocket costs incurred for any reason outside the City control. Travel expenses will be paid as incurred on a monthly basis.

CentralSquare Response: All services are provided on a fixed-cost basis, including travel. Travel costs are included as part of the cost of services provided. Please see the [Travel and Expense Policy](#) section for more information regarding CentralSquare’s travel costs.

Annual Maintenance Cost

Annual maintenance costs include the annual maintenance and support fees for the application environment. The City expectation is that it will not pay maintenance fees on functional areas being implemented until formal City acceptance has been provided to approve live processing for the associated Project phase. For example, the annual maintenance fees associated with Jail Management modules will be paid upon City acceptance of the Project phase associated with the Jail Management modules. Upon final system acceptance, the City expects that maintenance fees will be invoiced on an annual basis for all system modules based on the anniversary of system acceptance. Any modules or system components which have previously gone live should be prorated to allow for billing maintenance for all modules on the same annual basis. The City expects software maintenance costs will not increase in the first five (5) years upon go-live operation.

CentralSquare Response: The warranty period for the CentralSquare software applications begins at Go Live of the entire system and ends one (1) year thereafter. The initial term of annual support also begins at Go Live, not system acceptance, and is included as part of the contract price. Annual software support fees for the CentralSquare software are subject to increase at a rate of 5% at the time of annual renewal.

Ongoing Software Subscription Cost (If SaaS Deployment)

Ongoing software subscription costs include the annual payments for access to the software, hosting costs, backup costs, and potentially disaster recovery provisions. The City expects to pre-negotiate any rates of increase in these costs in the first 10 years and also to prescribe availability and performance metrics.

CentralSquare Response: CentralSquare is not proposing a SaaS deployment.

Cost Summary and Terms

Non-Disclosure Statement

The terms and conditions contained in this proposal will automatically expire 180 days from the date of the proposal, unless renewed, extended, or terminated earlier by written notice from CentralSquare Technologies, LLC. Unless otherwise stated, taxes that may be applicable are not reflected and will need to be paid by the client.

Any modification pricing provided in this proposal is an estimate only. Detailed analysis of your specific requirements is needed prior to providing exact pricing.

If applicable, the prices for hardware and system software products and services are subject to change and are submitted for your information only. The terms and policies of the hardware vendor govern any portion of this proposal related to hardware and system software products and services.

If applicable, the prices and information on any third-party products and services are subject to change and are submitted for your information only. The terms and policies of any third-party vendor govern all portions of this proposal related to those products and services.

This proposal is protected by copyright law and contains proprietary information and confidential trade secrets belonging to CentralSquare. This proposal is furnished and accepted on the express condition that portions of it shall not be duplicated or disclosed, in whole or in part, except to your staff and agents when necessary for evaluation purposes, without prior written consent of CentralSquare. Those confidential portions include, but are not limited to, pricing and client lists. All such proprietary information is clearly marked for your convenience. Any portions of this proposal that are not marked proprietary or confidential shall be available for public disclosure.

CONFIDENTIAL AND PROPRIETARY

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Attachment A – Proposal Response Forms

Instructions to Respondents

Respondent is to complete each of the Tabs 1 – 15 and submit per the instructions provided in Section 4 of the RFP.

Respondent shall not make any changes to the questions or the format of Attachment A.

Respondent is instructed to organize the Technical Proposal in a format that follows the structure presented below. Respondent shall insert the completed tab forms (Attachment A) in the corresponding Proposal Section **as a part of their Proposal response**. In addition to the information captured through the questions and tables in Attachment A, Respondent is requested to provide complementary narrative information, diagrams, and images to help substantiate and support their proposal response to each tab section. **The City expects that Respondents will include additional proposal content beyond simply completing the forms and worksheets provided through this RFP.** Any such information may be provided in Respondents preferred formatting/branding.

Proposal Tab No.	Proposal Section
Tab 1	Company Introduction
Tab 2	Software Solution
Tab 3	Project Approach and Implementation Methodology
Tab 4	Key Proposed Personnel and Team Organization
Tab 5	Project Schedule
Tab 6	Functional and Technical Requirements Response
Tab 7	System and Application Architecture
Tab 8	Data Conversion Plan
Tab 9	Software Hosting
Tab 10	Testing and Quality Assurance Plan
Tab 11	Training Plan
Tab 12	Ownership of Deliverables
Tab 13	References
Tab 14	Response to Narrative Questions
Tab 15	Exceptions to Terms and Conditions
Separate Cover	Price Proposal

Tab 1 – Company Introduction

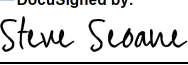
I. TRANSMITTAL CERTIFICATION

By signature on the Proposal, the Respondent certifies that it complies with:

1. The laws of the State of Oklahoma and is licensed or qualified to conduct business in the State of Oklahoma
2. All applicable local, state, and federal laws, codes, and regulations
3. All terms, conditions, and requirements set forth in this RFP *
4. A condition that the Proposal submitted was independently arrived at, without collusion
5. A condition that the offer will remain open and valid for the period indicated in this solicitation; and any condition that the firm and/or any individuals working on the contract do not have a possible conflict of interest
6. The following Non-Collusion Affirmations
 - I affirm that I am the Respondent, a partner of the Respondent, or an officer or employee of the Respondent's corporation with authority to sign on the Respondent's behalf.
 - I also affirm that the attached has been compiled independently and without collusion or agreement, or understanding with any other Vendor designed to limit competition.
 - I hereby affirm that the contents of this Proposal have not been communicated by the Respondent or its agent to any person not an employee or agent of the City of Broken Arrow.

If the Respondent fails to comply with the provisions stated in this paragraph, the City reserves the right to reject the Proposal, terminate the contract, or consider the Respondent in default.

Table 1-01: Transmittal Certification and Primary Contact Information

Field	Response
Name of the Respondent Representative	Steve Seoane
Title	EVP & GM, Public Safety & Justice
Name of Company	CentralSquare Technologies
Address	4509 W 58th Street Sioux Falls, SD 57108
Telephone Number	605-274-6061
Email Address	ZuercherProposals@centralsquare.com
Signature of Authorized Officer of the Firm	DocuSigned by: 
<p><i>A signature provides the City with the Respondent's acknowledgement and acceptance of the RFP terms, requirements, and conditions,* and the execution of same during the discharge of any succeeding contract.</i></p> <p style="text-align: right;">*as responded to by CentralSquare Technologies</p>	

II. TRANSMITTAL LETTER

A Transmittal Letter, printed on letterhead, shall be submitted and signed by an authorized representative of the Respondent, such as the owner, partner, or in the case of a corporation, the President, Vice President, Secretary, or other corporate officer(s).

CentralSquare Response: A signed transmittal letter can be found in Tab 1 – Company Introduction.

III. COMPANY BACKGROUND AND HISTORY

- i. Respondents shall include a comprehensive narrative history of the firm, including the development of its experience in providing services similar to those described in Section 2.0 – Project Scope, in the RFP.

CentralSquare Response: A detailed history and description of CentralSquare can be found in the Company Background section of Tab 1 – Company Introduction.

- ii. Respondents shall complete the Company Background and History Table in accordance with Section 4.3 of the RFP. If a partnership with third-party companies is a part of a Proposal, the Company Background and History table shall be provided for all third-party companies. It is expected that all of the points shall be addressed for each company involved in a Proposal, prime or third party.

CentralSquare Response: Please see the completed tables below for both CentralSquare Technologies and CommSys.

Table 1-02: Company Background and History – CentralSquare Technologies

Metric	Response
Total number of employees	More than 1,920 software industry professionals serve CentralSquare clients across North America.
Type and number of employees committed to the product and support being proposed	174 CentralSquare employees are dedicated to the proposed CentralSquare Public Safety Suite Pro. This includes employees in support, engineering, product management, development operations, and professional services.
Office locations (City and State)	CentralSquare has offices in the following locations: Lake Mary, FL; Sioux Falls, SD; Decorah, IA; Castle Hayne, NC; Greensboro, NC; Kelowna, BC; and Cambridge, ON.
Total number of active clients	CentralSquare Public Safety Suite Pro has 465 active clients.
Total number of active government clients	All of CentralSquare's Public Safety Suite Pro clients are from the public sector/government market.
Total number of active CAD-RMS clients	CentralSquare has 78 CAD clients and 115 Records clients.
Total years offering CAD-RMS systems	CentralSquare CAD Pro has been offered since 2008. CentralSquare Records Pro has been offered since 2003.

Total number of active Municipal Court clients	CentralSquare is not proposing a Court Case Management system, but could discuss providing an interface to the court system selected by the City.
Total years offering Municipal Court systems	CentralSquare is not proposing a Court Case Management system, but could discuss providing an interface to the court system selected by the City.
Total number of active Jail Management clients	CentralSquare has 50 Jail clients.
Total years offering Jail Management systems	CentralSquare Jail Pro has been offered since 2006.
Total number of Oklahoma City/Town clients	1
Total number of City clients	CentralSquare Public Safety Suite Pro has 169 city clients.
Total number of completed implementations of the proposed product and version	CentralSquare releases three to four new versions of CentralSquare Pro each year to all customers who are current with their maintenance and support contract, and is committed to keeping all customers on the four most recent version releases. CentralSquare can provide the City with how many customers are operating on the proposed product and version at the time of the City's Go Live date.
Total number of active government clients using the proposed product version	465. CentralSquare releases three to four new versions of CentralSquare Pro each year and is committed to keeping all customers on the four most recent versions.
Total number of clients converted to the proposed product from Superior Naviline/HTE	2
Largest active installation, including population	Rapid City Police Department / Pennington County Sheriff's Office / South Dakota Highway Patrol Sworn Staff: 370 Non-sworn staff: 394 County Population: 105,761
Smallest active installation, including population	Clark Police Department, South Dakota Agency Users: 1 person Town Population: 1,060
Other products offered by the company	CentralSquare Pro is a fully integrated public safety software system comprised of Administration, CAD, Records, Mapping, Mobile, Jail, Civil, and more. CentralSquare also offers a 911 call-taking software and Insight mapping software.

Table 1-02: Company Background and History – CommSys

Metric	Response
Total number of employees	15
Type and number of employees committed to the product and support being proposed	15
Office locations (City and State)	Dayton, OH
Total number of active clients	Over 650 installations across 48 states supporting over 850 agencies, including direct NCIC and Nlets for federal and military agencies.
Total number of active government clients	Over 650 installations across 48 states supporting over 850 agencies, including direct NCIC and Nlets for federal and military agencies.
Total number of active CAD-RMS clients	Over 650 installations across 48 states supporting over 850 agencies, including direct NCIC and Nlets for federal and military agencies.
Total years offering CAD-RMS systems	N/A
Total number of active Municipal Court clients	Over 650 installations across 48 states supporting over 850 agencies, including direct NCIC and Nlets for federal and military agencies.
Total years offering Municipal Court systems	N/A
Total number of active Jail Management clients	Over 650 installations across 48 states supporting over 850 agencies, including direct NCIC and Nlets for federal and military agencies.
Total years offering Jail Management systems	N/A
Total number of Oklahoma City/Town clients	18
Total number of City clients	500+
Total number of completed implementations of the proposed product and version	N/A
Total number of active government clients using the proposed product version	N/A
Total number of clients converted to the proposed product from Superior Naviline/HTE	N/A
Largest active installation, including population	Phoenix PD, AZ – Sworn count approximately 3400. Nonsworn approximately 1500 or more. Population – 1.6 million.
Smallest active installation, including population	The smallest active government installation is by the US National Park Services; population varies by season.
Other products offered by the company	N/A

IV. USE OF SUBCONTRACTORS

The Proposal shall identify any of the required services that are proposed to be subcontracted, if any.

Table 1-03: Subcontractor Questions

Does your firm complete the implementations of the product being proposed or is this effort outsourced?	CentralSquare completes the implementations of CentralSquare Pro. CentralSquare does not outsource implementation efforts.
Has or will any portion of the proposed work be completed by subcontractors?	CentralSquare uses CommSys to provide ConnectCIC™ Basic Inquiries (and other queries) and CLIPS™ CJIS Terminal software to its clients.
If subcontractors will be used, please provide the following:	
Summary of service	CommSys' ConnectCIC™ is a middleware solution that provides integrated CJIS access to end users via the solution provider's application for multiple states and configurations. CommSys' CLIPS™ is a standalone, browser-based terminal solution that gives agencies access to all CJIS transactions supported by a state, regional, or national message switch for improved workflow and efficiency.
Reasons for subcontracting	CentralSquare does not have direct functionality with OLETS/NCIC from CentralSquare Pro.
Proposed subcontractor (name, location, experience)	CommSys, Inc.
Detailed subcontractor responsibilities	<p>CommSys will provide ConnectCIC™ Basic Inquiries and Criminal History Queries.</p> <p><u>ConnectCIC™ Basic Inquiries includes the following:</u></p> <ol style="list-style-type: none"> a. Stolen vehicle, boat, gun, and article (NCIC) b. DMV Information (NLETS) <ol style="list-style-type: none"> i. Vehicle Registration ii. Driver's license iii. Driver's history c. Real-time data mining (parsing) for Oklahoma d. Support and maintenance <p><u>Criminal History Queries include the following:</u></p> <ol style="list-style-type: none"> a. QH – Criminal History Record Existence Query

	<ul style="list-style-type: none"> b. QR – Criminal History Record Query c. QWI – Wanted Person/Criminal History Query d. ZR – Criminal History Record Available Query
Previous use of subcontractor	CentralSquare has used CommSys for all of its NCIC connectivity needs, both inside and outside of Oklahoma.
Any additional relevant information	While CommSys has developed standard functionality for integration with CentralSquare Pro, the company is capable of building additional functionality to increase the types of queries which can be run directly from CentralSquare Pro.

If a Proposal with subcontractors is selected, the Respondent must provide the following information concerning each prospective subcontractor within five (5) working days from the date of the City's request:

- Complete name of the subcontractor
- Complete address of the subcontractor
- Type of work the subcontractor will be performing
- Percentage of work the subcontractor will be providing
- A copy of the prime contractor/subcontractor contract verifying the prime contractor has the sole responsibility for any and all Services under this RFP and is financially liable, without exception, to the City for all Services contracted by the Respondent and the subcontractor under this RFP

The Respondent's failure to provide this information, within the time set, may cause the City to consider its Proposal nonresponsive and reject it. The substitution of one subcontractor for another may be made only at the discretion and prior written approval of the City Project Manager.

CentralSquare Response: Understood.

V. PENDING AND RECENT LITIGATION

Respondents must disclose any pending or recent litigation they are involved in as a company. Recent is defined as the past three (3) years. Information provided should include the timeline of the litigation history, the subject of the litigation, and the current status of the litigation. Proposals must also disclose any pending litigation of any third-party partners in the Proposal.

Table 1-04: Pending and Recent Litigation Questions

Does your firm have any pending litigation? Please describe the timeline, subject, and status.	CentralSquare Technologies has not been involved in any litigation with regard to projects or contracts, nor has it ever filed bankruptcy or otherwise been subject to a reorganization or receivership of any sort. In addition, the company has never been disqualified from participation on a contract by any agency, public or otherwise.
Does your firm have any recent litigation (within 3 years)? Please describe the timeline, subject, and status.	No
Do the proposed third-parties have any pending or recent litigation (within 3 years)? Please describe the timeline, subject, and status.	No

VI. ACKNOWLEDGEMENT OF ADDENDUMS

Respondents shall submit signed acknowledgements of any Addenda issued, per Section 1.11 of the RFP.

CentralSquare Response: Please see signed acknowledgements of addendums in section B. Acknowledgement of Addendums in Tab 1 – Company Introduction.

Tab 2 – Software Solution

I. SUMMARY DESCRIPTION OF EACH FUNCTIONAL AREA

Respondent to provide a summary description, using Respondent's preferred formatting, of the capabilities for each functional area contained in Table 04 of the RFP, in narrative format. The purpose of this summary is so that the City has a high-level understanding of the proposed solution. The narrative should be written for an audience of the end-user community. Descriptions should be included for any products proposed by third parties to meet the capabilities described in the Functional and Technical Requirements in Attachment B.

Marketing materials should not be submitted on the proposed functionality.

CentralSquare Response: Please see the CentralSquare Public Safety Suite Pro Overview section in Tab 2 – Software Solution for a complete description of the CentralSquare Pro modules included in this proposal.

II. SOFTWARE DOCUMENTATION FEATURES AND FUNCTIONS

Respondent to provide, using Respondent's preferred formatting, a summary of their software documentation that describes the features and function of the proposed application software. Identify what makes your documentation user friendly and useful to the end user and technical user of the software.

CentralSquare Response: Please see the Software Designed for the Way You Work section in Tab 2 – Software Solution for a description of how CentralSquare Pro's features and functions benefit the agencies that use its products and services.

III. PROPOSED SOFTWARE MODULES TABLE

Proposed modules that are required to satisfy the requirements associated with the functional areas identified in Table 2-01 cannot be proposed complementary or optional.

Table 2-01: Proposed Functional Areas/Modules

Proposed Software Information		
Product Component/Suite (Name and Version of the Proposed Software Solution)	CentralSquare Pro version 14.0	
Total Product Time on Market	3 months	
Release Date of Most Current Version	1/14/2019	
Next Major Release Date	CentralSquare Pro 14.1 is anticipated to be released 4/15/2019.	
Next Minor Release Date	Minor releases are released every weekday.	
Named User Licensing	Concurrent User Licensing	Enterprise/Site Licensing
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Deployment Models Proposed to the City	City-Hosted	Vendor-Hosted	SaaS (subscription)
<p>(Corresponding Attachment C Worksheets Shall Be Completed)</p>	<p style="text-align: center;"><input checked="" type="checkbox"/></p> <p>Note: Vendor provides server as part of solution.</p>	<p style="text-align: center;"><input type="checkbox"/></p>	<p style="text-align: center;"><input type="checkbox"/></p>
<p>How often are releases provided, and what is the process to test each release? Would the City be able to test releases in a test environment prior to pushing updates to a live environment?</p>	<p>CentralSquare releases three to four new versions of CentralSquare Pro each year. CentralSquare performs extensive QA on each release before it is pushed out to clients. New versions are applied to the training server first so the City can test each of the releases in a test environment prior to pushing updates to the live environments. This process also means no rollbacks are required.</p>		
<p>Does the system have the ability to roll back updates should challenges or bugs be encountered?</p>	<p>In the event challenges or bugs are encountered with a new release, the CentralSquare Pro system and the City's data will be accessible from an off-site storage facility and can be rolled back into the pre-updated version.</p>		
<p>What strategic decisions or direction is your firm taking or making related to the product being proposed today?</p>	<p>CentralSquare Pro's feature set and modern technical foundation is robust and is intended to allow the product to continue serving the public safety industry for many years. The process by which the software is enhanced includes involvement in industry advisory boards and organizations, such as IJIS, to identify trends and maintain a leading edge with regard to the development of upcoming industry needs. In addition, CentralSquare monitors technology trends to ensure the company maintains modern, scalable, and reliable technologies in CentralSquare's hardware and software platforms.</p>		
<p>List applications that the product being proposed will integrate with or has integrated with in the past.</p>	<p>Please see the Interfaces tab of Attachment B – Functional and Technical Requirements in Tab 6 for applications that CentralSquare Pro will integrate with as part of this project. Additionally, CentralSquare Pro can integrate with just about any third-party system, as long as that third party is willing to work with CentralSquare. Data can be imported or exported via FTP transfers, web services, and database views.</p>		

No.	Functional Area	Identify the Name of Proposed Module(s) to Address Requested Functional Area	Identify Any Third-Party Partnerships and/or Solutions Successfully Integrated* With
1	Computer-Aided Dispatch	CentralSquare CAD Pro, Mapping Pro, AVL, AVL Playback, and Reporting Pro	Active 911, ASAP, Basic Paging, E911 (ANI/ALI), ImageTrend, ProQA, PulsePoint, and Rip and Run (Fax/Email)**
2	Law Enforcement Records Management	CentralSquare Records Pro, Financial Pro, and Reporting Pro	N-DEX Adapter and OK Crime Reporting (SIBRS)**
3	Jail Management	CentralSquare Jail Pro, Financial Pro, and Reporting Pro	LiveScan/AFIS, N-DEX Adapter (IB IEPD), Inmate Phone System, and Inmate Commissary**
4	Court Case Management	CentralSquare is not proposing a Court Case Management system, but could discuss providing an interface to the court system selected by the City.	Damion (Courtview), FullCourt CMS, and Karpel Cases Court PBK**
5	Mobile Capabilities	CentralSquare Mobile Records Pro, Mobile CAD Pro, and Mobile Mapping Pro	

*Successful integration should include only those instances where both the software and the client are in production environments.

**CentralSquare has provided a cross section of standard interfaces; however, CentralSquare can offer many more.

IV. OPTIONAL AND COMPLEMENTARY MODULES

What other system modules or products would the Respondent recommend to be complementary to the Project Scope as described in Section 2.0 of the RFP?

Table 2-02: Optional and Complementary Modules

No.	Module Name	Brief Narrative Description of Functionality Provided
1	N/A	N/A

Tab 3 – Project Approach and Implementation Methodology

I. PROJECT APPROACH

- i. Respondent to provide a description of the proposed approach for providing the Services described in Section 2.0 – Project Scope, including a comprehensive description of the proposed implementation methodology for the Project. The description should include how the Respondent has developed this methodology to both incorporate lessons learned from experiences as well as to meet the needs described in Section 2.0 – Project Scope.

CentralSquare Response: Please see the Project Approach section of Tab 3 – Project Approach and Implementation Methodology for a description of the proposed approach for providing the services described.

- ii. Respondent to include a sample Implementation Plan, per the detailed instructions in Section 4.5 of the RFP. **Exhibit submitted** **Yes** **No**

CentralSquare Response: Yes, CentralSquare has provided a Sample Implementation Project Plan in section C of Tab 3 – Project Approach and Implementation Methodology.

II. DEPLOYMENT

Respondent to provide a detailed narrative description of how the implementation approach will vary between the deployment methods proposed (i.e. a traditional City-hosted model, a Respondent-hosted and/or a subscription-based solution, etc.)

CentralSquare Response: CentralSquare is only proposing one model of implementation, a traditional City-hosted model, as described in the Project Approach section of Tab 3 – Project Approach and Implementation Methodology.

III. GO-LIVE AND ONGOING SUPPORT

Respondent to describe what level of pre- and post-go-live support is available under the proposed fee structure. If varying levels of support are available, this section of the RFP response should clarify these potential support services and highlight the level of support that has been proposed. Respondent shall use Attachment C, Cost Worksheets, to clearly identify the varying fees based on the varying levels of support that are available.

CentralSquare Response: Please see the Go Live and Ongoing Support section of Tab 3 – Project Approach and Implementation Methodology for a description of the pre- and post-Go Live support available.

-
- i. What are the standard hours that support is offered, and through what means (telephone, web ticket submission, etc.)?

CentralSquare Response: Support is available during regular business hours from 7am – 6pm Central, Monday through Friday and all nights, weekends, and company recognized holidays for critical after hours support. However, CentralSquare Technologies knows that clients use their software all hours of the day. That is why clients can also call the toll-free support line at any time and be connected with a live person based out of the Center of Excellence in Sioux Falls, SD – not an automated answering service or someone overseas. Questions or issues can also be reported via email. Even if it is just a simple “how-to” question, support representatives are ready to assist.

- ii. Is product support offered by Respondent, through the software developer/provider, or sub-contracted?

CentralSquare Response: Product support is offered by CentralSquare as part of the proposed solution.

- iii. **Sample Service Level Agreement/Maintenance Agreement:** Respondents are encouraged to submit a sample Service Level Agreement and/or Support/Maintenance Agreement that would be applicable for this project based on the **proposed** service levels.

Exhibit submitted **Yes** **No**

CentralSquare Response: Yes, CentralSquare has provided a sample Service Level Agreement/Maintenance Agreement in Tab 3 – Project Approach and Implementation Methodology.

IV. RESOURCE HOURS AND MANAGEMENT

- A. Vendors shall include the proposed resource levels for the City Implementation Project Team and Selected Vendor Project Teams by completing the tables below.

Table 3-01: Vendor Project Team Resource Hours

Vendor Project Team							
Instructions: The Vendor is asked to provide the amount of resources that will be committed to the Project in terms of number of hours. These amounts should be based on the functionality the City desires, included in the detailed Functional and Technical Requirements (Attachment B).							
Functional Area	Requirements and Design	Data Conversion	Configuration and Setup	Implementation	Testing	Training	Total
Computer-Aided Dispatch	40	80	24	24	32	40	240
Law Enforcement Records Management	8	120	24	16	32	40	240
Jail Management	8	80	24	24	32	40	208
Court Case Management	NA	NA	NA	NA	NA	NA	NA
Mobile Capabilities	8	NA	16	8	16	20	68
Interfaces	40	NA	16	24	24	8	112
Total Hours by Project Phase:	104	280	104	96	136	148	868

Table 3-02: City Project Team Resource Hours

City Project Team								
Instructions: The Vendor is asked to provide the amount of resources that will be required from the City in terms of number of hours. These amounts should be based on the functionality the City desires, included in the detailed Functional and Technical Requirements (Attachment B). Vendors are also asked to include detailed assumptions in the field that follows.								
Assumptions: Any assumptions related to the number of City Implementation Project Team staff, roles of City staff, and duration of involvement used in the development of the resource hour estimates should be included here:								
<u>CentralSquare Assumptions:</u>								
<ul style="list-style-type: none"> • The City will have a full-time project manager assigned to this project. • There will be one dedicated SME for each functional area. • Customer will attend a multi-day BPR to determine product requirements and design of CentralSquare Pro software. • Each data conversion will require the City to review converted data for accuracy. • City IT will assist with implementation and testing of CentralSquare on mobiles. • CentralSquare project team will conduct end-user training. • Refresher training hours are not included in this estimate. 								
Functional Area	Total Users (Estimated Per Functional Area)	Requirements and Design	Data Conversion	Configuration and Setup	Implementation	Testing	Training	Total
Computer-Aided Dispatch	100	8	40	24	16	32	8	128
Law Enforcement Records Management	280	8	40	24	16	32	8	128
Jail Management	25	8	40	24	16	32	8	128
Court Case Management	10	NA	NA	NA	NA	NA	NA	NA
Mobile Capabilities	205	8	NA	16	12	16	8	60
Interfaces	-	24	NA	24	24	32	8	112
Total Hours by Project Phase:		56	120	112	84	144	40	556

- B. **Sample Resource Management Plan:** Respondents are encouraged to submit a sample as part of the response to this tab.

Exhibit submitted **Yes** **No**

CentralSquare Response: Yes, please see the Sample Resource Management Plan section in Tab 3 – Project Approach and Implementation Methodology.

V. SAMPLE CONTRACT:

Respondents shall include a sample software and licensing agreement and/or professional services agreement.

Exhibit submitted **Yes** **No**

CentralSquare Response: Yes, please see the Sample Contract section in Tab 3 – Project Approach and Implementation Methodology.

VI. PROJECT APPROACH QUESTIONS

- i. Based on information provided in this RFP and experience in working with other Oklahoma localities, what is the Respondent's perspective on the most significant risks to this Project and how do you plan to mitigate these risks?

CentralSquare Response: A significant risk is the CentralSquare Pro implementation being delayed due to City resource availability. The City plays an active role in the implementation of CentralSquare Pro software. This requires the City Build Team, IT, and City Project Manager to devote time beyond their regular duties to complete CentralSquare project work. CentralSquare has proven that having agency personnel deeply involved in the implementation process not only increases adoption but calms uncertainty and smooths the transition to a new public safety software system. CentralSquare has found that projects, if delayed, can generally be rooted in an agency resource not having the time to address the additional duties for the CentralSquare implementation in a timely manner.

To mitigate these risks CentralSquare asks that the City leadership reduce, when possible, the regular work load on the City Project Manager, City Build Team, and City IT resources to allow them time to focus on the CentralSquare Pro project tasks.

- ii. What is your process for monitoring, escalating, and resolving issues that will arise during the Project?

CentralSquare Response: The City will receive support from the CentralSquare Project Team during pre-implementation. This includes resources from Project Management, Data Conversion, Implementation, GIS, and Interface departments.

The primary points of contact for issues related to the CentralSquare Pro project implementation will be the CentralSquare Project Manager and the City Project Manager. If an issue cannot be resolved with the Project Managers, a meeting will be convened with decisions makers. This meeting will outline the history of the issue, current status, risks, and recommended resolutions.

- iii. Provide a clear description of Project management responsibilities between the City and the Selected Contractor.

CentralSquare Response: From the start of the project, a CentralSquare project manager will work with the City as the single point of contact for implementation of the CentralSquare Pro system. The project manager will develop and manage the implementation schedule and will coordinate with the City to keep the project on track and on schedule. The project manager will conduct weekly status meetings to provide the City with project updates.

- iv. With what frequency will Vendor Project Team staff be on-site at the City during implementation? Will staff be on-site for full or partial weeks?

CentralSquare Response: The CentralSquare Project Team will be on-site for Business Practice Review, training, and Go Live. These are partial and full weeks, depending on contractual requirements.

- v. Describe any assumptions made in the Proposal in detail. These should include any assumptions related to the current City technical environment, staffing, project management approach, and City resources available during implementation and support phases.

CentralSquare Response: Please refer to the assumptions listed in Table 3-02.

- vi. Provide detailed information on the anticipated level of effort required of the City Team during the implementation process. This shall include any assumptions surrounding the number of staff involved in the project on a day-to-day basis, as well as the amount of time staff may expect to spend committed to the implementation effort

CentralSquare Response: CentralSquare recommends the following City-based personnel resources in order to achieve maximum benefit throughout the implementation process:

City-Based Position	Skill Requirements for this Position	Role/Level of Involvement for this Position	Percent of Time Required for Acceptable Implementation
Project Manager	<ol style="list-style-type: none"> 1. Have the authority to speak for City from a project perspective 2. Designate people responsible for specific roles as needed, examples below: <ol style="list-style-type: none"> a. Module Subject Matter Experts b. Hardware Project Manager c. Build Team Members d. Data Conversion Review Team Members e. Interface points of contact at City (assigned per interface) 3. Involve City decision makers when needed 4. Escalate issues to the CentralSquare project manager 5. Eliminate roadblocks for completing project on schedule 6. Sign various project documents and ensure signoff documents and deliverables are provided to CentralSquare Project Manager in a timely manner 7. Organize training schedules, training rooms, and training equipment 8. Provide real world scenarios for testing and review 	Management of project implementation	10-25% per week
Build Team Member	Subject Matter Experts on modules that will be configured	Assist with the configuration and system review of the software	10-20% per week
IT	Knowledge of HW and network infrastructure	Assist with installation and connectivity	10% per week

Tab 4 – Key Proposed Personnel and Team Organization

I. ORGANIZATIONAL CHART

- i. Respondent to submit as an Exhibit, labeled as I: Organizational Chart and insert in Tab 4.
- ii. The Organizational Chart is to include subcontractors and reporting structure of the entire team.

CentralSquare Response: Please see Exhibit I: Organization Chart in Tab 4 – Key Proposed Personnel and Team Organization.

II. PROJECT TEAM RESUMES

- i. Using Table 4-01, resumes shall be provided for the implementation team, as well as for any additional personnel involved in live operation and ongoing support and maintenance. Resumes shall be specific to the actual personnel to be assigned to this Project for all primary roles (e.g., Project Manager, Trainer, Conversion Lead).
 - Resumes to include listing of past software implementation projects and certifications held for each team member including third-parties proposed.
- ii. The City anticipates that any staff assigned to the Project will remain assigned to the Project, unless the City deems the services to not meet expectations at which point the Contractor and City will work together to remedy such non-conforming services.

CentralSquare Response: Please see CentralSquare project team resumes on the following pages.

Table 4-01: Project Team Resumes

Name and Title	Darrin Mebius, Program Manager	Description of Project Roles and Responsibilities	Work with the City immediately following the award of the contract and oversee the project manager.
Role on the Project	Program Manager		
Home Office Location	Sioux Falls, SD	Listing of Past Projects Where Resource Implemented the Proposed Product	All of the project team members have been a part of numerous CentralSquare implementations; however, legal restrictions prevent CentralSquare from listing all of its clients. Please see Tab 13 – References for information on CentralSquare Pro references.
Educational Background	Bachelor of Science, Business Administration – Dakota Wesleyan University		
Professional Registrations and Memberships	None	Listing of Past Projects Where Resource Implemented Other Software Products	Please see above.
Professional References (from previous implementations)	Rock Hill Police Department (SC), Huntington Police Department (WV)		
Additional Relevant Information	Mr. Mebius has over 16 years experience in the software industry and more than 10 years experience as a project manager. He has a strong understanding of the profession, is accustomed to managing multiple priorities simultaneously, and excels at working with various agencies.		

Name and Title	Linda Blackwell, Project Manager	Description of Project Roles and Responsibilities	Work with the City as single point of contact for implementation of the CentralSquare Pro system. Will develop and manage the implementation schedule and will coordinate with the City to keep the project on track and on schedule.
Role on the Project	Project Manager		
Home Office Location	Sioux Falls, SD	Listing of Past Projects Where Resource Implemented the Proposed Product	All of the project team members have been a part of numerous CentralSquare implementations; however, legal restrictions prevent CentralSquare from listing all of its clients. Please see Tab 13 – References for information on CentralSquare Pro references.
Educational Background	Bachelor, Business Administration and Management – Luther College		
Professional Registrations and Memberships	Chartered IT Professional, member of the British Computer Society, certified in ITIL and ISEB Project Management for Information Systems	Listing of Past Projects Where Resource Implemented Other Software Products	Please see above.
Professional References (from previous implementations)	Bienville Parish Sheriff's Office (LA)		
Additional Relevant Information	Ms. Blackwell has more than 20 years of IT and project management experience. During her seven years with CentralSquare, Ms. Blackwell has gathered significant product knowledge and support experience, which she will use to collaborate with the City to determine how to configure the software in a way that best serves the City's needs.		

Name and Title	Carl Ware, Data Conversion Analyst	Description of Project Roles and Responsibilities	Coordinate with the City to obtain copies of conversion data, screen shots, and user videos. Identify how the legacy data is formatted, linked, and organized and develop scripts to load the legacy data into conversion tools and ultimately into CentralSquare Pro.
Role on the Project	Data Conversion Analyst		
Home Office Location	Sioux Falls, SD	Listing of Past Projects Where Resource Implemented the Proposed Product	All of the project team members have been a part of numerous CentralSquare implementations; however, legal restrictions prevent CentralSquare from listing all of its clients. Please see Tab 13 – References for information on CentralSquare Pro references.
Educational Background	Bachelor of Science, Computer Information Systems – Dakota State University		
Professional Registrations and Memberships	(605) SQL User Group	Listing of Past Projects Where Resource Implemented Other Software Products	Please see above.
Professional References (from previous implementations)	Stark County Sheriff's Office and Dickinson Police Department (ND), Rock Hill Police Department (SC)		
Additional Relevant Information	Mr. Ware has more than seven years of experience in data conversion and analysis. He has a deep knowledge of a variety of database systems and the tools used to perform data conversions.		

Name and Title	Carissa Selken, Business Analyst	Description of Project Roles and Responsibilities	Work with the project manager as necessary to configure software.
Role on the Project	Business Analyst		
Home Office Location	Sioux Falls, SD	Listing of Past Projects Where Resource Implemented the Proposed Product	All of the project team members have been a part of numerous CentralSquare implementations; however, legal restrictions prevent CentralSquare from listing all of its clients. Please see Tab 13 – References for information on CentralSquare Pro references.
Educational Background	Bachelor of Science, Strategic Communications – University of South Dakota		
Professional Registrations and Memberships	None	Listing of Past Projects Where Resource Implemented Other Software Products	Please see above.
Professional References (from previous implementations)	Defiance County (OH), Blue Springs Police Department (MO), Pickens County (SC)		
Additional Relevant Information	Bringing years of experience working with large teams, Ms. Selken has been helping agencies use CentralSquare Pro efficiently and effectively since 2016. She is keenly aware of the unique needs of each agency she works with and has the expertise necessary to help the City determine the best way to utilize the system's features.		

Name and Title	Tucker Halverson, GIS Analyst	Description of Project Roles and Responsibilities	Work closely with the City's current GIS data and transform it to make it function seamlessly in CentralSquare products without compromising the integrity of the original data.
Role on the Project	GIS Analyst		
Home Office Location	Sioux Falls, SD	Listing of Past Projects Where Resource Implemented the Proposed Product	All of the project team members have been a part of numerous CentralSquare implementations; however, legal restrictions prevent CentralSquare from listing all of its clients. Please see Tab 13 – References for information on CentralSquare Pro references.
Educational Background	Bachelor, GIS and Geography – South Dakota State University		
Professional Registrations and Memberships	None	Listing of Past Projects Where Resource Implemented Other Software Products	Please see above.
Professional References (from previous implementations)	Rock Hill Police Department (SC), Watertown Police Department (SD), Fannin County E911 (GA)		
Additional Relevant Information	Mr. Halverson has more than nine years of experience in GIS, data manipulations, and cartography. With previous experience working for a county GIS department, Mr. Halverson has experienced both sides of GIS implementation and maintenance. He frequently interacts with agencies by supporting existing customers with GIS-related questions and assisting new agencies during the implementation of their GIS data.		

Name and Title	Matt Gadbois, System Engineer	Description of Project Roles and Responsibilities	Work closely with the City and third-party vendors to ensure interfaces are ready for Go Live.
Role on the Project	System Engineer		
Home Office Location	Sioux Falls, SD	Listing of Past Projects Where Resource Implemented the Proposed Product	All of the project team members have been a part of numerous CentralSquare implementations; however, legal restrictions prevent CentralSquare from listing all of its clients. Please see Tab 13 – References for information on CentralSquare Pro references.
Educational Background	Associates in Business – Southeast Technical Institute		
Professional Registrations and Memberships	None	Listing of Past Projects Where Resource Implemented Other Software Products	Please see above.
Professional References (from previous implementations)	Grant County Sheriff's Office (WI), Teton County Sheriff's Office (WY), Clinton County Sheriff's Office (IA)		
Additional Relevant Information	Mr. Gadbois brings six years of experience in computer software and project management to his work with third-party vendors and agencies implementing CentralSquare Pro. He has prior experience in configuring and implementing CRM software, which he uses to ensure that interfaces are ready for Go Live.		

Name and Title	Shelby Schmidt, Training Specialist	Description of Project Roles and Responsibilities	Work with the project manager and business analyst as necessary to train users on CentralSquare Pro.
Role on the Project	Training Specialist		
Home Office Location	Sioux Falls, SD	Listing of Past Projects Where Resource Implemented the Proposed Product	All of the project team members have been a part of numerous CentralSquare implementations; however, legal restrictions prevent CentralSquare from listing all of its clients. Please see Tab 13 – References for information on CentralSquare Pro references.
Educational Background	Bachelor, Criminal Justice – Carroll College		
Professional Registrations and Memberships	Certified public manager	Listing of Past Projects Where Resource Implemented Other Software Products	Please see above.
Professional References (from previous implementations)	Great Falls/Cascade County 911 Emergency Center (MT), Sioux Falls Police Department (SD)		
Additional Relevant Information	Ms. Schmidt has over 20 years of public safety experience as a 911 dispatcher and supervisor. With experience on both sides of the training process, Ms. Schmidt understands how training impacts end users.		

Tab 5 – Project Schedule

I. PROJECT SCHEDULE

i. Respondent shall submit a proposed Project Schedule with the major milestones, activities, and timing of deliverables for the Scope of Work described in Section 2.0 of the RFP. In addition, the response should reflect Project predecessors, successors, and dependencies.

- The City requests that the sample Project Schedule be in a Gantt chart format developed in Microsoft Project.
- The City anticipates beginning implementation in the third quarter of 2019.
- Respondent to submit as an Exhibit, labeled as I. Project Schedule and insert in Tab 5

Exhibit submitted **Yes** **No**

CentralSquare Response: Yes, please see Exhibit I. Project Schedule in Tab 5 – Project Schedule.

II. PROJECT DELIVERABLES, MILESTONES, AND PAYMENT APPLICATIONS

- i. Respondent to include a list of deliverables and milestones of the Project and should describe exactly how and what will be provided to meet the needs of the City.
- ii. Respondent to submit their payment schedule, tied to the deliverables and milestones for review by the City. This schedule shall be consistent with the terms provided in Section 4.18.
- iii. Respondent to submit as an Exhibit, labeled as II. Project Deliverables, Milestones, and Payment Applications and insert in Tab 5

Exhibit submitted **Yes** **No**

CentralSquare Response: Yes, please see Exhibit II. Project Deliverables, Milestones, and Payment Applications in Tab 5 – Project Schedule.

III. PROJECT SCHEDULE QUESTIONS

Table 5-01: Project Schedule Questions

Based on current obligations, what is the earliest you can begin implementation after contract signing?	CentralSquare can begin implementation on December 2, 2019.
What activities would the Respondent expect to occur within the first 30 days of contract signing?	In the 30 days following contract signing the following will occur, based on optimum City availability: <ul style="list-style-type: none"> • Complete project kickoff • Order and begin building servers • Configure network • Begin system configuration with City Project Build Teams • Schedule and begin Business Practice Review • Begin data conversion activities

How long does the typical implementation of the product being proposed take for an organization of similar size to the City?	The typical implementation of the project being proposed takes 12-18 months for an organization of similar size to the City.
What is the total project duration (by months) that you are proposing?	Per the sample schedule provided, CentralSquare is proposing a total project duration of 16 months.

The City initially anticipates that the implementation process will be 12 – 20 months in duration, subject to further planning with Respondents. The City anticipates that implementation activities would begin in the third quarter of 2019. Respondents are encouraged to indicate the ability to meet this target implementation duration, and propose phasing and timelines that best align with the Respondents implementation approach

Table 5-02: Potential Phasing and Target Live Dates

Phase	Functional Areas	Potential Start Date	Target Go-Live Date
1	Administration	12/23/19	4/21/21
2	CAD and Mobile CAD	1/15/20	4/21/21
3	Mapping and Mobile Mapping	3/17/20	4/21/21
4	AVL and Mobile AVL	4/9/20	4/21/21
5	Records and Mobile Records	2/10/20	4/21/21
6	Jail	2/10/20	4/21/21
7	Reporting	3/9/20	4/21/21

If Respondents are not able to meet these anticipated go-live dates, Respondents should discuss suggested implementation timelines. Similarly, if Respondents are proposing alternative phasing or grouping of modules, this should be clearly specified.	CAD, Mapping, AVL, and Records are implemented concurrently (or grouped) with their associated Mobile capabilities. Please refer to Exhibit I. Project Schedule in Tab 5 – Project Schedule for CentralSquare’s proposed timeline.
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Tab 6 – Functional and Technical Response

Please note Tab 6 does not contain narrative questions. Respondents are instructed to complete and submit Attachment B under the cover of Tab 6.

As part of the resulting Project Scope, the Awarded Respondent will develop and provide a detailed System Interface Plan that contains the proposed strategy for interfacing to all applications described in the Interfaces section of **Attachment B – Functional and Technical Requirements**.

Tab 7 – System and Application Architecture

I. GENERAL OVERVIEW

Respondent to provide a description of the proposed system and application architecture for the proposed application.

CentralSquare Response: CentralSquare Pro is a suite of software modules built and designed as one application, with one database, from one vendor: CentralSquare. It is built as a 3-tier system using Windows client machines (running on Windows 7 and above) and Linux servers running Ubuntu (www.ubuntu.com). Most of the software is written in C++, Python, and C# .NET.

The database server is PostgreSQL (www.postgresql.org), which has free ODBC drivers available for connectivity with the Microsoft tool chain. PostgreSQL is an Oracle-like SQL database system widely used in industry and government.

Servers and Networking

CentralSquare has included a primary server, warm standby server, and testing/training server in the Price Proposal. Based on the size needed, each server may host both the CentralSquare Pro server application and the CentralSquare Pro database application, or those may be hosted on separate servers. In a typical installation, the City would install the primary server such that it is on the network with the lowest amount of latency between the server and the user workstations. The warm standby server would then be installed in a separate location, preferably on a separate but equally latent network as the primary server, so that there is redundancy in the event of a catastrophic physical failure at the primary point-of-presence. The testing/training server would also be installed on the LAN.

A remote access device will be installed at each point-of-presence that allows CentralSquare to quickly diagnose and, in most cases, repair any problems with the server, even if the server's own network interface card fails.

In the event of failure of the primary server, the warm standby server is configured to allow fail over to happen as quickly as possible. The primary server is constantly replicating data to the warm standby server, so there will be minimal data loss in the event of a primary server failure.

CentralSquare assumes full responsibility for the configuration and maintenance of the primary, standby, and testing/training servers as well as the remote access devices. The City is responsible for the procurement, installation, configuration, and maintenance of its internal network and any VPNs.

II. SYSTEM AND APPLICATION ARCHITECTURE QUESTIONS

Table 7-01: System and Application Architecture Questions

<p>What is the source language(s) of the product?</p>	<p>CentralSquare Pro is primarily written in C++, Python, and C# .NET.</p>
<p>How many environments are available with your proposed solution at no additional cost (e.g., test, training, production)?</p>	<p>CentralSquare has included pricing for one (1) primary server, one (1) warm standby server, and one (1) testing/training server in the price proposal at this time.</p>
<p>Describe how often major and minor software updates are provided, as well as the level of City resources required for a major update, and the level of resources required for a minor update.</p>	<p>CentralSquare Pro's standard maintenance contract includes three to four major software updates per year, and minor patches are provided daily or as needed.</p> <p>Major software updates are performed using an advanced process that makes client updates completely automatic with no assistance from agency IT staff. Support representatives contact each agency as software updates are released to schedule them and to assist the agencies in taking advantage of new features. This ensures that every client continues to get the most from what CentralSquare Pro offers. CentralSquare offers a training server, which is a copy of the production server, and allows the end user to train on enhancements before rolling them over to the production server.</p> <p>Minor patches are provided with no agency intervention required. Users simply need to log into CentralSquare Pro and the minor patch will install automatically. Clients receive a greater return on investment because of CentralSquare Pro's commitment to continually improve its public safety software.</p>
<p>Please describe the major/minor upgrade process that is required if the solution requires a client based installation.</p>	<p>Minor patches are provided daily or as needed automatically upon application restart with no agency intervention. Major software updates are performed using an advanced process that makes client updates completely automatic with no assistance from agency IT staff. Support representatives contact each agency as major software updates are released to schedule them and assist the agencies in taking advantage of new features. These updates are provided to both the training and production environments.</p>
<p>List all browsers that are certified for use with the application, and describe any required browser add-ons, function enablement, etc.</p>	<p>All major browsers (IE, Safari, Firefox, Chrome) are certified for use with the CentralSquare Pro Portal application. CentralSquare Pro also uses an embedded Chrome browser for online help within CentralSquare Pro. No browser add-ons are required.</p>

<p>The underlying architecture of the application design is important to the City. Please describe your system architecture model and explain the capabilities and features of this model that led to your use of it in developing this system.</p>	<p>The fundamental difference between CentralSquare Public Safety Suite Pro powered by Zuercher and offerings from other vendors is that CentralSquare Pro is one application with one database from one vendor.</p> <p>Where other vendors have a suite of products that are integrated or interfaced together, CentralSquare Technologies' is not; it is one application. Other vendors typically have multiple applications, which are by their nature, different from each other. They are separate applications that typically run on separate servers and then parts of each application are connected via interfaces or message switches.</p> <p>This typical 1980's and 1990's software architecture has many moving parts, multiple servers, multiple administrators, and end-user consoles and does not store all the data in one location. This tends to make those systems more expensive to purchase and maintain, harder to set up, and more difficult to use.</p> <p>CentralSquare Public Safety Suite Pro powered by Zuercher is a fully integrated public safety software system comprised of Administration, CAD, Records, Mapping, Mobile CAD and Records, Jail, and more.</p> <p>It is the outcome of many years of close collaboration with public safety agencies and veterans and has been designed from the ground up to provide the next level in power and ease of use for public safety professionals.</p> <p>CentralSquare Pro is built as a 3-tier system using Windows client machines (running on Windows 7 and above) and Linux servers running Ubuntu (http://www.ubuntu.com/). Most of the software is written in C++, Python, and C# .NET.</p> <p>The database server is PostgreSQL (http://www.postgresql.org/), which has free ODBC drivers available for connectivity with the Microsoft tool chain. PostgreSQL is an Oracle-like SQL database system widely used in industry and government.</p>
<p>Please describe how PCI compliance is supported within your proposed software solution. Please also include information about merchants supported by your proposed solution.</p>	<p>CentralSquare Pro does not store credit card information, so PCI compliance is not required.</p>

<p>Describe your approach to ensure scalability of the product. This includes transaction growth, upgrades, and replacements of components of the architecture, technology, and application</p>	<p>The solution will be sized to fit the needs of the agencies involved and can be expanded as needed. CentralSquare solutions are used for agencies with a single user all the way up to conglomerations of agencies with 600 concurrent patrol officers. CentralSquare has every reason to believe that it can seamlessly scale much farther.</p> <p>CentralSquare will provide all hardware updates and replacements to meet the organic growth of the City for the life of the contract under its standard maintenance and support agreement. The addition of neighboring agencies, or the addition of previously unpurchased CentralSquare Public Safety Suite Pro modules might require the procurement of additional server hardware which would not be covered by the maintenance and support agreement.</p>
<p>List all hardware/operating system/database platforms upon which the product is supported. Provide specifications in terms of processors, processor speed, memory requirements, and other sizing and capacity factors to assist the City in budgeting for and acquiring hardware. List which industry standard benchmarks or guidelines measures are used to establish this recommendation</p>	<p>CentralSquare Pro is a suite of software modules built and designed as one application, with one database, from one vendor: CentralSquare. It is built as a 3-tier system using Windows client machines (running on Windows 7 and above) and Linux servers running Ubuntu (http://www.ubuntu.com/). Most of the software is written in C++, Python, and C# .NET.</p> <p>The database server is PostgreSQL (http://www.postgresql.org/), which has free ODBC drivers available for connectivity with the Microsoft tool chain. PostgreSQL is an Oracle-like SQL database system widely used in industry and government.</p> <p>As a standard part of the CentralSquare Pro solution, CentralSquare provides and manages all required servers, including server software, which are deployed on a customer's premise. This industry-leading delivery model combines the best of premise and hosted solutions by providing the security and compliance available with premise-based servers with the reliability and operational efficiency generally only available with hosted solutions.</p> <p>Provided servers, including maintenance and replacement, are included in this proposal and associated pricing. As such, the City is not responsible for any separate procurement of servers.</p> <p>Servers are sized using usage and performance data (total amount of data, number of users, number of concurrent users, mobile activity) gathered through CentralSquare's more than 16 years of experience managing premise-based CentralSquare Pro servers nationwide. CentralSquare is responsible for sizing and ensuring acceptable performance of the system, and provides equipment that falls into the following ranges based on need:</p> <p>Chassis: Rack-mounted servers with fully redundant power.</p>

	<p>CPU: Dual Xeon processors (for example, Intel E5-2680s).</p> <p>Memory: 32-512GB Enterprise-grade ECC Memory.</p> <p>Database storage: Enterprise-grade SSDs in high speed, redundant RAID configuration with capacity to accommodate all the agency's data and future data. Size will vary based upon the size of any and all databases to be converted into CentralSquare Pro as a part of this project.</p> <p>Media storage: Enterprise-grade hard drives in high speed, redundant RAID configuration with capacity to accommodate all the agency's data and future data. Size will vary based upon the size of any and all databases to be converted into CentralSquare Pro as a part of this project.</p> <p>Systems: One or more physical servers of this configuration will be provided to run the primary application and virtual machines. One or more fully isolated training servers will also be provided. An identical set of warm standby servers is also included in the price proposal.</p>
<p>Describe the design philosophy of your application. Include in your response the degree to which there is a common design philosophy across all modules, common programming languages and tools, and the extent of shared software code across all applications</p>	<p>Where other vendors have a suite of products that are integrated or interfaced together, CentralSquare Technologies' is not; it is one application with one database from one vendor: CentralSquare Technologies.</p> <p>Because of its fully integrated design, master name, address, and vehicle indices allow for easy searching and linking of records in CentralSquare Pro. The master record includes all known data, as well as a complete history list displaying every record in the system it has been related to: dispatch incidents, case involvements, citations, civil processes, warrants, inmate records, and much more. Each associated record is only a click away from the master record, regardless of the module that record is accessed from. All personnel can easily view the alerts/warnings on names, addresses, and vehicles. Related records (such as additional case reports, warrants, and field identifications) are a click away.</p>
<p>Describe how your proposed solution integrates with ESRI's GIS software including</p> <ul style="list-style-type: none"> • GPS/AVL systems • Spatial data selection and mapping of features such as: employee home addresses, asset locations and vehicle AVL information. 	<p>CentralSquare Mapping Pro is built on Esri-compatible mapping components. Mapping Pro is tightly integrated with CAD, and many dispatch functions are available on the mapping screen, including commands which can be issued by clicking on a unit. The Mapping Pro screen includes an active incident display and unit display with AVL functionality, routing, and unit status alerts. Mapping includes geospatial search and geospatial identification of correct emergency service numbers (ESN) for Phase II calls. Users can select which map layers to display, such as streets, beats, townships, Pictometry, and ESN, allowing functionality such as geospatial identification of correct ESN for Phase II calls.</p>

Tab 8 – Data Conversion Plan

I. APPROACH

Respondent to detail their approach to developing and implementing the data conversion plan, and what processes will be undertaken by the Respondent's project team to convert existing data, as well as to interface with identified source systems. Include methods of quality control and testing that will be utilized specific to data conversion.

CentralSquare Response: Please see the Data Conversion Process section of Tab 8 – Data Conversion Plan for a detailed approach to CentralSquare's data conversion methodology.

II. ROLES AND RESPONSIBILITIES

The Awarded Respondent will assist the City in the conversion of electronic data to the new system.

The Data Conversion Plan shall include estimated work levels as well as roles and responsibilities related to data conversion, for both the City and the Selected Vendor, organized by module.

The City expectation is that data conversion shall occur when migrating to the new application. The Respondent is expected to assist the City in the conversion of data to the new system.

It is expected that the City will be responsible for data extraction from current systems and data scrubbing, and that the Selected Respondent shall be responsible for overall data conversion coordination, definition of file layouts, and data import and validation into the new system(s). Respondents should plan to have converted data ready for the User Acceptance Testing phase of the Project.

As part of the resulting Project, the Selected Vendor shall develop and provide a detailed Data Conversion Plan that describes how files will be converted to the proposed system (e.g., through software conversion aids/utility programs or special programs that must be written, the actual conversion procedures). A conversion schedule should identify planned conversion steps, estimated hours, and what resources will be required (by City or Selected Respondent) for all pertinent legacy data. Data conversion shall occur when migrating to the new application.

Respondent to confirm their proposal includes providing the services identified in this Section (Item II Roles and Responsibilities) and provide any additional services that are also provided as part of your Data Conversion Plan/Program.

CentralSquare Response: Please see the Data Conversion Process section of Tab 8 – Data Conversion Plan for a detailed approach to CentralSquare's data conversion methodology.

III. RESPONSIBILITY OF DATA CONVERSION ACTIVITIES

Respondents shall complete the table below based on whether or not the roles identified are supported by the proposed data conversion methodology and approach. The roles defined in Table 8-01 and Table 8-02 contain the indicators that Respondents shall use to report their support of the identified roles. Any conflicts shall be noted with a comment. In the event additional activities are proposed, the Respondent shall identify the roles for both City and Implementation Vendor Project Teams.

Table 8-01: Definition of Roles

Role	Summary
Lead	The party ultimately responsible for the activity.
Assist	The party provides active assistance for the activity.
Participate	The party provides passive assistance for the activity.
Share	Both parties share equal responsibility for the activity
None	The party has no role in the activity.

Table 8-02: Summary of Response Indicators

Indicator	Response	Description
S	Supports	The proposal supports the prescribed responsibility roles with its proposed data conversion methodology and approach.
C	Conflict	The proposal has a conflict with the prescribed responsibility roles and proposes alternate responsibility in its proposed data conversion methodology and approach.

Table 8-03: Responsibility of Deliverables

No	Data Conversion Activity	Vendor Role	City Role	Response	Other Comments
1	Perform Conversion Analysis of Existing Legacy Data	Lead	Participate	S	
2	Perform Crosswalk Development of Legacy Data From Legacy System to New System	Lead	Participate	S	
3	Provide Conversion Data	None	Lead	S	
4	Provide File Layouts/Data Maps of Existing System	None	Lead	S	
5	Proof Data Provided	Assist	Lead	S	
6	Analysis of Data to Be Converted	Lead	Assist	S	
7	Developing and Testing Conversions	Lead	None	S	
8	Review and Correct Errors	Share	Share	S	
9	Load Converted Data Into Training Database	Lead	Participate	S	
10	Confirmation of Converted Data in Training Database	None	Lead	S	
11	Approval/Sign-Off of Converted Data in Training Database	None	Lead	S	

12	Load Converted Data Into Live Database	Lead	Participate	S	
13	Confirmation of Converted Data Into Live Database	None	Lead	S	
14	Approval/Sign-Off of Converted Data in Live Database	None	Lead	S	

Tab 9 – Software Hosting

I. GENERAL OVERVIEW

Respondent to provide a description of the proposed system deployment model if a Respondent-hosted or SaaS model has been proposed for the application, including technical and operational capabilities for software hosting. The Respondent shall provide relevant documentation related to any recent certifications pertaining to their hosting technical and operation capabilities

CentralSquare Response: CentralSquare is not proposing a hosted solution.

II. SOFTWARE HOSTING QUESTIONS

Respondent to respond to the following questions regarding their software hosting platform proposed for the City.

Table 9-01: Software Hosting Questions

Where are the data center and storage facilities?	CentralSquare does not provide a hosted solution, so this and all other questions under this section are not applicable (N/A).
Total number of active clients currently served by hosted solutions provided by your company.	N/A
How many years has your company provided hosted solutions?	N/A
How are hosted software applications deployed for use by numerous customers?	N/A
What availability and response time do you guarantee?	N/A
How many instances of unplanned outages have any of your customers experienced within the past five (5) years?	N/A
What has been the duration and scope of such unplanned outages?	N/A
What are the standard relief schedules for unplanned system downtime/outages?	N/A
In how many instances has your firm had to pay client relief for unplanned outages?	N/A

What is your process for notification of standard maintenance and downtime?	N/A
What data security and system redundancy capabilities are available at Respondent's data center and storage facilities?	N/A
Is the proposed software deployed utilizing a Software as a Service (SaaS) model under which a single access fees that incorporates in subscription fees for access to the software is used as opposed to licensing the software? (Please respond Yes or No)	N/A
How many years has your company provided SaaS solutions?	N/A
Total number of active clients currently utilizing the proposed software as a SaaS deployment provided by your company.	N/A
Please detail your disaster recovery services, including whether these services are optional or included in the scope of your standard offering.	N/A

Tab 10 – Testing and Quality Assurance Plan

I. APPROACH

Describe your standard approach to testing and quality assurance.

CentralSquare Response: CentralSquare has provided a Sample Testing and Quality Assurance Plan as Exhibit II. Sample Plan in section A of Tab 10 – Testing and Quality Assurance Plan that describes all phases of user acceptance testing. CentralSquare can also provide assistance during all phases of testing. If selected, CentralSquare will work with the City to determine appropriate testing requirements for the City and CentralSquare, to be documented in the Statement of Work (SOW). Upon request, CentralSquare can provide templates and guidance for developing test scripts as well as support during User Acceptance Testing (UAT). CentralSquare can also provide a plan for stress testing that would occur after UAT. Any testing beyond system review testing will be the responsibility of the City to complete.

II. SAMPLE PLAN

Submit a Sample Testing and Quality Assurance Plan that would be very similar to the plan utilized for the City's Project. Respondent to submit as an Exhibit, labeled as II. Sample Plan and insert in Tab 10.

Exhibit submitted **Yes** **No**

CentralSquare Response: Yes, please see Exhibit II. Sample Plan in Tab 10 – Testing and Quality Assurance Plan.

III. PLAN DETAILS

Awarded Respondent will be responsible to provide a Testing and Quality Assurance Plan that describes all phases of testing that may be used: unit, system, interface, integration, regression, parallel, and user acceptance testing (UAT). It is the City's expectation that the Testing and Quality Assurance Plan govern all phases of the Project and that the Respondent will also provide assistance during each testing phase involving City users. The Awarded Respondent will develop the initial UAT plan, provide templates and guidance for developing test scripts, and will provide onsite support during UAT. The Awarded Respondent will also provide a plan for stress testing the system, which will occur during or after UAT.

Respondent to confirm their proposal includes providing the services identified in this Section (Item III Plan Details) and provide any additional services that are also provided as part of your Testing and Quality Assurance Plan not listed.

CentralSquare Response: CentralSquare has provided a Sample Testing and Quality Assurance Plan as Exhibit II. Sample Plan in section A of Tab 10 – Testing and Quality Assurance Plan that describes all phases of user acceptance testing. CentralSquare can also provide assistance during all phases of testing. If selected, CentralSquare will work with the City to determine appropriate testing requirements for the City and CentralSquare, to be documented in the SOW. Upon request, CentralSquare can provide templates and guidance for developing test scripts as well as support

during user acceptance testing. CentralSquare can also provide a plan for stress testing that would occur after UAT. Any testing beyond system review testing will be the responsibility of the City to complete.

IV. LEVELS OF SUPPORT

What levels of support will be provided by the Respondent during the City testing phases (e.g., parallel and UAT)? Will Respondent resources be onsite during certain testing phases? Are varying service levels offered for testing support?

CentralSquare Response: If selected, CentralSquare will work with the City to determine appropriate testing requirements and staffing needs for testing (onsite/remote) for the City and CentralSquare, to be documented in the SOW. Upon request, CentralSquare can provide templates and guidance for developing test scripts as well as support during UAT. CentralSquare can also provide a plan for stress testing that would occur after UAT.

No, varying service levels are not offered. CentralSquare provides a single level of all support.

Tab 11 – Training Plan

I. PROPOSED TRAINING APPROACH/STRATEGY

Respondent to provide their approach to the training plan and what makes their training plan successful and effective for system implementations. Include your approach to when and why you choose to use on-site training versus a webinar or a train-the-trainer format.

CentralSquare Response: CentralSquare has provided a detailed approach to its training plan in the Training section of Tab 11 – Training Plan.

II. PROPOSED TRAINING APPROACH TABLE

Respondents shall complete the following Proposed Training Approach Table as part of the submittal as required by Section 4.13 in the RFP.

Table 11-01: Proposed Training Approach Table

Proposed Training Approach Table				
What training model is being proposed?	Train-the-Trainer	End-User Training	System Administrator Training	Other (Describe):
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
How many staff are permitted to attend each training session?	CentralSquare recommends no more than 10 students per training session and that no more than two trainees are at each workstation during a training session.			
Does the Respondent have the ability to provide web-based training?	Yes	No	Please provide details related to any web-based training offerings.	
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Trainings can be held remotely via remote conference software or on-site at the agency.	
Question #1: Please identify any optional training offerings that have not been listed above.				
These may include train-the-trainer, end-user training, system administrator training, etc.				
Response: CentralSquare can provide scenario-based training in an end user or train-the-trainer format. If the City would prefer train-the-trainer format, the training days and agendas can be adjusted to accommodate. Train-the-trainer format is included in the proposal for the Jail, Mobile, and Records modules. CentralSquare recommends the City use train-the-trainer only if the City currently has staff assigned to performing agency-wide software training.				
Question #2: What provision will the Respondent make for having a system environment available for training exercises, and when? What data (e.g., live, sample) will be used for training City staff on the use of the system?				
Response: CentralSquare converts all data before the CentralSquare Pro system goes live, allowing agencies to train on their own data.				

Question #3: What provision does the Respondent have for providing primary training for the proposed system? Training shall be adequate to the needs of the typical systems user and administrator.

Response: CentralSquare offers several options for end-user training. All of the training options provide hands-on use of the software with real-world examples. This means that when the Go Live date arrives, users are well-prepared to begin using the new software. The training plan will be customized for each project, taking into consideration the CentralSquare Pro products and modules which are part of the project, included interfaces, the agencies and facilities involved, and many more factors.

All CentralSquare training sessions are led by Business Analysts or Training Specialists. Analysts and Training Specialists have thorough software and industry knowledge specific to the agency (after having previously completed the detailed walkthrough which is part of the Business Practice Review). CentralSquare will create agency-specific quick reference guide documents which highlight each agency's unique configuration.

Before the actual training at the end of implementation, and after the Business Practice Review, CentralSquare will provide several remote training/configuration sessions with a small build team from the agency to help configure the CentralSquare Pro software.

As noted, the specific training for a group of trainees is determined by working with the agency with regard to roles and responsibilities to ensure that users get the necessary training.

Question #4: What provision does the Respondent make for training the typical system user to address those issues that will be encountered during day-to-day use? Be sure to include training on all system functionality—including screen and report use—and ad hoc report creation and use.

Response: A scenario-based training method will be used to train end users on CentralSquare Pro. Scenario-based training allows CentralSquare to relate the software to the end user's day-to-day activities and helps the end users stay engaged and focused during the training session. The City Build Team will help provide CentralSquare with real life scenarios relatable to the end users day-to-day activities. The CentralSquare Project Team will create a detailed training outline.

Question #5: What provision does the Respondent make for administrator training to address those issues involved with the administration of the system? Should it be a separate training session?

Response: Agency-defined system administrators are generally part of the agency's project team. They are involved in the project from the kickoff to Go Live of the software and work closely with the CentralSquare project team on set up, configuration, review, training, and preparation for Go Live.

Question #6: What provision does the Respondent make to provide technical training to City IT staff, as necessary? Please address how the Respondent will address training on the responsibilities related to system operation and management, security, problem identification, and problem resolution.

Response: Technical staff are not responsible for the system operation, security, or management of the servers. Problem identification and resolution related to the software or network can be handled by IT, agency-defined administrators, or the City's current IT processes.

Question #7: Describe what training facility configuration and equipment requirements are sufficient to deliver the training being proposed.**Response:** CentralSquare requests the following training resources for the successful delivery of equipment:**Trainer Resources:**

- One computer with a network connection
- Most recent CentralSquare version installed and tested (includes login)
 - CentralSquare Mapping Pro installed and tested
- Conference Room or Training Room (preferred)
- Projectors and screens set up and tested
 - Non-CAD – one projector and screen
 - CAD – two projectors and two screens
- One podium or desk for trainer

Trainee Resources

- Computers with network connections
 - Non-CAD – minimum of one monitor
 - CAD – minimum of two monitors
- Most recent CentralSquare version installed at each workstation
 - CentralSquare Mapping Pro installed and tested
 - Tested user login for each trainee
 - Third-party devices connected and tested

Additionally, every training class should have the following:

- Supervisor or Build Team member present for policy questions
- No more than two trainees at each workstation

III. SYSTEM DOCUMENTATION

Respondent to provide a detailed description of system documentation and resources that will be included as part of the implementation by the Respondent including, but not limited to, detailed system user manuals, "Quick Reference" guides, online support, help desk support, user group community resources, videos, and others as available. Respondent to itemize optional items on the Attachment C Cost Worksheets. Respondent to check off all that are available and included as part of the RFP response.

Table 11-02: System Documentation

Type of Documentation	Included in Scope of Proposal to the City Yes/No	Description/Explanation
Quick Reference Guide	Yes	CentralSquare will create agency-specific quick reference guide documents which highlight each agency's unique configuration.
Online Support	Yes	CentralSquare provides its online help center for all CentralSquare Pro clients. The help center includes manuals, release notes, and videos which provide step-by-step guides for performing functions within CentralSquare Pro.
Help Desk Support	Yes	CentralSquare knows that clients use their software all hours of the day. That is why clients can call the toll-free support line at any time and be connected with a live person based out of the Center of Excellence in Sioux Falls, SD – not an automated answering service or someone overseas. Questions or issues can also be reported via email. Even if it is just a simple "how-to" question, support representatives are ready to assist.

User Group Community Resources	No	The CentralSquare Product team does not host user groups. However, CentralSquare relies heavily on feedback from agencies to work on functional specifications for complex features.
Annual User Conferences	No	While not included in the scope of this proposal, each year, CentralSquare hosts a user conference for clients. The conference offers an in-depth look at many of the CentralSquare Pro products, training, product features, and how features can be applied. It is also a great opportunity for people to meet other users to exchange ideas and best practices.
Videos	Yes	The online help center includes manuals, release notes, and videos which provide step-by-step guides for performing functions within CentralSquare Pro.
Other:	N/A	N/A

Tab 12 – Ownership of Deliverables

Respondents shall complete Table 12-03 below based on whether or not the roles identified are supported by the proposed approach and implementation methodology. The roles defined in Table 12-01 and 12-02 contain the indicators that Respondents shall use to report their support of the identified roles. Any conflicts shall be noted with a comment. In the event additional deliverables are proposed, Respondents shall identify the roles for both City and Respondent Project Teams.

Table 12-01: Definition of Roles

Role	Summary
Lead	The party ultimately responsible for the development of the deliverable.
Assist	The party provides active assistance in development of the deliverable
Participate	The party provides passive assistance in the development of the deliverable.
Owns	The party is solely responsible for the development of the deliverable.
Share	Both parties share equal responsibility for the development of the deliverable.
None	The party has no role in the development of the deliverable.

Table 12-02: Summary of Response Indicators

Indicator	Response	Description
S	Supports	The proposed supports the prescribed ownership roles with its proposed implementation methodology and approach.
C	Conflict	The proposed has a conflict with the prescribed ownership roles and proposes alternate ownership in its proposed implementation methodology and approach

Table 12-03: Ownership of Deliverables

No	Deliverable	Respondent Role	City Role	Respondent Response	Comments
1	Implementation Project Plan	Lead	Assist	S	
2	System Interface Plan	Lead	Assist	S	
3	Data Conversion Plan	Lead	Assist	S	
4	Testing and Quality Assurance Plan	Share	Share	S	
5	Pre- and Post-Implementation Support Plan	Share	Share	S	
6	Training Plan	Lead	Participate	S	
7	System Documentation	Owns	None	S	
8	Risk Register	Share	Share	S	

Tab 13 - References

I. RESPONDENT REFERENCE CONSENT

Respondents shall provide an affirmative statement that the Respondent grants its consent for the City to contact the Respondent's references for purposes of evaluating the Respondent for this Project and acknowledges that any information obtained from the Respondent's references will not be disclosed to the Respondent.

Statement of Consent:	CentralSquare grants consent for the City to contact the references provided. CentralSquare acknowledges that any information obtained from CentralSquare's references will not be disclosed to CentralSquare.
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II. RESPONDENT REFERENCE FORM

- Respondents shall provide at least five (5) City/municipal government clients with whom the Respondent has worked during the past three (3) years that are of similar size and complexity to the City.
 - Three (3) references shall be from City/municipal clients that have been live with the current (proposed) software version for a minimum of three (3) years, and
 - Two (2) references that have been live with the current (proposed) software version for less than two (2) years.
 - The City has a preference for client references that are located within Oklahoma.
- In the event the Respondent cannot provide the required five references, the Respondent may substitute other organizations to ensure five (5) total references are provided. Respondents shall indicate how these substitute references deviate from the requested characteristics.
- If possible, the City prefers references that utilized the same Project Manager as will be used for this Project, and the same scope of functional areas.
- Respondents should also include the contact information for three (3) similarly sized City/municipal governments with which the City may conduct site visits. The City prefers sites be located within 150 miles.

1. General Background

Name of Client:	Rock Hill Police Department	Address:	120 East Black Street Rock Hill, SC 29730
Number of Employees:	148		
Operating Budget:	CentralSquare does not have access to this information.		
Project Manager/Contact:	David Biggers	Title:	Captain
Phone Number:	803-329-7033	Email Address:	david.biggers@cityofrockhill.com
Summary of Project and Current Status:		CentralSquare implemented Administration, CAD, Mapping, Financial, Jail, Mobile (CAD, Mapping, and Records), Portal, Records, and Reporting modules during this installation. CentralSquare also converted the agency's legacy CAD and Records data. The agency has been an active customer since November 2014.	
Include as a Site Visit Reference? (yes/no)		Yes	

2. Project Scope

Computer-Aided Dispatch	<input checked="" type="checkbox"/>
Law Enforcement Records Management	<input checked="" type="checkbox"/>
Jail Management	<input checked="" type="checkbox"/>
Court Case Management	<input type="checkbox"/>
Mobile Capabilities	<input checked="" type="checkbox"/>

3. Project Information

Total Project Budget:	\$714,946	Software Version Implemented:	11.0*
Implementation Start Date:	12/22/2014	Deployment Model:	On-Premise
Go-Live Date:	8/4/2015	System(s) Replaced:	VisionAir
Vendor Project Manager:	Darrin Mebius		

*CentralSquare releases three to four new versions of CentralSquare Public Safety Software Suite Pro each year and is committed to keeping all customers on the four most recent versions.

1. General Background

Name of Client:	St. Louis Park Police Department	Address:	3015 Raleigh Ave. S. St. Louis Park, MN 55416
Number of Employees:	69		
Operating Budget:	CentralSquare does not have access to this information.		
Project Manager/Contact:	Max Peltola	Title:	Officer
Phone Number:	952-924-2600	Email Address:	mpeltola@stlouispark.org
Summary of Project and Current Status:		CentralSquare implemented Administration, CAD, eCitations, Financial, Jail, Mapping, Records, Mobile (CAD and Records), and Reporting modules during this installation. CentralSquare also converted the agency's legacy CAD and Records data. The agency has been an active customer since October 2013.	
Include as a Site Visit Reference? (yes/no)		Yes	

2. Project Scope

Computer-Aided Dispatch	<input checked="" type="checkbox"/>
Law Enforcement Records Management	<input checked="" type="checkbox"/>
Jail Management	<input checked="" type="checkbox"/>
Court Case Management	<input type="checkbox"/>
Mobile Capabilities	<input checked="" type="checkbox"/>

3. Project Information

Total Project Budget:	\$494,560	Software Version Implemented:	10.2*
Implementation Start Date:	10/25/2013	Deployment Model:	On-Premise
Go-Live Date:	8/25/2014	System(s) Replaced:	eTrack Evidence and Printrak
Vendor Project Manager:	Billy Thomas		

*CentralSquare releases three to four new versions of CentralSquare Public Safety Software Suite Pro each year and is committed to keeping all customers on the four most recent versions.

1. General Background

Name of Client:	Huntington Police Department	Address:	675 10th Street Huntington, WV 25701
Number of Employees:	124		
Operating Budget:	CentralSquare does not have access to this information.		
Project Manager/Contact:	Dan Underwood	Title:	Lieutenant
Phone Number:	304-696-5560	Email Address:	dunderwood@hpdwv.com
Summary of Project and Current Status:		CentralSquare implemented Administration, Municipal Courts, Records, Mobile (Records), and Reporting modules during this installation. CentralSquare also converted the agency's legacy Records and Municipal Courts data. The agency has been an active customer since February 2015.	
Include as a Site Visit Reference? (yes/no)		Yes	

2. Project Scope

Computer-Aided Dispatch	<input type="checkbox"/>
Law Enforcement Records Management	<input checked="" type="checkbox"/>
Jail Management	<input type="checkbox"/>
Court Case Management	<input checked="" type="checkbox"/>
Mobile Capabilities	<input checked="" type="checkbox"/>

3. Project Information

Total Project Budget:	\$374,154	Software Version Implemented:	11.0*
Implementation Start Date:	4/6/2015	Deployment Model:	On-Premise
Go-Live Date:	12/15/2015	System(s) Replaced:	Sunguard/HTE
Vendor Project Manager:	Darrin Mebius		

*CentralSquare releases three to four new versions of CentralSquare Public Safety Software Suite Pro each year and is committed to keeping all customers on the four most recent versions.

1. General Background

Name of Client:	Platte County Sheriff's Office	Address:	415 3rd St Platte City, MO 64079
Number of Employees:	118		
Operating Budget:	CentralSquare does not have access to this information.		
Project Manager/Contact:	Mark Owen	Title:	Sheriff
Phone Number:	816-868-2424	Email Address:	sheriff@plattesherriff.org
Summary of Project and Current Status:		CentralSquare implemented CAD, Civil, Mapping, Records, and Reporting modules during this installation. CentralSquare also converted the agency's legacy CAD, Records, and Civil data. The agency has been an active customer since June 2017.	
Include as a Site Visit Reference? (yes/no)		Yes	

2. Project Scope

Computer-Aided Dispatch	<input checked="" type="checkbox"/>
Law Enforcement Records Management	<input checked="" type="checkbox"/>
Jail Management	<input type="checkbox"/>
Court Case Management	<input type="checkbox"/>
Mobile Capabilities	<input type="checkbox"/>

3. Project Information

Total Project Budget:	\$173,034	Software Version Implemented:	13.2*
Implementation Start Date:	7/7/2017	Deployment Model:	On-Premise
Go-Live Date:	6/7/2018	System(s) Replaced:	ETI
Vendor Project Manager:	Ryan Warren		

*CentralSquare releases three to four new versions of CentralSquare Public Safety Software Suite Pro each year and is committed to keeping all customers on the four most recent versions.

1. General Background

Name of Client:	Scotts Bluff County Sheriff's Office	Address:	1825 10 th St, #5 Gering, NE 69341
Number of Employees:	25		
Operating Budget:	CentralSquare does not have access to this information.		
Project Manager/Contact:	Troy Brown	Title:	Chief Deputy
Phone Number:	308-672-7859	Email Address:	tbrown@scottsbluffcounty.org
Summary of Project and Current Status:		CentralSquare implemented Administration, CAD, Mapping, Civil, Financial, Jail, Mobile (CAD, Civil, Mapping, and Records), Personnel, Portal, Records, and Reporting modules during this installation. CentralSquare also converted the agency's legacy CAD, Records, and Civil data. The agency has been an active customer since June 2017.	
Include as a Site Visit Reference? (yes/no)		Yes	

2. Project Scope

Computer-Aided Dispatch	<input checked="" type="checkbox"/>
Law Enforcement Records Management	<input checked="" type="checkbox"/>
Jail Management	<input checked="" type="checkbox"/>
Court Case Management	<input type="checkbox"/>
Mobile Capabilities	<input checked="" type="checkbox"/>

3. Project Information

Total Project Budget:	\$560,204	Software Version Implemented:	13.3*
Implementation Start Date:	11/21/2017	Deployment Model:	On-Premise
Go-Live Date:	10/23/2018	System(s) Replaced:	Harris Public Safety (formerly Sleuth Software)
Vendor Project Manager:	Ryan Warren		

*CentralSquare releases three to four new versions of CentralSquare Public Safety Software Suite Pro each year and is committed to keeping all customers on the four most recent versions.

III. FORMER CLIENTS

Respondents shall provide the name and contact information of three (3) former clients that have elected to leave the Respondent. The Respondent should describe why the client left, and what steps the Respondent has taken to correct the issues that resulted in the client's departure.

Former Clients

Name of Client:	Tooele County Sheriff's Office	Date of Client Departure:	3/15/2017
Reason for Departure:	The Tooele County Sheriff's Office is the only agency to have left CentralSquare Pro. This agency was using CentralSquare Jail Pro, but chose to leave on good terms to fully integrate the rest of their public safety software with their other vendor. CentralSquare continues to hold one of the highest customer retention rates in the public safety industry.		

Tab 14 – Response to Narrative Questions

Narrative Questions

<p>Please identify two recent project implementations that are most comparable to the City, and provide a project profile for each, including: scope of modules; project duration; any unique requirements or circumstances that were a part of, or came up during, the project; the legacy system converted from; etc.</p>	<p>Project 1: The Bienville Parish Sheriff's Office (BPSO) in Louisiana is a 35-officer law enforcement agency that serves a population of 14,500. This implementation included Records, Jail, Administration, and Mobile modules. In addition, CentralSquare converted the agency's legacy RMS data. The BPSO was using a combination of systems (PTS CAD and RMS, Evidence TraQ, and COPS RMS). The BPSO went live with CentralSquare Pro in February 2019. This project had a 10 month implementation.</p> <p>Project 2: The Pottawattamie County Sheriff's Office (PCSO) in Iowa is a 54-officer law enforcement agency that serves a population of 93,386. This implementation included Administration, CAD, Mapping, Civil, Financial, Jail, Mobile, Personnel, Portal, and Records modules. In addition, CentralSquare converted the agency's legacy RMS, CAD, Jail, Civil, Administration/Personnel, and master indices data. The PCSO was using a combination of systems (TAC.10, VisionAIR, Tyler/Soft Code, and New World). The PCSO went live with CentralSquare Pro in February 2019. This project had a 15 month implementation. The PCSO is part of a multi-agency installation that also includes the Council Bluffs Police Department, Carter Lake Police Department, and Avoca Police Department.</p>
<p>What sets the product that your firm proposes apart from competitors' products?</p>	<p>CentralSquare Technologies has worked tirelessly to improve and expand CentralSquare Public Safety Suite Pro powered by Zuercher into the best in class solution it is today. The company believes it can not only meet, but exceed, the City's needs with its unique solution. CentralSquare Public Safety Suite Pro is a truly integrated public safety software solution. It is comprised of Records, CAD, Jail, Civil, Mapping, Mobile, and more.</p> <p>The benefits of CentralSquare Pro's one application, one database architecture are extensive and are highlighted throughout this response. Below are the main areas where CentralSquare Technologies and CentralSquare Public Safety Suite Pro deliver a number of benefits to the agencies that use its products and services.</p> <p>PERFORMANCE. CentralSquare Pro clients typically measure performance in two ways:</p> <ul style="list-style-type: none"> • The configurability and workflow of CentralSquare Pro products around the way that they do business. • The ease of use of the system by their personnel.

	<p>CONFIGURATION. CentralSquare Public Safety Suite Pro has hundreds of configuration options that allow system administrators to set up the system and its desired workflow. This provides agencies with the ability to ensure that their policies and procedures can be effectively standardized, implemented, followed, and managed. It also allows for current agency workflow inefficiencies to be identified and replaced. Agencies can determine, configure, and manage who (individuals and groups in their agency and with separate agencies) can access the CentralSquare Pro system and the level of access to be granted. Specific functionality can be configured to allow, or not allow, any combination of access rights including adding, editing, deleting, printing, and/or viewing information. The level of system access is much more extensive than other vendors in the industry because of CentralSquare Pro's one application, one database architecture. CentralSquare Technologies will help the City set up and configure CentralSquare Pro around its specific requirements, needs, and protocols in a manner that will support a greater level of efficiency than previously available.</p> <p>EASE OF USE. While CentralSquare Public Safety Suite Pro powered by Zuercher is extremely configurable, CentralSquare remains focused on ensuring its ease of use. Built within all CentralSquare Pro products is extensive logic that walks end users through filling out the right information, at the right time, in the right place, in the right order. This takes the guesswork out of data entry, keeps processes consistent, and allows the agency to more effectively standardize and get things right the first time. No more screens with multiple tabs, or hundreds of unused or unnecessary fields that cause end users to scratch their heads. Because CentralSquare Technologies' end users appreciate the ease of use that CentralSquare Pro offers, they adapt to it quickly, ensuring that projects are successful.</p> <p>STABILITY. CentralSquare Technologies and CentralSquare Pro are a very stable investment for the City, allowing it to help improve efficiencies as well as reduce unwanted data entry, down time, and overall frustration. Supporting and providing stability for the system is the powerful SQL-compliant relational database management system. It is Oracle-like, extensible, and does not require licensing fees. CentralSquare has seen consistent growth in revenues, clients, and CentralSquare Pro functionality year after year, ensuring that the foundation is set for growth to continue well into the future.</p>
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<p>Please describe your organization's recommended approach toward retention of legacy data. Please describe what options are available, and supported, within your proposed solution. Also, please provide any relevant references of organizations that have successfully addressed legacy data with your solution.</p>	<p>CentralSquare recommends converting legacy data before the CentralSquare Pro system goes live. This allows agencies to train on their own data. This also means that legacy systems do not need to be kept running in parallel indefinitely after the Go Live, freeing up personnel and costs which are necessary to maintain those legacy systems for historical purposes.</p> <p>CentralSquare has converted legacy data using the process outlined in Tab 8 – Data Conversion Plan for many existing customers. Please refer to the references listed in Tab 13 – References for agencies who successfully used CentralSquare's data conversion process.</p>
<p>Please identify any third-party software or hardware that may be required, or suggested for use, in supporting the solution you have proposed. This should include a description of the product and the way in which it supports the use of your system.</p>	<p>CentralSquare recommends agencies have Microsoft Office 2010 or above installed on systems running CentralSquare Pro. Although not required for CentralSquare Pro to operate, Microsoft easily integrates with CentralSquare's custom forms and reporting tools.</p>
<p>Please describe any relevant experience assisting a client with migrating from the City's legacy product to the proposed product. Provide the client name, and the date of the project. This should include a description of the data conversion approach used, as well as any lessons learned.</p>	<p>CentralSquare successfully converted Superior OneSolution data for the Hampton County Sheriff's Office in Virginia in 2016. Please see the Data Conversion Process section of Tab 8 – Data Conversion Plan for a description of the data conversion approach used. CentralSquare has learned that to mitigate the delay of the data conversion process, and implementation in general, agency resources need to be available and involved. CentralSquare has proven that having agency personnel deeply involved in the data conversion and implementation processes not only increases adoption, but calms uncertainty and smooths the transition to a new public safety software system.</p>
<p>Please describe the database storage capacity of the proposed solution.</p> <ul style="list-style-type: none"> - Are there limits on the amount of data that can be stored in the proposed solution? - If applicable, what tiers of storage are offered in the hosted/SaaS environment? 	<p>The database storage capacity of the CentralSquare-provided servers will accommodate all the City's data and future data. Size of the database will vary based upon the size of any and all databases to be converted into CentralSquare Pro as a part of the project. There are no limits on the amount of data that can be stored in the proposed solution. CentralSquare is not proposing a hosted/SaaS environment.</p>
<p>The City is interested in better understanding the proposed software functionality that supports attaching documents to transactions within the system. Please detail the system capabilities that support document management.</p>	<p>CentralSquare Pro includes functionality to allow users to attach just about any type of file to a record in the system. However, CentralSquare encourages agencies to store video files on a third-party system (or network share) and then link to them from within CentralSquare Pro, thereby ensuring that the CentralSquare Pro system disk space is not overwhelmed with large video files.</p> <p>CentralSquare Pro supports storing binary files as attachments for the records in the system. For example, photos, video, PDF files, scanned documents (and just about any other binary file type) may be attached to calls for service, etc. These attachments may be opened by the default applications which are installed for viewing them. Attachments may also be exported from the system as needed.</p>

<p>What third-party document management software solutions has your firm previously integrated with? What is the nature of the level of integration between the proposed system and a third-party document management software solution?</p>	<p>CentralSquare has integrated with OnBase Document Management System and MaxxVault Document Management Software on past projects. Both of these integrations have been one-way, export interfaces whereby documents and/or data that are attached to records in CentralSquare Pro are transferred to the third-party document management software solution.</p>
<p>What is the company's experience with Oklahoma statewide interfaces?</p>	<p>CentralSquare has experience with OLETS/NCIC and Oklahoma Crime Reporting (SIBRS).</p>
<p>Provide a clear description of the methods by which your firm maintains compliance with NCIC standards.</p>	<p>CentralSquare Pro supports NCIC queries to the Oklahoma switch and stays current with changes in state and federal incident reporting requirements through industry organizations and contact with state and federal contacts directly. Required changes to these systems are accommodated in CentralSquare Pro and made available to users in regularly scheduled updates.</p>
<p>Provide a clear description of the way in which your system incorporates the use of Pictometry.</p>	<p>CentralSquare's interface to Pictometry uses Integrated Pictometry Application (IPA). The Pictometry map is displayed within a CentralSquare Web Window, and a link within the CFS is provided in order to launch the application. When launched, Pictometry is passed the location data (latitude and longitude or address) of a CFS through the IPA.</p>
<p>Provide a clear description for current and planned support of, but not limited to the following:</p> <ol style="list-style-type: none"> NENA 04-001 (generic standards for E-911 PSAP Equipment, call detail records, and recording) Logging services (NENO 08-003, functional and interface specification for the NENA I3 solution) Carrier solution for texting 	<p>The system has the ability to require data entry fields containing an address to follow the NENA Standard for NG9-1-1 GIS Data Model (71-003), Section 3.5 (GIS Database Model Layers) and, at a minimum, include the data elements contained in the Site/Structure Address table. CentralSquare Pro also allows for receiving and parsing ALI feeds in standard formats for use in CentralSquare CAD Pro.</p> <p>CentralSquare has completed interfaces with logging service vendors in the past and will continue development to interface with the required functional elements in an I3/NG911 environment. If the City has a logging service in place or has plans to implement a logging service, an interface could be proposed to meet the necessary requirements.</p> <p>It is CentralSquare's expectation that text messages would be received by the City's call handling or 911 system. CentralSquare Pro can receive and parse ALI feeds in standard formats including those delivered to a 911 system from a text message call. The ALI information is then available within CentralSquare CAD Pro.</p>
<p>Provide a clear description of the way in which your CAD system will accept a text message from an I3 911 system</p>	<p>CentralSquare is continuing development to receive multimedia transmitted with an emergency call in an I3 environment. Currently, CentralSquare Pro can receive and parse ALI feeds in standard format and make that information available within CentralSquare CAD Pro.</p>
<p>Are the mapping files distributed to mobile and Police RMS?</p>	<p>Yes, the same mapping files are distributed to CentralSquare Mapping Pro within CentralSquare Mobile Pro and CentralSquare Records Pro.</p>

<p>Provide a detailed description of how the proposed system is able to facilitate the receipting of monies for various transactions (e.g. bond payments, records payments), and interface/integrate with financial systems.</p> <ul style="list-style-type: none">- How timely is the sharing of data (frequency)?- What level of information is typically sent to an ERP/financial system? (detail or transaction-level, or summary by general ledger account)- What information is typically received by your system from an ERP/financial system?	<p>The CentralSquare Jail Pro module is fully integrated with the CentralSquare Financial Pro module. The Advanced Inmate Bank functionality in Jail Pro provides an inmate banking system designed to support invoices, payments, automatic deposit splits, and much more. Financial Pro is a full double-entry accounting system with an audit trail, perfectly tailored to fit the unique needs of law enforcement agencies. Through tight integration with Jail Pro, Financial Pro simplifies the management of an agency's many financial details. Data flows directly from CentralSquare Pro's Records, Jail, Administration, and CAD software.</p> <p>The fundamental difference between CentralSquare Pro and offerings from other vendors is that CentralSquare Pro is one application with one database from one vendor. Where other vendors have a suite of products that are integrated or interfaced together, CentralSquare Pro is not; it is one application. This means that data seamlessly integrates between all CentralSquare Pro modules without requiring an interface. Data is shared throughout the system every time new information is saved.</p> <p>CentralSquare Pro has a built-in full financial system – Financial Pro. Please see the Financial (Core) section of CentralSquare Public Safety Suite Pro Overview in Tab 2 – Software Solution for a full description of the functionality and configurability of Financial Pro.</p>
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Tab 15 – Exceptions to Project Scope and Contract Terms

The City reserves the right to disallow exceptions it finds are not in the best interests of the City. Any and all exceptions must be identified and fully explained in the submitted Proposal. It is the City's intention to be made aware of any exceptions to terms or conditions prior to contract negotiations.

Note: Deviations to the payment and retainage schedule to be provided with the Price Proposal. Deviations to functionally to be provided in Tab 6 (Attachment B) through the use of the Requirements Response Indicators.

I. DEVIATIONS TO SCOPE OF WORK

- i. The Respondent is to identify and describe any exceptions/deviations to the Scope of Work and identify their impact to the City, including, but not limited to workarounds; reductions in performance; capacity; flexibility; accuracy; and ultimately, cost and value.
- ii. Respondent to identify the areas where they feel the requested service or product is not available, deviates from the specific requests, or is deemed an unwise or unwarranted approach.

CentralSquare Response: CentralSquare has completed Attachment B – Functional and Technical Requirements and provided any additional comments and deviations in the Comments column.

II. DEVIATIONS TO SECTION 5, TERMS AND CONDITIONS FOR CONTRACT AS PROPOSED BY THE CITY

As an Exhibit to Tab 15, Respondent to provide any deviations to the sample contract language proposed by the City in RFP Section 5. Each item to be listed along with the requested alternative language for review by the City.

If no deviations taken, state as such. Substantive exceptions to the City's terms, submitted after the date and time established for the submittal of Proposals, will not be considered.

No deviations taken:

CentralSquare Response: CentralSquare's exceptions are provided in section A. Exceptions of Tab 15 – Exceptions to RFP Requirements and Terms and Conditions.

City of Broken Arrow

Functional and Technical Requirements

Table of Contents		
Tab No.	Functional Area	Number of Requirements
1	General and Technical	301
2	Computer-Aided Dispatch	937
3	Law Enforcement Records Management	1,496
4	Jail Management	465
5	Court Case Management	225
6	Mobile Capabilities	158
7	Interfaces	27
8	Data Conversion	7
Total Functional Requirements:		3,616

When providing responses to the requirements in Attachment B, proposers shall use the response indicators contained in the table below.

Requirements / Capabilities Response Indicators	
Indicator	Definition
S	Standard: Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the Proposal from vendors in accordance with agreed-upon configuration planning with the City.
F	Future: Feature/Function will be available in a future software release available to the City by October 2019, at which point it will be implemented in accordance with agreed-upon configuration planning with the City.
C	Customization: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with custom modifications. All related customization costs should be indicated in the Comments column next to the feature/function, and the total cost included in Attachment C – Cost Worksheet.
T	Third Party: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with integration with a third-party system . This system should be specified.
N	No: Feature/Function cannot be provided.

City of Broken Arrow

Functional and Technical Requirements

Response Indicators: When providing responses to the requirements in Attachment B, proposers shall use the following response indicators:		Instruction		
S	Standard: Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the Proposal from vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.		
F	Future: Feature/Function will be available in a future software release available to the City by October 2019, at which point it will be implemented in accordance with agreed-upon configuration planning with the City.	If a response indicator of "F" is provided for a requirement that will be met in a future software release, the Respondent shall indicate the planned release version as well as the time the release will be generally available.		
C	Customization: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with custom modifications . All related customization costs should be indicated in the Comments column next to the feature/function, and the total cost included in Attachment C – Cost Worksheet.	If a response indicator of "C" is provided for a requirement that will be met through a custom modification, the Respondent shall indicate the cost of such a modification.		
T	Third-Party: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with integration with a third-party system . This system should be specified.	If a response indicator of "T" is provided for a requirement that will be met by integration with a third-party system, the Respondent shall identify this third-party system and include a cost proposal to secure this system.		
N	No: Feature/Function cannot be provided.			
General and Technical				
Req #	Description of Requirement	Criticality	Response	Comments
General				
GT.1	The system has the ability to flow all changes made in the system throughout all proposed system modules without the need for duplicate data entry.	Critical	S	
The system has the ability to import and export data from (or to) standard file formats including but not limited to:				
GT.2	.xml;	Critical	S	
GT.3	hyperlink;	Critical	N	
GT.4	PDFs that are text based and searchable;	Critical	S	
GT.5	ASCII;	Critical	S	
GT.6	.txt;	Critical	S	
GT.7	csv;	Critical	S	
GT.8	MS Excel (version 2007 or later);	Critical	S	
GT.9	MS Word (version 2007 or later);	Critical	S	
GT.10	MS Outlook (version 2007 or later);	Critical	S	
GT.11	MS SQL (2008 R2 or newer);	Critical	S	
GT.12	.jpg; and	Critical	S	
GT.13	.tif.	Critical	S	TIF files can be added as attachments but are not included in PDF printouts with other photo file types.
GT.14	The system has the ability to import and export data with web services formats.	Critical	S	
GT.15	The system has the ability to support APIs (Application Programming Interface) for third-party system integration.	Critical	S	
GT.16	The system has the ability to provide a toolkit to create and manage APIs.	Critical	S	

City of Broken Arrow

Functional and Technical Requirements

GT.17	The system has the ability to provide a library of standard reports (i.e., "canned" reports).	Critical	S	
GT.18	The system has the ability to copy and modify existing reports, with appropriate security permissions.	Critical	S	
GT.19	The system has the ability to provide a centralized data dictionary, that fully describes table structure (and relationships) and appropriate levels of metadata.	Critical	S	
The system has the ability to support the latest currently available versions of the following browsers:				
GT.20	Internet Explorer;	Critical	S	The CentralSquare Pro client application is a thick client install. Some features use an external browser. Those items support the listed browsers.
GT.21	Chrome;	Critical	S	The CentralSquare Pro client application is a thick client install. Some features use an external browser. Those items support the listed browsers.
GT.22	Edge;	Critical	S	The CentralSquare Pro client application is a thick client install. Some features use an external browser. Those items support the listed browsers.
GT.23	Safari; and	Critical	N	
GT.24	Firefox.	Critical	S	The CentralSquare Pro client application is a thick client install. Some features use an external browser. Those items support the listed browsers.
GT.25	The system has the ability to support electronic signature capture.	Critical	S	
GT.26	The system has the ability to capture electronic signature with a signature pad.	Critical	S	
GT.27	The system has the ability to store electronic signatures in the system for re-use with appropriate security permissions.	Critical	S	
GT.28	The system has the ability to customize fields and sequence of fields on screen to facilitate ease of entry.	Critical	S	Although many of the screens in CentralSquare Pro support this functionality, there are several that do not.
GT.29	The system has the ability to set data table value ranges to minimize entry errors.	Critical	S	
GT.30	The system has the ability to have a list of values that can be used to facilitate the data entry process, such as abbreviations, directions, case status codes, weather codes, etc.	Critical	S	
GT.31	The system has the ability to support narrative text entry with spell checker.	Critical	S	
GT.32	The system has the ability to have automatic spell check with the ability to allow the user to accept or deny the spell check.	Critical	S	
GT.33	The system has the ability to maintain a spell check dictionary.	Critical	S	
GT.34	The system has the ability to support merging one record at a time, allowing the merge administrator to make changes if necessary.	Critical	S	

City of Broken Arrow

Functional and Technical Requirements

GT.35	The system has the ability to support copying of data from different report sections and between different reports to cut down on data entry.	Critical	S	
GT.36	The system has the ability to allow a user to base a report on an existing report, which would copy the applicable data out of one report and into another.	Critical	S	
GT.37	The system has the ability to have a tabular design, allowing access to multiple layers of the system from the same screen.	Critical	S	The most recent screens are available in the upper left-hand corner of CentralSquare Pro. Users can tab between these screens to access the information needed. In addition, CAD windows can be launched outside of the main program and can be arranged as preferred on a single screen or on multiple screens.
GT.38	The system has the ability to modify or adjust commonly altered variables such as codes, tables, report parameters, etc., without the services of a professional programmer.	Critical	S	
GT.39	The system has the ability to associate codes to more than one location or panel when the same validation table entries are used in multiple locations.	Critical	S	
GT.40	The system has the ability to support a minimum of 50,000 characters of narrative per entry to ensure all critical information is captured. Vendor to indicate any narrative limits in the comments section.	Critical	S	Narrative text areas are not limited in CentralSquare Pro.
GT.41	The system administrator must be able to identify the individual who last entered or updated any transaction as well as the date and time of the modification.	Critical	S	
GT.42	The system has the ability to restrict access to specific features and functions by user ID and password.	Critical	S	
GT.43	The system has the ability to perform partial address searches.	Critical	S	
GT.44	The system has the ability to enter and maintain the general incident record data elements with appropriate security permissions for the Agency Identifier.	Critical	S	
GT.45	The system has the ability to identify required fields by user.	Critical	S	
GT.46	The system has the ability to maintain all Agency Identifiers including operating Agency Identifier and reference Agency Identifier.	Critical	S	
GT.47	The system has the ability to support ODBC compliance.	Critical	S	
GT.48	The system has the ability to support offline mode, and then sync once connection is reestablished.	Critical	N	
State/NCIC				
GT.49	The system has the ability to support two way communication between the application suite and the National Crime Information Center (NCIC), as well as local and state systems (i.e., OLETS).	Critical	S	
GT.50	The system has the ability to generate NCIC queries and display query responses.	Critical	S	
GT.51	The system has the ability to authorize individual clients or workstations to access the State/NCIC application based on IP address or device name, coupled with security permissions that have been granted to the individual.	Critical	S	
GT.52	The system has the ability to direct a single query to the state/NCIC, local database, or both.	Critical	S	

City of Broken Arrow

Functional and Technical Requirements

GT.53	The system has the ability to log all transactions in a history file for viewing and reporting purposes based on security permissions.	Critical	S	Query information, including the user who ran it, the time it was run, terminal it was run on, and the results of the query, are retained. Users with appropriate permissions can review the log and use built-in search filters to identify items of interest.
GT.54	The system has the ability to search for state/NCIC responses by date/time ranges based on security permissions.	Critical	S	
GT.55	The system has the ability to print messages received via a State/NCIC request/response based on security permissions.	Critical	S	
GT.56	The system has the ability to send NCIC responses to specified units, including mobile units.	Critical	S	
GT.57	The system has the ability to use information contained in a response to auto-populate a new online query for additional information to submit to NCIC and/or state and local databases. For example, a vehicle registration response is returned with enough information to generate a drivers' license query automatically. When the drivers' license response is returned, it contains enough information for the system to generate an automatic wanted persons query to local, state and NCIC databases.	Critical	S	
GT.58	The system has the ability to parse the data that is received from NCIC.	Critical	S	
GT.59	The system has the ability to edit the string of data that is sent to the local, state, or NCIC system.	Critical	S	In CentralSquare Pro, edits to the string format are handled by CentralSquare support and not by the local system administrators.
GT.60	The system has the ability to provide or support an online interface from the CAD/RMS/Mobile application to the State/NCIC database.	Critical	S	
GT.61	The system has the ability to link from the CAD/RMS/Mobile software to the State/NCIC network to run license plate and warrant checks with appropriate security permissions.	Critical	S	
GT.62	The system has the ability to save and parse the results of a State/NCIC search.	Critical	S	
GT.63	The system has the ability to link from the CAD/RMS/Mobile to the State/NCIC network to automatically attach a CAD inquiry to the incident/call database.	Critical	S	
GT.64	The system has the ability to access NCIC forms within the CAD/RMS/Mobile module with security permissions.	Critical	S	
GT.65	The system has the ability to access NCIC history within the CAD/RMS/Mobile module with security permissions.	Critical	S	
GT.66	The system has the ability to configure the automatic transmission of license plate or driver license information based on CFS type.	Critical	S	
GT.67	The system has the ability to allow all automatic transmissions that are attached to a CFS from CAD and Mobile to be logged on the call and easily accessed.	Critical	S	
GT.68	All responses that can be matched to the original transmission and are attached to a CFS from CAD and Mobile shall be logged on the call in the same area as the transmissions.	Critical	S	
Security				

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Functional and Technical Requirements

GT.69	The system has the ability to utilize the City's LDAP (Active Directory) for user validation to achieve single-sign-on, in an on-premise deployment method	Critical	S	CentralSquare Pro requires users to enter credentials a single time to access all system modules (e.g., CAD, Jail, Records) without additional login. The system can be configured to authenticate entered credentials against the City's LDAP so that additional password management is not necessary.
GT.70	The system has the ability to utilize the City's LDAP (Active Directory) for user validation to achieve single-sign-on, in a hosted or SaaS deployment method.	Critical	N	The proposed system is deployed on premise.
GT.71	The system has the ability to inherit groups from Active Directory for application authentication.	Critical	N	
GT.72	The system has the ability to store passwords in encrypted form.	Critical	S	
GT.73	The system has the ability to provide import and export capabilities with user-level security options to control access to sensitive information.	Critical	S	
GT.74	The system has the ability to encrypt data stored in the database.	Critical	S	
GT.75	The system has the ability to encrypt data stored in the application.	Critical	S	
The system has the ability to provide security at the following levels:				
GT.76	Department;	Critical	S	
GT.77	Division;	Critical	S	
GT.78	Role or group;	Critical	S	
GT.79	User ID;	Critical	S	
GT.80	Screen;	Critical	S	
GT.81	Menu;	Critical	S	
GT.82	Report;	Critical	S	
GT.83	Field; and	Critical	S	
GT.84	Transaction type.	Critical	S	
GT.85	The system has the ability to allow the City to determine which fields are visible to roles.	Critical	N	
GT.86	The system has the ability to provide role-based security.	Critical	S	
GT.87	The system has the ability to provide both read and write access to the system using group based security.	Critical	S	
The system has the ability to track audit changes throughout the system that creates a log of all records maintained and includes:				
GT.88	Date;	Critical	S	
GT.89	Time;	Critical	S	
GT.90	User;	Critical	S	
GT.91	Information prior to change;	Critical	S	
GT.92	Changed information; and	Critical	S	
GT.93	Other administer-configurable information.	Critical	N	
GT.94	The system has the ability to update all security roles automatically (user discretion) when a change in the "master" role is made.	Critical	S	
GT.95	The system has the ability to provide functional security to control what processes can be performed by certain users (i.e. view vs. edit benefit information).	Critical	S	

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Functional and Technical Requirements

GT.96	The system has the ability to allow a City administrator to configure the duration that time audit logs are retained.	Critical	N	
GT.97	The system has the ability to provide access to audit trails for only the users with proper security based upon the user's security profile.	Critical	S	
GT.98	The system has the ability to allow the System Administrator to add and change permissions for system access.	Critical	S	
GT.99	The system has the ability to log users off the system after an administrator-defined period of inactivity, based on user-defined roles.	Critical	N	
GT.100	The system has the ability to allow a System Administrator to log out users.	Critical	N	
GT.101	The system has the ability to provide customizable audit reports.	Critical	N	
GT.102	The system has the ability to provide configurable exception reports.	Critical	N	
GT.103	The system has the ability to allow authorized users to have access to a log of security activity to determine users that have signed on and off the system, as well as unsuccessful attempts to sign on to the system.	Critical	S	
GT.104	The system has the ability to allow the audit trail to have a date/time stamp to the nearest second.	Critical	N	
The system has the ability to mask fields by user role including but not limited to:				
GT.105	Tax numbers/ID;	Critical	N	
GT.106	Employee ID;	Critical	N	
GT.107	Date of Birth;	Critical	N	
GT.108	Passwords;	Critical	N	
GT.109	Checking and banking account numbers;	Critical	N	
GT.110	Social Security numbers;	Critical	N	
GT.111	Drivers License numbers;	Critical	N	
GT.112	Employee contact information (e.g., address, phone, etc.);	Critical	N	
GT.113	Email addresses;	Critical	N	
GT.114	Pay rates; and	Critical	N	
GT.115	Other, user-defined fields.	Critical	N	
GT.116	The system has the ability to mask a portion of any of the above fields.	Critical	N	
GT.117	The system has the ability to be operational on a 24 x 7 scheduled basis.	Critical	S	
GT.118	The system has the ability to apply the same security permissions to system queries and reports as it does to data fields/elements, based on user (e.g. data fields masked on a record or transaction are similarly masked on reports run by the user)	Critical	S	
GT.119	The system has the ability to ensure that all cashiering modules are Payment Card Industry (PCI) compliant.	Critical	N	
GT.120	The system has the ability to ensure that all modules are Payment Card Industry (PCI) compliant.	Critical	N	
GT.121	The system has the ability dual authentication for all proposed modules.	Critical	S	
User Interface				
GT.122	The system has the ability to provide drop down boxes or other pick list functionality for data selection.	Critical	S	
GT.123	The system has the ability to provide configurable quick keys (i.e., function keys) unique to each module.	Critical	S	
GT.124	The system has the ability to provide functionality or integrate with third-party products to enlarge the print on computer screens (i.e., screen magnification).	Critical	S	

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Functional and Technical Requirements

GT.125	The system has the ability to provide functional online help documentation for system end users.	Critical	S	
GT.126	The system has the ability to provide technical online help documentation for system administrators.	Critical	S	
GT.127	The system has the ability to provide integration with the Microsoft clipboard, with appropriate security permissions.	Critical	S	
GT.128	The system has the ability to provide error messages that appear in a consistent format across all system modules.	Critical	S	
GT.129	The system has the ability to provide error messages that are integrated with online help functionality.	Critical	N	
GT.130	The system has the ability to create error logs with detail associated with the error.	Critical	S	
GT.131	The system has the ability to provide configuration options with the level of detail that is logged in error logs.	Critical	N	
GT.132	The system has the ability to allow users to send error reports to the administrator defined department or user.	Critical	N	
GT.133	The system has the ability to provide administrator configurable error messages.	Critical	N	
GT.134	The system has the ability to provide user-defined fields with appropriate security permissions.	Critical	N	
GT.135	The system has the ability to allow the City to determine which fields are required.	Critical	S	CentralSquare Pro allows users to determine which fields are required on many specific fields throughout the system, but not all.
GT.136	The system has the ability to provide an administrative messaging system (e.g., a message to alert users of system maintenance activity).	Critical	S	
GT.137	The system has the ability to provide customizable screens based on roles and permissions.	Critical	S	
GT.138	The system has the ability to accommodate ADA compliance requirements.	Critical	N	
GT.139	The system has the ability to provide contextual help (i.e., field descriptions that are displayed based on the location of the mouse or cursor).	Critical	N	
GT.140	The system has the ability to provide contextual help with the ability to turn this feature off (i.e., field descriptions that are displayed based on the location of the mouse or cursor).	Critical	N	
GT.141	The system has the ability to provide customizable help.	Critical	N	
GT.142	The system has the ability to provide data validation on entry.	Critical	S	
GT.143	The system has the ability to add a new value to a pick list table without having to navigate from the table, with appropriate security permissions.	Critical	S	This feature is supported in most fields throughout CentralSquare Pro, but not all.
GT.144	The system has the ability to make global changes to a designated table from a single locations (e.g., making blanket updates to bond amounts).	Critical	S	
GT.145	The system has the ability to provide drill down capability on all screens where applicable.	Critical	S	
GT.146	The system has the ability to provide drill down capability to see attachments to records based on security permissions.	Critical	S	
GT.147	The system has the ability to provide the user with standard field editing capabilities including but not limited to: navigation forward and backward to complete data entry and the ability to correct spelling mistakes.	Critical	S	
GT.148	The system has the ability to provide auto-save functionality when moving forward or backward during data entry.	Critical	S	

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GT.149	The system has the ability to spell check on any field with the ability for a user to accept or ignore suggestion.	Critical	S	Spell check is not available on all fields, but is available in places where a large amount of text can be entered, such as in narratives.
GT.150	The system has the ability to accommodate word-wrap in a data field without having to hit "return."	Critical	S	
GT.151	The system has the ability to provide predictive text capability with the ability to turn this functionality on or off.	Critical	S	
GT.152	The system has the ability to search by wild cards, based on security permissions.	Critical	S	
GT.153	The system has the ability to search by fragment or portion of a word.	Critical	S	
GT.154	The system has the ability to support pre-filled fields in appropriately pre-formatted screens eliminating redundant data entry.	Critical	S	
GT.155	The system has the ability to provide links to associated modules from any display screen to minimize backing out of one screen to access another, with appropriate security.	Critical	S	
GT.156	The system has the ability to support access from mobile devices (e.g., for City-defined approvals and Executive Information System) with appropriate security permissions.	Critical	S	
GT.157	The system has the ability for multiple windows to be open at the same time.	Critical	S	The most recent screens are available in the upper left-hand corner of CentralSquare Pro. Users can tab between these screens to access the information needed. Additionally, CAD windows can be launched outside the main program and can be arranged as preferred on a single screen or on multiple screens.
GT.158	The system has the ability to warn a user that they are about to execute a process and ask if they want to proceed (i.e., to warn before posting a batch of changes, etc.).	Critical	S	This feature is supported in most fields throughout CentralSquare Pro, but not all.
GT.159	The system has the ability to allow an administrator to configure which business processes are prompted with a warning to proceed, with appropriate security permissions.	Critical	N	
GT.160	The system has the ability to allow the configuration of processes using either the keyboard only, the mouse only, or a combination of the two, depending on a user's preference.	Critical	N	
GT.161	The system has the ability to provide the user with integrated application modules that offer a consistent user interface to minimize user training and administration of the system.	Critical	S	
GT.162	The system has the ability to allow the system administrator to rename field labels.	Critical	S	This feature is available in areas where customization is allowed.
GT.163	The system has the ability to allow all end user customizations and configurations related directly to the system to be stored in a central database and not stored in files residing on user workstations.	Critical	S	
GT.164	The system has the ability to allow for reasonable windows modifications to screen resolution or display font that does not result in screen images being truncated or unnecessary scrolling.	Critical	S	
GT.165	The system has the ability to recognize the device that is being used to view the software to make the necessary window adjustments (screen optimization).	Critical	S	

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GT.166	The system has the ability to allow application windows to be maximized to fit allotted screen size (i.e. increase window size to increase amount of data displayed instead of simply zooming in on data).	Critical	S	
Workflow				
GT.167	The system has the ability to initiate and track the approval process.	Critical	S	
GT.168	The system has the ability to assign different levels of approval for the same user.	Critical	S	
GT.169	The system has the ability to maintain separation of duties related to workflow approval processes.	Critical	S	
GT.170	The system has the ability to provide workflow functionality in all system modules.	Critical	S	Workflow is not available in all CentralSquare Pro modules, but it is available in Accident Reports, Case Reports, CAD, Citation, Field Based Reports, Jail, Inmate Activity, Inmate Hold Reason, Investigative Leads, Jail Incident Reports, Pawn Property, Pistol Permits, Protection Orders, Sex Offenders, and Warrants.
The system has the ability to set workflow rules by:				
GT.171	User;	Critical	S	
GT.172	Role;	Critical	S	
GT.173	Department;	Critical	S	
GT.174	Division;	Critical	S	
GT.175	Crime codes (statutes);	Critical	S	
GT.176	Agency Identifier;	Critical	S	
GT.177	Thresholds; and	Critical	S	
GT.178	User-defined criteria.	Critical	S	
GT.179	The system has the ability to allow temporary status changes of users (e.g., unavailable due to vacation time).	Critical	N	
GT.180	The system has the ability to re-route workflow assignments based on availability triggered by unavailable status.	Critical	N	
GT.181	The system has the ability to re-route workflow assignments based on availability triggered by City-defined periods of no response.	Critical	N	
GT.182	The system has the ability to notify a system administrator of unsuccessful workflow processes.	Critical	N	
GT.183	The system has the ability to provide escalation paths based on user-defined criteria (e.g., minimum period of no response, etc.).	Critical	S	
GT.184	The system has the ability to provide event-driven notifications by email that may be configured at any step in any workflow routine.	Critical	S	
GT.185	The system has the ability to allow notifications to be configurable by the City.	Critical	S	
GT.186	The system has the ability to allow graphical tools for documenting workflow.	Desired	N	
GT.187	The system has the ability to provide flexible workflow configurations allowing the advancement of a process with appropriate security permissions.	Critical	S	
Support and Documentation				
GT.188	The system has the ability to allow properly authorized users to configure and maintain all system settings from any workstation on the local/wide area network.	Critical	S	
GT.189	The system has the ability to allow centralized deployment of system updates and system maintenance.	Critical	S	

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Functional and Technical Requirements

GT.190	The system has the ability to allow remote deployment of system updates and system maintenance.	Critical	S	
GT.191	The system has the ability to accommodate deployment of system updates and maintenance to all affected systems according to administrator-defined effective dates (e.g., calendar and fiscal year parameter changes).	Critical	N	
GT.192	The vendor must proactively notify the System Administrator regarding which releases of third-party software (JAVA virtual machine, Internet Explorer, Mozilla, Safari, etc.) are known to create problems with the current version of the vendor software.	Critical	S	When third-party software conflicts are known, CentralSquare will notify prior to major release upgrades with the agency.
The vendor, at a minimum must adhere to the following standards for issue resolution:				
GT.193	Severity Level 1, system is down. Attention required immediately, immediate response time, 24x7.	Critical	S	
GT.194	Severity Level 2, major functionality of the system is impacted or parts of the system are down. Maximum of 1 hour response time.	Critical	S	
GT.195	Severity Level 3, non-mission critical processes are impacted. Maximum of 8 hour response time.	Critical	N	CentralSquare typically meets the specified timeframes under normal circumstances, but individual issues are reviewed and prioritized for the most effective response order.
GT.196	The system has the ability to allow for outage times to be based on a 24x7 basis instead of working hours.	Critical	S	
GT.197	The system has the ability to allow for severity levels for support as defined by the City.	Critical	N	
GT.198	The vendor will provide 24x7 support.	Critical	S	
GT.199	The vendor will provide web-based support, with a searchable database of common problems, to assist end users in researching error messages.	Critical	S	
GT.200	The system has the ability to adhere to the City's security policy, which requires vendors to notify the City when accessing the application for troubleshooting.	Critical	S	CentralSquare uses remote monitoring systems for system health and performance monitoring, as well as deployment of patches and updates as needed. For user access to systems, staff can notify the City through a process agreed upon in the final contract. The remote access and monitoring system is capable of writing to an agency-supplied logging server all remote logins and commands run.
GT.201	The system has the ability to provide online software documentation for all software application modules.	Critical	S	
GT.202	The system has the ability to provide an online tutorial to assist users learning the software.	Critical	N	
GT.203	The system must have the capability to provide support through remote access to the application in accordance with City procedures.	Critical	S	
GT.204	The vendor offers software application support during planned upgrades outside of typical operating hours, as requested by the City.	Critical	S	
GT.205	The vendor offers access to an online user group community.	Critical	N	

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GT.206	The vendor offers a suite of online training modules.	Critical	N	
GT.207	The vendor offers periodic live webinar training sessions at no cost.	Critical	S	
GT.208	The vendor offers recorded training sessions to be viewed at no cost.	Critical	S	
GT.209	The vendor offers an implementation project management website, that includes a secure process for file sharing between the vendor and client.	Critical	N	
GT.210	The system has the ability to maintain operations during upgrades (e.g., CAD operations during upgrade).	Critical	S	The system maintains operations during minor updates; however, during major updates, the system will be fully down. Support representatives contact each agency as major software updates are released to schedule them and assist the agencies in taking advantage of new features.
Reporting and Dashboards				
GT.211	The system has the ability to provide an Executive Information System (EIS) (i.e., a performance dashboard).	Critical	S	
GT.212	The system has the ability to customize the information presented on the Executive Information System by user.	Critical	S	
GT.213	The system has the ability to customize the information presented on the Executive Information System by group of users.	Critical	S	
GT.214	The system has the ability to display information on the Executive Information System in real time.	Critical	S	
GT.215	The system has the ability to configure the refresh rate of the Executive Information System.	Critical	N	
GT.216	The system has the ability to allow a user to manually refresh the Executive Information System.	Critical	S	
GT.217	The system has the ability to provide a library of standard reports (i.e., "canned" reports).	Critical	S	
GT.218	The system has the ability to allow a user to modify existing reports, with appropriate security permissions.	Critical	S	
GT.219	The system has the ability to provide an integrated report writer.	Critical	S	
GT.220	The system has the ability to provide an integrated report writer that has a consistent look and feel across all proposed system modules.	Critical	S	
GT.221	The system has the ability to provide an integrated report writer that allows the creation of reports comprised of any discrete data field throughout the system with proper security permissions.	Critical	S	
GT.222	The system has the ability to save a report as a new template after a user copies and modifies an existing report, with appropriate security permissions.	Critical	S	
GT.223	The system has the ability to configure and save ad hoc reports by individual user, with the ability to provide access to other users with appropriate security permissions.	Critical	S	
GT.224	The system has the ability to allow users to download a new report template based on user groups and or roles.	Critical	S	
GT.225	The system has the ability save favorite reports in a menu or pick-list by individual user.	Critical	S	
GT.226	The system has the ability to allow generated reports to be viewed on screen prior to printing.	Critical	S	
GT.227	The system has the ability to allow reports to be generated that are searchable.	Critical	S	
GT.228	The system has the ability to schedule reports to run in the future.	Critical	S	

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GT.229	The system has the ability to schedule reports to be run on a recurring basis.	Critical	S	
GT.230	The system has the ability to configure automatic distribution paths for generated reports (e.g., automatically send a report to a particular user, group of users, printer).	Critical	S	
GT.231	The system has the ability to configure automatic distribution paths via email for generated reports (e.g., automatically send a report to a particular user, group of users, printer).	Critical	S	
GT.232	The system has the ability to schedule and to distribute reports via electronic workflow.	Critical	S	
GT.233	The system has the ability to display when a report is being run, or in process, so that a user does not run the report again.	Critical	S	
GT.234	The system has the ability to allow reports to be generated that have "drill-down" capabilities.	Critical	S	
GT.235	The system has the ability to support the creation of reports using SSRS.	Critical	N	
GT.236	The system can generate all standard reports in less than five minutes. Reports that will require more than this amount of time should be listed in "Comments" (column E) with a description of the reason so much time is required for each individual report.	Critical	N	Standard reports are expected to meet this requirement. However, because users and system administrators can create and configure any report they choose, some reports could be created to access extremely large and complex amounts of data that would exceed this threshold.
GT.237	The system has the ability to notify a system administrator of reports that have been running for more than a City-specified period of time.	Critical	N	
GIS				
GT.238	The system has the ability to geographically plot CAD incidents. This feature is locally available in real-time to dispatch and remotely available to responding public safety staff.	Critical	S	
GT.239	The system has the ability to provide ESRI-compliance GIS capabilities.	Critical	S	
GT.240	The system has the ability to validate a manually entered call-location through GIS functionality.	Critical	S	
GT.241	The system has the ability to provide a full complement of modern mapping navigation tools. These navigation tools are available to dispatch and remotely available to responding public safety staff.	Critical	S	
GT.242	The system has the ability to provide a full complement of data layer controls (e.g. toggle capabilities, custom symbology, custom labeling, etcetera). These data layer controls are available to dispatch and remotely available to responding public safety staff.	Critical	S	
GT.243	The system has the ability to allow complete and partial address searches. This feature is locally available in real-time to dispatch and remotely available to responding public safety staff.	Critical	S	
GT.244	The system has the ability to allow for a minimum of two characters for 'auto-complete' address searches. This feature is locally available in real-time to dispatch and remotely available to responding public safety staff.	Critical	S	
GT.245	The system has the ability to support closest-unit recommendation configurable by the system administrator by distance or time.	Critical	S	
GT.246	The system has the ability to notify appropriate staff and agencies about fire hydrants and fire protection systems that are out of service.	Critical	S	
GT.247	The system has the ability to display the following on a mobile map: fire hydrant, street closures, bridge out of service, weight limits, speed limits, hazards, one-way streets, school zones, and mile markers.	Critical	S	

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GT.248	The system has the ability to provide simple, customizable user interfaces that account for the different operational needs of dispatch and responding public safety staff.	Critical	S	
GT.249	The system has the ability to provide real-time AVL unit routing based on closest-unit recommendations. This feature is available to dispatch and remotely available to responding public safety staff.	Critical	S	
GT.250	The system has the ability to provide real-time AVL unit routing based on CAD incidents. This feature is available to dispatch and remotely available to responding public safety staff.	Critical	S	
GT.251	The system has the ability to provide dynamically and visually presented routing information.	Critical	S	
GT.252	The system has the ability to provide turn-by-turn text directions with text-to-speech capabilities.	Critical	N	Text-based directions are available, but text-to-speech is not available in CentralSquare Pro.
GT.253	The system has the ability to log and export AVL history that includes unit numbers, spatial coordinates and approximate speeds.	Critical	S	
GT.254	The system has the ability to store AVL history, including unit numbers, spatial coordinates, and approximate speeds, for a City-defined period of time.	Critical	S	This functionality is provided via CentralSquare's AVL Playback module.
GT.255	The system has the ability validate all locations entered into or processed by the CAD system against the CAD system's geofile.	Critical	S	
GT.256	The system has the ability to determine X,Y coordinate values that represent the location of incidents whose locations have been validated.	Critical	S	
GT.257	The system has the ability to determine X,Y,Z coordinate values that represent the location of incidents whose locations have been validated.	Critical	N	Z coordinates are not supported.
GT.258	The system has the ability support coordinate-based operations including X,Y,Z, Lat/Lon, and USNG.	Critical	N	Z coordinates are not supported.
GT.259	The system has the ability support X,Y coordinate-based geographic searches for such things as nearby hazardous materials, duplicate incidents, and premises information at or near an incident's location.	Critical	S	
GT.260	The system has the ability to dynamically access geographic boundary information (e.g. station boundaries, jurisdictional boundaries, reporting districts, response zones, neighborhoods, precincts) from GIS and other geographic data sources.	Critical	S	
GT.261	The system has the ability to dynamically access topologically-structured street networks and other linear features (e.g. rivers, streams, utility right of ways, bus routes) from GIS, other geographic data sources, and external data sources.	Critical	S	
GT.262	The system has the ability to dynamically access point data (e.g. landmarks, parcel address points, business locations, retail store address points, fire hydrants) from GIS, other geographic data sources, and external data sources.	Critical	S	
GT.263	The system has the ability to support boundary assignments (i.e. determining the response zone and jurisdiction for each incident) in real time by processing the incident's X,Y coordinates against the road center line and/or address point file, and the appropriate boundary files.	Critical	S	
GT.264	The system has the ability to support duplicate active incident checks based upon an agency defined radius location of the incident.	Critical	S	
GT.265	The system has the ability meet i3 standards and functions in order to comply with NG9-1-1 requirements.	Critical	S	
GT.266	The system has the ability include interactive tools for validating the accuracy and completeness of the geofile.	Critical	S	

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GT.267	The system has the ability to support different search distance criteria for different types of incident situations and hazards with the ability to save and edits the searches for future use (e.g. a search radius of 300 feet will be used for hazardous conditions, and a search radius of 1,320 feet will be used to identify potentially duplicate incidents).	Critical	S	
GT.268	The system has the ability to generate an audible and/or visual alert when any potential duplicate incidents are identified.	Critical	S	
GT.269	The system has the ability to include the capability for manually editing and entering any geographic data required by, or imported into, the system's GIS (given the appropriate user permissions) if not maintained dynamically.	Critical	S	
GT.270	The system has the ability to utilize an address that cannot be geo verified.	Critical	S	
GT.271	The system has the ability to allow an administrator to unlock a record.	Critical	S	
GT.272	The system has the ability to link PDF (and other document sources) hyperlink to GIS address points.	Critical	S	
GT.273	The system has the ability to support exportable maps displaying a user-defined statistical information.	Critical	S	
GT.274	The system has the ability to identify errors and inconsistencies in reports (e.g., UCR, IBR) with the ability to identify the origin of the error/inconsistency.	Critical	S	
GT.275	The system has the ability to drill down in report values to display the origin of the calculated value (e.g., total larceny dollar amounts).	Critical	S	
Payment Processing				
GT.276	The system has the ability to accept partial, full, or installment payments.	Critical	N	
GT.277	The system has the ability to automatically create an Accounts Receivable record.	Critical	S	
GT.278	The system has the ability to track accounts receivable data for case and non-case related items.	Critical	S	
GT.279	The system has the ability to automatically prioritize the order in which payments will be applied to an accounts receivable based on a set of configurable business rules, with override capability.	Critical	N	
GT.280	The system has the ability to apply accounts receivable flags based on status.	Critical	N	
GT.281	The system has the ability to report unpaid obligations to the court or other agencies, receipt and apply payments, and monitor the unpaid balances (e.g., fines, fees, and community service)	Critical	S	
GT.282	The system has the ability to automatically and efficiently track overpayments for fines, fees, etc., according to configurable business rules.	Critical	S	
GT.283	The system has the ability to prohibit the edit/deletion of fees/fines/restitution or other payment records once assessed and saved. Once fees, fines, restitution or other payment records have been saved. The system has the ability to allow authorized users to void and reapply or void and refund process which the system would document to the ledger on the case.	Critical	S	
GT.284	The system has the ability to, at the time of payment but prior to transaction post, be able to correct/adjust the collection record (e.g. the method of payment).	Critical	S	
GT.285	The system has the ability to have the receipting process update case financial history and the application general ledger in real time.	Critical	S	
GT.286	The system has the ability to link financial information to a specific party on a case.	Critical	S	
GT.287	The system has the ability to void/correct an erroneous receipt with proper authorization.	Critical	S	
GT.288	The system has the ability to enter type of payment, location where payment was posted.	Critical	S	
GT.289	The system has the ability to create one receipt when multiple forms of payment are used (e.g., cash, credit card, check) for a single transaction.	Critical	S	

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GT.290	The system has the ability to record receipts in a suspense account pending identification of the correct case or account (e.g., traffic fines received before the ticket is filed).	Critical	S	
GT.291	The system has the ability to process individual payments as a single batch collection without having to access each individual case.	Critical	S	
GT.292	The system has the ability to record the receipt of payment from an offender for payment types that the offender's supervisor must check manually (payment type, amount, payment method, date, etc.).	Critical	S	
GT.293	The system has the ability to allow bonds to be posted and forfeited to pay fees/costs/fines.	Critical	S	
GT.294	The system has the ability to allow refund posting capability.	Critical	S	
GT.295	The system has the ability to allow warrants to be recalled automatically, upon full payment posting.	Critical	N	
GT.296	The system has the ability for automatic posting to system if payment is received thru web payment, report to be generated daily for reconciling.	Critical	N	
GT.297	The system has the ability to allow corrections to fees or payments tendered to be performed by authorized users only.	Critical	S	
GT.298	The system has the ability for an audit feature to track payments by cashier number, location.	Critical	S	
GT.299	The system has a balancing screen totaling all transaction types / voids.	Critical	S	
GT.300	The system has the ability to allow partial payments to be taken for a fine and distributed manually or based on a City defined percentage routine.	Critical	S	
GT.301	The system has the ability for receipts to be printed and numbered for each transaction, including refunds.	Critical	S	

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Response Indicators: When providing responses to the requirements in Attachment B, proposers shall use the following response indicators:		Instruction
S	Standard: Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the Proposal from vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.
F	Future: Feature/Function will be available in a future software release available to the City by October 2019, at which point it will be implemented in accordance with agreed-upon configuration planning with the City.	If a response indicator of "F" is provided for a requirement that will be met in a future software release, the Respondent shall indicate the planned release version as well as the time the release will be generally available.
C	Customization: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with custom modifications . All related customization costs should be indicated in the Comments column next to the feature/function, and the total cost included in Attachment C – Cost Worksheet.	If a response indicator of "C" is provided for a requirement that will be met through a custom modification, the Respondent shall indicate the cost of such a modification.
T	Third-Party: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with integration with a third-party system . This system should be specified.	If a response indicator of "T" is provided for a requirement that will be met by integration with a third-party system, the Respondent shall identify this third-party system and include a cost proposal to secure this system.
N	No: Feature/Function cannot be provided	

Computer-Aided Dispatch (CAD)

Req #	Description of Requirement	Criticality	Response	Comments
General				
CA.1	The CAD module has the ability to completely integrate with all other proposed modules.	Critical	S	
CA.2	The system has the ability to provide a mobile application capable of running on a smart phone/device displaying active CAD activity.	Critical	S	
CA.3	The system has the ability to be multi-jurisdictional, allowing dispatching for multiple agencies, including law enforcement, fire, and medical responders.	Critical	S	
CA.4	The system has the ability to support a Web-based CAD view.	Desired	S	
CA.5	The system has the ability to attach a photo and all associated files, such as PDF, Word doc, spreadsheet to a call for services (CFS).	Critical	S	
CA.6	The system has the ability to import hazard and premise information to associated to an address in CAD.	Critical	S	
CA.7	The system has the ability to hyperlink from within the call screen to documents outside of the product.	Critical	S	
CA.8	The system has the ability to associate call scripts for certain call types.	Critical	S	
CA.9	The system has the ability to have all fields in CAD to be adjustable to make larger or small as well as the font and font size.	Critical	N	CAD list windows, such as the CFS and unit lists, support this ability.
CA.10	The system has the ability to have custom unit timers based on call priority.	Critical	S	
CA.11	The system has the ability to recommend and/or re-route units to a higher priority call, if a closer unit is available.	Critical	S	
CA.12	The system has the ability to create a quick call from officer's current location using GPS.	Critical	S	
CA.13	The system has the ability to support a unit-in-pursuit status mode.	Critical	S	
CA.14	The system has the ability to run CAD offline when network is down, and then auto sync when the server comes back online.	Critical	S	

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Functional and Technical Requirements

Computer-Aided Dispatch (CAD)				
CA.15	The system has the ability to parse and import into propose report writing modules records received from State/NCIC system for persons and vehicles.	Critical	S	
CA.16	The system has the ability to a create BOLO and NCIC entry from a global jacket across all proposed modules.	Critical	N	The system has the ability to prefill an NCIC query from a global jacket. Once the query is run, the return can be used to create a BOLO or any other record desired. In addition, BOLOs are linked to the name record once it is created.
CA.17	The system has the ability to get driver's license photos both in CAD and Mobile.	Critical	S	
CA.18	The system has the ability to interface with NG911.	Critical	S	
CA.19	The system has the ability to meet the State of OK's GIS standards (http://okmaps.onenet.net/address_standards.htm)	Critical	S	
CA.20	The system has the ability to search narrative on cleared calls.	Critical	S	
The system has the ability to separate narrative for the following:				
CA.21	EMS;	Critical	S	
CA.22	Fire;	Critical	S	
CA.23	Police; and	Critical	S	
CA.24	Dispatch.	Critical	S	
CA.25	The system has the ability to end dispatch from a command line.	Critical	S	
CA.26	The system has the ability to send a SMS to a group of users.	Critical	S	
CA.27	The system has the ability to support alphanumeric paging.	Critical	S	
CA.28	The system has the ability to support station alerting (e.g., Zetron FSA).	Critical	S	
CA.29	The system has the ability to support priority basis or multiple alarms mode to change resource recommendations.	Critical	S	
CA.30	The system has the ability to search BOLOs and bulletins that create alerts on vehicles, persons, locations, and other user defined.	Critical	S	
CA.31	The system has the ability to have run cards for EMS, fire and law enforcement.	Critical	S	
CA.32	The system has the ability to separate priority table for each agency/department	Critical	N	CFS priorities are configured at the system level, not per agency.
CA.33	The system has the ability to show a history of call type change.	Critical	S	
CA.34	The system has the ability to display specific EMS, police, and fire units on active patrol and dispatched to specific incidents.	Critical	S	
CA.35	The system has the ability to support real-time update of multiple calls associated with same incident.	Critical	S	
CA.36	The system has the ability to quickly identify primary, secondary, and tertiary locations (police, fire stations, and EMS) for response to incidents.	Critical	S	
CA.37	The system has the ability to submit multiple vehicle identification numbers and get information on vehicle registration (from multiple states).	Critical	S	
CA.38	The system has the ability to capture and retrieve special alert information associated with address with trigger to inactivate alert after specified time period.	Critical	S	
CA.39	The system has the ability to allow AVL access integrated with routing and dispatch capabilities to identify most efficient responding units to a location.	Critical	S	

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Functional and Technical Requirements

Computer-Aided Dispatch (CAD)				
CA.40	The system has the ability to support handling of call overload scenarios—automatic forwarding of calls (to designated authorities) and capability to track forwarded calls.	Desired	N	
CA.41	The system has the ability to support identification and tracking of response information for multiple vehicles responding to same event.	Critical	S	
CA.42	The system has the ability to support time-stamping of call, incident creation, unit dispatch, and arrival at incident location.	Critical	S	
CA.43	The system has the ability to assign priority to calls and incidents and use of priority as basis for assignment of unit(s) to incident location.	Critical	S	
CA.44	The system has the ability to allow authorized users to design and enforce an agency-wide standard CAD window layout to ensure consistency among workstations, but also to allow users flexibility in configuring their own CAD displays as allowed by the agency.	Critical	S	
The system has the ability to include a minimum of the following for CAD window layout options:				
CA.45	Window sizes and arrangements;	Desired	S	
CA.46	Column options;	Desired	S	
CA.47	Widths;	Desired	S	
CA.48	Font types;	Desired	S	
CA.49	Font sizes; and	Desired	S	
CA.50	Default list-view filters.	Desired	S	
CA.51	The system has the ability to support command line entry for all CAD commands.	Critical	S	
CA.52	The system has the ability to support point-and-click entry for all CAD commands.	Desired	S	
CA.53	The system has the ability to support drag-and-drop issuance of CAD commands.	Desired	S	
CA.54	The system has the ability to allow authorized users to maintain lists of beats and beat plans.	Critical	S	
CA.55	The system has the ability to support multiple beats for each department.	Critical	S	
CA.56	The system has the ability to allow authorized users to maintain a list of bulletin types in addition to BOLOs and special instructions.	Critical	S	
CA.57	The system has the ability to allow authorized users to maintain a list of call for service (CFS) dispositions.	Critical	S	
CA.58	The system has the ability to allow calls for service to be set up to require dispositions before they can be closed.	Critical	S	
CA.59	The system has the ability to allow duplicate dispositions for the same event by agency.	Critical	S	
CA.60	The system has the ability to allow authorized users to maintain a list of CFS link types (for example, Duplicate of and Related to) to tie multiple calls into the same physical event.	Critical	S	
CA.61	The system has the ability to allow authorized users to maintain a list of CFS list filters (to organize information on the primary CFS windows).	Critical	S	
CA.62	The system has the ability to allow authorized users to maintain CFS priority levels.	Critical	S	
CA.63	The system has the ability to include unit inactivity notification and unit status notification values, along with the colors, for each CFS priority level.	Critical	S	
CA.64	The system has the ability to provide color-coded alert based on priority for each CFS.	Critical	S	
CA.65	The system has the ability to provide symbols based on the priority level for each CFS.	Critical	S	

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Functional and Technical Requirements

Computer-Aided Dispatch (CAD)				
CA.66	The system has the ability to allow authorized users to maintain a list of CFS response codes.	Critical	S	
CA.67	The system has the ability to allow users to maintain a list of recurring scheduled calls for service, such as pager or siren tests.	Critical	S	
CA.68	The system has the ability to allow authorized users to maintain a list of dispatch timers used to alert call-takers and dispatchers to calls waiting to be dispatched.	Critical	S	
CA.69	The system has the ability to spawn a copy of an active CFS event for the additional departments with a unique incident/event number for each; however, all copies of the CFS event shall be linked to each other so CAD users can ascertain that they are a single CAD event.	Critical	N	The system is designed with one CFS per CAD event. Multiple run/incident numbers are made part of that CFS, one or multiple for each responding agency. Further, various parts of CFS, like NCIC returns, are configured to be shared or not shared with different responding agencies.
CA.70	The system has the ability to spawn a copy of an inactive or closed CFS event (including all history) for the additional departments with a unique incident/event number for each; however, all copies of the CFS event shall be linked to each other so CAD users can ascertain that they are a single CAD event.	Critical	S	
CA.71	The system has the ability to create multiple CFS events with a single CFS event entry (e.g. a shooting incident type would create a law enforcement, EMS, and possibly a fire event).	Critical	N	The system is designed with one CFS per CAD event. A multi-discipline event can all be handled within one CFS in CAD. Each responding agency will receive the appropriate information, and each dispatcher will receive the appropriate information for their discipline.
CA.72	The system has the ability to enter a unique building and unit number to clearly identify the location (e.g. 100 West Ave., Bldg. 2, Unit 1).	Critical	S	
CA.73	The system has the ability to enable CAD users to select the appropriate incident/event type from a pre-defined list of codes based upon information received from reporting party.	Critical	S	
The system has the ability to include the following fields for all records containing an address as applicable:				
CA.74	Street number;	Critical	S	
CA.75	Apartment/suite number;	Critical	S	
CA.76	Street;	Critical	S	
CA.77	Road type (e.g., drive, street, avenue, etc.);	Critical	S	
CA.78	Pre-direction; and	Critical	S	
CA.79	Post-direction.	Critical	S	
CA.80	The system has the ability to provide various suggestions to assist users in selecting accurate incident locations.	Critical	S	
CA.81	The system has the ability to allow authorized users to store multiple names for businesses and tenants for a given street address.	Critical	S	

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Functional and Technical Requirements

Computer-Aided Dispatch (CAD)			
CA.82	The system has the ability to allow authorized users to configure their tactical map display to show jurisdictional boundaries (e.g. Client boundaries) and to display potential valid incident locations by jurisdiction.	Critical	S
CA.83	The system has the ability to enter a partial street name, with a minimum number of characters, and be presented with a list of possible matches to pick from for an exact match.	Critical	S
CA.84	The system has the ability to enter a misspelled street name and be presented with a list of possible matches based on SOUNDEX and/or other methodology.	Critical	S
CA.85	The system has the ability to enter an incorrect street address for a correct street name and be presented with a list of valid ranges.	Critical	S
CA.86	The system has the ability to enter common street alias and abbreviations instead of the actual street name (e.g. MLK for Martin Luther King Blvd).	Critical	S
CA.87	The system has the ability to display the incident location in relation to other active incidents on the system's tactical map display during the CAD event entry process.	Critical	S
CA.88	The system has the ability to require data entry fields containing an address to follow the NENA Standard for NG9-1-1 GIS Data Model (71-003), Section 3.5 (GIS Database Model Layers) and, at a minimum, include the data elements contained in the Site/Structure Address table (http://okmaps.onenet.net/address_standards.htm).	Critical	S
CA.89	The system has the ability to support the creation of new CFS events by either call takers or dispatchers depending on the source of the event information.	Critical	S
CA.90	The system has the ability to allow each address or commonplace name to have an unlimited number of alias names.	Critical	S
CA.91	The system has the ability to allow the user to upgrade or downgrade the priority of the CFS event.	Critical	S
CA.92	The system has the ability to verify the quality of data entered into the database by performing immediate error checking, prohibiting invalid data to be stored in the database.	Critical	S
CA.93	The system has the ability to allow each agency its own tracking number (Agency Identifier) separate and specific from other agencies in the system.	Desired	S
CA.94	The system has the ability to allow each department its own tracking number (Department Identifier) separate and specific from other departments in the system.	Desired	S
CA.95	The system has the ability to use a combined call function that can create a single call to handle multiple Law Enforcement, Fire and EMS agencies, and retain the Agency Identifier for each agency and dispatch center.	Desired	S
CA.96	The system has the ability to provide a separate message screen that shows all messages sent between the Call Taker/Dispatcher positions with appropriate security permissions.	Critical	S
CA.97	The system has the ability to provide a separate message screen that shows all messages sent between the Call Taker/Mobile with appropriate security permissions.	Critical	S
CA.98	The system has the ability to provide a separate message screen that shows all messages sent between the Mobile/Mobile with appropriate security permissions.	Critical	S
CA.99	The system has the ability to provide a separate message screen that shows all messages sent between the Mobile/Call Taker positions with appropriate security permissions.	Critical	S

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Functional and Technical Requirements

Computer-Aided Dispatch (CAD)				
CA.100	The system has the ability to provide automatic date/time stamping and user ID tracking of all Call Taker and Dispatcher processes to track call and unit activity and all command processing.	Critical	S	
CA.101	The system has the ability to automatically transfer all cleared calls to the appropriate RMS.	Critical	S	
CA.102	The system has the ability to provide the capability for any name entered by a Call Taker/Dispatcher to be associated or added to the Police and Fire RMS master name database across all proposed modules.	Critical	S	
CA.103	The system has the ability to flag all incidents/calls that require a report submitted by the officer.	Desired	S	
CA.104	The system has the ability to separate CFS from reportable offenses (i.e., incidents vs. cases).	Critical	S	
CA.105	The system has the ability to attach special response information to any call for service type desired by the agency, which must be automatically displayed when the specified call type is selected.	Critical	S	
CA.106	The system has the ability to provide appropriate security for cleared calls, defined by the agency, to prevent unauthorized modification and viewing.	Critical	S	
CA.107	The system has the ability to reactivate/reopen cleared calls and allow additional activity/dispatching of units to the original incident number.	Desired	S	
CA.108	The system has the ability to show the closest cross streets.	Critical	S	
CA.109	The system has the ability to allow for filters to be set, displaying just one type or any combination of call types (e.g., police, fire, EMS).	Critical	S	
CA.110	The system has the ability to support multiple vehicles, license plates, and persons per CFS.	Critical	S	
CA.111	The system has the ability to allow multiple Unit Status Control Panels to be opened with different configurations.	Critical	S	
CA.112	The system has the ability to allow calls to be merged together.	Critical	N	CentralSquare CAD Pro provides linking but not merging for calls.
CA.113	The system has the ability to allow calls to be un-merged.	Critical	N	CentralSquare CAD Pro provides linking but not merging for calls.
CA.114	The system has the ability to allow the users to relate multiple calls to an existing CFS from another department.	Critical	S	
CA.115	The system has the ability to enable any authorized CAD system user to update or enter supplemental (new) information into the CFS event record of one or more user-specified CAD events.	Critical	S	
CA.116	The system has the ability to provide agency-definable visual and audible alerts to notify field units and other appropriate CAD system users, including users of systems interfaced to CAD such as Mobile Data Computers, of event changes and supplemental information.	Critical	S	
CA.117	The system has the ability to allow system users to modify the incident type and provide new/updated response plan information/suggestions based on the new incident type.	Critical	S	
CA.118	The system has the ability to provide the capability to create an event, assign a unit, and close the event with a disposition without going through the dispatch process steps.	Critical	S	

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Computer-Aided Dispatch (CAD)				
CA.119	The system has the ability to provide the capability to close out the CFS record without assigning a resource, if it is determined that a CFS does not require the assignment of a resource(s).	Critical	S	
CA.120	The system has the ability to allow the user to append a disposition code and comments to events that are not assigned any resources.	Critical	S	
CA.121	The system has the ability to store all service agency and response area assignments in CFS events and the system's audit log file.	Critical	S	
CA.122	The system has the ability to validate the location of a new CAD event against the system's geofile to verify the location is within the service area.	Critical	S	
CA.123	The system has the ability to provide a method for CAD users to manually enter/assign the appropriate service agencies and response areas to CAD events if the CAD event's location cannot be validated against the system's geofile or if the validation process results in the assignment of an improper service agency or response area.	Critical	S	
CA.124	The system has the ability to use the service agency and response to notify the appropriate dispatchers that they must process a CAD event.	Critical	S	
CA.125	The system has the ability to examine the location, event type and response plans (when dedicated dispatch positions are in operation) to route the CFS event to one or more dispatch positions as the CFS event entry is being performed by a call taker.	Critical	S	
CA.126	The system has the ability to recognize resource gaps that will likely result in response performance under prescribed standards, and shall recommend units to move up to address those identified gaps.	Critical	S	
CA.127	The system has the ability to track a vehicle during move up, station alerting processes, and rip and run.	Desired	S	
CA.128	The system has the ability to automatically initiate a page notification to dispatched personnel with basic CFS information once an incident is dispatched in CAD, if the system administrator has defined the rules for automatic notification for the event type.	Critical	S	
CA.129	The system has the ability to provide secondary notifications using text, page, and email on user defined events.	Critical	S	
The system has the ability to allow automatic page notifications to include the CAD call for service details in the body of the page including:				
CA.130	Locations;	Critical	S	
CA.131	Event type;	Critical	S	
CA.132	Coordinates;	Critical	S	
CA.133	Closest intersection(s);	Critical	S	
CA.134	Any system field;	Critical	S	
CA.135	Cross-street(s); and	Critical	S	
CA.136	Narrative.	Critical	S	
CA.137	The system has the ability to provide the capability of storing pre-canned and pre-formatted messages that can be retrieved easily via a drop-down list or keyword without the user having to type the message.	Critical	S	
CA.138	The system has the ability to create messages that are retained in the system and scheduled to be sent at pre-specified times in future.	Critical	N	
CA.139	The system has the ability to denote the manually-entered CFS event (offline mode) so there is a record that the CFS event was not entered when it was actually received, with the ability to override using the actual time of call receipt.	Critical	S	

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Computer-Aided Dispatch (CAD)				
CA.140	The system has the ability to denote the manually-entered CFS event (offline mode) so there is a record that the CFS event was not entered when it was actually received.	Critical	S	
CA.141	The system has the ability to log the entering individual's information and time of entry.	Critical	S	
CA.142	The system has the ability to allow for the blocking out of incident numbers with a reason for the block being reserved.	Critical	N	
CA.143	The system has the ability to facilitate that the user only needs to enter the number of incidents to catchup, and do not need to know starting or ending incident numbers.	Critical	N	
CA.144	The system has the ability to enter narratives in catchup mode and reflect the actual event.	Critical	S	
CA.145	The system has the ability to include all the information in back entered records that a live incident/event sheet should require.	Critical	S	
CA.146	The system has the ability to provide a citizen access portal to view incidents.	Desired	S	
E911				
CA.147	The system has the ability to enable incoming E9-1-1 Automatic Number Identification (ANI)/Automatic Location Identifier (ALI) data to be automatically mapped to corresponding address and phone data fields based on the Master Street Address Guide (MSAG) standard in the CFS event entry form, either by means of a call queue and/or automatically populating a call for service data entry window.	Critical	S	
The system has the ability to provide the following fields:				
CA.148	Call received date and time;	Critical	S	
CA.149	Telephone number;	Critical	S	
CA.150	E9-1-1 Address;	Critical	S	
CA.151	Special Instructions;	Critical	S	
CA.152	Phone subscriber information; and	Critical	S	
CA.153	Class of Service (Residence, Business, Cellular, PBXB, etc.).	Critical	S	
CA.154	The system has the ability to provide users the ability to locate the nearest address directly from the call for service data entry window, without having to utilize the map.	Critical	S	
CA.155	The system has the ability to allow users to locate the nearest address to the call coordinate using the map.	Critical	S	
CA.156	The system has the ability to use GIS data, if available, to extrapolate the closest geographical attribute (address, intersection, common place).	Critical	S	
CA.157	The system has the ability to use GIS data to create the caller location, then the offset used to determine the approximate location should be displayed.	Critical	S	
CA.158	The system has the ability to automatically link E9-1-1 data into the computer system via a communications port to a multi-user, multi-tasking workstation or server.	Critical	S	
CA.159	The system has the ability to receive data directly from an E9-1-1 system via the Customer Premises Equipment anytime data is transmitted by the CPE, including re-transmissions of ALI data initiated by a telecommunicator re-bid process (for wireless calls).	Critical	S	
CA.160	The system has the ability to accept data from a caller ID system.	Critical	S	
The system has the ability to receive, via the E9-1-1 interface, and maintain the following data elements from the phone company's database to the CAD system:				
CA.161	Telephone Number;	Critical	S	
CA.162	Time of Call;	Critical	S	
CA.163	Date of Call;	Critical	S	

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Computer-Aided Dispatch (CAD)				
CA.164	Customer Name;	Critical	S	
CA.165	House Number;	Critical	S	
CA.166	House Number Suffix;	Critical	S	
CA.167	Street Name;	Critical	S	
CA.168	Zone;	Critical	S	
CA.169	Client/Community;	Critical	S	
CA.170	Class of Service; and	Critical	S	
CA.171	Operator Position.	Critical	S	
CA.172	The system has the ability to discriminate between class of service on the telephone ALI record and appropriately handle the class of service field on the CAD screen.	Critical	S	
The system has the ability to support validation checks based on data received via the E9-1-1 interface against:				
CA.173	Address verification file;	Critical	S	
CA.174	Active calls for service;	Critical	S	
CA.175	Previously entered hazards;	Critical	S	
CA.176	Activate various checks in an E9-1-1 control file;	Critical	S	
CA.177	Cell phone capability to plot caller location;	Critical	S	
CA.178	EMS Questionnaire;	Critical	N	
CA.179	AVL;	Critical	S	
CA.180	Accept or Override Priority; and	Critical	S	
CA.181	Unlimited Filter Capability.	Critical	S	
CA.182	The system has the ability to support next gen911.	Critical	S	
The system has the ability to perform the following statistical analysis reports:				
CA.183	Total calls for service within a user-selected data range; and	Critical	S	
CA.184	Number of calls for service within a user-selected date and time range within a user-selected geo-graphic portion of the jurisdiction.	Critical	S	
CA.185	The system has the ability to produce a E9-1-1 history listing report based on user-defined search range parameters.	Critical	S	
Emergency Medical Dispatch (EMD) / Emergency Fire Dispatch (EFD) / Emergency Police Dispatch (EPI)				
CA.186	The system has the ability to provide a seamless interface to a third party EMD, EFD, and EPD applications.	Critical	S	A ProQA Platinum-Certified Interface is included in the cost of the project.
CA.187	The system has the ability to allow for customization based on the needs of the agency (e.g. medical direction, operations).	Critical	N	This capability is supported by CentralSquare CAD Pro through an interface to an EMD, EFD, or EPD application such as Priority Dispatch ProQA, Powerphone CACH, or APCO Intellicomm. A ProQA Platinum-Certified Interface is included in the cost of the project.

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Functional and Technical Requirements

Computer-Aided Dispatch (CAD)				
CA.188	The system has the ability to guide or prompt the telecommunicator through defined forms based on the information provided by the caller.	Critical	N	This capability is supported by CentralSquare CAD Pro through an interface to an EMD, EFD, or EPD application such as Priority Dispatch ProQA, Powerphone CACH, or APCO Intellicomm. A ProQA Platinum-Certified Interface is included in the cost of the project.
CA.189	The system has the ability to allow a unit to be dispatched to the incident as soon as the address is confirmed and the nature of the incident is determined.	Critical	N	This capability is supported by CentralSquare CAD Pro through an interface to an EMD, EFD, or EPD application such as Priority Dispatch ProQA, Powerphone CACH, or APCO Intellicomm. A ProQA Platinum-Certified Interface is included in the cost of the project.
CA.190	The system has the ability to transfer information bi-directionally between the CAD system and the EMD, EFD, and EPD programs via text files that meets technical specifications provided by the CAD system provider and the provider of the 3rd party application.	Critical	N	This capability is supported by CentralSquare CAD Pro through an interface to an EMD, EFD, or EPD application such as Priority Dispatch ProQA, Powerphone CACH, or APCO Intellicomm. A ProQA Platinum-Certified Interface is included in the cost of the project.
CA.191	The system has the ability to prompt the telecommunicator to provide pre-arrival instructions to the caller.	Critical	N	This capability is supported by CentralSquare CAD Pro through an interface to an EMD, EFD, or EPD application such as Priority Dispatch ProQA, Powerphone CACH, or APCO Intellicomm. A ProQA Platinum-Certified Interface is included in the cost of the project.
CA.192	The system has the ability to automatically launch the EMD, EFD, and EPD programs as a call type is entered based on agency-defined call types.	Critical	N	This capability is supported by CentralSquare CAD Pro through an interface to an EMD, EFD, or EPD application such as Priority Dispatch ProQA, Powerphone CACH, or APCO Intellicomm. A ProQA Platinum-Certified Interface is included in the cost of the project.

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Functional and Technical Requirements

Computer-Aided Dispatch (CAD)				
CA.193	The system has the ability to allow the user to manually launch the EMD, EFD, and EPD programs as desired, including via the CAD Command Line.	Critical	N	This capability is supported by CentralSquare CAD Pro through an interface to an EMD, EFD, or EPD application such as Priority Dispatch ProQA, Powerphone CACH, or APCO Intellicomm. A ProQA Platinum-Certified Interface is included in the cost of the project.
CA.194	The system has the ability to populate call-for-service narrative with pertinent EMD, EFD, and EPD questions/answers, any determinant codes, and response information.	Critical	N	This capability is supported by CentralSquare CAD Pro through an interface to an EMD, EFD, or EPD application such as Priority Dispatch ProQA, Powerphone CACH, or APCO Intellicomm. A ProQA Platinum-Certified Interface is included in the cost of the project.
CA.195	The system has the ability to facilitate the automatic change of the call-for-service call type, response priority (upgrade or downgrade), and resources required, depending on the final answers to the questions.	Critical	N	This capability is supported by CentralSquare CAD Pro through an interface to an EMD, EFD, or EPD application such as Priority Dispatch ProQA, Powerphone CACH, or APCO Intellicomm. A ProQA Platinum-Certified Interface is included in the cost of the project.
Terminal Device for the Deaf (TDD)				
CA.196	The system has the ability to provide an interface from a Terminal Device for the Deaf (TDD) to the telecommunicator, enabling communication with the deaf person via the display station.	Critical	N	CentralSquare can integrate with just about any third-party system, as long as that third-party is willing to work with CentralSquare. More information regarding a TDD interface is needed to accurately define the scope of work involved and provide pricing.
CA.197	The system has the ability to support a TDD interface that provides a two-way communication between the CAD user and the person using a TDD.	Critical	N	CentralSquare can integrate with just about any third-party system, as long as that third-party is willing to work with CentralSquare. More information regarding a TDD interface is needed to accurately define the scope of work involved and provide pricing.
CA.198	The system has the ability to allow entry of canned messages for quicker communications.	Critical	N	

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Functional and Technical Requirements

Computer-Aided Dispatch (CAD)				
CA.199	The system has the ability to support individual dispatch positions.	Critical	N	
CA.200	The system has the ability to produce a TDD history listing report based on user-defined search parameters.	Critical	N	
Briefing Notes				
CA.201	The system has the ability to search briefing notes across all proposed modules.	Critical	S	
CA.202	The system has the ability to provide field officers with a daily summary report of incidents to including location, call type, comments, updates, disposition and alerts.	Critical	N	Using CentralSquare Pro's built-in report generator, many options are available to display the results. Recurring reports can automatically email or publish to a file any report created within the software. Several file formats are available including pdf, csv, xml, and json. Reports can also be displayed on user dashboards, which update in real-time. Dashboards within CentralSquare Pro can be set using an agency defined template or at an individual user level.
CA.203	The system has the ability to allow users to add briefing notes.	Critical	S	
CA.204	The system has the ability to date and time stamp briefing notes	Critical	S	
CA.205	The system has the ability to provide a summary report to include information on wanted/missing persons, outside alerts, stolen vehicles and personal/property crimes.	Critical	S	
The system has the ability to support BOLOs for vehicles based on available information; including but not limited to:				
CA.206	The nature of the BOLO;	Critical	S	
CA.207	Agency defined BOLO subtype (suspect vehicle, hit and run);	Critical	S	
CA.208	BOLO number;	Critical	S	
CA.209	Multiple subject roles (suspect, registered owner, witness, victim);	Critical	S	
CA.210	License plate;	Critical	S	
CA.211	License state;	Critical	S	
CA.212	Vehicle make;	Critical	S	
CA.213	Vehicle model;	Critical	S	
CA.214	Vehicle type;	Critical	S	
CA.215	Vehicle identification number;	Critical	S	
CA.216	Vehicle year;	Critical	S	
CA.217	Vehicle color(s); and	Critical	S	
CA.218	Narrative.	Critical	S	
The system has the ability to support BOLOs for people based on available information; including but not limited to				
CA.219	The nature of the BOLO;	Critical	S	
CA.220	Agency defined BOLO subtype (robbery, assault);	Critical	S	
CA.221	BOLO number;	Critical	S	
CA.222	Multiple subject roles (suspect, registered owner, witness, victim);	Critical	S	

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Functional and Technical Requirements

Computer-Aided Dispatch (CAD)				
CA.223	Attributes for name;	Critical	S	
CA.224	Date of birth;	Critical	S	
CA.225	Eye color;	Critical	S	
CA.226	Hair color;	Critical	S	
CA.227	Age range;	Critical	S	
CA.228	Weight range;	Critical	S	
CA.229	Sex;	Critical	S	
CA.230	Race;	Critical	S	
CA.231	Height range;	Critical	S	
CA.232	Clothing description;	Critical	S	
CA.233	Scars/marks/tattoos;	Critical	S	
CA.234	Operators license number;	Critical	S	
CA.235	Operators license state; and	Critical	S	
CA.236	Narrative.	Critical	S	
CA.237	The system has the ability to set an expiration for a BOLO.	Critical	S	
CA.238	The system has the ability to be configurable to select specific incident types for inclusion.	Critical	S	
The system has the ability to provide users the option to enter information under specific headings, such as:				
CA.239	Missing persons;	Critical	S	
CA.240	Runaways;	Critical	S	
CA.241	Wanted;	Critical	S	
CA.242	Outside alerts (BOLOS); and	Critical	S	
CA.243	Other used-defined.	Critical	S	
CA.244	The system has the ability to notify appropriate staff and agencies of street closures.	Critical	S	
Service Vehicles				
CA.245	The system has the ability to quickly and equitably send wreckers, ambulances or other service vehicles to a specific location.	Critical	S	
The system has the ability to recommend the service vehicle response including but not limited to the following:				
CA.246	Geographic coverage;	Critical	S	
CA.247	Hours of operation;	Critical	S	
CA.248	Type of equipment;	Critical	S	
CA.249	Service required; and	Critical	S	
CA.250	Other used-defined.	Critical	S	
CA.251	The system has the ability to indicate where in the rotation a provider is placed if a special event occurs when attempting contact.	Critical	N	
CA.252	The system has the ability to automatically position the second company in the first position when the first company is selected.	Critical	S	
CA.253	The system has the ability to allow the user to dispatch the next company, when unable to reach the first company in line, without moving the first company to the bottom of the rotation sequence.	Critical	S	
CA.254	The system has the ability to allow the creation of a unique or supplemental unit designation in real time.	Critical	S	

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Functional and Technical Requirements

Computer-Aided Dispatch (CAD)				
CA.255	The system has the ability to be able to record the activities of unique or supplemental units in the same manner in which agency response units are tracked and their activities recorded.	Critical	S	
CA.256	The system has the ability to allow for agency-configurable non-agency units to be recommended, such as the closest towing company recommendation when a unit is dispatched to an accident event type. The recommendation will take into account the rotation of towing companies.	Critical	N	
CA.257	The system has the ability to record the transactions that occur with supplemental or unique resources.	Critical	S	
CA.258	The system has the ability to create a record of the supplemental service request.	Critical	S	
CA.259	The system has the ability to record a rotation history list by company, selected dates or by geographic coverage areas.	Critical	S	
CA.260	The system has the ability to generate a service vehicle log and service rotation listing.	Critical	S	
CA.261	The system has the ability to generate a geographic coverage report of all agencies that service specific areas.	Critical	S	
CA.262	The system has the ability to include wrecker rotation feature to assist telecommunicators to initiate the dispatch of a wrecker.	Critical	S	
CA.263	The system has the ability to configure service vehicle types by agency.	Critical	S	
CA.264	The system has the ability to provide external messaging capabilities with any type of messaging protocol, as specified by City.	Critical	S	
CA.265	The system has the ability to send a notification to the tow company once a vehicle is towed that contains the following information: color, make, model, year, plate, state, date, impound lot, location (where towed from).	Critical	S	
CA.266	The system has the ability to integrate the service vehicle rotation integrated with the CAD map using map polygons to represent areas for easy maintenance.	Critical	S	
The system has the ability to be capable of producing the following reports and listings:				
CA.267	Service Vehicle by Area Listing;	Critical	S	
CA.268	Service Vehicle Categories Listing;	Critical	S	
CA.269	Service Vehicle Types Listing;	Critical	S	
CA.270	Service Rotation Company Listing;	Critical	S	
CA.271	Service Vehicle Log;	Critical	S	
CA.272	Service Vehicle by Area Listing;	Critical	S	
CA.273	Wrecker Master Listing;	Critical	S	
CA.274	Wrecker Rotation History Report;	Critical	S	
CA.275	Wrecker Geo- Master Listing; and	Critical	S	
CA.276	Response Times Report.	Critical	S	
Victim Notification				
CA.277	The system has the ability to create, maintain and track orders of protection records.	Critical	S	
CA.278	The system has the ability to automatically generate system-wide alerts when a defendant is defined and the order record saved.	Critical	S	
The system has the ability to track the following basic order of protection details:				
CA.279	Issued date;	Critical	S	
CA.280	Expiration date;	Critical	S	
CA.281	Number of subjects served;	Critical	S	
CA.282	Number of subjects not served;	Critical	S	

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Functional and Technical Requirements

Computer-Aided Dispatch (CAD)				
CA.283	Court date;	Critical	S	
CA.284	State number (SRN);	Critical	S	
CA.285	NCIC number; and	Critical	S	
CA.286	Status.	Critical	S	
CA.287	The system has the ability to create and maintain information on all subjects associated with an order, including each subject's role and relationship to the complainant or petitioner.	Critical	S	
CA.288	The system has the ability to access the department history of all involved parties from the master name index.	Critical	S	
CA.289	The system has the ability to enter and maintain information about all the locations from which defendants are restricted.	Critical	S	
CA.290	The system has the ability to document associated agency and court case numbers.	Critical	S	
CA.291	The system has the ability to document issuing judge.	Critical	S	
CA.292	The system has the ability to enter and maintain the terms of orders of protection.	Critical	S	
CA.293	The system has the ability to enter and maintain information about the cancellation of orders of protection.	Critical	S	
CA.294	The system has the ability to enter and maintain information about all activities associated with an order.	Critical	S	
CA.295	The system has the ability to enter and maintain information about court ordered remedies.	Critical	S	
CA.296	The system has the ability to track protective order.	Critical	S	
Call Taker				
CA.297	The system has the ability to automatically generate and populate the call entry window with all known data (e.g., address, venue, registered name, phone number, etc.) based on the call-in number.	Critical	S	
The system has the ability to capture information on the Call Taker screen at a minimum to include:				
CA.298	Call type;	Critical	S	
CA.299	Agency;	Critical	S	
CA.300	Status;	Critical	S	
CA.301	Priority;	Critical	S	
CA.302	Source;	Critical	S	
CA.303	Phone number;	Critical	S	
CA.304	Address;	Critical	S	
CA.305	Cross street;	Critical	S	
CA.306	Nature of call;	Critical	S	
CA.307	Narrative; and	Critical	S	
CA.308	Caller/complainant names.	Critical	S	
CA.309	The system has the ability to provide an audible notification of an incoming call to a call-taker.	Critical	S	
CA.310	The system has the ability to provide a visual notification of an incoming call to a call-taker.	Critical	S	
CA.311	The system has the ability to provide agency-defined security features to restrict commands and usage for each user.	Critical	S	

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Functional and Technical Requirements

Computer-Aided Dispatch (CAD)				
CA.312	The system has the ability to provide the ability for a call taker to immediately forward an incident to dispatch once the minimum required fields have been entered (e.g. location and event type).	Critical	S	
CA.313	The system has the ability to provide the call taker the option to put partially completed call on hold to retrieve at a later time. For example, the call taker would be allowed to interrupt the CFS event creation process and save entered information (i.e., call stacking) to process a higher priority incoming incident.	Critical	S	
CA.314	The system has the ability to allow the number of partial CFS events that can be stacked by a single position to be an administrator-configurable system parameter.	Critical	S	
CA.315	The system has the ability to provide a warning notification of the held CFS event generated at an administrator-configured time.	Critical	S	
CA.316	Any position can review current CFS events, retrieve a partial CFS record, and complete the CFS event entry.	Critical	S	
CA.317	The system has the ability to view a summary of all system-wide, partially-completed CFS events being held and awaiting completion.	Critical	S	
CA.318	The system has the ability to include, at a minimum, the position and user ID that placed the CFS event on hold and the elapsed time that the CFS event has been on hold.	Critical	S	
CA.319	The system has the ability to allow CAD users to select a partially completed CFS event from a CAD event queue and complete the CFS entry process.	Critical	S	
CA.320	The system has the ability to forward the updated communication to the Dispatcher, when the Call Taker enters additional information to a current incident.	Critical	S	
CA.321	The system has the ability to automatically alert the Call Taker of a possible duplicate call when two calls provide addresses that are in close proximity to each other on a agency-defined radius.	Critical	S	
CA.322	The system has the ability to check, as configured by the system administrator, by exact street address, street address block range, or geo-coordinates, the location of each new CFS event to determine whether another event exists.	Critical	S	
CA.323	The system has the ability to provide call taker easy access to the RMS vehicle database for additional information on the Caller/Complainant, such as missing person, outstanding warrant, prior incidents, hazards, etc.	Critical	S	
CA.324	The system has the ability to alert all the appropriate Dispatchers when the Call Taker sends a call to dispatch.	Critical	S	
CA.325	The system has the ability to allow multiple Call Takers and Dispatchers to work on the same call simultaneously.	Critical	S	
CA.326	The system has the ability to enable Call Takers to enter individual officer activity.	Critical	S	
CA.327	The system has the ability to facilitate a minimum of 25 Call Takers.	Critical	S	
CA.328	The system has the ability to allow for the authorized users with security permissions to take over any call on demand.	Critical	S	
CA.329	The system has the ability to be able to schedule calls for future dispatch (i.e., parades, funerals, fairs, etc.) and assign to a specific unit.	Critical	S	
CA.330	The system has the ability to be able to display a list of all scheduled calls.	Critical	S	
CA.331	The system has the ability to allow for agency-defined CFS types.	Critical	S	
The system has the ability to allow the agency to be able to define default values for:				
CA.332	Priority Indicator;	Critical	S	
CA.333	Progress Indicator;	Critical	S	

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Functional and Technical Requirements

Computer-Aided Dispatch (CAD)				
CA.334	Hazard Retention Duration;	Critical	S	
CA.335	Uniform Crime Report (UCR)/(Incident Based Reporting) IBR Report Required; and	Critical	S	
CA.336	Questionnaires.	Critical	N	
The system has the ability to allow answer/response to questionnaires question to:				
CA.337	Change the Priority;	Critical	N	
CA.338	Change the Status; and	Critical	N	
CA.339	Add Sub-questions Further Detailing the Response.	Critical	N	
CA.340	The system has the ability to prompt (not automatic or mandatory) the user to change the CFS type based on the response to a question.	Critical	N	
CA.341	The system has the ability to create a default synopsis of the question, which must be saved and stored in the narrative of the call.	Critical	N	
CA.342	The system has the ability to provide pull-down window choices for CFS types.	Critical	S	
CA.343	The system has the ability to allow the agency to define the icon displaying the CFS type on the map.	Critical	S	
CA.344	The system has the ability to allow the agency to define unit recommendations and overdue recommendations based on the CFS type.	Critical	S	
CA.345	The system has the ability to exchange one unit with another, automatically recording in history that the first unit was initially dispatched and then switched with the second unit.	Critical	S	
CA.346	The system has the ability to be able to reroute a unit from one call to another in a single command and stack the original call against the rerouted unit.	Critical	S	
CA.347	The system has the ability to automatically re-assign the unit to the original call, when a rerouted unit is cleared.	Critical	S	
CA.348	The system has the ability to allow the agency to define command line text.	Critical	S	
CA.349	The system has the ability to allow the agency to define commands used in the command line.	Critical	S	
CA.350	The system has the ability to allow the command line to carry out all unit/call commands.	Critical	S	
The system has the ability to add the following vehicle information, if available, to a CFS including:				
CA.351	VIN;	Critical	S	
CA.352	License Plate State;	Critical	S	
CA.353	License Plate;	Critical	S	
CA.354	Vehicle role;	Critical	S	
CA.355	Color(s);	Critical	S	
CA.356	Make;	Critical	S	
CA.357	Model;	Critical	S	
CA.358	Condition;	Critical	S	
CA.359	Year; and	Critical	S	
CA.360	Style.	Critical	S	
The system has the ability to add the following person information, if available, to a CFS including:				
CA.361	The nature of the BOLO;	Critical	S	
CA.362	Agency defined BOLO subtype (robbery, assault);	Critical	S	
CA.363	BOLO number;	Critical	S	
CA.364	Multiple subject roles (suspect, registered owner, witness, victim);	Critical	S	
CA.365	Attributes for name;	Critical	S	

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Functional and Technical Requirements

Computer-Aided Dispatch (CAD)				
CA.366	Date of birth;	Critical	S	
CA.367	Eye color;	Critical	S	
CA.368	Hair color;	Critical	S	
CA.369	Age range;	Critical	S	
CA.370	Weight range;	Critical	S	
CA.371	Sex;	Critical	S	
CA.372	Race;	Critical	S	
CA.373	Height range;	Critical	S	
CA.374	Clothing description;	Critical	S	
CA.375	Scars/marks/tattoos;	Critical	S	
CA.376	Operators license number;	Critical	S	
CA.377	Operators license state; and	Critical	S	
CA.378	Narrative.	Critical	S	
CA.379	The system has the ability to allow users to select a vehicle already entered into the system and send that information to State/NCIC as a query.	Critical	S	
CA.380	The system has the ability to allow users to select a person already entered into the system and send that information to State/NCIC as a query.	Critical	S	
CA.381	The system has the ability to automatically track all activity by updating a CFS as part of the call.	Critical	S	
CA.382	The system has the ability to display Information about intersections, areas, sections, hydrants, etc., based upon the entered address.	Critical	S	
CA.383	The system has the ability to alert the Call Taker/Dispatcher/Officer working the call if any known hazards or alerts known for an address/name/vehicle, etc.	Critical	S	
CA.384	The system has the ability to provide capability to add additional incident numbers for overlapping CFS.	Critical	S	
CA.385	The ability to add multiple incident numbers to cross reference multiple incidents.	Critical	S	
CA.386	The system has the ability to make all narrative entered into an incident available to everyone working the CFS.	Critical	S	
CA.387	The system has the ability to allow a CFS to be canceled prior to dispatching it, recording the activity in history.	Critical	S	
CA.388	The system has the ability to provide the Call Taker/Dispatcher with a visual indicator if a call for service type has an associated questionnaire.	Critical	S	
CA.389	The system has the ability to maintain CAD commands and command descriptions, such as Open CFS, Add Narrative to CFS, Change Unit Status, etc.	Critical	S	
The system has the ability to provide the following commands from the command line, or associated with a function key or function key combination				
CA.390	Add Narrative;	Critical	S	
CA.391	Add Incident Number;	Critical	S	
CA.392	Add a call to a Unit's Stack;	Critical	S	
CA.393	Add Quick Call;	Critical	S	
CA.394	Add Quick Call and Create Unit;	Critical	S	
CA.395	Add Unit Cross Manning Group;	Critical	S	
CA.396	Add Unit;	Critical	S	
CA.397	Add Unit Disposition;	Critical	S	
CA.398	Add Call Disposition;	Critical	S	
CA.399	Add to Unit Log;	Critical	S	

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Functional and Technical Requirements

Computer-Aided Dispatch (CAD)				
CA.400	Add Vehicle to Call;	Critical	S	
CA.401	Assign Call;	Critical	S	
CA.402	Assign to Beat	Critical	S	
CA.403	Assigned to Call;	Critical	S	
CA.404	At Scene Available;	Critical	S	
CA.405	At Scene or Arrive;	Critical	S	
CA.406	Available for Calls;	Critical	S	
CA.407	Begin Unit Mileage;	Critical	S	
CA.408	Call Ready for Dispatch;	Critical	S	
CA.409	Call Stacking;	Critical	S	
CA.410	Cancel CFS;	Critical	S	
CA.411	Clear CFS;	Critical	S	
CA.412	Clear Unit;	Critical	S	
CA.413	Clear Emergency	Critical	S	
CA.414	Clear Unit with Disposition;	Critical	S	
CA.415	Contact Card/Rolodex Search;	Critical	S	
CA.416	Copy Call (Active or Inactive);	Critical	S	
CA.417	Court;	Critical	S	
CA.418	Create New Call;	Critical	S	
CA.419	Dispatch;	Critical	S	
CA.420	Exchange Units;	Critical	S	
CA.421	End Pursuit;	Critical	S	
CA.422	End Dispatch;	Critical	S	
CA.423	End Unit Mileage;	Critical	S	
CA.424	Exchange Calls;	Critical	S	
CA.425	Exchange on route;	Critical	S	
CA.426	Exchange on scene;	Critical	S	
CA.427	Go to Location (Secondary Location);	Critical	S	
CA.428	Memo to Unit Log (adds memo/note which appears on unit log);	Critical	S	
CA.429	Move Up;	Critical	N	
CA.430	NCIC (supports multiple state/NCIC queries from command line and must include name, vehicle, property, and gun);	Critical	S	
CA.431	Notepad (opens CAD notepad for view and entry);	Critical	S	
CA.432	On shift Unit;	Critical	S	
CA.433	Off shift Unit;	Critical	S	
CA.434	Open HazMat Search;	Critical	N	
CA.435	Open Call;	Critical	S	
CA.436	Open Alert Search;	Critical	S	
CA.437	Open Unit's Call Stack;	Critical	N	
CA.438	Open an Entered CFS;	Critical	S	
CA.439	Open Messages;	Critical	S	
CA.440	Open Notepad;	Critical	N	
CA.441	Open Narrative;	Critical	S	
CA.442	Open Questionnaire for CFS;	Critical	N	
CA.443	Open Scheduled Activity;	Critical	N	
CA.444	Pan Map;	Critical	S	

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Functional and Technical Requirements

Computer-Aided Dispatch (CAD)				
CA.445	Plate Information;	Critical	S	
CA.446	Preempt Unit/Reroute Unit;	Critical	S	
CA.447	Third Party EMD Case Summary;	Critical	S	
CA.448	Enter a Quick Call;	Critical	S	
CA.449	Reroute a Unit to a Selected Call;	Critical	S	
CA.450	Send a Message to a User or Group of Users;	Critical	S	
CA.451	Send Rip and Run;	Critical	S	
CA.452	Open Unit Maintenance;	Critical	S	
CA.453	Refresh Screen;	Critical	N	Most CentralSquare Pro screens refresh automatically every few seconds and as users tab through fields, making this unnecessary.
CA.454	Reroute a Unit to a Selected Call and Clear the Current Call;	Critical	S	
CA.455	Send Tone Codes to the Tone Encode Hardware;	Critical	S	
CA.456	Send Page;	Critical	S	
CA.457	Send Tone;	Critical	S	
CA.458	Change Unit Location;	Critical	S	
CA.459	Unit Check In;	Critical	S	
CA.460	Make a Unit a Primary Unit for the CFS it is Assigned to;	Critical	S	
CA.461	Make a Unit a Secondary Unit for the CFS it is Assigned to;	Critical	S	
CA.462	Update a Unit's Check in Time;	Critical	S	
CA.463	Update the Unit's Status;	Critical	S	
CA.464	Zoom Map to the CFS;	Critical	S	
CA.465	Zoom Map to the Unit;	Critical	S	
CA.466	Open Mileage;	Critical	S	
CA.467	Open Cleared Call Search;	Critical	S	
CA.468	Open Command Line;	Critical	S	
CA.469	Open Shift Processing;	Critical	S	
CA.470	Agency Defined; and	Critical	S	
CA.471	Open TDD Display.	Critical	S	
CA.472	The system has the ability to support a command line function that triggers multiple processes simultaneously.	Desired	S	
CA.473	The system has the ability to allow multiple command lines open simultaneously.	Critical	S	
Dispatching				
CA.474	The system has the ability to allow for the CFS type to be changed, but logs the original call type.	Critical	S	
CA.475	The system has the ability to automatically generate and populate the call entry window with all known data (e.g., address, venue, registered name, phone number) based on the call-in number.	Critical	S	
CA.476	The system has the ability to provide Dispatchers with access to all available CFS information, such as narrative, hazards, unit information, etc.	Critical	S	
CA.477	The system has the ability to provide quick and easy access to all available CFS information, specifically but not limited to: type, agency, status, phone number, address, cross street(s), nature of call, unlimited narrative and caller/complainant name(s).	Critical	S	

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Functional and Technical Requirements

Computer-Aided Dispatch (CAD)				
CA.478	The system has the ability to provide the option to setup a dispatch position as Law Enforcement only, Fire only, EMS only, combined Fire and EMS, or combined Law Enforcement, Fire and EMS.	Critical	S	
CA.479	The system has the ability to provide the option of restricting Dispatchers to only use related commands for Law Enforcement, Fire or EMS. For example, a Law Enforcement only setup will not allow the Dispatcher to access Fire Run Cards.	Critical	N	
CA.480	The system has the ability to facilitate Multiple Call Takers and Dispatchers to work on the same call simultaneously.	Critical	S	
CA.481	The system has the ability to provide a call control panel displaying all calls that are assigned to a dispatch position.	Critical	S	
CA.482	The system has the ability to provide agency-defined security features to restrict commands and usage for each user.	Critical	N	Individual CAD commands can be restricted based on their availability in Mobile CAD vs. CAD. Many other functions within CAD can be restricted by user.
CA.483	The system has the ability to provide Dispatchers with access to all unit recommendations and unit commands based on Law Enforcement, Fire and EMS access security.	Critical	S	
CA.484	The system has the ability to access any CAD or RMS function based on authorized security.	Critical	S	
CA.485	The system has the ability to filter (e.g., include or exclude) on agency defined criteria (types of calls, location, Agency Identifier, priority, status) from the call control panel.	Critical	S	
CA.486	The system has the ability to provide the call taker function from the dispatch position.	Critical	S	
CA.487	The system has the ability to automatically dispatch stacked calls in agency defined order when a CFS is cleared.	Critical	S	
CA.488	The system has the ability to automatically alert the Dispatcher of a possible duplicate call when two calls provide addresses that are in close proximity to each other on an agency-defined radius.	Critical	S	
CA.489	The system has the ability to provide agency-defined check-in times for officers to increase safety. When an officer exceeds the allotted time, the system has the ability to visually and audibly display a warning alerting the Dispatcher with an override/reset feature.	Critical	S	
CA.490	The system has the ability to provide agency-defined dispatch timers based on CFS type and priority. The system has the ability to visually display a warning alerting the Dispatcher that too much time elapsed without assigning a unit(s) to the call.	Critical	S	
CA.491	The system has the ability to provide the Dispatcher with easy access to the RMS name database for additional information on the Caller/Complainant, such as missing person, outstanding warrant, prior incidents, hazards, etc.	Critical	S	
CA.492	The system has the ability to provide the Dispatcher with easy access to the RMS vehicle database.	Critical	S	
CA.493	The system has the ability to provide Officer initiated quick call and traffic stop call entry functions from the dispatch position and mobile based on security permissions.	Critical	S	
CA.494	The system has the ability to allow for officer initiated quick calls and traffic stops to be transferred to a regular incident/call and mobile based on security permissions.	Critical	S	

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Functional and Technical Requirements

Computer-Aided Dispatch (CAD)				
CA.495	The system has the ability to allow Dispatchers to override geo-base addresses, run priority, and unit recommendations.	Critical	S	
CA.496	The system has the ability to have an address alias table with search capabilities.	Critical	S	
CA.497	The system has the ability to sort the CFS window up to a maximum of 10 levels.	Critical	S	
CA.498	The system has the ability to support a minimum of 25 dispatch/call taker positions.	Critical	S	
CA.499	The system has the ability to exchange one unit with another, automatically recording in history that the first unit was initially dispatched and then switched with the second unit.	Critical	S	
CA.500	The system has the ability to be able to reroute a unit from one call to another in a single command and stack the original call against the rerouted unit.	Critical	S	
CA.501	The system has the ability to allow dispatchers to put multiple units on shift or off shift in a single keystroke.	Critical	S	
CA.502	The system has the ability to move a unit/persons/apparatus in CAD when logged in from mobile.	Critical	S	
CA.503	The system has the ability to move a unit/persons/apparatus in CAD when logged in from RMS.	Critical	S	
CA.504	The system has the ability to track mileage for each unit on-shift and off-shift.	Critical	S	
CA.505	The system has the ability to track beginning and ending mileage for each unit on-shift and off-shift from mobile.	Critical	S	
CA.506	The system has the ability to allow the call control panel to display active CFS.	Critical	S	
The system has the ability to allow the call control panel to filter or subset the active calls by:				
CA.507	Dispatched Calls vs. Non-dispatched Calls by agency type;	Critical	S	
CA.508	Police Calls;	Critical	S	
CA.509	Sheriff Calls;	Critical	S	
CA.510	EMS Calls;	Critical	S	
CA.511	Fire Calls;	Critical	S	
CA.512	Any field in the call control panel;	Critical	S	
CA.513	Specific Coverage Area/Beats; and	Critical	S	
CA.514	Specific Priority.	Critical	S	
The system has the ability to allow the call control panel to sort by:				
CA.515	Priority;	Critical	S	
CA.516	Unit Number;	Critical	S	
CA.517	Call Type;	Critical	S	
CA.518	Address;	Critical	S	
CA.519	Any field in the call control panel;	Critical	S	
CA.520	Call for Service Number; and	Critical	S	
CA.521	Jurisdiction.	Critical	S	
CA.522	The system has the ability to quickly dispatch units from a displayed list of available units in the call control panel.	Critical	S	
CA.523	The system has the ability to be able to dispatch units and perform call-taking activities simultaneously.	Critical	S	
CA.524	The system has the ability to allow all Dispatcher/Call Taker positions to be able to filter calls by agency including or excluding specific agencies.	Critical	S	

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Computer-Aided Dispatch (CAD)				
CA.525	The system has the ability to provide the dispatcher access to the mapping software that provides user maintainable layers, such as hydrants, hot spots, known offenders with the ability to display by agency-defined parameters. (E.g., feet, miles, 1/4 mile radius or user-defined.)	Critical	S	
CA.526	The system has the ability to enable layers on the map to be turned on or off based on the level of detail required.	Critical	S	
CA.527	The system has the ability to allow access to all dispatch functions from the map.	Critical	S	
CA.528	The system has the ability to be able to change a unit's status by placing the cursor on the unit or the map.	Critical	S	
CA.529	The system has the ability to allow the user to drag and drop a unit to the call control panel to dispatch a unit.	Critical	S	
CA.530	The system has the ability to provide a dispatcher access to a list of available calls and dispatch the units to calls from the unit control panel.	Critical	S	
CA.531	The system has the ability to identify and require an exception in any case when user defined response time standards are not met (time standards set by the system administrator).	Critical	N	
CA.532	The system has the ability to establish a system administrator-defined list of exception reasons established for each CAD time interval.	Critical	N	
CA.533	The system has the ability to require a disposition based on agency, call type and jurisdiction.	Critical	N	
CA.534	The system has the ability to allow the user to enter one or more dispositions, as dictated by agency policy, when a CAD event is closed.	Critical	S	
CA.535	The system has the ability to close a CAD event record automatically if no resources remain assigned to the event.	Critical	N	
CA.536	The system has the ability to allow the system administrator to define disposition codes.	Critical	S	
CA.537	The system has the ability to enable assisting units to report one or more dispositions when agency policy requires a disposition from a CFS.	Critical	S	
CA.538	The system has the ability to facilitate the recording of dispositions by the dispatcher or the field unit if MDC-equipped.	Critical	S	
CA.539	The system has the ability to allow users to generate a report before closing disposition.	Critical	S	
CAD Supervising				
CA.540	The system has the ability to provide Supervisors with the ability to easily take over any Call Taker or Dispatcher position.	Critical	S	
CA.541	The system has the ability to provide the ability for a CAD supervisor, or another dispatcher with appropriate system permissions, to observe the activity of a given dispatcher including the pending events queue, active events, available units list, and map.	Critical	S	
CA.542	The system has the ability to provide Supervisors with the ability to support Call Takers and Dispatchers from their own display station (dashboard), as needed and based on security permissions.	Critical	S	
CA.543	The system has the ability to provide Supervisors with complete access to unit assignments and replacements features.	Critical	S	
CA.544	The system has the ability to provide a simple process that must be available to "temporarily" log on, when a Supervisor fills in for a Dispatcher or Call Taker.	Critical	S	

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Computer-Aided Dispatch (CAD)				
CA.545	The system has the ability to provide Supervisors with the ability to track current and hourly CFS by Dispatcher assigned calls or by area.	Critical	S	
CA.546	The system has the ability to provide Supervisors with the ability to maintain command and functional access for Call Takers and Dispatchers, allowing call for service assignment transfers.	Critical	S	
CA.547	The system has the ability to provide Supervisors with the ability to maintain single and combined incident type call priority to help maximize Dispatcher efficiency.	Critical	S	
CA.548	The system has the ability to enable a supervisor, or another dispatcher with appropriate system permissions, to co-dispatch the units under the control of another dispatcher.	Critical	S	
CA.549	The system has the ability to add additional dispatchers "on-the-fly" for one or more services (law enforcement, fire service, and/or EMS), either globally or for predetermined geographical areas.	Critical	S	
CA.550	The system has the ability to allow Supervisors to easily track ride-a-long personnel with City-defined contact information on shift and in the unit history database for future reference.	Critical	S	
CA.551	The system has the ability to allow Supervisors to maintain police unit assignments and unit replacements.	Critical	S	
CA.552	The system has the ability to allow Supervisors to maintain police patrol assignments and patrol backups.	Critical	S	
CA.553	The system has the ability to allow Supervisors to maintain Fire/EMS stations and station backups.	Critical	S	
CA.554	The system has the ability to allow Supervisors to maintain Fire/EMS unit run cards.	Critical	S	
CA.555	The system has the ability to allow Supervisors to maintain Fire/EMS tone information.	Critical	S	
CA.556	The system has the ability to allow Supervisors to maintain CAD profiles and users across a proposed system modules.	Critical	S	
CA.557	The system has the ability to allow Supervisors to maintain Call Taker/Dispatcher command and function key security.	Critical	S	
CA.558	The system has the ability to allow Supervisors to maintain unit timers used for officer and other field resource safety.	Critical	S	
CA.559	The system has the ability to allow Supervisors to maintain CAD jurisdiction control information.	Critical	S	
CA.560	The system has the ability to provide levels of Supervisor security must be by user, group of users and screens.	Critical	S	
CA.561	The system has the ability to provide a Supervisor status board.	Critical	S	
CAD Personnel				
CA.562	The system has the ability to include a personnel module to include all users of the system and set security permissions across all proposed modules.	Critical	S	
CA.563	The system has the ability to require first name, last name and ID number at a minimum to enter a personnel record.	Critical	S	
CA.564	The system has the ability to support personnel records by Agency Identifier and ID number.	Critical	S	
CA.565	The system has the ability to control access to a personnel record for only authorized users.	Critical	S	
CA.566	The system has the ability to show only the officer's name and agency address when attaching a case to a personnel record.	Critical	S	

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Computer-Aided Dispatch (CAD)				
CA.567	The system has the ability to include a recent picture of the employee to be displayed on the initial screen of the personnel record.	Critical	S	
CA.568	The system has the ability to support the attachment of other documents to each personnel record.	Critical	S	
CA.569	The system has the ability to provide a universal method to easily search for and select officer ID numbers throughout the suite.	Critical	S	
Messaging				
CA.570	The system has the ability to provide voiceless communications through messaging between Dispatchers, Call Takers, Mobile Data Terminals (MDT), and other agency-defined users.	Critical	S	
CA.571	The system has the ability to provide a separate message window that shows all Call Taker, Dispatcher and Mobile Computing messages sent to the Call Taker/Dispatcher.	Critical	S	
CA.572	The system has the ability to create user definable "canned" messages for selection and distribution to other system users.	Critical	S	
CA.573	The system has the ability to allow a CAD user to send and store messages to other users, groups, positions or MDTs.	Critical	S	
CA.574	The system has the ability to allow a message to be sent to multiple recipients.	Critical	S	
CA.575	The system has the ability to allow a user to store a received message and delete a message from a users queue based on security permissions.	Critical	S	
CA.576	The system has the ability to archive messages without deleting them.	Critical	S	
CA.577	The system has the ability to search for any message regardless of message state.	Critical	S	
CA.578	The system has the ability to have a CAD message archive management tool based on security permissions.	Critical	S	
CA.579	The system has the ability to log all messages.	Critical	S	
Call Scheduling				
CA.580	The system has the ability to automatically schedule CFS for future dispatch to help manage special events, such as parades, festivals, prisoner transport, etc.	Critical	S	
CA.581	The system has the ability to allow events to be created by a call or by sending a message based on security permissions.	Critical	N	
CA.582	The system has the ability to be able to display a list of all scheduled calls.	Critical	S	
CA.583	The system has the ability to provide the ability for authorized users to activate a scheduled event at any time.	Critical	S	
CA.584	The system has the ability to send a message to the appropriate users when the scheduled activity occurs.	Critical	S	
CA.585	The system has the ability to support location override for scheduled calls.	Critical	S	
Call Stacking				
CA.586	The system has the ability to allow a dispatcher to hold or stack events to a busy unit.	Desired	S	
CA.587	The system has the ability to notify the dispatcher the unit is available, if a unit is on an assignment, when the unit clears its assignment.	Desired	S	
CA.588	The system has the ability to provide the agency a method to define what events can be held.	Desired	S	
CA.589	The system has the ability to notify the unit that it is being held when an event is placed on hold.	Desired	S	
CA.590	The system has the ability to allow multiple events to be placed on hold for a single unit at the same time.	Desired	S	

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Computer-Aided Dispatch (CAD)				
CA.591	The system has the ability to allow a CFS event to be held for a unit that is not yet logged on.	Desired	S	
CA.592	The system has the ability to record in the history of the CFS event when an event is placed on hold.	Desired	S	
CA.593	The system has the ability to apply timers to all held CFS events and alert the dispatcher when a held event has exceeded the allowable time in a held status.	Desired	S	
CA.594	The system has the ability to provide dispatchers with the ability to pre-empt a unit and dispatch the unit to another event.	Desired	S	
CA.595	The system has the ability to NOT limit the ability of the dispatcher to assign another unit to the incident or for field units to self-dispatch (assign) themselves to an event that has been placed on hold, if permitted by agency policy for selected users.	Desired	S	
CA.596	The system has the ability to NOT allow a unit to self-dispatch for high priority call types (e.g., armed robbery) requiring the use of radio dispatch.	Desired	N	Units can be restricted from self-dispatching from all calls if desired, but not only those of certain priority types.
CA.597	The system has the ability to allow a user to view a unit's call stack to see what call is the unit's currently assigned active call, and what calls the unit will be handling next.	Desired	S	
CA.598	The system has the ability to allow a user to assign all calls of a certain type to a specific unit, such as K-9, Bicycle, Foot Patrol.	Desired	S	
CA.599	The system has the ability to have only one call that is active per unit.	Desired	S	
CA.600	The system has the ability to have the calls sorted in the order to be dispatched, with the original order of first in, first out (FIFO).	Desired	S	
CA.601	The system has the ability to allow the user to reorder the call stack, delete a call for service from the stack, and transfer a CFS to another unit's stack.	Desired	S	All of the listed functionality is supported except changing the stack order.
CA.602	The system has the ability to allow the flexibility of placing a CFS on a call stack and not have it automatically dispatched with that unit.	Desired	S	
Dispatch Questionnaire				
CA.603	The system has the ability to allow an agency to define and associate a questionnaire to each CFS type, as wanted by the agency.	Critical	N	
CA.604	The system has the ability to provide the Call Taker/Dispatcher with a visual indicator, if a CFS type has an associated questionnaire.	Critical	N	
CA.605	The system has the ability to have a minimum of 15 questions, and a minimum of 15 pre-set answers for each question.	Critical	N	
CA.606	The system has the ability to have the responses selected from a pre-set list of valid answers from a pull-down window, or entered as a free-form text.	Critical	N	
CA.607	The system has the ability to allow for an answer to a question to change the priority and the status, as well as add sub-questions to further detail the response.	Critical	N	
CA.608	The system has the ability to prompt the user to change the CFS type based on a question's response. This is not an automatic or mandatory change, but a prompt.	Critical	N	
CA.609	The system has the ability to create a default synopsis of the questionnaire, which is updated as questions are answered.	Critical	N	
CA.610	The system has the ability to allow the user to write the synopsis to narrative immediately, so other users can view while the call taker continues to collect information.	Critical	S	

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Computer-Aided Dispatch (CAD)				
CA.611	The system has the ability to only allow one questionnaire narrative entry at time (if the user changes answers to questions, the current synopsis narrative will be updated with the current synopsis).	Critical	N	
CAD Unit Management				
CA.612	The system has the ability to support the manual entry of unit mileage.	Critical	S	
CA.613	The system has the ability to capture beginning and ending mileage for individual transports.	Critical	S	
CA.614	The system has the ability to automatically track mileage based on GPS/AVL.	Desired	S	
CA.615	The system has the ability to provide a visual and audible error indication to the user upon failure to enter beginning or ending mileage based on transport or response type.	Critical	N	
CA.616	The system has the ability to utilize any combination of dedicated or contingent staffing to most appropriately utilize resources based on skill sets.	Critical	S	
CA.617	The system has the ability to account for the qualifications of personnel—such as fire apparatus driver/operator, EMS certification, and rescue certification—to establish the best possible resource allocation based on prioritized needs for the response.	Critical	S	
CA.618	The system has the ability to take, based on a single shared crew assigned to multiple pieces of apparatus, the remaining piece(s) of apparatus out of service, when one piece of apparatus is assigned to an event.	Critical	S	
CA.619	The system has the ability to provide a method of integration with an AVL system for increased accuracy and efficiency.	Critical	S	
CA.620	The system has the ability to account for the number of qualified personnel available in a station, and determine the best possible resource allocation from that station at any given moment.	Critical	N	
CA.621	The system has the ability to account for the type of units available in a station, and determine the best possible resource allocation from that station at any given moment.	Critical	S	
CA.622	The system has the ability to allow unit recommendations to be incident type specific and allow for multiple levels of backup.	Critical	S	
CA.623	The system has the ability to support different unit types (i.e., one-man, two-man or K-9) to respond to a CFS based on the incident type, priority and in-progress flag.	Critical	S	
CA.624	The system has the ability to support changing the unit's assigned primary police beat during the shift.	Critical	S	
CA.625	The system has the ability to capture all Law Enforcement, Fire, or EMS unit activity.	Critical	S	
CA.626	The system has the ability to allow agency-defined icons to represent unit types.	Critical	S	
CA.627	The system has the ability to allow up to nine alarm levels.	Critical	S	
CA.628	The system has the ability to allow Fire/EMS unit recommendation configuration by unit type.	Critical	S	
CA.629	The system has the ability to allow Fire/EMS unit recommendations to incorporate backup units, move up and stand by units, and backup stations.	Critical	S	
CA.630	The system has the ability to have the option to determine if the unit will display on the unit status panel if the unit is not on a call.	Critical	S	
CA.631	The system has the ability to allow the agency to define an icon for each type of unit as defined by the agency.	Critical	S	
CA.632	The system has the ability to include a pre-defined set of typical unit statuses that can be modified by the agency.	Critical	S	

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Computer-Aided Dispatch (CAD)				
CA.633	The system has the ability to have, and allow configuration of, multiple timers based on unit status and CAD incident type, such as time on a particular call, time since last check-in, and time at the hospital or jail.	Critical	S	
CA.634	The system has the ability to have, and allow configuration of, timers for CAD system events, such as an agency defined priority call overdue to be dispatched.	Critical	S	
CA.635	The system has the ability to allow for telecommunicators to manually place a timer alert on CFS or a unit.	Critical	S	
CA.636	The system has the ability to minimally include "down to the second" timestamps (e.g. hh/mm/ss).	Critical	S	
CA.637	The system has the ability to allow configurable timers (i.e. 'hh:mm:ss', 'mm:ss', or 'ss').	Critical	S	
CA.638	The system has the ability to allow the creation of timers based on Agency Identifier, Unit Type, Status and Priority.	Critical	S	
CA.639	The system has the ability to allow authorized users to create timers for all unit types.	Critical	S	
CA.640	The system has the ability to allow authorized users to update timers for all unit types.	Critical	S	
CA.641	The system has the ability to record the latitude and longitude of a unit when a status change is made to the unit (on scene, en route, at scene), and allows the agency to determine which status drives when the geo stamp is used.	Critical	N	
CA.642	The system has the ability to support tracking on-shift mileage for all units.	Critical	S	
CA.643	The system has the ability to support tracking off-shift mileage for all units.	Critical	S	
CA.644	The system has the ability to be equipped with predefined timers that can be configured by the system administrator.	Critical	S	
CA.645	The system has the ability to provide the ability for the system administrator to create customized definable timers.	Critical	S	
CA.646	The system has the ability to record timer activity to the CFS event log.	Critical	S	
CA.647	The system has the ability to produce both visual and audible alerts to the dispatcher when a timer is triggered.	Critical	S	
CA.648	The system has the ability to support the starting and ending odometer reading or total mileage of a unit for a CFS.	Critical	S	
CA.649	The system has the ability to generate a unit log, showing all actions that unit had taken.	Critical	S	
CA.650	The unit log shall provide, at a minimum, date/time of entry, incident number, secondary location, status, action, CFS #, CFS type, CFS location and unit location.	Critical	S	
The system has the ability to support maintenance on units by the following:				
CA.651	Agency-based Unit Type;	Critical	S	
CA.652	Unit Alias;	Critical	S	
CA.653	Radio Number; and	Critical	S	
CA.654	Unit MDT ID.	Critical	S	
Hazards and Alerts				
The system has the ability to capture and maintain premise information types including but not limited to:				
CA.655	Hazardous materials;	Critical	S	
CA.656	Hazardous conditions;	Critical	S	
CA.657	Lock box codes;	Critical	S	
CA.658	Gate codes (e.g. neighborhoods, communities, businesses);	Critical	S	

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Computer-Aided Dispatch (CAD)				
CA.659	Dangerous animals;	Critical	S	
CA.660	Handicap;	Critical	S	
CA.661	Emergency contact information;	Critical	S	
CA.662	Unit safety (officer safety);	Critical	S	
CA.663	Warrants;	Critical	S	
CA.664	Alarms;	Critical	S	
CA.665	Protective orders;	Critical	S	
CA.666	Public access defibrillators;	Critical	S	
CA.667	Sexual offenders;	Critical	S	
CA.668	Fire pre-plans;	Critical	S	
CA.669	BOLO;	Critical	S	
CA.670	Electronic attachments (e.g., images, files); and	Critical	S	
CA.671	Agency user-defined.	Critical	S	
CA.672	The system has the ability to enter user defined closures within a map that are out of service and notify responding units via an alert when responding to an event in a user defined proximity (e.g., fire hydrant, street closures, bridge out of service, weight limits, controlled burn).	Critical	S	
CA.673	The system has the ability to automatically create (i.e. upon closing of an incident) premises history based on pre-determined criteria.	Critical	S	
CA.674	The system has the ability to define valid date ranges for time-limited premises information at a given location (i.e. information valid between start date and end date), and an option to notify supervisor of pending expiration dates based on alert type.	Critical	S	
CA.675	The system has the ability to allow supervisors to delete premises information for a given address or location based on expiration date and/or time of record, with prompted review prior to deletion (i.e. minimum of five years, on-line storage).	Critical	S	
CA.676	The system has the ability to view premises information for a specific suite/apartment/unit, or to view all premises information for an entire building.	Critical	S	
CA.677	The system has the ability to alert the Call Taker, Dispatcher and/or Officer if an active warrant exists for any person at the location or for the caller/complainant.	Critical	S	
CA.678	The system has the ability to alert the Call Taker, Dispatcher and/or Officer if any gun permits are at the location or guns are registered to the caller/complainant.	Critical	S	
CA.679	The system has the ability to alert the Call Taker, Dispatcher and/or Officer if the caller/complainant is a known offender, a suspect in an open case, has an open BOLO, or a career criminal.	Critical	S	
CA.680	The system has the ability to alert the Call Taker, Dispatcher and/or Officer if hazardous material is stored at a business site or other premises.	Critical	S	
CA.681	The system has the ability to alert the Call Taker, Dispatcher and/or Officer if there is any serious medical information concerning a person at the location.	Critical	S	
CA.682	The system has the ability to alert the Call Taker, Dispatcher and/or Officer if the location has an associated vacation check or house watch.	Critical	S	
CA.683	The system has the ability to alert the Call Taker, Dispatcher and/or Officer if the location is known drug site.	Critical	S	
CA.684	The system has the ability to alert the Call Taker, Dispatcher and/or Officer if a building pre-plan or Geo-file information exists for the location.	Critical	S	

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Computer-Aided Dispatch (CAD)				
CA.685	The system has the ability to alert the Call Taker, Dispatcher and/or Officer if orders of protection are associated with the location and/or caller/complainant.	Critical	S	
CA.686	The system has the ability to reactivate an alert if the system falsely expires that alert.	Critical	S	
CA.687	The system has the ability to set a timer for call for service types based on priority, which alerts the dispatcher that an agency-specified time has elapsed and no units have been assigned to the call.	Critical	S	
CA.688	The system has the ability to alert the Call Taker, Dispatcher and/or Officer on an as-needed basis.	Critical	S	
CA.689	The system has the ability to allow the user to create an alert with a category, description, and duration of time and an assigned priority for the alert.	Critical	S	
CA.690	The system has the ability to allow the user to change the priority of system-generated alerts with security permissions.	Critical	S	
CA.691	The system has the ability to allow for all alerts to be purged within a City-defined expired date range.	Critical	S	
CA.692	The system has the ability to define criteria for automatic premises information purges and activate or deactivate this feature.	Critical	N	
CA.693	The system has the ability to automatically purge all expired alerts and move them to the historical alert log.	Critical	S	
CA.694	The system has the ability to verify that premises warning or hazard information has not been affected by changes to the geofile.	Critical	S	
CA.695	The system has the ability to create a permanent record of the premises information in the event history.	Critical	S	
CA.696	The system has the ability to provide (or interface to) a "cautions" file to contain information pertaining to dangerous individuals possibly residing at that location or near proximity, and exceptional persons at the location, such as an emotionally disturbed person or special needs.	Critical	S	
CA.697	The system has the ability to include a caution type category on the cautions file.	Critical	S	
CA.698	The system has the ability to provide a free form narrative on the cautions file.	Critical	S	
CA.699	The system has the ability to search on the cautions file.	Critical	S	
Note Pads				
CA.700	The system has the ability to allow a note pad function, which is separate from the incident report, that allows CAD users to type in any unlimited text and store the text within CAD.	Critical	S	
CA.701	The system has the ability to leave electronic shift notes.	Critical	S	
CA.702	The system has the ability to support a subset of information by type.	Critical	S	
CA.703	The system has the ability to allow a document to be attached via standard document controls.	Critical	S	
CA.704	The system has the ability to allow note pad entries to be date/time stamped.	Critical	S	
CA.705	The system has the ability to allow a purge function that will delete note pads prior to date/time and have optional criteria to purge by note pad type and and/or created by user with security permissions.	Critical	S	
CA.706	The system has the ability to allow note pads to be marked and only allow manual deletions with security permissions.	Critical	S	
Rip and Run				
CA.707	The system has the ability to allow rip and run reports to be generated by a network printer, remote rip and run printer, fax, or email.	Critical	S	

City of Broken Arrow

Functional and Technical Requirements

Computer-Aided Dispatch (CAD)				
CA.708	The system has the ability print from one incident to multiple printers in a single location.	Critical	S	
CA.709	The system has the ability to allow the user to browse the network for available printers, and for remote printers or fax machines with the ability to enter phone number/access number for dialup connection.	Critical	S	
CA.710	The system has the ability to determine when rip and run reports are sent by creation of a call, first unit dispatched within a station, any unit dispatched, upon clear, or on demand by a CAD user.	Critical	S	
Run Cards/Response Plans				
CA.711	The system has the ability to allow the creation of run cards to define fire and EMS recommendations that are used to dispatch units based on the CFS type, fire or EMS district, fire and EMS area, and time of day for a business.	Critical	S	
CA.712	The system has the ability to allow for dynamic and fixed/static run cards/response plans.	Critical	S	
CA.713	The system has the ability to allow the user to assign a priority to the CFS, and enter the date/time range that the run card is active.	Critical	S	
CA.714	The system has the ability to allow the user to define units or unit type/stations to a CFS based on Fire district/area, EMS district, police beat, and CFS type.	Critical	S	
CA.715	The system has the ability to allow a user to define alarm levels for run cards.	Critical	S	
CA.716	The system has the ability to support station dispatch, which allows all units or unit types within the station to be placed in the status defined by the action.	Critical	S	
CA.717	The system has the ability to allow for multiple backups so that if the first backup is unavailable, the system will check for the next available backup.	Critical	S	
CA.718	The system has the ability to allow for assignment to be by resource type, capability and equipment (e.g. thermal imager).	Critical	S	
CA.719	The system has the ability to allow for the use of personnel capabilities (e.g. personnel with Spanish speaking ability).	Critical	S	
CA.720	The system has the ability to allow for the use of resource groups made up of individual units [e.g. a Hazmat (hazardous material) group made up of several units and dispatched as a single "Hazmat team" (i.e. single unit)].	Critical	S	
CA.721	The system has the ability to allow for the use of premises-based or address-based run cards/response plans.	Critical	S	
CA.722	The system has the ability to allow for the use of AVL systems for selecting units.	Critical	S	
CA.723	The system has the ability to support multiple agency run cards/response plans.	Critical	S	
CA.724	The system has the ability to allow for adjustable plans that are based on time of day or day of week.	Critical	S	
CA.725	The system has the ability to add special response narrative for run cards.	Critical	S	
CA.726	The system has the ability to allow the Supervisor to maintain Fire/EMS/Law Enforcement unit run cards based on security permissions.	Critical	S	
CA.727	The system has the ability to be able to create a Fire run card, an EMS run card and a joint Fire and EMS run card listing and exception report.	Critical	S	
CA.728	The system has the ability to allow units on a Fire, EMS, Law Enforcement run card to be placed in the agency assigned status (dispatch).	Critical	S	
CA.729	The system has the ability to recommend most functions for dispatchers.	Critical	S	
CA.730	The system has the ability to assign Fire/EMS/Law Enforcement run card recommendations by incident type based on activity for an address or business; overrides must be stamped by day of week and time of day.	Critical	S	

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Functional and Technical Requirements

Computer-Aided Dispatch (CAD)				
CA.731	The system has the ability to allow the creation of exception and location-based run cards.	Critical	S	
CA.732	The system has the ability to be able to handle multiple levels of alarm responses.	Critical	S	
CA.733	The system has the ability to incorporate Fire/EMS mutual aid packages.	Critical	S	
CA.734	The system has the ability to support agency-defined run/exception cards.	Critical	S	
CA.735	The system has the ability to recognize the resources and capabilities of the host agency's own units and those of neighboring agencies.	Critical	S	
CA.736	The system has the ability to allow for custom mutual aid agreements, including business rules for utilization, and recognize various levels of response/mutual aid.	Critical	S	
CA.737	The system has the ability to recommend the use of other agency resources based on parameters within the mutual aid agreements.	Critical	S	
CA.738	The system has the ability to auto-populate incident information (e.g. address information, nature of incident, resources needed) from other CAD systems via a CAD-to-CAD type interface.	Critical	N	CentralSquare is currently testing and continuing development of a CAD – CAD interface based on the APCO/NENA EIDD for the purpose of sharing incident and emergency resource data. As the development for this interface is not yet complete and the functionality may still change, it has not been included as part of this project.
CA.739	The system has the ability to support the Joint NENA/APCO Emergency Incident Data Document (EIDD) or similar CAD-to-CAD functionality for sharing incident information as required for mutual aid agreements.	Critical	N	CentralSquare is currently testing and continuing development of a CAD – CAD interface based on the APCO/NENA EIDD for the purpose of sharing incident and emergency resource data. As the development for this interface is not yet complete and the functionality may still change, it has not been included as part of this project.
CA.740	The system has the ability to provide the capability to track the status (availability) of the host agency's own units and neighboring agency resources/units via a CAD-to-CAD type interface (i.e. overall view of unit resources).	Critical	N	CentralSquare is currently testing and continuing development of a CAD – CAD interface based on the APCO/NENA EIDD for the purpose of sharing incident and emergency resource data. As the development for this interface is not yet complete and the functionality may still change, it has not been included as part of this project.
CA.741	The system has the ability to support alarm level upgrade functionality.	Critical	S	

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Functional and Technical Requirements

Computer-Aided Dispatch (CAD)				
CA.742	The system has the ability to be set up by Agency Identifier to allow automatic recommendation of a unit when the unit is available.	Critical	S	
Tone Alerts				
CA.743	The system has the ability to allow the supervisor to maintain Fire/EMS tone information with security permissions.	Critical	S	
CA.744	The system has the ability to interface with tone encoder systems.	Critical	S	
CA.745	The system has the ability to send tones to encoder devices that can control Fire station doors, alarms and pages.	Critical	S	
CA.746	The system has the ability to be able to create a tone code listing report.	Critical	N	
CA.747	The system has the ability to create a list of tone codes based on station and CFS type.	Critical	N	
CA.748	The system has the ability to prioritize the tone codes that are recommended for a particular CFS and station.	Critical	N	
CA.749	The system has the ability to bring up a list of tones based on units that are being recommended for dispatch or assignment.	Critical	N	
Status Control Panel				
CA.750	The system has the ability to allow the user to customize the toolbar for the unit status control panel.	Critical	S	
CA.751	The system has the ability to allow multiple unit status control panels to be opened with different configurations based on the level of security.	Critical	S	
CA.752	The system has the ability to filter or subset the list in the unit status control panel.	Critical	S	
CA.753	The system has the ability to allow to subset by agency type, allowing the selection of multiple agency types within one unit status control panel.	Critical	S	
CA.754	The system has the ability to allow the user to drag and drop a unit from the unit status control panel to a call on the call control panel.	Critical	S	
CA.755	The system has the ability to allow the assignment of units by using point-and-click pull-down menus.	Critical	S	
CA.756	The system has the ability to allow a user to change a unit's status, open the unit's call stack, and reroute a unit within the unit status control panel.	Critical	S	
CA.757	The system has the ability to allow a user to get a list of all available calls and dispatch the unit to the call from the unit status control panel.	Critical	S	
CA.758	The system has the ability to allow the agency to modify the statuses that a particular unit can be assigned.	Critical	S	
CA.759	The system has the ability to automatically refresh the unit status control panel when information is updated.	Critical	S	
Unit Recommendations				
CA.760	The system has the ability to allow Fire/Police/EMS unit recommendations to be specific to the CFS type and allow multiple levels of backup.	Critical	S	
CA.761	The system has the ability to be able to prioritize an incident and recommend the type of units based on the prioritization of that event and the current status of the unit.	Critical	S	
CA.762	The system has the ability to code the conditional availability of units.	Critical	S	
CA.763	The system has the ability to dynamically, and without user intervention, change the unit recommendation if relevant incident information changes (i.e. type, location, alarm level).	Critical	S	
CA.764	The system has the ability to notify users that the unit recommendation has changed.	Critical	N	

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Functional and Technical Requirements

Computer-Aided Dispatch (CAD)			
CA.765	The system has the ability to allow the dispatcher to override the system recommended units and assign other units.	Critical	S
CA.766	The system has the ability to create unit recommendations based on officer/station role, as well as by closest-to for response.	Critical	S
CA.767	The system has the ability to allow the dispatcher to assign any valid field unit to an incident even if that unit is not currently logged on to the mobile system but are available in CAD.	Critical	S
CA.768	The system has the ability to notify the dispatcher and confirm that the correct unit has been assigned if a unit assigned to an incident is not marked as available in CAD.	Critical	S
CA.769	The system has the ability to allow Police unit recommendations to provide for different types of units, such as one-man, two-man or K-9, to respond based on the CFS type, priority and in-progress flag.	Critical	S
CA.770	The system has the ability to assign the primary police beat to a unit at the beginning of a shift or it can be changed during the shift.	Critical	S
CA.771	The system has the ability to provide the ability for the second and third level police beat to be initially setup for a unit or it can be changed during the shift.	Critical	S
CA.772	The system has the ability to allow Fire/EMS unit recommendations to incorporate backup units, move-up units, stand by units and backup stations.	Critical	S
CA.773	The system has the ability to provide the user with the ability to adjust the priority and the number of recommended units.	Critical	S
CA.774	The system has the ability to be able to swap or exchange one unit with another, and record that the first unit was initially dispatched, and then exchanged with the second unit.	Critical	S
CA.775	The system has the ability to allow all police, fire or EMS unit activity to be captured in a unit history database.	Critical	S
CA.776	The system has the ability to provide access to the unit recommendation process as part of the incoming call.	Critical	S
CA.777	The system has the ability to allow Dispatch to have access to all unit recommendations and unit commands based on police, fire and EMS access security.	Critical	S
CA.778	The system has the ability to maintain operating procedures on each CFS type as a part of the police, fire or EMS unit recommendation maintenance,	Critical	S
CA.779	The system has the ability to recommend a unit that is unavailable only if SOP permits units to be pre-empted for a higher priority event.	Critical	N
CA.780	The system has the ability to define the icon for the unit type using standard PC tools.	Critical	S
Agency Identifier Maintenance			
CA.781	The system has the ability to support corresponding values based on various CAD/RMS/Fire modules for operating Agency Identifiers only.	Critical	S
The system has the ability to require the following mandatory fields:			
CA.782	Agency Identifier;	Critical	S
CA.783	Agency Identifier abbreviation;	Critical	S
CA.784	Agency type;	Critical	S
CA.785	Telephone Number;	Critical	S
CA.786	Agency address;	Critical	S
CA.787	Maximum juvenile age;	Critical	S
CA.788	Agency name; and	Critical	S

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Functional and Technical Requirements

Computer-Aided Dispatch (CAD)				
CA.789	Other user-defined.	Critical	S	
CA.790	The system has the ability to create an incident for a particular Agency Identifier.	Critical	S	
CA.791	The system has the ability to generate an incident number when mutual aid (different Agency Identifier) is being given.	Critical	S	
CA.792	The system has the ability to generate an incident when a unit of the same agency type responds when mutual aid (different Agency Identifier) is being given.	Critical	S	
Reports				
The system has the ability to be capable of providing the following system reports:				
CA.793	Scheduled Call Listing;	Critical	S	
CA.794	Command Listing;	Critical	S	
CA.795	Jurisdiction Listing;	Critical	S	
CA.796	Validation and Context;	Critical	S	
CA.797	Context Listing;	Critical	S	
CA.798	Validation Set Listing;	Critical	S	
CA.799	Validation Set and Context Listing;	Critical	S	
CA.800	Context and Validation Set Listing; and	Critical	S	
CA.801	Validation Set Detail.	Critical	S	
The system has the ability to be capable of providing the following CAD maintenance reports:				
CA.802	Security Listing Report;	Critical	S	
CA.803	User Listing Report;	Critical	S	
CA.804	Scheduled Calls Listing Report;	Critical	S	
CA.805	Command Listing Report;	Critical	S	
CA.806	Jurisdiction Listing Report;	Critical	S	
CA.807	Validation and Context Report;	Critical	S	
CA.808	Call for Service Type Listing;	Critical	S	
CA.809	Run Card Listing;	Critical	S	
CA.810	Run Card Exceptions Listing;	Critical	S	
CA.811	Geo-Verification Override By User Report;	Critical	S	
CA.812	Geo-Verification Override by Venue Report;	Critical	S	
CA.813	Geo Cross Street Listing;	Critical	S	
CA.814	Geo Street Listing by Venue;	Critical	S	
CA.815	Geo Street Listing by Street Name;	Critical	S	
CA.816	Beat Listing;	Critical	S	
CA.817	Unit Status Listing;	Critical	S	
CA.818	Unit Listing;	Critical	S	
CA.819	Unit Area Assignment Listing;	Critical	S	
CA.820	BOLO Listing;	Critical	S	
CA.821	Location Hazard/Alert Report; and	Critical	S	
CA.822	Building Watch Listing;	Critical	S	
The system has the ability to be capable of providing the following CAD security reports:				
CA.823	Security Listing;	Critical	S	
CA.824	Group Listing;	Critical	S	
CA.825	Feature Group Listing;	Critical	S	
CA.826	Component Listing by Component Name;	Critical	S	
CA.827	Component Listing by Feature Group Name; and	Critical	S	
CA.828	User Listing.	Critical	S	

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Functional and Technical Requirements

Computer-Aided Dispatch (CAD)				
The system has the ability to be capable of providing the following analysis reports:				
CA.829	Area/Section Activity Report;	Critical	S	
CA.830	Area/Section Activity Detail Listing;	Critical	S	
CA.831	Area Activity Summary Report;	Critical	S	
CA.832	Beat Listing;	Critical	S	
CA.833	Building/Geo- Location Listing;	Critical	S	
CA.834	CAD Commands Listing;	Critical	S	
CA.835	CAD Jurisdiction Control Listing;	Critical	S	
CA.836	CFS Activity Report;	Critical	S	
CA.837	CFS Analysis Report;	Critical	S	
CA.838	CFS Breakdown by Month Report;	Critical	S	
CA.839	CFS Breakdown Priority and Day of Week Report;	Critical	S	
CA.840	CFS Summary by Shift Report;	Critical	S	
CA.841	CFS Report;	Critical	S	
CA.842	Crime Summary by Shift Report;	Critical	S	
CA.843	Combined Incident/Call Types Listing;	Critical	S	
CA.844	Daily CFS Log;	Critical	S	
CA.845	Daily Incident Log;	Critical	S	
CA.846	Detailed CFS Report;	Critical	S	
CA.847	Geo-Cross Street Listing	Critical	S	
CA.848	Geo-Master Listing;	Critical	S	
CA.849	Geo-Verification Override Report by User;	Critical	S	
CA.850	Geo-Verification Override Report by Venue;	Critical	S	
CA.851	Grid Activity (Summary and Ranking) Report;	Critical	S	
CA.852	Hour of Day Activity (Summary and Ranking) Report;	Critical	S	
CA.853	House Watch Listing;	Critical	S	
CA.854	Incident/Call Activity Report by Section;	Critical	S	
CA.855	Incident/Call Analysis Reports;	Critical	S	
CA.856	Incident/Call Classification by Area Report;	Critical	S	
CA.857	Incident/Call Classification by Shift Report;	Critical	S	
CA.858	Incident/Call Classification by Station Report;	Critical	S	
CA.859	Incident/Call Detail Listing;	Critical	S	
CA.860	Incident/Call Type Listing;	Critical	S	
CA.861	Note Pad Listing;	Critical	S	
CA.862	Personnel History Log;	Critical	S	
CA.863	Quick Call Incidents/Calls Listing;	Critical	S	
CA.864	Radio Log;	Critical	S	
CA.865	Response Time Analysis by Area/Section/Priority Report;	Critical	S	
CA.866	Run Card Report;	Critical	S	
CA.867	Shift Activity Summary Report;	Critical	S	
CA.868	Station Activity (Summary and Ranking) Report;	Critical	S	
CA.869	Station Listing;	Critical	S	
CA.870	Street Name Listing;	Critical	S	
CA.871	Tone Code Listing;	Critical	S	
CA.872	Unit Assignments Listing;	Critical	S	
CA.873	Unit Log;	Critical	S	

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Functional and Technical Requirements

Computer-Aided Dispatch (CAD)				
CA.874	Unit Replacements Listing.	Critical	S	
CA.875	Law enforcement and Fire/EMS district/area;	Critical	S	
CA.876	Law enforcement and Fire/EMS response plan by district/area; and	Critical	S	
CA.877	Class by call type;	Critical	S	
The system has the ability to be capable of providing the following statistical reports:				
CA.878	CFS Breakdown by Month;	Critical	S	
CA.879	CFS Breakdown by Priority;	Critical	S	
CA.880	CFS by Area;	Critical	S	
CA.881	CFS by Disposition;	Critical	S	
CA.882	CFS by Source;	Critical	S	
CA.883	CFS by Unit;	Critical	S	
CA.884	Statistical Activity;	Critical	S	
CA.885	Hour of Day Activity Summary;	Critical	S	
CA.886	Hour of Day Activity;	Critical	S	
CA.887	Classification by Area;	Critical	S	
CA.888	Area Activity Summary;	Critical	S	
CA.889	Area/Section Activity;	Critical	S	
CA.890	Grid Activity Summary; and	Critical	S	
CA.891	Grid Activity Ranking.	Critical	S	
The system has the ability to be capable of providing the following CAD configuration reports:				
CA.892	CFS Type Listing;	Critical	S	
CA.893	Run Card Listing; and	Critical	S	
CA.894	Run Card Exceptions Listing.	Critical	S	
The system has the ability to be capable of providing the following unit resource reports:				
CA.895	Unit Status Listing;	Critical	S	
CA.896	Unit Listing; and	Critical	S	
CA.897	Unit Area Assignment Listing.	Critical	S	
The system has the ability to be capable of providing the following geo reports:				
CA.898	GEO Verification Override by User;	Critical	S	
CA.899	GEO Verification Override by Venue;	Critical	S	
CA.900	GEO Cross Street Listing;	Critical	S	
CA.901	Geo Street Listing by Venue;	Critical	S	
CA.902	GEO Street Listing by Street Name; and	Critical	S	
CA.903	Beat Listing.	Critical	S	
The system has the ability to be capable of providing the following notice reports:				
CA.904	BOLO Listing;	Critical	S	
CA.905	Location Hazard/Alerts;	Critical	S	
CA.906	Building Watch Listing; and	Critical	S	
CA.907	Alert Listing.	Critical	S	
CA.908	The system has the ability to track the amount of time personnel spend on system-wide LERMS related activities.	Critical	S	
CA.909	The system has the ability to generate a time tracking report to facilitate the analysis of time that personnel spend on LERMS related activities.	Critical	S	
CA.910	The system has the ability to generate department-specific reports on any captured table/data field.	Critical	S	
CA.911	The system has the ability to search the initial and final call types.	Critical	S	

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Functional and Technical Requirements

Computer-Aided Dispatch (CAD)				
CA.912	The system has the ability to send the initial and final call types to the alarm billing system.	Critical	S	
The system has the ability to provide reports (date and time) on average response times by the following:				
CA.913	Call created;	Critical	S	
CA.914	Call entered;	Critical	S	
CA.915	Call dispatch;	Critical	S	
CA.916	Call held;	Critical	N	
CA.917	On scene based on call type;	Critical	S	
CA.918	On scene based on priority; and	Critical	S	
CA.919	On scene by operator/officer ID.	Critical	S	
The system has the ability to allow officers to search for incidents by the following:				
CA.920	Date range;	Critical	S	
CA.921	Incident numbers; Case Numbers	Critical	S	
CA.922	Name;	Critical	S	
CA.923	Call Type	Critical	S	
CA.924	Status;	Critical	S	
CA.925	Case numbers;	Critical	S	
CA.926	Comments on incident;	Critical	S	
CA.927	Phone numbers;	Critical	S	
CA.928	Agency Identifier; and	Critical	S	
CA.929	Other user-defined.	Critical	S	
CA.930	The system has the ability to copy and paste inquiry responses into another incident.	Critical	S	Although copying and pasting is possible, with the appropriate permissions, inquiry responses can also easily be linked to another incident so that they are visible on the incident.
CA.931	The system has the ability to report on the number of times and durations for shortages of units.	Critical	S	
Alarm Processing				
CA.932	The system has the ability to adhere to the APCO/CSAA 2.101.1-2008 External Alarm Interface Exchange American National Standard.	Critical	S	
CA.933	The system has the ability to receive alarm notifications and updates from alarm monitoring companies.	Critical	S	
CA.934	The system has the ability to utilize the alarm notification data to create a CFS event without call taker involvement if the address is valid and minimum required fields have been provided.	Critical	S	
CA.935	The system has the ability to process updates from the alarm company as an update to the CFS and shown to the telecommunicator responsible for dispatch operations with an audible and visual indication that a new update has been received.	Critical	S	
CA.936	The system has the ability to send the appropriate response messages to each message received from the alarm company and enable system users to send update messages to the alarm company operator when additional information is required.	Critical	S	

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Functional and Technical Requirements

Computer-Aided Dispatch (CAD)				
CA.937	The system has the ability to send an automatic update message to the alarm company during the progression of the event—when the primary agency has been dispatched, when the primary agency has arrived on scene, and when the CFS has been closed, including any disposition information reported by the primary agency that responded.	Critical	S	

City of Broken Arrow
Functional and Technical Requirements

Response Indicators: When providing responses to the requirements in Attachment B, proposers shall use the following response indicators:		Instruction		
S	Standard: Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the Proposal from vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.		
F	Future: Feature/Function will be available in a future software release available to the City by October 2019, at which point it will be implemented in accordance with agreed-upon configuration planning with the City.	If a response indicator of "F" is provided for a requirement that will be met in a future software release, the Respondent shall indicate the planned release version as well as the time the release will be generally available.		
C	Customization: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with custom modifications . All related customization costs should be indicated in the Comments column next to the feature/function, and the total cost included in Attachment C – Cost Worksheet.	If a response indicator of "C" is provided for a requirement that will be met through a custom modification, the Respondent shall indicate the cost of such a modification.		
T	Third-Party: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with integration with a third-party system . This system should be specified.	If a response indicator of "T" is provided for a requirement that will be met by integration with a third-party system, the Respondent shall identify this third-party system and include a cost proposal to secure this system.		
N	No: Feature/Function cannot be provided .			
Law Enforcement Records Management				
Req #	Description of Requirement	Criticality	Response	Comments
General				
LE.1	The Law Enforcement Records Management module has the ability to completely integrate with all other proposed system modules.	Critical	S	
LE.2	The system has the ability to provide access to all LERMS processes within the Mobile module.	Critical	S	
LE.3	The system has the ability to limit access to the Law Enforcement Records Management module through role-based security.	Critical	S	
LE.4	The system has the ability to have a tabular design, allowing access to multiple layers of the system from the same screen.	Critical	S	The most recent screens are available in the upper left-hand corner of CentralSquare Pro. Users can move between these screens to access the information needed. Additionally, CAD window can be launched outside the main program and can be arranged as preferred on a single screen or on multiple screens.
LE.5	The system has the ability to allow multiple users to be logged onto the system and use the same applications simultaneously.	Critical	S	
The system has the ability to provide standard toolbar functionality to include buttons that allow users to do the following based on security permissions:				
LE.6	Create new records;	Critical	S	
LE.7	Open existing records;	Critical	S	
LE.8	Save records;	Critical	S	
LE.9	Delete records;	Critical	S	
LE.10	Copy records;	Critical	S	
LE.11	Print records;	Critical	S	
LE.12	Access online Help; and	Critical	S	
LE.13	Other user-defined.	Critical	S	
LE.14	The system has the ability to allow users to create and store ad-hoc reports.	Critical	S	
LE.15	The system has the ability to directly output from a data search to a printer or a file upon user request.	Critical	S	
LE.16	The system has the ability to allow users to open and use multiple (minimum of 20) child windows simultaneously and be able to tile and cascade the child windows.	Critical	N	CentralSquare Pro does not require users to launch new windows to find additional information. Users are able to click to the desired information without launching a new window.
LE.17	The system administrator must be able to identify the individual who last entered or updated any transaction as well as the date and time of the modification.	Critical	S	
LE.18	The system has the ability to track user activity (i.e., the addition, modification, viewing, and deletion of records) and record the following for each incidence of such activity: user name, access type, date, time, record key and device.	Critical	S	
LE.19	The system has the ability to track changes in call type, and display the final CFS type once the call has been entered in the CAD module.	Desired	S	

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LE.20	The system has the ability to allow user(s) to view activity with security permissions.	Critical	S	
LE.21	The system has the ability to provide inquiry capability for all employees based on profile and password security.	Critical	S	
LE.22	The system has the ability to have SIBR compliance capability.	Critical	S	
LE.23	The system has the ability to have SIBR electronic Human Trafficking reporting compliance capability.	Critical	S	
LE.24	The system has the ability to have SIBR electronic Cargo Theft reporting compliance capability.	Critical	S	
LE.25	The system has the ability to have SIBR electronic Hate Crime reporting compliance capability.	Critical	S	
LE.26	The system has the ability to support electronic SIBR submission.	Critical	S	
LE.27	The system has the ability to have UCR compliance capability.	Critical	S	
LE.28	The system has the ability to be NIBRS compliant.	Critical	S	
The system has the ability to generate the following reports:				
LE.29	Accidents;	Critical	S	
LE.30	Arrests;	Critical	S	
LE.31	Business Registry;	Critical	S	
LE.32	Case Processing;	Critical	S	
LE.33	Civil Processing;	Critical	S	
LE.34	Alarms;	Critical	S	
LE.35	Bicycle registration;	Critical	S	
LE.36	Equipment;	Critical	S	
LE.37	Field investigations;	Critical	S	
LE.38	Gang;	Critical	S	
LE.39	Global Vehicle;	Critical	S	
LE.40	Narcotics;	Critical	S	
LE.41	Protection order;	Critical	S	
LE.42	Incidents;	Critical	S	
LE.43	Computer Aided Investigation;	Critical	S	
LE.44	Federal Reports (IBR);	Critical	S	
LE.45	Geo-Address Verification;	Critical	S	
LE.46	Impounded Vehicles;	Critical	S	
LE.47	Incident Tracking;	Critical	S	
LE.48	Known Associates;	Critical	S	
LE.49	Master Name Processing;	Critical	S	
LE.50	Personnel/Training;	Critical	S	
LE.51	Property and Evidence Tracking;	Critical	S	
LE.52	Suspect Tracking;	Critical	S	
LE.53	Traffic Tickets & Citations;	Critical	S	
LE.54	Wants and Warrants;	Critical	S	
LE.55	Pawn Shop;	Critical	S	
LE.56	Sex Offenders;	Critical	S	
LE.57	Violent Offenders;	Critical	S	
LE.58	BOLO;	Critical	S	
LE.59	OK Domestic Abuse Report; and	Critical	S	
LE.60	Other user-defined.	Critical	S	
LE.61	The system has the ability to print victim notification letters as cards with an options to add additional comments to print.	Critical	S	
LE.62	The system has the ability to generate NCIC validation letters to victims.	Desired	N	
LE.63	The system has the ability to support alerts that show on multiple Agency Identifiers even though it was entered under one.	Critical	S	
LE.64	The system has the ability to support a scan button on documents tab.	Critical	S	
LE.65	The system has the ability to show name and DOB when a case subject is open.	Critical	S	
LE.66	The system has the ability to track alarm history listing with the option to sort by permit number and address.	Critical	S	
LE.67	The system has the ability to add field level auditing for all modules.	Critical	S	
LE.68	The system has the ability to update BOLO information across all Agency Identifiers on the records side instead of having to open CAD with security permissions across proposed modules.	Critical	S	
LE.69	The system has the ability to have BOLOs appear in the alert column on global subjects.	Critical	S	
LE.70	The system has the ability to capture and maintain BOLO premise information.	Critical	S	
LE.71	The system has the ability to capture and maintain vehicle BOLO information.	Critical	S	
LE.72	The system has the ability to support report tracking with the option to search by case or incident number.	Critical	S	
LE.73	The system has the ability to support a global vehicle jacket to show prior license plates for the vehicle.	Critical	N	

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LE.74	The system has the ability to support a search capability for global person by DOB or age range using mm/dd or mm/dd/yyyy.	Critical	S	
LE.75	The system has the ability to flag changes on cases on case assignment grid by other users so the owner can quickly see if they need to review the case.	Critical	S	
LE.76	The system has the ability to select multiple cases for case search screen and set review level for all.	Critical	S	
LE.77	The system has the ability to allow a \$0.0 entry to show account was balanced on Narcotics ledger.	Critical	N	
LE.78	The system has the ability to support a telephone history tab/button added to global subject contact info tab.	Critical	S	
LE.79	The system has the ability to support a Narcotics informant entry with the ability to print, with appropriate security permissions.	Critical	S	
LE.80	The system has the ability to automatically fill in by officer who signed in for the case entry assignments.	Critical	S	
LE.81	The system has the ability to delete NCIC entry under global subjects with the appropriate security permissions.	Critical	N	
LE.82	The system has the ability to provide or support an online interface from the RMS application to the State/NCIC database (CJIS compliant).	Critical	S	
LE.83	The system has the ability to open event tracking directly from the global subject instead of through the corrections module.	Critical	N	
LE.84	The system has the ability to print the Narcotics Intelligence Entry form, with appropriate security permissions.	Critical	S	
LE.85	The system has the ability to add the assigned officer to case search grid results.	Critical	S	
LE.86	The system has the ability to add make, model, and serial number in grid on person equipment tab.	Critical	S	
LE.87	The system has the ability to display the state of residence to global subject result grid.	Critical	S	
LE.88	The system has the ability to search by gang members on global subjects.	Critical	S	
LE.89	The system has the ability to print victim notification letters on regular paper or post card.	Critical	S	
LE.90	The system has the ability to have BOLOs show as an alert on global subject results alert column.	Critical	S	
LE.91	The system has the ability to add conditions and court information to a ticket printout.	Critical	S	
LE.92	The system has the ability to change the ticket number with security permissions.	Critical	S	
LE.93	The system has the ability to add case number to an officers inventory report.	Critical	S	
LE.94	The system has the ability to support an audit log report to list changes on global subject records including but not limited to name, sex, race, and DOB.	Critical	S	
LE.95	The system has the ability to add the last chain of custody entry to the property search results grid.	Critical	N	
LE.96	The system has the ability to lock accidents from viewing with security permissions.	Critical	S	
LE.97	The system has the ability to set sex offender alerts on global subject's search result grid.	Critical	S	The Sex Offender alert displays wherever a sex offender's name is entered or viewed in the CentralSquare Pro system.
LE.98	The system has the ability to support BOLO inquiry on Mobile to include BOLO number in return.	Critical	S	
LE.99	The system has the ability to show active and pending calls in mobile to include the option to filter by Agency Identifier.	Critical	S	
LE.100	The system has the ability to support mobile warrant alert to include dollar amount of warrant.	Critical	S	
LE.101	The system has the ability to change Unit Status Monitor font size on mobile.	Critical	S	
LE.102	The system has the ability to search by phone number in incident searches.	Critical	S	Phone numbers can be searched in CAD from a dedicated Phone Search, as well as within the Name Search via Phones Search functionality.
LE.103	The system has the ability to send an email notification to an assigned user about a completed activity on a case.	Critical	S	
LE.104	The system has the ability to perform an intake and release on the property rapid chain of custody.	Critical	S	
LE.105	The system has the ability to support printing a case report in summary instead of detail as default setting.	Critical	S	
LE.106	The system has the ability to support law enforcement case report preparation with ability to access data from multiple sources (e.g., call data, CAD, arrest records) and for attachment of documents.	Critical	S	
LE.107	The system has the ability to track and access data on property (evidence) associated with specific people.	Critical	S	
LE.108	The system has the ability to add supplements to existing case reports.	Critical	S	

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LE.109	The system has the ability to allow a user to view all activity assigned to an officer through a dashboard or home screen across all modules (once a user logs into the system will bring to a dashboard or home screen).	Critical	S	
LE.110	The system has the ability to search and access to protection orders.	Critical	S	
LE.111	The system has the ability to support managing of and access to towing records.	Critical	S	
LE.112	The system has the ability to support personnel training and certification tracking and scan the associated documents.	Critical	S	
LE.113	The system has the ability to support storage and access of accident reports, with collision diagrams.	Critical	S	
LE.114	The system has the ability to support the State of OK Traffic Collision report requirements.	Critical	S	
LE.115	The system has the ability to support storage and access of accident reports, with collision diagrams via Web-based access for the public.	Critical	N	
LE.116	The system has the ability to allow the public to pay for accident reports online using the City's online payment gateway.	Critical	N	
LE.117	The system has the ability to track accounts and fees associated with alarms and fees processing for false alarm incidents.	Critical	S	
LE.118	The system has the ability to allow remote officers to access all reports through a web browser on a password protected web page, so officers can remain in the field.	Critical	S	
LE.119	The system has the ability to allow briefing notes to include incident narratives.	Critical	S	
LE.120	The system has the ability to allow continuous updates to the briefing report.	Critical	S	
LE.121	The system has the ability to automatically populate the fields in the RMS database during the merge process.	Critical	S	
LE.122	The system has the ability to get driver's license photos both in CAD and Mobile.	Critical	S	
LE.123	The system has the ability to generate a report on crime types.	Critical	S	
LE.124	The system has the ability to support crime classifications to meet state statutes.	Critical	S	
LE.125	The system has the ability to redact information on any field of any report.	Critical	S	
LE.126	The system has the ability to create a case from a narcotics or field investigation without having to re-enter the information.	Critical	S	
Master Name Requirements				
LE.127	The system has the ability to use the master name concept and contain all information collected on a person or business, as well as all associated activities, in a single master name record.	Critical	S	
The system has the ability to provide a listing of all activities in which a person has been involved including but not limit to the following:				
LE.128	Arrests;	Critical	S	
LE.129	Jail releases;	Critical	S	
LE.130	Tickets;	Critical	S	
LE.131	Warrants;	Critical	S	
LE.132	Cases;	Critical	S	
LE.133	Incidents;	Critical	S	
LE.134	Accidents;	Critical	S	
LE.135	Gangs;	Critical	S	
LE.136	Vehicles;	Critical	S	
LE.137	Property;	Critical	S	
LE.138	Guns	Critical	S	
LE.139	Pawn Shops;	Critical	S	
LE.140	Sex Offenders;	Critical	S	
LE.141	Violent Offenders; and	Critical	S	
LE.142	Other user-defined.	Critical	S	
LE.143	The system has the ability to allow the user to select which activities to include in an output from person activities.	Critical	S	
LE.144	The system has the ability to display an image of the subject within the master name record, whether by capturing an image with a digital camera or by uploading an image from a camera, or computer disk.	Critical	S	
The system has the ability to enter and maintain the following master name record data elements with appropriate security permissions:				
LE.145	Name (First, Middle, Last, Suffix);	Critical	S	
LE.146	Address (City, State, Zip Code);	Critical	S	
LE.147	Age/Race/Sex;	Critical	S	
LE.148	Associated Names;	Critical	S	
LE.149	Affiliation;	Critical	S	
LE.150	Physical Description;	Critical	S	
LE.151	Scars, Marks or Tattoos;	Critical	S	
LE.152	Date of Birth;	Critical	S	
LE.153	Driver's License Number;	Critical	S	
LE.154	Driver's License Expiration Date;	Critical	S	

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LE.155	Driver's License State;	Critical	S	
LE.156	Social Security Number;	Critical	S	
LE.157	Personal Information;	Critical	S	
LE.158	Handicaps;	Critical	S	
LE.159	Inmate Number;	Critical	S	
LE.160	Department Arrest Number;	Critical	S	
LE.161	Mug Shot Number;	Critical	S	
LE.162	FBI Number;	Critical	S	
LE.163	Local Identification Number;	Critical	S	
LE.164	State Identifier Number (SID);	Critical	S	
LE.165	Military Service Number and Branch;	Critical	S	
LE.166	Identikit Number;	Critical	S	
LE.167	Alias (Multiple Types);	Critical	S	
LE.168	Nickname (Street Name);	Critical	S	
LE.169	Place of Birth;	Critical	S	
LE.170	Occupation;	Critical	S	
LE.171	Home Phone;	Critical	S	
LE.172	Work Phone;	Critical	S	
LE.173	Cell Phone;	Critical	S	
LE.174	Employer Name and Address;	Critical	S	
LE.175	Fingerprint Classification Number;	Critical	S	
LE.176	Marital Status;	Critical	S	
LE.177	Vehicles;	Critical	S	
LE.178	City, County, Country and Place of Birth;	Critical	S	
LE.179	Illegal Alien;	Critical	S	
LE.180	School;	Critical	S	
LE.181	Religion;	Critical	S	
LE.182	Citizenship;	Critical	S	
LE.183	Associated Multiple ID Numbers;	Critical	S	
LE.184	Modus Operandi/Crime Specialties;	Critical	S	
LE.185	Known Associates;	Critical	S	
LE.186	Special Needs;	Critical	S	
LE.187	Contact Information;	Critical	S	
LE.188	Complexion;	Critical	S	
LE.189	Build;	Critical	S	
LE.190	Teeth;	Critical	S	
LE.191	Beard;	Critical	S	
LE.192	Mustache;	Critical	S	
LE.193	Eyewear (glasses);	Critical	S	
LE.194	Hair type;	Critical	S	
LE.195	Hair Style;	Critical	S	
LE.196	Hair Length;	Critical	S	
LE.197	State or County of Birth;	Critical	S	
LE.198	Primary Language;	Critical	S	
LE.199	Gang Affiliation;	Critical	S	
LE.200	City of Birth;	Critical	S	
LE.201	School;	Critical	S	
LE.202	Date of Death;	Critical	S	
LE.203	Deceased;	Critical	S	
LE.204	Age Range;	Critical	S	
LE.205	Appearance;	Critical	S	
LE.206	Distinctive Feature;	Critical	S	
LE.207	Facial Feature Oddity;	Critical	S	
LE.208	Facial Shape;	Critical	S	
LE.209	Blood Type;	Critical	S	
LE.210	Hand Preference;	Critical	S	
LE.211	Voice Characteristic;	Critical	S	
LE.212	Special flags (e.g., sex offender notice); and	Critical	S	
LE.213	Other user-defined.	Critical	S	
LE.214	The system has the ability to provide visual alerts for special flags on persons (e.g., threats against officers), addresses(e.g., vicious dog), and vehicles.	Critical	S	
LE.215	The system has the ability to provide a visual indicator if a personal photo is available.	Critical	S	
LE.216	The system has the ability to eliminate the need to duplicate any information already entered.	Critical	S	
LE.217	The system has the ability to cross-reference the master name record to all other records associated with an individual.	Critical	S	
LE.218	The system has the ability to restrict name activity access by jurisdiction.	Critical	S	

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LE.219	The system has the ability to edit and merge duplicate master names with security permissions.	Critical	S	
LE.220	The system has the ability to store narrative associated with a name and display it upon inquiry for that name.	Critical	S	
LE.221	The system has the ability to link multiple addresses to a master name record and date all changes to an address.	Critical	S	
LE.222	The system has the ability to associate previous address records with a date of address change, along with the person that changed the address.	Critical	S	
LE.223	The system has the ability to check all coded entries in the master name record for validity at the time of data entry.	Critical	S	
LE.224	The system has the ability to automatically check a name against the list of outstanding warrants and notify the user if a warrant exists.	Critical	S	
The system has the ability to allow users to search for and obtain details on any type of record associated with the individual master name record, such as:				
LE.225	Suspects;	Critical	S	
LE.226	Arrests;	Critical	S	
LE.227	Witnesses;	Critical	S	
LE.228	Reporting Parties;	Critical	S	
LE.229	Known Offenders;	Critical	S	
LE.230	Known Associates;	Critical	S	
LE.231	Callers;	Critical	S	
LE.232	Inmates;	Critical	S	
LE.233	Did not interview (e.g., Mentioned);	Critical	S	
LE.234	Complainants; and	Critical	S	
LE.235	Other user-defined.	Critical	S	
The system has the ability to allow users to search for master name files based on any of the following criteria:				
LE.236	Full Name;	Critical	S	
LE.237	Partial Name;	Critical	S	
LE.238	Wildcard;	Critical	S	
LE.239	Alias;	Critical	S	
LE.240	SSN;	Critical	S	
LE.241	Date of Birth;	Critical	S	
LE.242	Height;	Critical	S	
LE.243	Height Range;	Critical	S	
LE.244	Weight;	Critical	S	
LE.245	Weight Range;	Critical	S	
LE.246	Age Range;	Critical	S	
LE.247	Hair Color;	Critical	S	
LE.248	Eye Color;	Critical	S	
LE.249	Physical Characteristics;	Critical	S	
LE.250	Scars, Marks or Tattoos;	Critical	S	
LE.251	Combination of Parameters;	Critical	S	
LE.252	Phone Number;	Critical	S	
LE.253	Address;	Critical	S	
LE.254	Race;	Critical	S	
LE.255	Sex;	Critical	S	
LE.256	Identifying Clothing; and	Critical	N	
LE.257	Other user-defined.	Critical	S	
LE.258	The system has the ability to treat common business names as a master name	Critical	S	
LE.259	The system has the ability to copy master name records to use in other jurisdictions with security permissions.	Critical	N	The name record does not need to be copied to other jurisdictions on the same system. In CentralSquare Pro, multiple jurisdictions can utilize the same name record to build a more complete understanding of the individual's history.
LE.260	The system has the ability to locate subject records via Soundex (first, middle, last name).	Critical	S	
LE.261	The system has the ability to create and maintain, with appropriate security permissions, a watch list that alerts users that the person's record has been	Desired	S	
LE.262	The system has the ability to create and maintain, with appropriate security permissions, a watch list that alerts the user that the address record has been	Desired	S	
LE.263	The system has the ability to create and maintain, with appropriate security permissions, a watch list that alerts the user that the vehicle record has been	Desired	S	
Alarms				

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LE.264	The system has the ability to create department specific alarm permits.	Desired	S	This can be accomplished using the CentralSquare Pro Custom Module capability.
LE.265	The system has the ability to associate permits to specific registrants.	Desired	S	This can be accomplished using the CentralSquare Pro Custom Module capability.
LE.266	The system has the ability to associate permits to specific locations.	Desired	S	This can be accomplished using the CentralSquare Pro Custom Module capability.
LE.267	The system has the ability to determine fees for agency-defined permit types.	Desired	N	
LE.268	The system has the ability to determine fees for agency-defined transaction types.	Desired	N	
LE.269	The system has the ability to track complete location and alarm history.	Desired	S	
LE.270	The system has the ability to create department specific warning letters.	Desired	S	
LE.271	The system has the ability to generate department designed invoices.	Desired	N	Standard invoices can be produced from CentralSquare Pro.
LE.272	The system has the ability to track all history assigned to a permit.	Desired	N	
LE.273	The system has the ability to quickly reference all permit history.	Desired	N	
LE.274	The system has the ability to reference all permit activity.	Desired	N	
LE.275	The system has the ability to allow the public to pay for alarm billing online using the City's online payment gateway.	Desired	N	
Bicycle Tracking				
LE.276	The system has the ability to create agency-defined registration types.	Desired	S	
LE.277	The system has the ability to track registration by agency-defined status.	Desired	S	
LE.278	The system has the ability to associate bicycle with registered owner.	Desired	S	
LE.279	The system has the ability to track complete agency contact history of registered	Desired	S	
LE.280	The system has the ability to define registration numbers, including optional auto-incrementing of registration numbers.	Desired	S	
LE.281	The system has the ability to track complete agency contact history of bicycle.	Desired	S	
LE.282	The system has the ability to quickly search all registered bicycles.	Desired	S	
The system has the ability to track registrations by:				
LE.283	Make;	Desired	S	
LE.284	Model;	Desired	S	
LE.285	Style;	Desired	S	
LE.286	Color;	Desired	S	
LE.287	Speed;	Desired	S	
LE.288	License number;	Desired	S	
LE.289	Serial number;	Desired	S	
LE.290	Registered Owner; and	Desired	S	
LE.291	Other user-defined.	Desired	S	
LE.292	The system has the ability to attach a variety of supporting documents (of various types) to the bicycle registration record.	Desired	S	
LE.293	The system has the ability to generate agency specific reports on any or all captured fields.	Desired	S	
LE.294	The system has the ability to quickly reference all bicycle owners' agency history.	Desired	S	
Equipment Tracking				
LE.295	The system has the ability to enter and maintain detailed records on all department equipment with appropriate security permission.	Critical	S	
LE.296	The system has the ability to create and maintain agency-defined equipment categories with appropriate security permission.	Critical	S	
LE.297	The system has the ability to create and maintain agency-defined equipment types with appropriate security permission.	Critical	S	
LE.298	The system has the ability to define equipment type by equipment category.	Critical	S	
The system has the ability to track and assign equipment by:				
LE.299	Personnel;	Critical	S	
LE.300	ID Number;	Critical	S	
LE.301	Badge Number;	Critical	S	
LE.302	Serial Number;	Critical	S	
LE.303	Name;	Critical	S	
LE.304	Color;	Critical	S	
LE.305	Brand;	Critical	S	
LE.306	Make;	Critical	S	
LE.307	Model;	Critical	S	
LE.308	Condition;	Critical	S	
LE.309	Station;	Critical	S	
LE.310	Unit; and	Critical	S	
LE.311	Other user-defined.	Critical	S	
The system has the ability to maintain the following asset information:				

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LE.312	Asset number;	Critical	S	
LE.313	Property tag number;	Critical	S	
LE.314	Chart of accounts distribution;	Critical	S	
LE.315	Grant number;	Critical	S	
LE.316	Grant agency;	Critical	S	
LE.317	Grant year;	Critical	S	
LE.318	Type of grant;	Critical	S	
LE.319	Project number;	Critical	S	
LE.320	Asset ownership;	Critical	S	
LE.321	Responsible party;	Critical	S	
LE.322	Acquisition date;	Critical	S	
LE.323	In-service date;	Critical	S	
LE.324	Condition;	Critical	S	
LE.325	Status (e.g., inactive);	Critical	S	
LE.326	Unit cost/value;	Critical	S	
LE.327	Value basis;	Critical	S	
LE.328	Vendor Name;	Critical	S	
LE.329	Vendor number;	Critical	S	
LE.330	Manufacturer name;	Critical	S	
LE.331	Model year;	Critical	S	
LE.332	Model;	Critical	S	
LE.333	Serial number;	Critical	S	
LE.334	Vehicle identification number (VIN);	Critical	S	
LE.335	License plate number;	Critical	S	
LE.336	Insurance;	Critical	S	
LE.337	Warranty;	Critical	S	
LE.338	Location;	Critical	S	
LE.339	Parcel ID;	Critical	N	
LE.340	GIS geocode;	Critical	N	
LE.341	Retired information;	Critical	S	
LE.342	Disposal information;	Critical	S	
LE.343	Primary asset information (i.e., "parent" in parent-child);	Critical	S	
LE.344	Source of funds, multiple (e.g., grant for half of purchase);	Critical	S	
LE.345	Estimated useful life;	Critical	S	
LE.346	Estimated replacement cost;	Critical	S	
LE.347	Depreciation schedule;	Critical	S	
LE.348	Depreciation convention; and	Critical	S	
LE.349	Other, user-defined.	Critical	S	
LE.350	The system has the ability to capture equipment issued and return dates.	Critical	S	
LE.351	The system has the ability to support the tracking of issuing ticket books to officers.	Desired	S	
LE.352	The system has the ability to capture equipment condition when assigned to personnel.	Critical	S	
LE.353	The system has the ability to capture equipment condition when returned.	Critical	S	
LE.354	The system has the ability to capture the name of the officer who issued the	Critical	S	
LE.355	The system has the ability to capture equipment purchase information, such as purchase date, the name of the individual from whom an equipment item was purchased, P.O. number, and retail and original cost.	Critical	S	
LE.356	The system has the ability to schedule replacement date.	Critical	S	
LE.357	The system has the ability to update personnel jackets with issued equipment with security permissions.	Critical	S	
LE.358	The system has the ability to search all department equipment from CAD.	Critical	S	
LE.359	The system has the ability to schedule equipment for department-specific	Critical	S	
LE.360	The system has the ability to associate with department-specific inventory number.	Critical	S	
LE.361	The system has the ability to capture and report by equipment serial number.	Critical	S	
LE.362	The system has the ability to create and maintain department-specific equipment activities (maintenance) with appropriate security permission.	Critical	S	
LE.363	The system has the ability to enter and schedule department-specific equipment related activities.	Critical	S	
LE.364	The system has the ability to track complete equipment history.	Critical	S	
LE.365	The system has the ability to run an inventory report.	Desired	S	
LE.366	The system has the ability to attach multiple and various supporting documents to equipment records.	Critical	S	
Incidents				
LE.367	The system has the ability to capture and store data from a report, including the associated report narrative.	Critical	S	
LE.368	The system has the ability to create an incident report from the field to be imported into the incident module.	Critical	S	This functionality is possible with network connectivity through the Mobile application.

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LE.369	The system has the ability to allow authorized users to update and maintain incident records with new information as needed with appropriate security permission.	Critical	S	
LE.370	The system has the ability to apply user security to incident entry, search and all incident related reports.	Critical	S	
LE.371	The system has the ability to create a supplemental report, to be tied to the original incident report.	Critical	S	
LE.372	The system has the ability to lock individual reports by permissions or security settings.	Critical	S	
LE.373	The system has the ability to attach supplemental documents to an incident.	Critical	S	
LE.374	The system has the ability to index incident records by incident number.	Critical	S	
LE.375	The system has the ability to enter and maintain information on any type of incident/criminal activity with appropriate security permission.	Critical	S	
LE.376	The system has the ability to correct previously entered incident data in the case data entry screen.	Critical	S	
The system has the ability to enter and maintain the following general incident record data elements with appropriate security permissions:				
LE.377	Incident Type;	Critical	S	
LE.378	Incident Number;	Critical	S	
LE.379	Agency Identifier;	Critical	S	
LE.380	Call Date/Time;	Critical	S	
LE.381	Call Source;	Critical	S	
LE.382	Status;	Critical	S	
LE.383	Priority;	Critical	S	
LE.384	Associated Case Number;	Critical	S	
LE.385	Nature of the Call;	Critical	S	
LE.386	Caller Name;	Critical	S	
LE.387	Phone Number;	Critical	S	
LE.388	Officer;	Critical	S	
LE.389	Incident Location;	Critical	S	
LE.390	Partial Address;	Critical	S	
LE.391	Beat;	Critical	S	
LE.392	Vehicle; and	Critical	S	
LE.393	Other user-defined.	Critical	S	
LE.394	The system has the ability to enter and maintain multiple officer narratives with appropriate security permissions.	Critical	S	
LE.395	The system has the ability to view related special response information, as entered and maintained in CAD.	Critical	S	
LE.396	The system has the ability to enter and maintain associated calls, as entered and maintained in CAD.	Critical	S	
LE.397	The system has the ability to enter and maintain information about associated units and personnel with appropriate security permissions.	Critical	S	
LE.398	The system has the ability to view a call and unit logs (i.e., lists of the calls and units associated with the incident).	Critical	S	
LE.399	The system has the ability to enter and maintain information about the vehicles associated with the incident with appropriate security permissions.	Critical	S	
LE.400	The system has the ability to view a list of other incident numbers associated with the incident, as entered via CAD.	Critical	S	
LE.401	The system has the ability to enter and maintain information about all persons associated with the incident with appropriate security permissions.	Critical	S	
LE.402	The system has the ability to enter and maintain associated dispositions with appropriate security permissions.	Critical	S	
LE.403	The system has the ability to display and view a list of other records associated with the incident.	Critical	S	
LE.404	The system has the ability to generate multiple incident related reports for statistical crime analysis by geo area.	Critical	S	
LE.405	The system has the ability to associate property with an incident.	Critical	S	
LE.406	The system has the ability to support multiple review levels for each accident.	Critical	S	
LE.407	The system has the ability to enter and maintain the submitted offense with appropriate security permissions.	Critical	S	
LE.408	The system has the ability to enter and maintain cases from the mobile application to update the records system automatically with case assignments.	Critical	S	
Case Processing				
LE.409	The system has the ability to apply user security to case entry, search and all incident related reports.	Critical	S	
LE.410	The system has the ability to pull data from an existing incident record.	Critical	S	
LE.411	The system has the ability to update and maintain case records with new information as needed with appropriate security permissions.	Critical	S	
LE.412	The system has the ability to enter supplemental reports.	Critical	S	

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LE.413	The system has the ability to index case records by case number, which may be the same as the originating incident number.	Critical	S	
LE.414	The system has the ability to enter and maintain case records on any type of incident or criminal activity with appropriate security permissions.	Critical	S	
LE.415	The system has the ability to track multiple crimes within a single master case record.	Critical	S	
LE.416	The system has the ability to cross-reference and link multiple related offenses to a specific case record via its case number.	Critical	S	
LE.417	The system has the ability to automatically create a case record upon entry of the crime report data.	Critical	S	
LE.418	The system has the ability to automatically generate year-based case numbers.	Critical	S	
LE.419	The system has the ability to correct previously entered agency defined incident data in the case data entry screen with security permissions.	Critical	S	
The system has the ability to enter and maintain the following case record data elements that are NIBRS/SIBRS compliant with appropriate security permissions:				
LE.420	Incident Type;	Critical	S	
LE.421	Case Number;	Critical	S	
LE.422	Agency Identifier;	Critical	S	
LE.423	Relationship (between suspect and victim);	Critical	S	
LE.424	Offense;	Critical	S	
LE.425	Occurred Location;	Critical	S	
LE.426	Hate Bias Information;	Critical	S	
LE.427	Criminal Activity;	Critical	S	
LE.428	Entry and Exit Methods/Points;	Critical	S	
LE.429	Date/Time of Occurrence;	Critical	S	
LE.430	Date of Reported Occurrence;	Critical	S	
LE.431	Multiple Crime/Offense Codes;	Critical	S	
LE.432	Type of Arson Reported;	Critical	S	
LE.433	Type of Theft Reported;	Critical	S	
LE.434	Status of the Complaint;	Critical	S	
LE.435	Disposition/Date of the Complaint;	Critical	S	
LE.436	Multiple MOs of the Crime;	Critical	S	
LE.437	Attempted Crime;	Critical	S	
LE.438	Type of Weapon;	Critical	S	
LE.439	Type of Tool;	Critical	S	
LE.440	Codes for the Type of Scene of the Crime;	Critical	S	
LE.441	Officer's Bureau Assignment;	Critical	S	
LE.442	Type of Stolen/Recovered Vehicle;	Critical	S	
LE.443	Estimated Dollar Amount of Property Involved;	Critical	S	
LE.444	Property Involved;	Critical	S	
LE.445	Solvability Factors Associated with Complaint;	Critical	S	
LE.446	Associated Cases;	Critical	S	
LE.447	Gambling Motivation;	Critical	S	
LE.448	Domestic Code (OK Domestic Abuse Report);	Critical	S	
LE.449	Gang Related;	Critical	S	
LE.450	Offender Suspected of Using Alcohol;	Critical	S	
LE.451	Offender Suspected of Using Drugs;	Critical	S	
LE.452	Offender Suspected of Using Computer;	Critical	S	
LE.453	Victim Suspected of Using Alcohol;	Critical	S	
LE.454	Victim Suspected of Using Drugs;	Critical	S	
LE.455	Victim Suspected of Using Computer;	Critical	S	
LE.456	Aggravated Assault/Homicide Circumstances;	Critical	S	
LE.457	Justifiable Homicide Code;	Critical	S	
LE.458	Justifiable Homicide Circumstances;	Critical	S	
LE.459	Involved Vehicle;	Critical	S	
LE.460	Subject MO;	Critical	S	
LE.461	Subject Injury Types;	Critical	S	
LE.462	Subject Injury Condition;	Critical	S	
LE.463	Subject Injury Medical Treatment;	Critical	S	
LE.464	Subject Injury Hospital;	Critical	S	
LE.465	Subject Injury Transported By;	Critical	S	
LE.466	Subject Injury Extent of Injury;	Critical	S	
LE.467	Missing Person Code;	Critical	S	
LE.468	Missing Person Recovery Information;	Critical	S	
LE.469	Missing Person Previously Missing;	Critical	S	
LE.470	Missing Person Foul Play Suspected;	Critical	S	
LE.471	Missing Person Who Notified;	Critical	S	
LE.472	Missing Person Source Type;	Critical	S	

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LE.473	Victim Offender Relationship;	Critical	S	
LE.474	Offense Date;	Critical	S	
LE.475	Location/Scene;	Critical	S	
LE.476	Submit Offense;	Critical	S	
LE.477	Assigned Officers;	Critical	S	
LE.478	Contributing Officers;	Critical	S	
LE.479	Number of Premises Entered;	Critical	S	
LE.480	Cargo Theft;	Critical	S	
LE.481	Larceny Type;	Critical	S	
LE.482	Weapon;	Critical	S	
LE.483	Resident Status;	Critical	S	
LE.484	Subject Type;	Critical	S	
LE.485	Related Offenses;	Critical	S	
LE.486	Human Trafficking;	Critical	S	
LE.487	LEOKA (Law Enforcement Officers Killed and Assaulted); and	Critical	S	
LE.488	Other user-defined.	Critical	S	
LE.489	The system has the ability to enter and maintain detailed information about all offenses associated with a case with appropriate security permissions.	Critical	S	
LE.490	The system has the ability to enter and maintain detailed information about all subjects associated with a case with appropriate security permissions.	Critical	S	
LE.491	The system has the ability to enter and maintain information about all arrests associated with a case with appropriate security permissions.	Critical	S	
LE.492	The system has the ability to enter and maintain information about all property associated with a case with appropriate security permissions.	Critical	S	
LE.493	The system has the ability to enter and maintain information about all field investigations associated with a case with appropriate security permissions.	Critical	S	
LE.494	The system has the ability to automatically link all information from a field investigation record to the original complaint report.	Critical	S	
LE.495	The system has the ability to enter and maintain information about all vehicles associated with a case with appropriate security permissions.	Critical	S	
LE.496	The system has the ability to support unlimited narrative input and editing capabilities for the original complaint report.	Critical	S	
LE.497	The system has the ability to support unlimited narrative input and editing capabilities for any type of supplemental report.	Critical	S	
LE.498	The system has the ability to capture crime analysis related information during case processing.	Critical	S	
LE.499	The system has the ability to expunge a subject from a case record.	Critical	S	
LE.500	The system has the ability to automatically pull information from an incident record if an associated case record to eliminate the need to enter the same data twice.	Critical	S	
LE.501	The system has the ability to print hard copies of case records and supplemental reports, depending on security.	Critical	S	
LE.502	The system has the ability to print a sanitized version of a case record for public use.	Critical	S	
LE.503	The system has the ability to build all entry information into a report, which will plot on a map or generate a printable report.	Critical	S	
LE.504	The system has the ability to generate multiple case related reports for statistical crime analysis.	Critical	S	
LE.505	The system has the ability to support unlimited narrative input and editing capabilities for the original complaint report.	Critical	S	
LE.506	The system has the ability to lock cases based on security permissions.	Critical	S	
LE.507	The system has the ability to attach multiple supporting documents of various types (e.g., Word, Excel, JPG, MPG, WAV, etc.) to a case record.	Critical	S	
Accident Processing				
LE.508	The system has the ability to interface with the State of Oklahoma automobile accident database.	Critical	S	
LE.509	The system has the ability to create an incident report from the field to be imported into the accident module.	Critical	S	
LE.510	The system has the ability to maintain functionality to comply with ongoing State of OK Accident Report updates.	Critical	S	
LE.511	The system has the ability to enter, maintain and track all information about an accident with appropriate security permissions.	Critical	S	
LE.512	The system has the ability to enter, maintain and track detailed information about all subjects associated with an accident (e.g., drivers, passengers, pedestrians, witnesses, etc.) with appropriate security permissions.	Critical	S	
LE.513	The system has the ability to enter, maintain and track detailed information about all vehicles associated with an accident with appropriate security permissions.	Critical	S	
The system has the ability to mask fields by user role including but not limited to:				
LE.514	Date of Birth;	Critical	N	

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LE.515	Social Security numbers;	Critical	N	
LE.516	Drivers License numbers;	Critical	N	
LE.517	Officer's middle name;	Critical	N	
LE.518	Email addresses; and	Critical	N	
LE.519	Other, user-defined fields.	Critical	N	
LE.520	The system has the ability to attach multiple supporting documents of various types an accident record including diagrams.	Critical	S	
LE.521	The system has the ability to link accident, incident and case numbers for investigation and search purposes.	Critical	S	
LE.522	The system has the ability to print accident report on demand.	Critical	S	
LE.523	The system has the ability to perform a compliance check before submitting to the	Critical	S	
LE.524	The system has the ability to submit the reports electronically to the state.	Critical	N	
Arrest Records				
The system has the ability to enter and maintain the following general arrest information with appropriate security permissions:				
LE.525	Arrest Number;	Critical	S	
LE.526	Agency Identifier;	Critical	S	
LE.527	Date/Time of Arrest;	Critical	S	
LE.528	Charge;	Critical	S	
LE.529	Arrest Type;	Critical	S	
LE.530	Arrest Status and Status Date/Time;	Critical	S	
LE.531	Associated Case Number;	Critical	S	
LE.532	Juvenile Indicator;	Critical	S	
LE.533	Multiple Clearance Indicator;	Critical	S	
LE.534	Attempt to Commit;	Critical	S	
LE.535	Submit Offense;	Critical	S	
LE.536	Residence Status;	Critical	S	
LE.537	Incident Location;	Critical	S	
LE.538	Location of Arrest;	Critical	S	
LE.539	County;	Critical	S	
LE.540	Victim;	Critical	S	
LE.541	Witness	Critical	S	
LE.542	Name of Arrested Person;	Critical	S	
LE.543	Arresting Officer (multiple possible);	Critical	S	
LE.544	Arresting Officer's Assigned Bureau;	Critical	S	
LE.545	Reporting Districts of the Arrest;	Critical	S	
LE.546	Assisting Arrest Officer;	Critical	S	
LE.547	Disposition of the Arrest;	Critical	S	
LE.548	Disposition Date;	Critical	S	
LE.549	Resulting Charge at Disposition;	Critical	S	
LE.550	Sentencing Information;	Critical	S	
LE.551	Narrative;	Critical	S	
LE.552	Bond Information;	Critical	S	
LE.553	Arrest Location County;	Critical	S	
LE.554	Arrestee Injury Information;	Critical	S	
LE.555	Arrestee Weapon;	Critical	S	
LE.556	Arrestee Weapon feature;	Critical	S	
LE.557	Arrestee Resident Status;	Critical	S	
LE.558	Arrestee Alcohol Influence;	Critical	S	
LE.559	Arrestee Drug Influence;	Critical	S	
LE.560	Arrestee Breath Analyzer Result;	Critical	S	
LE.561	Age at Arrest;	Critical	S	
LE.562	Offender Tracking Number;	Critical	S	
LE.563	Submit Offense; and	Critical	S	
LE.564	Checked NCIC (Yes/No);	Critical	S	
LE.565	Place of birth;	Critical	S	
LE.566	Partial Mug & Fingerprint;	Critical	S	
LE.567	Complete Mug & Fingerprint;	Critical	S	
LE.568	Photo sent to Federal District;	Critical	S	
LE.569	Photo sent to Tulsa District;	Critical	S	
LE.570	Photo sent to Wagoner District;	Critical	S	
LE.571	Photo sent to Municipal;	Critical	S	
LE.572	Case number;	Critical	S	
LE.573	Court date;	Critical	S	
LE.574	Occurred details;	Critical	S	
LE.575	Arrested details;	Critical	S	
LE.576	Booked details;	Critical	S	

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LE.577	TPD/PID;	Critical	S	
LE.578	Suspect alias (i.e., 'AKA');	Critical	S	
LE.579	Suspect height;	Critical	S	
LE.580	Suspect weight;	Critical	S	
LE.581	Suspect hair;	Critical	S	
LE.582	Suspect eyes;	Critical	S	
LE.583	Suspect skin;	Critical	S	
LE.584	Suspect race;	Critical	S	
LE.585	Suspect sex;	Critical	S	
LE.586	Suspect address (including city, state, zip ;	Critical	S	
LE.587	Suspect age;	Critical	S	
LE.588	Suspect DOB;	Critical	S	
LE.589	Suspect SSN;	Critical	S	
LE.590	Suspect Employer/School;	Critical	S	
LE.591	Suspect home phone;	Critical	S	
LE.592	Suspect business phone;	Critical	S	
LE.593	Suspect Employer Address;	Critical	S	
LE.594	Suspect Driver's License (state, class, and end);	Critical	S	
LE.595	Suspect Oklahoma State Bureau of Investigation (OSBI);	Critical	S	
LE.596	Suspect FBI number;	Critical	S	
LE.597	Suspect Next of Kin (name, address, phone, and relationship);	Critical	S	
LE.598	Personnel oddities;	Critical	S	
LE.599	Tattoos;	Critical	S	
LE.600	Clothing;	Critical	S	
LE.601	Warning Indicators;	Critical	S	
LE.602	Vehicle information;	Critical	S	
LE.603	Crime description;	Critical	S	
LE.604	Lay witness list for municipal charges details;	Critical	S	
LE.605	Master file number; and	Critical	S	
LE.606	Other user-defined.	Critical	S	
LE.607	The system has the ability to mask and redact any fields from the Arrest and Booking Report and narrative.	Critical	S	
LE.608	The system has the ability to enter and maintain information about all charges associated with the arrest with appropriate security permissions.	Critical	S	
LE.609	The system has the ability to enter and maintain data on arrest and court dispositions with appropriate security permissions.	Critical	S	
LE.610	The system has the ability to enter and maintain information about any injuries the arrestee may have sustained while being apprehended with appropriate security permissions.	Critical	S	
LE.611	The system has the ability to enter and maintain information about any weapons involved in the arrest with appropriate security permissions.	Critical	S	
LE.612	The system has the ability to enter and maintain information about the various identification numbers associated with the arrest, such as a booking number, case number, warrant number and offender-based tracking system number with appropriate security permissions.	Critical	S	
LE.613	The system has the ability to properly report information per NIBRS requirements.	Critical	S	
LE.614	The system has the ability to properly report information per SIBRS requirements.	Critical	S	
LE.615	The system has the ability to maintain compliance with UCR reporting with appropriate security permissions.	Critical	S	
LE.616	The system has the ability to link newly arrested individuals to previous arrests, if applicable.	Critical	S	
LE.617	The system has the ability to automatically create a master name record at the time of the arrest processing.	Critical	S	
LE.618	The system has the ability to have easy access to an arrest register within a selected date range.	Critical	S	
LE.619	The system has the ability to add additional supplemental narrative to the original complaint report.	Critical	S	
LE.620	The system has the ability to require additional security to access juvenile records.	Critical	S	
The system has the ability to search for arrest records based on the following				
LE.621	Arrestee's Name;	Critical	S	
LE.622	Juvenile Indicator;	Critical	S	
LE.623	Agency Identifier;	Critical	S	
LE.624	Social Security Number;	Critical	S	
LE.625	DOB;	Critical	S	
LE.626	Charge;	Critical	S	
LE.627	Arrest Date/Range;	Critical	S	
LE.628	Complaint/Case Number;	Critical	S	
LE.629	Arresting Officer ID;	Critical	S	

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LE.630	Arrest Tracking Number;	Critical	S	
LE.631	Drivers License numbers;	Critical	S	
LE.632	Class of Arrest;	Critical	S	
LE.633	Addresses;	Critical	S	
LE.634	Master file number; and	Critical	S	
LE.635	Other user-defined.	Critical	S	
The system has the ability to print a variety of arrest related reports to facilitate the statistical analysis of arrest data, including the following:				
LE.636	Arrest by Court Disposition Date Report;	Critical	S	
LE.637	Arrest by Location Report;	Critical	S	
LE.638	Arrest by Officer Report;	Critical	S	
LE.639	Arrest Charge Summary Report;	Critical	S	
LE.640	Arrest Detail Report;	Critical	S	
LE.641	Arrest Register Report ;	Critical	S	
LE.642	Arrest Status Summary Report; and	Critical	S	
LE.643	Beat/District	Critical	S	
LE.644	Arrest by specific address	Critical	S	
LE.645	Arrest by Business	Critical	S	
LE.646	Arrest by County	Critical	S	
LE.647	Adult vs. Juvenile	Critical	S	
LE.648	Class of Arrest; and	Critical	S	
LE.649	Other user-defined.	Critical	S	
LE.650	The system has the ability to provide equivalent reports for both juvenile and adult arrest records.	Critical	S	
Impounded Vehicle Processing				
The system has the ability to enter and maintain the details of an impounded vehicle, including the following general information with appropriate security				
LE.651	Impound Date/Time;	Critical	S	
LE.652	Agency Identifier;	Critical	S	
LE.653	Agency DPS Identifier;	Critical	S	
LE.654	Registered Owner;	Critical	S	
LE.655	Impound Number;	Critical	S	
LE.656	Impound Lot;	Critical	S	
LE.657	Reason for Impounding;	Critical	S	
LE.658	Place of Storage;	Critical	S	
LE.659	Location Impounded From;	Critical	S	
LE.660	Towing Service;	Critical	S	
LE.661	Impounding Officer(s) with badge number(s);	Critical	S	
LE.662	Supervisor Approval;	Critical	S	
LE.663	Inventory Officer;	Critical	S	
LE.664	Beat/District;	Critical	S	
LE.665	Hold for Officer;	Critical	S	
LE.666	Vehicle Information (make, model, color, etc.);	Critical	S	
LE.667	Plate Number;	Critical	S	
LE.668	VIN Number;	Critical	S	
LE.669	Inventory;	Critical	S	
LE.670	Holds;	Critical	S	
LE.671	Seizure Status;	Critical	S	
LE.672	Pre-existing condition/damage;	Critical	S	
LE.673	Wrecker Driver Name;	Critical	S	
LE.674	Wrecker Company DPS number;	Critical	S	
LE.675	Free-form Inventory Descriptions; and	Critical	S	
LE.676	Other user-defined.	Critical	S	
LE.677	The system has the ability to electronically deliver the Impound Form to the Wrecker Company.	Critical	S	
LE.678	The system has the ability to enter owner Information based on master name file selection.	Critical	S	
LE.679	The system has the ability to create an impounded vehicle report from the field (i.e. MDT) to be imported into the incident module.	Desired	S	
LE.680	The system has the ability to send free text message via state message switch (OLETS) with all pertinent impound information required.	Critical	N	
LE.681	The system has the ability to indicate owner notification date/time.	Critical	S	
LE.682	The system has the ability to enter and maintain disposition information with appropriate security permissions.	Critical	S	
LE.683	The system has the ability to enter and maintain vehicle release information with appropriate security permissions.	Critical	S	

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LE.684	The system has the ability to enter and maintain associated incident, case, arrest, warrant, and booking information with appropriate security permissions.	Critical	S	
LE.685	The system has the ability to enter and maintain information about associated fees with appropriate security permissions.	Critical	S	
LE.686	The system has the ability to attach multiple supporting documents of various types an impounded vehicle record.	Critical	S	
Computer Aided Investigation (CAI)				
LE.687	The system has the ability to create an electronic lineup based on user-defined physical characteristics and/or other pertinent information.	Critical	S	
LE.688	The system has the ability to easily modify, reorganize and print lineups.	Critical	S	
LE.689	The system has the ability to use any single photo of possible multiple available photos for a single lineup subject.	Critical	S	
LE.690	The system has the ability to locate subjects using a single criterion or multiple criteria including (but not limited to) physical characteristics, fingerprints, charges, scars, marks, tattoos, MO and handicaps.	Critical	S	
LE.691	The system has the ability to search on generic physical characteristics (e.g., all photos with a neck tattoo).	Critical	S	
LE.692	The system has the ability to search on specific physical characteristics (e.g., a description of tattoo).	Critical	S	
LE.693	The system has the ability to use "Wild Card" Combinations, i.e., random lineups of subjects drawn from search results.	Critical	S	
LE.694	The system has the ability to limit searches to a single jurisdiction or search all jurisdictions.	Critical	N	
LE.695	The system has the ability to generate a crime analysis report based on user-defined report criteria, such as, but not limited to, specific criminal activity, offenses, M.O., entry/exit methods, evidence collected, District/Beat, location/scene, hate/bias and	Critical	S	
LE.696	The system has the ability to scan and attach to the original Incident the mug shot lineup with the victim's signature.	Critical	S	
LE.697	The system has the ability to create an audit trail of the user creating a lineup.	Critical	S	
LE.698	The system has the ability to search master names and businesses.	Critical	S	
Crime Analysis				
The system has the ability to capture crime analysis data in the complaint, arrest, and collision report and produce specific crime analysis reports:				
LE.699	Date of Offense;	Critical	S	
LE.700	Time of Offense;	Critical	S	
LE.701	Location of Offense;	Critical	S	
LE.702	Description of the Premises;	Critical	S	
LE.703	Type of Offense;	Critical	S	
LE.704	Method and Point of Entry;	Critical	S	
LE.705	Description of Weapons Used;	Critical	S	
LE.706	Description of Tools Used;	Critical	S	
LE.707	Victim Data (Age/Relationship);	Critical	S	
LE.708	Type of Property Stolen;	Critical	S	
LE.709	Vehicle Description;	Critical	S	
LE.710	Suspect Description;	Critical	S	
LE.711	M.O. Parameters;	Critical	S	
LE.712	Hard Copy and Map Plotting;	Critical	S	
LE.713	Beat/District; and	Critical	S	
LE.714	Other user-defined.	Critical	S	
LE.715	The system has the ability to generate all reports using a report wizard to ensure that reports meet all requirements and are easy to build.	Critical	S	
LE.716	The system has the ability to print a hard copy of a crime analysis report.	Critical	S	
LE.717	The system has the ability to email a copy of a crime analysis report.	Critical	S	
LE.718	The system has the ability to generate and store an electronic copy of a crime analysis report.	Critical	S	
LE.719	The system has the ability to generate a report that shows statistical data on crimes concerning the frequency and the distribution of crime throughout user-selected jurisdiction reporting districts.	Critical	S	
LE.720	The system has the ability to allow users to edit fields on statistical data with appropriate security permissions.	Critical	S	
LE.721	The system has the ability to save a statistical data report to be rerun on demand.	Critical	S	
LE.722	The system has the ability to retrieve cases with similar crime modus operandi to assist investigators in solving crimes.	Critical	S	
LE.723	The system has the ability to identify the overall activity per crime type within a selected date range and reporting district/Beat.	Critical	S	
The system has the ability to create reports that target specific types of crimes based on the following:				

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LE.724	Location (specific address) of Occurrence;	Critical	S	
LE.725	Address range;	Critical	S	
LE.726	Date and Time	Critical	S	
LE.727	Agency Identifier;	Critical	S	
LE.728	User Selected Crime Type;	Critical	S	
LE.729	Hate Bias Information;	Critical	S	
LE.730	Beat or Geo area;	Critical	S	
LE.731	Geographical Groupings of Crimes;	Critical	S	
LE.732	Similar Types of Victims;	Critical	S	
LE.733	Common M.O. of Crime;	Critical	S	
LE.734	Vehicle Description;	Critical	S	
LE.735	Physical Description;	Critical	S	
LE.736	Tools Used;	Critical	S	
LE.737	Weapons Used;	Critical	S	
LE.738	Property Targeted for Theft;	Critical	S	
LE.739	Point and Method of Entry;	Critical	S	
LE.740	Scene Category of Crime;	Critical	S	
LE.741	Theft Category of Crime (i.e., shoplifting from buildings, vehicles);	Critical	S	
LE.742	Crime Attempts;	Critical	S	
LE.743	Human Trafficking;	Critical	S	
LE.744	Cargo Theft:	Critical	S	
LE.745	Classification of Crime;	Critical	S	
LE.746	UCR/NIBR/SIBR Classification; and	Critical	S	
LE.747	Other user-defined.	Critical	S	
The system has the ability to retrieve suspect names based on:				
LE.748	Available photo;	Critical	S	
LE.749	Known Offender Address;	Critical	S	
LE.750	Past Criminal Contacts;	Critical	S	
LE.751	Past Vehicle Relations;	Critical	S	
LE.752	Pawn Transactions;	Critical	S	
LE.753	Weapon Registration;	Desired	S	
LE.754	Known Associates;	Critical	S	
LE.755	Classification (e.g., sex offender, violent offender)	Critical	S	
LE.756	Alias; and	Critical	S	
LE.757	Other user-defined.	Critical	S	
The system has the ability to retrieve vehicle information based upon:				
LE.758	Model Year of Vehicle;	Critical	S	
LE.759	Make of Vehicle;	Critical	S	
LE.760	Model of Vehicle;	Critical	S	
LE.761	Style of Vehicle;	Critical	S	
LE.762	Top and Bottom Color of Vehicle;	Critical	S	
LE.763	Partial License Plate Number;	Critical	S	
LE.764	VIN;	Critical	S	
LE.765	Partial VIN;	Critical	S	
LE.766	Wild Card Search;	Critical	N	
LE.767	Name;	Critical	S	
LE.768	License Plate of Vehicle;	Critical	S	
LE.769	Prior License Plate of Vehicle; and	Critical	S	
LE.770	Other user-defined.	Critical	S	
The system has the ability to retain information on vehicles obtained through:				
LE.771	Field Interview Reports;	Critical	S	
LE.772	Parking Tickets;	Critical	S	
LE.773	Warning Tickets;	Critical	S	
LE.774	Prior Contacts with the Department;	Critical	S	
LE.775	Arrests;	Critical	S	
LE.776	Complaint Reports;	Critical	S	
LE.777	Citations/Moving Violations;	Critical	S	
LE.778	Accident Reports;	Critical	S	
LE.779	Want and Warrant Records;	Critical	S	
LE.780	Vehicles Record;	Critical	S	
LE.781	Warning Indicators;	Desired	S	
LE.782	Sex Offenders;	Critical	S	
LE.783	Violent Offenders;	Critical	S	
LE.784	Impounded Vehicles; and	Critical	S	
LE.785	Other user-defined.	Critical	S	
LE.786	The system has the ability to retain M.O. characteristics in coded fields and search for same by selected parameters.	Critical	S	

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LE.787	The system has the ability to generate report with M.O. parameters and crime specialties.	Critical	S	
The system has the ability to retain information on known offenders, such as:				
LE.788	Past Criminal Contact;	Critical	S	
LE.789	Gang Affiliation;	Critical	S	
LE.790	MO;	Critical	S	
LE.791	Sex Offenders;	Critical	S	
LE.792	Violent Offenders;	Critical	S	
LE.793	Narcotics Offenders;	Critical	S	
LE.794	Parolees;	Critical	S	
LE.795	Warning Indicators;	Critical	S	
LE.796	Court Probationers; and	Critical	S	
LE.797	Other user-defined.	Critical	S	
The system has the ability to capture and retrieve juvenile information, including:				
LE.798	Juvenile Demographic Information;	Critical	S	
LE.799	Juvenile Personal Characteristics;	Critical	S	
LE.800	Juvenile Guardian Information; and	Critical	S	
LE.801	Other user-defined.	Critical	S	
LE.802	The system has the ability to capture and retrieve crime analysis information from complaint, arrest, and collision records when information is included on a juvenile arrest.	Critical	S	
LE.803	The system has the ability to provide a citizen access portal to retrieve crime analysis information.	Desired	S	
LE.804	The system has the ability to automatically link related complaints, arrests, and collisions together through identification of associated case numbers.	Critical	S	
LE.805	The system has the ability to track demographic information for crime analysis.	Critical	S	
LE.806	The system has the ability to track case clearance rates by classification for crime analysis.	Critical	S	
LE.807	The system has the ability to track case clearance rates for crime analysis.	Critical	S	
LE.808	The system, has the ability to track accident processing for crime analysis.	Critical	S	
Crime Reporting				
The system has the ability to satisfy the physical requirements for automated submission (tape, bulletin board or Internet) to:				
LE.809	State Police Uniform Crime Reporting (UCR);	Critical	S	
LE.810	Incident Based Reporting (SIBR);	Critical	S	
LE.811	Oklahoma Hate Crimes Report;	Critical	S	
LE.812	Oklahoma Domestic Violence Report;	Critical	S	
LE.813	Oklahoma SIBR Human Trafficking report;	critical	S	
LE.814	Oklahoma SIBR Cargo Theft report;	critical	S	
LE.815	Interface to the State Police via Internet; and	Critical	S	
LE.816	Other user-defined.	Critical	S	
The system has the ability to satisfy the requirements for electronic submission to:				
LE.817	State Police Uniform Crime Reporting (UCR);	Critical	N	
LE.818	Incident Based Reporting (SIBR);	Critical	S	
LE.819	Oklahoma SIBR Human Trafficking report;	critical	S	
LE.820	Oklahoma SIBR Cargo Theft report;	critical	S	
LE.821	Oklahoma SIBR Hate Crime report;	critical	S	
LE.822	Interface to the State Police via Internet; and	Critical	N	
LE.823	Other user-defined.	Critical	N	
LE.824	The system has the ability to transmit changed and updated records as well as original records within the reported month.	Critical	S	
LE.825	The system has the ability to provide the required Incident Based Reporting data elements in the appropriate formats.	Critical	S	
LE.826	The system has the ability to edit the monthly SIBR information and identify errors before submission (for SIBR, create as you go).	Critical	S	
Traffic Ticket/Citation				
LE.827	The system has the ability to generate citation analysis reports.	Critical	S	
LE.828	The system has the ability to generate citation analysis reports using imported information from the Court.	Critical	N	CentralSquare is not proposing a Court Case Management system, but could discuss providing an interface to the court system selected by the City.
The system has the ability to enter and maintain all information pertaining to traffic tickets and citations with appropriate security permissions:				
LE.829	Ticket Book Distribution;	Desired	S	
LE.830	Statistical Information by Department;	Desired	S	
LE.831	Statistical Information by Officer;	Desired	S	

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LE.832	Ticket Deletions;	Desired	S	
LE.833	Status Changes; and	Desired	S	
LE.834	Other user-defined.	Desired	S	
The system has the ability to maintain a history on each traffic ticket and citation produced, including (but not limited to) the following information with				
LE.835	Name (last, first, middle);	Critical	S	
LE.836	Driver's License Detail;	Critical	S	
LE.837	Violation;	Critical	S	
LE.838	Personal Information;	Critical	S	
LE.839	Phone Number (residential);	Critical	S	
LE.840	Phone Number (Other);	Critical	S	
LE.841	Employer Name;	Critical	S	
LE.842	Birthdate (Mo., day, yr.);	Critical	S	
LE.843	Height;	Critical	S	
LE.844	Weight;	Critical	S	
LE.845	Race;	Critical	S	
LE.846	Sex;	Critical	S	
LE.847	Parent Information;	Critical	S	
LE.848	Juvenile Indicator;	Critical	S	
LE.849	License Plate Number;	Critical	S	
LE.850	Vehicle Make and Model;	Critical	S	
LE.851	Vehicle Color/Body Style;	Critical	S	
LE.852	Vehicle Year;	Critical	S	
LE.853	Vehicle Tag Number;	Critical	S	
LE.854	Tag Year;	Critical	S	
LE.855	Tag State;	Critical	S	
LE.856	VIN;	Critical	S	
LE.857	Posted Speed;	Critical	S	
LE.858	Actual Speed;	Critical	S	
LE.859	Written Speed;	Critical	S	
LE.860	Pace;	Critical	S	
LE.861	Radar;	Critical	S	
LE.862	Lidar;	Critical	S	
LE.863	County;	Critical	S	
LE.864	Agency Identifier;	Critical	S	
LE.865	CDL;	Critical	S	
LE.866	Class;	Critical	S	
LE.867	Commercial vehicle;	Critical	S	
LE.868	Hazardous Material;	Critical	S	
LE.869	Other Violation;	Critical	S	
LE.870	Violation Type - Construction;	Critical	S	
LE.871	Violation Type - School;	Critical	S	
LE.872	Accident;	Critical	S	
LE.873	Type of Road;	Critical	S	
LE.874	Highway Type (i.e., 1 lane, 2 lane, 3 lane, 4 or more undivided, or 4 of more	Critical	S	
LE.875	Collision (PD, PI, or Fatality);	Critical	S	
LE.876	Complainant;	Critical	S	
LE.877	City Ordinance vs. State Law;	Critical	S	
LE.878	Notification to Parent to/Guardian;	Critical	S	
LE.879	Operating or Park;	Critical	S	
LE.880	Location;	Critical	S	
LE.881	Date/Time Stamped;	Critical	S	
LE.882	Ticket Type;	Critical	S	
LE.883	Did Unlawfully (Operate, Park, Other);	Critical	S	
LE.884	History of Warnings. (e.g., written, oral, etc.)	Critical	S	
LE.885	Court and Disposition Data;	Critical	S	
LE.886	Issuing Officer;	Critical	S	
LE.887	Issuing Officer Badge Number;	Critical	S	
LE.888	Weather and Traffic Conditions; and	Critical	S	
LE.889	State of Oklahoma;	Critical	S	
LE.890	Tulsa County (72/60);	Critical	S	
LE.891	Wagner County (73/60);	Critical	S	
LE.892	Atty;	Critical	S	
LE.893	Case number;	Critical	S	
LE.894	Jail;	Critical	S	
LE.895	Signed Personal Recognizance; and	Critical	S	
LE.896	Other user-defined.	Critical	S	

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LE.897	The system has the ability to void/delete tickets with security permissions.	Critical	S	
LE.898	The system has the ability to support multiple violations with individual corresponding ticket number.	Critical	S	
LE.899	The system has the ability to import query results into an e-ticket.	Critical	S	
LE.900	The system has the ability to support driver license readers.	Critical	S	
LE.901	The system has the ability to upload tickets automatically to records and courts	Critical	S	
LE.902	The system has the ability to quickly search and access ticket/citation information using name, location, geographic area, officer and ticket type as search criteria.	Critical	S	
LE.903	The system has the ability to support automatic merging of mass ticket records with certain criteria being met.	Critical	N	
LE.904	The system has ability to upload or attach a photo associated with a citation/ticket.	Critical	S	
LE.905	The system, has ability to scan and attach verification receipt of mailed citation/ticket.	Critical	S	
Business Registry				
LE.906	The system has the ability to enter and maintain detailed information on all businesses located within a given jurisdiction with appropriate security permissions.	Critical	S	
LE.907	The system has the ability to track businesses with surveillance cameras.	Desired	S	
The system has the ability to track the following information on businesses:				
LE.908	Business Name, Address, Phone;	Critical	S	
LE.909	Structure Size;	Critical	S	
LE.910	Contents;	Critical	S	
LE.911	License Type;	Critical	S	
LE.912	Alarm Company;	Critical	S	
LE.913	Alarm Model;	Critical	S	
LE.914	Hours of Operation;	Critical	S	
LE.915	Owner's Information;	Critical	S	
LE.916	Maintenance Companies;	Critical	S	Dedicated fields are not provided; however, this information can be entered with CentralSquare Pro's Custom Field capabilities.
LE.917	Hazards;	Critical	S	
LE.918	Basic Floor Plans;	Critical	S	
LE.919	DBA;	Critical	S	
LE.920	TIN;	Critical	S	Dedicated fields are not provided; however, this information can be entered with CentralSquare Pro's Custom Field capabilities.
LE.921	Tax ID;	Critical	S	Dedicated fields are not provided; however, this information can be entered with CentralSquare Pro's Custom Field capabilities.
LE.922	Company Type;	Critical	S	Dedicated fields are not provided; however, this information can be entered with CentralSquare Pro's Custom Field capabilities.
LE.923	Status;	Critical	S	Dedicated fields are not provided; however, this information can be entered with CentralSquare Pro's Custom Field capabilities.
LE.924	Description field;	Critical	S	
LE.925	Location;	Critical	S	
LE.926	District;	Critical	S	Dedicated fields are not provided; however, this information can be entered with CentralSquare Pro's Custom Field capabilities.
LE.927	Open Date;	Critical	S	Dedicated fields are not provided; however, this information can be entered with CentralSquare Pro's Custom Field capabilities.
LE.928	Close Date;	Critical	S	Dedicated fields are not provided; however, this information can be entered with CentralSquare Pro's Custom Field capabilities.
LE.929	Last Audit Date;	Critical	S	Dedicated fields are not provided; however, this information can be entered with CentralSquare Pro's Custom Field capabilities.

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LE.930	Parcels;	Critical	S	Dedicated fields are not provided; however, this information can be entered with CentralSquare Pro's Custom Field capabilities.
LE.931	Parcel number;	Critical	S	Dedicated fields are not provided; however, this information can be entered with CentralSquare Pro's Custom Field capabilities.
LE.932	Addresses;	Critical	S	
LE.933	Contacts;	Critical	S	
LE.934	Notes;	Critical	S	
LE.935	Attached Entities;	Critical	S	Dedicated fields are not provided; however, this information can be entered with CentralSquare Pro's Custom Field capabilities.
LE.936	Inspection Case;	Critical	S	Dedicated fields are not provided; however, this information can be entered with CentralSquare Pro's Custom Field capabilities.
LE.937	Hold;	Critical	S	Dedicated fields are not provided; however, this information can be entered with CentralSquare Pro's Custom Field capabilities.
LE.938	Attached Inspections;	Critical	S	Dedicated fields are not provided; however, this information can be entered with CentralSquare Pro's Custom Field capabilities.
LE.939	Attached Licenses;	Critical	S	Dedicated fields are not provided; however, this information can be entered with CentralSquare Pro's Custom Field capabilities.
LE.940	Attached Ram Accounts;	Critical	S	
LE.941	Associated Tasks;	Critical	S	Dedicated fields are not provided; however, this information can be entered with CentralSquare Pro's Custom Field capabilities.
LE.942	Documents;	Critical	S	Dedicated fields are not provided; however, this information can be entered with CentralSquare Pro's Custom Field capabilities.
LE.943	Bonds;	Critical	S	Dedicated fields are not provided; however, this information can be entered with CentralSquare Pro's Custom Field capabilities.
LE.944	History;	Critical	S	Dedicated fields are not provided; however, this information can be entered with CentralSquare Pro's Custom Field capabilities.
LE.945	Prior Addresses;	Critical	S	Dedicated fields are not provided; however, this information can be entered with CentralSquare Pro's Custom Field capabilities.
LE.946	Contact Information; and	Critical	S	
LE.947	Other user-defined.	Critical	S	
The system has the ability to track the following information on contacts:				
LE.948	Company Name (if a company);	Critical	S	
LE.949	First Name;	Critical	S	
LE.950	Middle Name;	Critical	S	
LE.951	Last Name;	Critical	S	
LE.952	Title;	Critical	S	
LE.953	E-mail;	Critical	S	
LE.954	Web page address;	Critical	S	
LE.955	Business phone;	Critical	S	
LE.956	Home phone;	Critical	S	
LE.957	Mobile phone;	Critical	S	
LE.958	Fax;	Critical	S	
LE.959	Other phone;	Critical	S	
LE.960	Manufacturer (Yes/No);	Critical	N	

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LE.961	Vendor (Yes/No);	Critical	N	
LE.962	Shipper (Yes/No);	Critical	N	
LE.963	Active (Yes/No);	Critical	S	
LE.964	Contact Address;	Critical	S	
LE.965	Accounts;	Critical	S	
LE.966	Invoices;	Critical	S	
LE.967	Payments;	Critical	S	
LE.968	Sub contacts;	Critical	S	
LE.969	Hold;	Critical	N	
LE.970	Notes;	Critical	S	
LE.971	Attached records;	Critical	S	
LE.972	Certifications;	Critical	N	
LE.973	Contact Roles;	Critical	S	
LE.974	Photo;	Critical	S	
LE.975	Documents;	Critical	S	
LE.976	History; and	Critical	S	
LE.977	Gate Code;	Critical	S	
LE.978	Knox Box; and	Critical	S	
LE.979	Other user-defined.	Critical	S	
LE.980	The system has the ability to search for business records based on business name, building name, building number, district, zone, class and sub-class.	Critical	S	
LE.981	The system has the ability to interface with the alarm tracking and billing module to automatically process alarm calls for service.	Critical	S	
LE.982	The system has the ability to provide a business self registration portal.	Desired	N	
LE.983	The system has the ability to easily access the fire pre-plan associated with a given business, should one exist.	Critical	S	
Personnel Management				
LE.984	The system has the ability to display a photograph of an employee within the personnel record, whether by capturing an image with a digital camera or by uploading an image from a camera, or computer disk.	Critical	S	
LE.985	The system has the ability to link a personnel record with a personnel record(s) associated with another Agency Identifier.	Critical	S	
The system has the ability to enter and maintain the following general personnel information on every employee with appropriate security permissions:				
LE.986	Employee Full Name;	Critical	S	
LE.987	Employee Address;	Critical	S	
LE.988	Employee Badge and ID Number;	Critical	S	
LE.989	Social Security Number;	Critical	S	
LE.990	Home Phone Number;	Critical	S	
LE.991	Department Number and Extension;	Critical	S	
LE.992	Date of Birth;	Critical	S	
LE.993	Current Rank;	Critical	S	
LE.994	Rank History;	Critical	S	
LE.995	Hire Date;	Critical	S	
LE.996	Termination Date;	Critical	S	
LE.997	Education, including Degrees, Certifications with link to training file;	Critical	S	
LE.998	Special Skills;	Critical	S	
LE.999	Emergency Notification Information;	Critical	S	
LE.1000	Employee Status or Promotions;	Critical	S	
LE.1001	Reprimands;	Critical	S	
LE.1002	Commendations;	Critical	S	
LE.1003	Spouse's Name;	Critical	S	
LE.1004	Driver's License Number;	Critical	S	
LE.1005	Disciplinary Actions;	Critical	S	
LE.1006	Contact Information; and	Critical	S	
LE.1007	Other user-defined.	Critical	S	
LE.1008	The system has the ability to enter and maintain information about an employee's current assignment, as well as maintain a history of assignments, with appropriate security permissions.	Critical	S	
The system has the ability to store training hour totals by select agency for select date range by the following:				
LE.1009	Officer;	Critical	S	
LE.1010	Department; and	Critical	S	
LE.1011	Division.	Critical	S	
LE.1012	The system has the ability to track information about the equipment issued to each employee.	Critical	S	

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The system has the ability to enter and maintain information about an employee's education and training with appropriate security permissions, including, but not limited to, the following:			
LE.1013	Courses (e.g., Firearms Training, Hazmat Technician Training, etc.);	Critical	S
LE.1014	Programs;	Critical	S
LE.1015	Certifications;	Critical	S
LE.1016	Automatically Re-Schedules Re-Certification Classes;	Critical	S
LE.1017	Basic Academy Training;	Critical	S
LE.1018	Military Training;	Critical	S
LE.1019	College Classes; and	Critical	S
LE.1020	Other user-defined.	Critical	S
The system has the ability to maintain the following training related data elements with appropriate security permissions:			
LE.1021	Employee ID Number;	Critical	S
LE.1022	Training Course Title;	Critical	S
LE.1023	Training Location;	Critical	S
LE.1024	Re-certification Date;	Critical	S
LE.1025	Length of the Course;	Critical	S
LE.1026	Course Completion Date;	Critical	S
LE.1027	Course Comments;	Critical	S
LE.1028	Course Expenses;	Critical	S
LE.1029	College Credit Hours; and	Critical	S
LE.1030	Other user-defined.	Critical	S
The system has the ability to enter and maintain information about any special skills an employee may have with appropriate security permissions, including, but not			
LE.1031	Foreign Language;	Critical	S
LE.1032	Public Relations Training;	Critical	S
LE.1033	Bomb Disposal Training;	Critical	S
LE.1034	Special Weapons;	Critical	S
LE.1035	DRE (Drug Recognition);	Critical	S
LE.1036	CIT (Crisis Intervention);	Critical	S
LE.1037	CNU (Crisis Negotiations);	Critical	S
LE.1038	K9;	Critical	S
LE.1039	First Aid Training;	Critical	S
LE.1040	SWAT Training;	Critical	S
LE.1041	Breathalyzer Training; and	Critical	S
LE.1042	Other user-defined.	Critical	S
LE.1043	The system has the ability to print a summary report detailing all employees and all training conducted within a specified date range with security permissions.	Critical	S
LE.1044	The system has the ability to print a summary report of all training received by an employee during his/her course of employment with security permissions.	Critical	S
LE.1045	The system has the ability to print a detailed employee report with all fields of data in the personnel record with security permissions.	Critical	S
LE.1046	The system has the ability to allow the officers to view training record with security permissions.	Critical	S
LE.1047	The system has the ability to print a summary department personnel listing sorted by Employee Name with security permissions.	Critical	S
LE.1048	The system has the ability to print a detailed department personnel listing sorted by Employee Name with security permissions.	Critical	S
LE.1049	The system has the ability to track Active/Inactive/All personnel status.	Critical	S
LE.1050	The system has the ability to include a personnel module to include all users of the system and set security permissions.	Critical	S
LE.1051	The system has the ability to require first name, last name and ID number at a minimum to enter a personnel record for display purposes.	Critical	S
LE.1052	The system has the ability to support personnel records by Agency Identifier and ID number.	Critical	S
LE.1053	The system has the ability to control access to a personnel record for only authorized users.	Critical	S
LE.1054	The system has the ability to show only the officer's name and agency address when attaching a case to a personnel record.	Critical	S
LE.1055	The system has the ability to include a recent picture of the employee to be displayed on the initial screen of the personnel record.	Critical	S
LE.1056	The system has the ability to support the attachment of other documents to each personnel record.	Critical	S
LE.1057	The system has the ability to provide a universal method to easily search for and select officer ID numbers throughout the suite.	Critical	S
Canine (K-9) Unit Tracking			

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The system has the ability to tracking the following information a K-9 Unit:			
LE.1058	Animal name;	Critical	S
LE.1059	Age;	Critical	S
LE.1060	Dog type;	Critical	S
LE.1061	Officer assignment;	Critical	S
LE.1062	Apprehension history;	Critical	S
LE.1063	Building Search Capability;	Critical	S
LE.1064	Apprehensions History;	Critical	S
LE.1065	Drug Search Capability;	Critical	S
LE.1066	Registration;	Critical	S
LE.1067	Specialties (e.g., narcotics hits, tracking, etc.)	Critical	S
LE.1068	Medical History;	Critical	S
LE.1069	Veterinarian information;	Critical	S
LE.1070	Maximum allowable time in field;	Critical	S
LE.1071	Vehicle Drug Find Capability;	Critical	S
LE.1072	Building Drug Find Capability;	Critical	S
LE.1073	Article Search Capability;	Critical	S
LE.1074	Back Up Capability;	Critical	S
LE.1075	Area - Search Capability;	Critical	S
LE.1076	Jail Search Capability;	Critical	S
LE.1077	Public Relations / Demonstrations Capability;	Critical	S
LE.1078	Crowd Containment Capability;	Critical	S
LE.1079	School Search Capability;	Critical	S
LE.1080	Property Seized History;	Critical	S
LE.1081	Bite Incident History;	Critical	S
LE.1082	Search & Rescue Capability;	Critical	S
LE.1083	Marijuana Detection Capability;	Critical	S
LE.1084	Cocaine Detection Capability;	Critical	S
LE.1085	Heroin Detection Capability;	Critical	S
LE.1086	Methadone Detection Capability;	Critical	S
LE.1087	Crack Detection Capability;	Critical	S
LE.1088	Obedience Level;	Critical	S
LE.1089	Bite Work;	Critical	S
LE.1090	Tracking Capability;	Critical	S
LE.1091	Length of track Capability;	Critical	S
LE.1092	Terrain Comfort (e.g., grass, woods, pavement, etc.);	Critical	S
LE.1093	Distractions (e.g., human, animals, water, etc.);	Critical	S
LE.1094	Time Period (i.e. capable duration);	Critical	S
LE.1095	Day or Night Capability;	Critical	S
LE.1096	Temperature Tolerance;	Critical	S
LE.1097	Humidity Tolerance;	Critical	S
LE.1098	Reward Preference (e.g., ball, bite, praise, etc.);	Critical	S
LE.1099	Assistance given to other Law Enforcement agencies;	Critical	S
LE.1100	Number of assists;	Critical	S
LE.1101	Seizure status;	Critical	S
LE.1102	Vet records;	Critical	S
LE.1103	Handler name;	Critical	S
LE.1104	Trainer name;	Critical	S
LE.1105	Use of force documentation;	Critical	S
LE.1106	Canine care;	Critical	S
LE.1107	Costs;	Critical	S
LE.1108	Incidents; and	Critical	S
LE.1109	Other user-defined.	Critical	S
Property Room Processing			
The system has the ability to enter and maintain the following property data with appropriate security permissions:			
LE.1110	Item Number;	Critical	S
LE.1111	Serial Number;	Critical	S
LE.1112	Property Code (e.g., stolen, pawned, evidence);	Critical	S
LE.1113	Property Tag Number;	Critical	S
LE.1114	Owner Applied Number;	Critical	S
LE.1115	Storage Location;	Critical	S
LE.1116	Quantity;	Critical	S
LE.1117	Value – Nearest Dollar;	Critical	S
LE.1118	Property Owner;	Critical	S
LE.1119	Associated Party Names;	Critical	S
LE.1120	Date Property Received;	Critical	S
LE.1121	Item Category (guns, tools, vehicles, bicycles);	Critical	S

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LE.1122	Date of Disposal/Release;	Critical	S	
LE.1123	Employee Authorizing Release;	Critical	S	
LE.1124	Date Scheduled for Disposal;	Critical	S	
LE.1125	Item Class (UCR);	Critical	S	
LE.1126	Free-form Descriptions;	Critical	S	
LE.1127	Color;	Critical	S	
LE.1128	Recovered for other Jurisdiction Flag; and	Desired	S	
LE.1129	Other user-defined.	Desired	S	
The system has the ability to enter and maintain the following additional elements for firearms with appropriate security permissions:				
LE.1130	Gun Type;	Critical	S	
LE.1131	Action (automatic, bolt action, carbine, pump);	Critical	S	
LE.1132	Caliber;	Critical	S	
LE.1133	Shot Capacity;	Desired	S	
LE.1134	Barrel Length;	Desired	S	
LE.1135	Finish;	Desired	S	
LE.1136	Make/Model;	Critical	S	
LE.1137	Serial Number;	Critical	S	
LE.1138	Type of Firearm;	Critical	S	
LE.1139	Condition;	Critical	S	
LE.1140	Year Made; and	Desired	S	
LE.1141	Other user-defined.	Critical	S	
The system has the ability to enter and maintain the following additional elements for vehicles with appropriate security permissions:				
LE.1142	License Plate/VIN; and	Critical	S	
LE.1143	Plate Year.	Critical	S	
The system has the ability to enter and maintain the following information for bicycles with appropriate security permissions:				
LE.1144	Bicycle Make;	Critical	S	
LE.1145	Model (boys, girls, tandem);	Critical	S	
LE.1146	Serial Number	Critical	S	
LE.1147	Wheel Size;	Critical	S	
LE.1148	Speed;	Critical	S	
LE.1149	Color; and	Critical	S	
LE.1150	Other user-defined.	Critical	S	
LE.1151	The system has the ability to tie a property item to a case.	Critical	S	
LE.1152	The system has the ability to import the assigned investigator to the property module.	Critical	S	
LE.1153	The system has the ability to notify the assigned property investigator.	Critical	S	
LE.1154	The system has the ability to maintain complete evidence tracking audit trail until final disposition of the property item with appropriate security permissions.	Critical	S	
LE.1155	The system has the ability to maintain details of all evidence retained in the property room for an indefinite amount of time with appropriate security permissions.	Critical	S	
LE.1156	The system has the ability to maintain a disposition status for all evidence items after each item has been released with appropriate security permissions.	Critical	S	
LE.1157	The system has the ability to track items from reception to disposal.	Critical	S	
LE.1158	The system has the ability to maintain lab reports on fingerprint tests with appropriate security permissions.	Desired	S	
LE.1159	The system has the ability to enter and maintain information about the individual or organization to which the property was released with appropriate security permissions.	Critical	S	
LE.1160	The system has the ability to print an evidence inventory report by case number.	Critical	S	
LE.1161	The system has the ability to update tag numbers with appropriate security permissions, and to provide an audit log and administrator notification of these	Critical	S	
LE.1162	The system has the ability to maintain and track parent-child relationships between evidence items.	Desired	N	
LE.1163	The system has the ability to print a property disposition report for all items disposed	Critical	S	
LE.1164	The system has the ability to generate a report of property scheduled to be disposed	Critical	S	
LE.1165	The system has the ability to print a property purge reminder list of items to be released within a user-selected date range.	Critical	S	
LE.1166	The system has the ability to print a separate report of all pawned item transactions within a specified date range.	Desired	S	
LE.1167	The system has the ability to print a report displaying all items of property/evidence pertaining to a single report.	Critical	S	
LE.1168	The system has the ability to restrict inquiry access to property/evidence records based on passwords.	Critical	S	
LE.1169	The system has the ability to compare property records with previously entered property records (i.e., pawned, impounded, stolen, etc.).	Critical	S	
The system has the ability to search for property based on the following search				

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LE.1170	Serial Number;	Critical	S	
LE.1171	Owner's Name;	Critical	S	
LE.1172	Suspect name or identifier;	Critical	S	
LE.1173	Tag Number;	Critical	S	
LE.1174	Case Number;	Critical	S	
LE.1175	Owner Applied Number;	Critical	S	
LE.1176	Make/Brand Name;	Critical	S	
LE.1177	Property Type/Kind;	Critical	S	
LE.1178	UCR/NIBRS/SIBRS Property Class;	Critical	S	
LE.1179	Storage Location;	Critical	S	
LE.1180	Vehicle Identification Number; and	Critical	S	
LE.1181	Other user-defined.	Critical	S	
The system has the ability to print barcodes for the following:				
LE.1182	Agency Identifier;	Critical	S	
LE.1183	Officer;	Critical	S	
LE.1184	Disposition;	Critical	S	
LE.1185	Receiving and Release Status;	Critical	S	
LE.1186	Locations; and	Critical	S	
LE.1187	Other user-defined.	Critical	S	
LE.1188	The system has the ability to print location labels by specific location or range.	Critical	S	
LE.1189	The system has the ability to set agency-defined label height, width and font size.	Critical	S	
LE.1190	The system has the ability to print labels individually.	Critical	S	
LE.1191	The system has the ability to automatically generate tag numbers.	Critical	S	
LE.1192	The system has the ability to automatically enter a transaction when a tag is scanned.	Critical	S	
LE.1193	The system has the ability to generate an item number automatically assign next consecutive number for supplement.	Critical	S	
LE.1194	The system has the ability to automatically generate property receipt from the incident module for an unlimited number of items.	Critical	S	
LE.1195	The system has the ability to record vehicle and storage information from traffic	Critical	S	
LE.1196	The system has the ability to support laboratory accreditation requirements (e.g., ISO/IES 17025).	Critical	S	
The system has the ability to track request for laboratory examination requirements,				
LE.1197	Submitting Officer ID/Agency;	Critical	S	
LE.1198	Recovering Officer ID/Agency;	Critical	S	
LE.1199	Case Number;	Critical	S	
LE.1200	Date of Incident;	Critical	S	
LE.1201	Date of Request;	Critical	S	
LE.1202	County of Offense;	Critical	S	
LE.1203	Has evidence been submitted on case before;	Critical	S	
LE.1204	Laboratory Case Number of Previous Submittal;	Critical	S	
LE.1205	Type of Offense;	Critical	S	
LE.1206	Location Recovered;	Critical	S	
LE.1207	Suspect Information (i.e., DOB, Race, Sex, SSN);	Critical	S	
LE.1208	Victim Information (i.e., DOB, Race, Sex, SNN);	Critical	S	
LE.1209	Item Number from Property Receipt;	Critical	S	
LE.1210	Detailed Description of Evidence to Be Examined;	Critical	S	
LE.1211	Examination(s) Requested;	Critical	S	
LE.1212	Notes/Additional Information;	Critical	S	
LE.1213	BAPD Crime Lab (i.e., Latent Print Exam, Other);	Critical	S	
LE.1214	Digital Evidence Lab (i.e., Computer Exam, Cell Phone, Other);	Critical	S	
LE.1215	OSBI (i.e., Biology, Drugs, Firearms/Tool Mark, Trace, Fingerprint Comparison, Other); and	Critical	S	
LE.1216	Other user-defined.	Critical	S	
Property Room Barcoding				
LE.1217	The system has the ability to support bar code scanning.	Critical	S	
LE.1218	The system has the ability to locate and access property items based on information obtained from scanned property bar codes.	Critical	S	
The system has the ability to maintain the following data with appropriate security permissions:				
LE.1219	Property Room Bar Coding;	Critical	S	
LE.1220	Item Number;	Critical	S	
LE.1221	Piece Number;	Critical	S	
LE.1222	Serial Number ;	Critical	S	
LE.1223	Item Involvement (i.e. stolen, pawned, evidence);	Critical	S	
LE.1224	Property Tag Number;	Critical	S	
LE.1225	Owner Applied Number;	Critical	S	
LE.1226	Storage Location in Property Room and Original Evidence Locker Number;	Critical	S	
LE.1227	Quantity;	Critical	S	

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LE.1228	Value – Nearest Dollar;	Critical	S	
LE.1229	Property Owner;	Critical	S	
LE.1230	Date and Time Property Received;	Critical	S	
LE.1231	Item Category (guns, tools, vehicles, bicycles);	Critical	S	
LE.1232	Lab Report Cross-Reference;	Desired	S	
LE.1233	Date of Disposal/Release;	Critical	S	
LE.1234	Employee Authorizing Release;	Critical	S	
LE.1235	Date Scheduled for Disposal;	Critical	S	
LE.1236	Item Class (UCR);	Critical	S	
LE.1237	Free-form Descriptions;	Critical	S	
LE.1238	Color;	Critical	S	
LE.1239	Recovered for other Jurisdiction Flag; and	Desired	S	
LE.1240	Other user-defined.	Critical	S	
The system has the ability to maintain additional elements if the property item is a firearm with appropriate security permissions:				
LE.1241	Caliber;	Critical	S	
LE.1242	Number of Shots;	Desired	S	
LE.1243	Barrel Length;	Desired	S	
LE.1244	Finish;	Desired	S	
LE.1245	Make/Model;	Critical	S	
LE.1246	Serial number;	Critical	S	
LE.1247	Type of Firearm; and	Critical	S	
LE.1248	Other user-defined.	Critical	S	
The system has the ability to maintain additional elements if the property item is a vehicle with appropriate security permissions:				
LE.1249	License Plate/VIN; and	Critical	S	
LE.1250	Plate Year.	Critical	S	
The system has the ability to maintain the following information for bicycles with appropriate security permissions:				
LE.1251	Bicycle Make;	Critical	S	
LE.1252	Model (boys, girls, tandem);	Critical	S	
LE.1253	Serial Number;	Critical	S	
LE.1254	Wheel Size;	Desired	S	
LE.1255	Speed;	Desired	S	
LE.1256	Color; and	Critical	S	
LE.1257	Other user-defined.	Desired	S	
LE.1258	The system has the ability to maintain complete evidence tracking audit trail until final disposition of the property item with appropriate security permissions.	Critical	S	
LE.1259	The system has the ability to maintain details of all evidence retained in the property room for an indefinite time with appropriate security permissions.	Critical	S	
LE.1260	The system has the ability to maintain a disposition status for all evidence items after each item has been released with appropriate security permissions.	Critical	S	
LE.1261	The system has the ability to track found items from reception to disposal.	Critical	S	
LE.1262	The system has the ability to maintain lab reports on tests of fingerprints with appropriate security permissions.	Desired	S	
LE.1263	The system has the ability to maintain the person or organization released to, with appropriate security permissions.	Critical	S	
LE.1264	The system has the ability to provide the ability to print an evidence inventory report by case number.	Critical	S	
LE.1265	The system has the ability to provide the ability to print a property disposition report for all items disposed of.	Critical	S	
LE.1266	The system has the ability to provide the ability to print a property purge reminder list of items to be released within a user-selected date range.	Critical	S	
LE.1267	The system has the ability to generate a report of property scheduled to be disposed of.	Critical	S	
LE.1268	The system has the ability to provide the ability to print a separate report of all pawned item transactions within a specified date range.	Desired	S	
LE.1269	The system has the ability to provide the ability to print a report displaying all items of property/evidence pertaining to a single complaint report.	Critical	S	
LE.1270	The system has the ability to support restricting inquiry access to property/evidence records based on passwords.	Critical	S	
LE.1271	The system has the ability to compare property records (at time of entry) with previous property records (i.e., pawned, impounded, stolen, etc.).	Critical	S	
The system has the ability to allow for online inquiry into property records via:				
LE.1272	Serial Number;	Critical	N	
LE.1273	Owner's Name;	Critical	N	
LE.1274	Tag Number;	Critical	N	
LE.1275	Complaint Number;	Critical	N	

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LE.1276	Owner Applied Number;	Critical	N	
LE.1277	Make/Brand Name;	Critical	N	
LE.1278	Property Type/Kind;	Critical	N	
LE.1279	UCR/IBR Property Class;	Critical	N	
LE.1280	Storage Location;	Critical	N	
LE.1281	Vehicle Identification Number; and	Critical	N	
LE.1282	Other user-defined.	Critical	N	
The system has the ability to provide the ability to print barcodes for:				
LE.1283	Agency Identifier;	Critical	S	
LE.1284	Officer;	Critical	S	
LE.1285	Disposition;	Critical	S	
LE.1286	Receiving and Release Status;	Critical	S	
LE.1287	Locations; and	Critical	S	
LE.1288	Other user-defined.	Critical	S	
LE.1289	The system has the ability to print location labels by specific location or by range.	Critical	S	
LE.1290	The system has the ability to provide agency-defined label height, width and font size.	Critical	S	
LE.1291	The system has the ability to allow labels to be printed by individual basis.	Critical	S	
LE.1292	The system has the ability to provide the ability to automatically generate ta numbers.	Critical	S	
LE.1293	The system has the ability to automatically enter a transaction when a tag is scanned.	Critical	S	
LE.1294	The system has the ability to print inventory report by storage location.	Critical	S	
LE.1295	The system has the ability to print a property release form (receipt).	Desired	S	
Training				
LE.1296	The system has the ability to create and maintain records on all the training courses for which fire and law enforcement personnel can register with appropriate security permissions.	Critical	S	
The system has the ability to enter and maintain the following basic information for each course with appropriate security permissions:				
LE.1297	Course Title;	Critical	S	
LE.1298	Category;	Critical	S	
LE.1299	Keyword;	Critical	S	
LE.1300	Agency Identifier;	Critical	S	
LE.1301	Description;	Critical	S	
LE.1302	Location;	Critical	S	
LE.1303	Active/Inactive;	Critical	S	
LE.1304	Instruction Method;	Critical	S	
LE.1305	Recertification Period;	Critical	S	
LE.1306	Recertification Units;	Critical	S	
LE.1307	Recertification reminders;	Critical	S	
LE.1308	Equivalent Courses;	Critical	S	
LE.1309	CLEET Course Number; and	Critical	S	
LE.1310	Other user-defined.	Critical	S	
The system has the ability to enter and maintain course information regarding hours and default provider with appropriate security permissions, including the				
LE.1311	Duration;	Critical	S	
LE.1312	Certification type;	Critical	S	
LE.1313	Units;	Critical	S	
LE.1314	Number of Days;	Critical	S	
LE.1315	Credit Hours;	Critical	S	
LE.1316	Default Provider Name, Address and Phone; and	Critical	S	
LE.1317	Other user-defined.	Critical	S	
The system has the ability to enter and maintain course information regarding default costs with appropriate security permissions, including the following detail:				
LE.1318	Expense Type;	Critical	S	
LE.1319	Amount;	Critical	S	
LE.1320	General Ledger Account;	Critical	S	
LE.1321	Percentage; and	Critical	S	
LE.1322	Other user-defined.	Critical	S	
The system has the ability to view course history and the scheduling of a given course, including the following information:				
LE.1323	Course Title;	Critical	S	
LE.1324	Category;	Critical	S	
LE.1325	Attendees;	Critical	S	
LE.1326	Start Date/Time;	Critical	S	
LE.1327	End Date/Time;	Critical	S	
LE.1328	Provider;	Critical	S	
LE.1329	Address;	Critical	S	
LE.1330	Location;	Critical	S	

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LE.1331	Phone Number; and	Critical	S	
LE.1332	Other user-defined.	Critical	S	
LE.1333	The system has the ability to create and maintain course objectives with appropriate security permissions.	Critical	S	
LE.1334	The system has the ability to attach multiple supporting documents of various types each course record.	Critical	S	
The system has the ability to search for existing course records based on the following user-defined search criteria:				
LE.1335	Course Code;	Critical	S	
LE.1336	Agency Identifier;	Critical	S	
LE.1337	Title;	Critical	S	
LE.1338	Category;	Critical	S	
LE.1339	Keyword;	Critical	S	
LE.1340	Active/Inactive/All;	Critical	S	
LE.1341	Program; and	Critical	S	
LE.1342	Other user-defined.	Critical	S	
LE.1343	The system has the ability to create, maintain and track scheduled course records, i.e., schedules for individual courses with appropriate security permissions.	Critical	S	
The system has the ability to enter and maintain the following basic information for each scheduled course record with appropriate security permissions:				
LE.1344	Start Date/Time;	Critical	S	
LE.1345	End Date/Time;	Critical	S	
LE.1346	Provider;	Critical	S	
LE.1347	Course Required/Not Required;	Critical	S	
LE.1348	Course;	Critical	S	
LE.1349	Course Location;	Critical	S	
LE.1350	Address;	Critical	S	
LE.1351	Phone Number;	Critical	S	
LE.1352	Activity Code;	Critical	S	
LE.1353	Days of the Week;	Critical	S	
LE.1354	Class Format;	Critical	S	
LE.1355	Training Type;	Critical	S	
LE.1356	Level of Training;	Critical	S	
LE.1357	Remarks (free-form narrative); and	Critical	S	
LE.1358	Other user-defined.	Critical	S	
The system has the ability to enter and maintain the following cost related information for each scheduled course record with appropriate security permissions:				
LE.1359	Expense Type;	Critical	S	
LE.1360	Amount;	Critical	S	
LE.1361	General Ledger Account;	Critical	S	
LE.1362	Percentage; and	Critical	S	
LE.1363	Other user-defined.	Critical	S	
LE.1364	The system has the ability to indicate all subjects associated with the scheduled course, including instructor and attendees.	Critical	S	
LE.1365	The system has the ability to enter and maintain information about the registered attendees' course results (grade/score), see at-a-glance all of the objectives associated with a current scheduled course, and track which objectives have been completed by which attendees with appropriate security permissions.	Critical	S	
LE.1366	The system has the ability to attach multiple supporting documents of various types each scheduled course record.	Critical	S	
The system has the ability to search for existing scheduled course records based on the following user-defined search criteria:				
LE.1367	Course Code;	Critical	S	
LE.1368	Course Number;	Critical	S	
LE.1369	Provider;	Critical	S	
LE.1370	Agency Identifier;	Critical	S	
LE.1371	Location;	Critical	S	
LE.1372	Instructor;	Critical	S	
LE.1373	Program;	Critical	S	
LE.1374	Course Start Date/Time Range; and	Critical	S	
LE.1375	Other user-defined.	Critical	S	
LE.1376	The system has the ability to create, maintain and, track training program records w appropriate security permissions.	Critical	S	
LE.1377	The system has the ability to associate multiple required courses with a training	Critical	S	

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LE.1378	The system has the ability to associate personnel with a training program by selecting individual personnel subjects or a group, which displays all personnel associated with a selected Shift or Unit. Individuals associated with a group can be selected for inclusion or exclusion.	Critical	S	
Case Management				
LE.1379	The system has the ability to maintain a database of current cases and statuses with appropriate security permissions.	Critical	S	
LE.1380	The system has the ability to assign investigators based on current workloads and availability.	Critical	N	
LE.1381	The system has the ability to assign investigators based on final call type.	Critical	S	
LE.1382	The system has the ability to use the module as a supervisory tool as tracking and assigning workload.	Critical	S	
LE.1383	The system has the ability to allow users to make a Unit a Primary Unit for the CFS it is Assigned to.	Critical	S	
LE.1384	The system has the ability to allow users to make a Unit a Secondary Unit for the CFS it is Assigned to.	Critical	S	
LE.1385	The system has the ability to assign or reassign officers to cases.	Critical	S	
LE.1386	The system has the ability to assign case activities to officers.	Critical	S	
LE.1387	The system has the ability to enter and maintain solvability factors with appropriate security permissions.	Critical	S	
LE.1388	The system has the ability to view status history.	Critical	S	
LE.1389	The system has the ability to view disposition history.	Critical	S	
LE.1390	The system has the ability to generate numerous breakdown statistical reports.	Critical	S	
LE.1391	The system has the ability to track assigned and unassigned cases.	Critical	S	
LE.1392	The system has the ability to track cases by case status.	Critical	S	
The system has the ability to track cases by the following:				
LE.1393	Officer;	Critical	S	
LE.1394	PIN;	Critical	S	
LE.1395	Squad;	Critical	S	
LE.1396	Assigned bureau;	Critical	S	
LE.1397	Activity type;	Critical	S	
LE.1398	Beat/District;	Critical	S	
LE.1399	Activity officer; and	Critical	S	
LE.1400	Other user-defined.	Critical	S	
LE.1401	The system has the ability to enable automatic notifications after case assignment.	Critical	S	
LE.1402	The system has the ability to enable automatic notifications after periods of inactivity.	Critical	N	
LE.1403	The system has the ability to enable automatic notifications to appropriate personnel whenever a case is updated or a report is added to a case.	Critical	S	
LE.1404	The system has the ability to report on case clearance rates by classification.	Desired	S	
LE.1405	The system has the ability to report on case clearance rates.	Critical	S	
LE.1406	When information is entered into the module, it must be automatically updated in the master name file in RMS.	Critical	S	
Career Criminal				
LE.1407	The system has the ability to set agency-defined categories.	Desired	S	
LE.1408	The system has the ability to set agency-determined violent vs. non violent.	Desired	S	
LE.1409	The system has the ability to create agency-defined statuses.	Desired	S	
LE.1410	The system has the ability to identify parole/probation agents.	Desired	S	
LE.1411	The system has the ability to capture terms and conditions.	Desired	S	
LE.1412	The system has the ability to capture complete registrant department history.	Desired	S	
LE.1413	The system has the ability to indicate all (unlimited) offenses.	Desired	S	
LE.1414	The system has the ability to capture registration dates.	Desired	S	
LE.1415	The system has the ability to import and attach a variety of document types to career criminal records.	Desired	S	
LE.1416	The system has the ability to enter additional comments (i.e., free-form narrative).	Desired	S	
LE.1417	The system has the ability to automatically create officer warnings throughout system.	Desired	S	
LE.1418	The system has the ability to automatically create system wide alerts on all	Desired	S	
LE.1419	The system has the ability to create department-specific reports from any and all captured fields.	Desired	S	
LE.1420	The system has the ability to capture known associates.	Desired	S	
LE.1421	The system has the ability to capture known aliases.	Desired	S	
LE.1422	The system has the ability to capture known vehicles.	Desired	S	
LE.1423	The system has the ability to quickly reference all activity of listed registrants.	Desired	S	
LE.1424	The system has the ability to quickly reference all registrants' department activity.	Desired	S	
Demographic Profiles				
LE.1425	The system has the ability to create and maintain demographic profiling records with appropriate security permissions.	Desired	S	
LE.1426	The system has the ability to design and customize demographic profiling data entry forms to suit individual agency's entry preferences.	Desired	S	

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The system has the ability to add the following controls and elements to a form:				
LE.1427	Check Box;	Desired	S	
LE.1428	Text Box;	Desired	S	
LE.1429	Label;	Desired	S	
LE.1430	Date;	Desired	S	
LE.1431	Time;	Desired	S	
LE.1432	Numeric;	Desired	S	
LE.1433	Validation Set;	Desired	S	
LE.1434	Personnel;	Desired	S	
LE.1435	Horizontal Line; and	Desired	S	
LE.1436	Other user-defined.	Desired	S	
LE.1437	The system has the ability to determine control tabbing order within a form.	Desired	S	
LE.1438	The system has the ability to copy existing demographic profiling forms and modify them as needed.	Desired	S	
LE.1439	The system has the ability to export demographic profiling data to Excel to facilitate statistical analysis.	Desired	S	
Field Investigations Module				
LE.1440	The system has the ability to associate an investigation to a specific case.	Critical	S	
The system has the ability to enter and maintain the following basic contact information with appropriate security permissions:				
LE.1441	Contact date/time;	Critical	S	
LE.1442	Contact type;	Critical	S	
LE.1443	Name;	Critical	S	
LE.1444	Subject address;	Critical	S	
LE.1445	Subject phone numbers;	Critical	S	
LE.1446	Subject vehicle;	Critical	S	
LE.1447	Subject DOB;	Critical	S	
LE.1448	Contact reason;	Critical	S	
LE.1449	Contact Source;	Critical	S	
LE.1450	Agency Identifier;	Critical	S	
LE.1451	Location; and	Critical	S	
LE.1452	Other user-defined.	Critical	S	
LE.1453	The system has the ability to enter and maintain information sources (e.g., rumors, anonymous tips, confidential informants and first-hand accounts from a law enforcement officer) with appropriate security permissions.	Critical	S	
LE.1454	The system has the ability to grade the credibility of each source (e.g., reliable, unreliable, unknown, etc.).	Critical	S	
LE.1455	The system has the ability to associate an investigation with a specific bureau.	Critical	S	
LE.1456	The system has the ability to associate an investigation with a specific reporting	Critical	S	
LE.1457	The system has the ability to identify a contact by master name or by associated case subject.	Critical	S	
LE.1458	The system has the ability to enter and maintain contact vehicle information with appropriate security permissions.	Critical	S	
LE.1459	The system has the ability to enter and maintain all officers associated with the investigation with appropriate security permissions.	Critical	S	
LE.1460	The system has the ability to attach multiple document of various types to an investigation record.	Critical	S	
LE.1461	The system has the ability to assign a field interview to an investigator.	Critical	S	
LE.1462	The system has the ability to link or group all known associates at a given criminal location.	Critical	S	
The system has the ability to track field investigations by:				
LE.1463	Contact type;	Critical	S	
LE.1464	Case number;	Critical	S	
LE.1465	Contact reason;	Critical	S	
LE.1466	Date/date range;	Critical	S	
LE.1467	Field investigation number;	Critical	S	
LE.1468	Investigating officer;	Critical	S	
LE.1469	Contact name;	Critical	S	
LE.1470	Vehicle;	Critical	S	
LE.1471	Agency Identifier;	Critical	S	
LE.1472	Location; and	Critical	S	
LE.1473	Other user-defined.	Critical	S	
Lineup/Mugshots				
LE.1474	The system has the ability to build a digital lineup based on a wide variety of subject criteria.	Critical	S	

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LE.1475	The system has the ability to import drivers license photos from the State and other agencies.	Desired	N	CentralSquare can integrate with just about any third-party system, as long as that third-party is willing to work with CentralSquare. More information regarding an interface to import driver's license photos is needed to accurately define the scope of work involved and provide pricing.
LE.1476	The system has the ability to import booking photos from peer agencies.	Desired	N	CentralSquare can integrate with just about any third-party system, as long as that third-party is willing to work with CentralSquare. More information regarding an interface to import booking photos is needed to accurately define the scope of work involved and provide pricing.
LE.1477	The system has the ability to display subject photographs (both front and/or side view as retrieved from the appropriate master name files) within digital lineups.	Critical	S	
LE.1478	The system has the ability to view all photos associated with a single subject and choose one for inclusion in a lineup.	Critical	S	
LE.1479	The system has the ability to automatically display a minimum of six photos simultaneously that meet the criteria specified.	Critical	S	
LE.1480	The system has the ability to quickly and easily add a photo to a line-up.	Critical	S	
LE.1481	The system has the ability to quickly and easily remove a photo from a line-up.	Critical	S	
LE.1482	The system has the ability to quickly and easily organize photos in a line-up.	Critical	S	
LE.1483	The system has the ability to generate a lineup of subjects randomly selected from the search results of matching subjects.	Critical	S	
LE.1484	The system has the ability to print a lineup without identifying information.	Critical	S	
LE.1485	The system has the ability to print a lineup with identifying information.	Critical	S	
LE.1486	The system has the ability to attach a lineup to a case record.	Critical	S	
LE.1487	The system has the ability to quickly and easily view statistics on a subject within the line-up.	Critical	S	
LE.1488	The system has the ability to support multiple methods of capturing photos.	Critical	S	

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Response Indicators: When providing responses to the requirements in Attachment B, proposers shall use the following response indicators:		Instruction		
S	Standard: Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the Proposal from vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.		
F	Future: Feature/Function will be available in a future software release available to the City by October 2019, at which point it will be implemented in accordance with agreed-upon configuration planning with the City.	If a response indicator of "F" is provided for a requirement that will be met in a future software release, the Respondent shall indicate the planned release version as well as the time the release will be generally available.		
C	Customization: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with custom modifications . All related customization costs should be indicated in the Comments column next to the feature/function, and the total cost included in Attachment C – Cost Worksheet.	If a response indicator of "C" is provided for a requirement that will be met through a custom modification, the Respondent shall indicate the cost of such a modification.		
T	Third-Party: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with integration with a third-party system . This system should be specified.	If a response indicator of "T" is provided for a requirement that will be met by integration with a third-party system, the Respondent shall identify this third-party system and include a cost proposal to secure this system.		
N	No: Feature/Function cannot be provided.			
Jail Management				
Req #	Description of Requirement	Criticality	Response	Comments
General				
CO.1	The jail management module has the ability to completely integrate with all other proposed system modules.	Critical	S	
CO.2	The system has the ability to maintain basic offender information required to initiate an offender record (e.g. basic sentence information, basic offender identification, etc.).	Critical	S	
CO.3	The system has the ability to record the sentence from the Court's calculation.	Critical	S	
CO.4	The system has the ability to cross-reference alerts (e.g., BOLOs, protection orders, warrants, etc.) when entering offender information across all proposed system modules.	Critical	S	
CO.5	The system has the ability to maintain basic medical information as gathered through the medical screening.	Critical	S	
CO.6	The system has the ability to utilize modifiable data entry templates to obtain the medical assessment results.	Critical	S	
CO.7	The system has the ability to notify the required entities when new medical information is available for an offender.	Critical	S	
CO.8	The system has the ability to recommend a housing unit assignment for an offender based on business rules.	Critical	S	
CO.9	The system has the ability to approve/override the recommended housing unit provided by the system.	Critical	S	
CO.10	The system has the ability to document the campus security plan.	Critical	S	
CO.11	The system has the ability to view a history of cell extractions.	Critical	S	

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CO.12	The system has the ability to support integration of courts data in the system (without requirement for re-entry of data for jail or for courts).	Critical	N	CentralSquare is not proposing a Court Case Management system, but could discuss providing an interface to the court system selected by the City.
CO.13	The system has the ability to capture inmate intake information, from arrests, court actions, or turn-yourself-in program and inmate booking.	Critical	S	
CO.14	The system has the ability to support flexible entry of arresting officer data as starting point for jail data record.	Critical	S	
CO.15	The system has the ability to allow access to law enforcement records management data for inmates.	Critical	S	
CO.16	The system has the ability to log inmate related events, activities (individually or mass), and incidents and query and reporting from these data.	Critical	S	
CO.17	The system has the ability to log officer and staff activities and query and reporting from this database.	Critical	S	
CO.18	The system has the ability to log and track of inmate property.	Critical	S	
CO.19	The system has the ability to manage alternate types of incarceration and monitoring programs.	Critical	S	
CO.20	The system has the ability to support inmate release processing including disposition of property.	Critical	S	
CO.21	The system has the ability to support electronic signature capturing upon release of inmate property.	Critical	S	
CO.22	The system has the ability to access warrant information from the court module.	Critical	N	CentralSquare is not proposing a Court Case Management system, but could discuss providing an interface to the court system selected by the City.
Bookings				
The system has the ability to support the use of mug shots in the following:				
CO.23	Electronic lines-ups;	Critical	S	
CO.24	Wrist bands;	Desired	S	
CO.25	Biometric Scanner;	Desired	S	
CO.26	ID badges;	Critical	S	
CO.27	Booking cards; and	Critical	S	
CO.28	Other user-defined.	Critical	S	
Sentence/Time Accounting				
CO.29	The system has the ability to track multiple types of credits (e.g. jail time) for each sentence including jail facility and date ranges.	Critical	S	
CO.30	The system has the ability to capture additional information (e.g. fines, costs, restitutions, crime victim compensation, etc.) per offender sentence.	Critical	S	
CO.31	The system has the ability to automatically create temporary minimum and maximum dates for review.	Critical	S	
CO.32	The system has the ability to provide automatic task management functionality to support the assignment and management of an auditor to a sentence calculation.	Critical	S	
CO.33	The system has the ability to store and view username, date/time stamp any time a change is made to an offenders records.	Critical	S	
CO.34	The system has the ability to randomly generate cases for audit.	Critical	N	
CO.35	The system has the ability to allow auditors to manually verify dates and enter error code if required.	Critical	S	

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CO.36	The system has the ability to allow manual override system-generated dates and select a reason for override (out of state, governor's directive, etc.).	Critical	S	
CO.37	The system has the ability to view electronic copies of documentation, if available.	Critical	S	
CO.38	The system has the ability to allow the auditor to interactively collaborate with the user that last worked on a case to resolve discrepancies.	Critical	S	
CO.39	The system has the ability to calculate release dates for an offender, based on fines and fees due.	Critical	S	
CO.40	The system has the ability to modify sentence data to reflect time while offender is on escape/absconder status.	Critical	S	
CO.41	The system has the ability to maintain a list of sentence types and their corresponding business rules.	Critical	S	CentralSquare Jail Pro lists concurrent and consecutive sentence types along with flexible reduction options. CentralSquare Jail Pro does not list life and execution types.
CO.42	The system has the ability to identify duplicate periods of credit.	Critical	S	
CO.43	The system has the ability to compute time served to date for inmates.	Critical	S	
CO.44	The system has the ability to track changes in modified/amended or dismissed charges from point of arrest through disposition.	Critical	S	
CO.45	The system has the ability to allow changes in case number, individual identifiers, or other identifiers, with appropriate permissions.	Critical	S	
CO.46	The system has the ability to provide transfer or entry of all charges, custody and release information for each offender from criminal justice agency or court.	Critical	S	
CO.47	The system has the ability to seal or expunge files when ordered by the court.	Critical	S	
CO.48	The system has the ability to allow for the ranking of charges.	Critical	S	
Property Management				
CO.49	The system has the ability to maintain information pertaining to the person and location to which an offender's property will be released to.	Critical	S	
CO.50	The system has the ability to capture an offender's signature electronically in order to confirm the release or destruction of property.	Critical	S	
CO.51	The system has the ability to compensate for an offender that refused to provide his/her signature by instead capturing the signatures of at least 2 witnessing officers.	Critical	S	
CO.52	The system has the ability to maintain information pertaining to money brought in by an offender.	Critical	S	
CO.53	The system has the ability to update the status of seized property (e.g. released or destroyed) along with the date of the event.	Critical	S	
CO.54	The system has the ability to record the identification of the staff witnessing the destruction of offender property.	Critical	S	
CO.55	The system has the ability to maintain a record of property seized from an offender along with the identification of the seizing staff.	Critical	S	
CO.56	The system has the ability to attach digital photographs to each property item.	Critical	S	
CO.57	The system has the ability to maintain information pertaining to the person and address for property that is either mailed to an offender or brought for an offender during visitation.	Critical	S	
CO.58	The system has the ability to maintain an offender property list.	Critical	S	

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CO.59	The system has the ability to maintain and validate an offender's items against property restrictions such as an authorized property list and maximum allowable items per offender by facility, security level and/or other pre determined criteria.	Critical	S	The ability to preset approved or banned lists of inmate property is available; however, setting a maximum number of items is not.
CO.60	The system has the ability to flag property seized from an Offender that is either "Contraband" and/or "Evidence" and classify that property by type.	Critical	S	
CO.61	The system has the ability to record the transfer of property to other Criminal Justice agencies when the property will be used as evidence based on the Chain of Custody requirements.	Critical	S	
CO.62	The system has the ability to record the transfer of an item to a third party in cases where the offender is not the owner.	Critical	S	
CO.63	The system has the ability to record the issuance of standard property to the offender on the offender's property list and flag such items as City-issued property.	Critical	S	
CO.64	The system has the ability to allow authorized users to override the authorized property list for an individual offender, facility, or security level. The duration of the override must be configurable.	Critical	S	CentralSquare Jail Pro allows users to override the pre-set issued property, but does not allow users to set a duration.
CO.65	The system has the ability to allow bulk entry of items into the system.	Critical	S	
CO.66	The system has the ability to allow bulk authorized property list overrides.	Critical	S	
The system has the ability to track inmate personal property inventory, including (but not limited to) the following:				
CO.67	Inmate name;	Critical	S	
CO.68	SSN;	Critical	S	
CO.69	Property Bag Number;	Critical	S	
CO.70	Total Money Amount;	Critical	S	
CO.71	Seal Number;	Critical	S	
CO.72	Receipt Number;	Critical	S	
CO.73	Item - Watch;	Critical	S	
CO.74	Item - Ring;	Critical	S	
CO.75	Item - Necklace;	Critical	S	
CO.76	Item - Bracelet;	Critical	S	
CO.77	Item - Wallet;	Critical	S	
CO.78	Item - Key;	Critical	S	
CO.79	Item - Pager;	Critical	S	
CO.80	Item - Cell Phone;	Critical	S	
CO.81	Item - Knife;	Critical	S	
CO.82	Item - Belt;	Critical	S	
CO.83	Item - Shoe Laces;	Critical	S	
CO.84	Item - Tie;	Critical	S	
CO.85	Item - Cigarettes;	Critical	S	
CO.86	Item - Lighter;	Critical	S	
CO.87	Item - Make-up;	Critical	S	
CO.88	Item - ID;	Critical	S	
CO.89	Item - Credit Cards;	Critical	S	
CO.90	Misc. Items;	Critical	S	
CO.91	Quantity of items;	Critical	S	
CO.92	Description of items;	Critical	S	
CO.93	Released status of items;	Critical	S	

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CO.94	Intake - Arresting Officer's Signature;	Critical	S	
CO.95	Intake - Man Number;	Critical	S	
CO.96	Intake - Arresting Agency;	Critical	S	
CO.97	Intake - Inmate's Signature;	Critical	S	
CO.98	Intake - Date	Critical	S	
CO.99	Intake - Time;	Critical	S	
CO.100	Release - Inmate Signature;	Critical	S	
CO.101	Release - Releasing Officer's Signature;	Critical	S	
CO.102	Release - Date	Critical	S	
CO.103	Release - Man Number;	Critical	S	
CO.104	Release Time; and	Critical	S	
CO.105	Other user-defined.	Critical	S	
CO.106	The system has the ability to track the inmate personal property inventory in Spanish.	Critical	S	
The system has the ability to track the following cash inventory and verification information:				
CO.107	Inmate's MF#;	Critical	S	
CO.108	Inmate's Name;	Critical	S	
CO.109	Inmate's DOB;	Critical	S	
CO.110	Number of bills by denomination (i.e., ones, twos, fives, tens, twenties, fifties, hundreds);	Critical	S	
CO.111	Total dollar amount by denomination;	Critical	S	
CO.112	Total Currency amounts (paper bills);	Critical	S	
CO.113	Total Coin Amount;	Critical	S	
CO.114	Total amount (currency plus coin);	Critical	S	
CO.115	Disposition (property bag, evidence, Officer, etc.)	Critical	S	
CO.116	Holds;	Critical	S	
CO.117	Counted by;	Critical	S	
CO.118	Verified by;	Critical	S	
CO.119	Date Counted; and	Critical	S	
CO.120	Other user-defined.	Critical	S	
Offender Classification				
CO.121	The system has the ability to monitor the progress of an Offender's Pre-Classification process.	Critical	S	
CO.122	The system has the ability to review material input from all steps of the Pre-Classification process.	Critical	S	
CO.123	The system has the ability to request additional information or addendums to the Pre-Classification material.	Critical	S	
CO.124	The system has the ability to put a hold on Classification until all steps of the Pre-Classification process have been approved.	Critical	S	
CO.125	The system has the ability to automatically compute the recommended classification level for the offender based on business rules.	Critical	S	
CO.126	The system has the ability to automatically compute a risk/needs assessment profile for the offender based on business rules.	Critical	S	
CO.127	The system has the ability to maintain information on an offender's classification and level of supervision.	Critical	S	
CO.128	The system has the ability to notify the required entities about the information regarding an offender's classification.	Critical	S	
CO.129	The system has the ability to allow staff to request a Classification Level Override.	Critical	S	

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CO.130	The system has the ability to initiate a Reclassification whenever an offender is due for a periodic review.	Critical	S	
CO.131	The system has the ability to initiate a Reclassification whenever an event has occurred that might impact the offender's current classification level (e.g. suicide attempt, sentence structure change, escape attempt, misconduct, etc.).	Critical	S	
CO.132	The system has the ability to maintain information about Offender Reclassification Interviews.	Critical	S	
CO.133	The system has the ability to notify the required entities that an Offender requires a Classification Interview.	Critical	S	
CO.134	The system has the ability to allow the staff to review/modify the interview schedule.	Critical	S	
Offender Identification				
CO.135	The system has the ability to maintain information about an offender identification interview.	Critical	S	
CO.136	The system has the ability to capture front and profile digital photographs of an offender.	Critical	S	
CO.137	The system has the ability to capture scars, marks, tattoos for an offender (digital photographs and text descriptions).	Critical	S	
CO.138	The system has the ability to maintain identification information for an Offender.	Critical	S	
CO.139	The system has the ability to store new information received from the external queries selected by the users.	Critical	S	
CO.140	The system has the ability to automatically conduct internal searches when key identification fields have been updated or new information has been added (e.g., name, date of birth, SSN, drivers licenses, etc.).	Critical	S	This information is not displayed to the user at entry, but this situation will be detected the next time the suggested duplicate report is run.
CO.141	The system has the ability to interface with the AFIS system to obtain fingerprint information.	Critical	S	
CO.142	The system has the ability to allow the users to view the information received from external queries, validate and accept them prior to associating them with the offender.	Critical	S	
CO.143	The system has the ability to provide scheduling functionality to support the process of scheduling offender activity.	Critical	S	
CO.144	The system has the ability to notify the required entities when multiple records are found for the same offender within the system.	Critical	S	
CO.145	The system has the ability to search for an offender based on key identifying criteria (e.g. name, date of birth, identifying characteristics, driver license, numbers (e.g. FBI).	Critical	S	
CO.146	The system has the ability to create a new master file or use a pre-existing master file if one has been previously assigned to the offender.	Critical	S	
CO.147	The system has the ability to merge new Offender information into an existing Offender record and document the reason, date, and time that the record was merged.	Critical	S	
CO.148	The system has the ability to allow the user to view potentially duplicate records resulting from an offender search and merge new data into a selected record if the identities match.	Critical	S	
CO.149	The system has the ability to send photographs from the system to transfer offender photographs (e.g., via email).	Critical	S	
CO.150	The system has the ability to interface with the AFIS system to obtain demographic information.	Critical	S	
CO.151	The system has the ability to display country of birth and citizenship using NIJ country codes.	Critical	S	
Facility Checks and Offender Counts				

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CO.152	The system has the ability to automatically initiate a count (based on business rules).	Critical	S	
CO.153	The system has the ability to allow staff to manually initiate a count.	Critical	S	
CO.154	The system has the ability to allow staff in Housing Units to maintain information about the number of Offenders that are present in their Unit.	Critical	S	
CO.155	The system has the ability to allow staff in Non-Housing Units to maintain information about the number of Offenders that are present in their Unit.	Critical	S	
CO.156	The system has the ability to allow staff in Housing Units to maintain information about the ID numbers of Offenders that are not present in their Unit.	Critical	S	
CO.157	The system has the ability to allow staff in Housing Units to maintain information about the ID numbers of Offenders that are present in their Unit.	Critical	S	
CO.158	The system has the ability to automatically calculate the number of Offenders that are not present based on the list of ID numbers of Offenders not present in a Unit.	Critical	S	
CO.159	The system has the ability to allow staff in Non-Housing Units to maintain information about the ID numbers of Offenders present in their Unit.	Critical	S	
CO.160	The system has the ability to automatically calculate the number of Offenders that are present based on the list of ID numbers of Offenders present in a Unit.	Critical	S	
CO.161	The system has the ability to automatically calculate the number of Offenders that are not present based on the number of Offenders present in a Unit.	Critical	S	
CO.162	The system has the ability to notify the required entities of the results of the count.	Critical	S	
CO.163	The system has the ability to allow staff to review the count.	Critical	S	
CO.164	The system has the ability to allow staff to approve/disapprove the count.	Critical	S	
CO.165	The system has the ability to generate a recount.	Critical	S	
CO.166	The system has the ability to allow staff to enter a Lockdown order.	Critical	S	A bulletin or message can be sent to all staff.
CO.167	The system has the ability to notify the required entities about the issuance of a Lockdown order.	Critical	S	A bulletin or message can be sent to all staff.
CO.168	The system has the ability to allow staff to review discrepancies in the count as identified by the system.	Critical	S	
CO.169	The system has the ability to allow staff to activate the Emergency Plan.	Critical	S	A bulletin or message can be sent to all staff.
CO.170	The system has the ability to notify the required entities about the activation of the Emergency Plan.	Critical	S	A bulletin or message can be sent to all staff.
CO.171	The system has the ability to allow staff to deactivate the Emergency Plan.	Critical	S	A bulletin or message can be sent to all staff.
CO.172	The system has the ability to allow staff to release a Lockdown order.	Critical	S	A bulletin or message can be sent to all staff.
CO.173	The system has the ability to notify the required entities about the issuance of a Lockdown order release.	Critical	S	A bulletin or message can be sent to all staff.
CO.174	The system has the ability to allow Central Office to initiate an emergency count or lockdown of any or all facilities for operational testing and emergencies.	Critical	S	
CO.175	The system has the ability to override pre-scheduled, automatically initiated counts.	Critical	N	
CO.176	The system has the ability to identify by name and number those inmates not present during a count.	Critical	S	
Discipline, Appeals, Grievances, and Incident Reporting				
CO.177	The system has the ability to maintain information regarding misconducts.	Critical	S	
CO.178	The system has the ability to display a list of misconducts awaiting review.	Critical	S	
CO.179	The system has the ability to assign a type of action to be taken for a misconduct (Administrative, Disciplinary – Formal, Disciplinary – Informal, Dismissed).	Critical	S	

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CO.180	The system has the ability to update an offender's custody status based on business rules (e.g. pending a hearing or investigation, etc.).	Critical	N	
CO.181	The system has the ability to provide scheduling functionality to support the procedure of scheduling a hearing regarding a misconduct (e.g. administrative hearing, disciplinary hearing, etc.).	Critical	S	
CO.182	The system has the ability to maintain the results of a hearing regarding a misconduct (e.g. administrative hearing, disciplinary hearing, etc.).	Critical	S	
CO.183	The system has the ability to hold an offender in a secure holding area and provide reminders to review his/her status on a periodic basis based on business rules.	Critical	S	
CO.184	The system has the ability to notify the required entities (e.g. offender) each time a decision is made to continue an offender's secure holding status.	Critical	S	
CO.185	The system has the ability to change an informal disciplinary action to a formal disciplinary action after portions of the informal disciplinary action process have been completed.	Critical	S	
CO.186	The system has the ability to provide automatic task management functionality to support the assignment and management of hearing staff to the processing of an informal or formal disciplinary action.	Critical	S	
CO.187	The system has the ability to provide scheduling functionality to support the procedure of scheduling an informal or formal disciplinary action hearing.	Critical	S	
CO.188	The system has the ability to conduct an informal disciplinary action hearing.	Critical	S	
CO.189	The system has the ability to conduct a formal disciplinary action hearing and record additional information (e.g. offender received notice of charges, offender had adequate preparation time, witness requests, etc.).	Critical	S	
CO.190	The system has the ability to maintain information regarding disciplinary appeals.	Critical	S	
CO.191	The system has the ability to provide automatic task management functionality to support the assignment and management of committee members to the processing and reviewing of a disciplinary appeal.	Critical	S	
CO.192	The system has the ability to conduct a disciplinary appeal hearing.	Critical	S	
CO.193	The system has the ability to maintain information regarding incident reports.	Critical	S	
CO.194	The system has the ability to display a list of incident reports awaiting action.	Critical	S	
CO.195	The system has the ability to assign a level to an incident report (e.g., Class 1, Class 2).	Critical	S	
CO.196	The system has the ability to allow central office to interactively collaborate with a facility manager on the further review and completion of an incident report.	Critical	S	
CO.197	The system has the ability to notify the required entities of a decision regarding an offender's appeal.	Critical	S	
CO.198	The system has the ability to update an offender's sanctions (e.g. restrictions on privileges, duration of custody status changes, etc.) based on business rules (e.g. pending a hearing or investigation, etc.).	Critical	S	Sanctions are applied to inmates manually and are automatically removed at the restriction end date.
CO.199	The system has the ability to link reports made by multiple staff regarding the same incident into one incident report.	Critical	S	
CO.200	The system has the ability to allow assessments and reports to be ordered for inmates while confined in a secure holding area (e.g. psychology or psychiatric evaluations).	Critical	S	
CO.201	The system has the ability to notify required entities of the need to complete required and requested reports and interviews of offenders housed in secure holding areas (e.g. double-ceiling criteria/agreement, suicide-risk indicator checklist).	Critical	S	
Transfers and Movements/Transportation/Housing Assignments				

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CO.202	The system has the ability to maintain a list of offender status changes made through other system modules that require review.	Critical	S	
CO.203	The system has the ability to assign a status change type to an offender status change (e.g. pre-release, escape, authorized temporary release, interstate compact cases, etc.).	Critical	S	
CO.204	The system has the ability to notify the required entities when status changes occur based on business rules.	Critical	S	
CO.205	The system has the ability to maintain a list of offenders that require an initial housing assignment or relocation.	Critical	S	
CO.206	The system has the ability to automatically recommend a housing assignment across all facilities for an offender based on business rules (e.g. available vacancies, offender classification, STG affiliations, based on know separation requirements, etc.).	Critical	S	
CO.207	The system has the ability to approve/override a system-recommended housing assignment.	Critical	S	
CO.208	The system has the ability to notify the required entities when an offender housing assignment requires physical movement of an offender.	Critical	S	
CO.209	The system has the ability to notify the required entities when an offender housing assignment occurs.	Critical	S	
CO.210	The system has the ability to maintain a list of pending offender movement and scheduling requests (e.g. interviews, appointments, etc.).	Critical	S	
CO.211	The system has the ability to assign a priority to movements and transfers and resolve scheduling conflicts based on these priorities.	Critical	N	
CO.212	The system has the ability to maintain a schedule of movements and transfers for each offender.	Critical	S	
CO.213	The system has the ability to maintain a schedule of line movements—movements involving multiple offenders.	Critical	S	
CO.214	The system has the ability to assign/remove one or more offenders to/from a line movement.	Critical	S	
CO.215	The system has the ability to notify the required entities if an offender movement requires transportation from a facility.	Critical	S	
CO.216	The system has the ability to display information regarding a pending movement or transportation including the identifications and photographs of all offenders involved in the movement/transportation and the location to which the offender(s) is/are to be move.	Critical	S	
CO.217	The system has the ability to require a movement or transfer receive authorization from a reviewing authority before being executed if business rules require it (e.g. a movement requiring transfer from a facility, etc.).	Critical	S	
CO.218	The system has the ability to record the decision of the reviewing authority regarding the approval/denial of a transfer or transportation request.	Critical	S	
CO.219	The system has the ability to notify the required entities regarding a reviewing authority's approval/denial of a transfer or transportation request.	Critical	S	
CO.220	The system has the ability to record the execution/denial of a movement.	Critical	S	
CO.221	The system has the ability to maintain information regarding hold orders that have been entered against an offender through other system modules.	Critical	S	
CO.222	The system has the ability to provide scheduling functionality in order to assign an offender/offenders to an officer for transport.	Critical	S	
CO.223	The system has the ability to maintain transportation officer schedules for regularly-scheduled transfers.	Critical	S	

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CO.224	The system has the ability to approve/override the system-recommended transportation assignment.	Critical	S	
CO.225	The system has the ability to record the return of each offender that temporarily leaves a facility (e.g. hospital visit, court-ordered writ, etc.).	Critical	S	
CO.226	The system has the ability to notify the required entities upon the return of an offender from a temporary leave.	Critical	S	
CO.227	The system has the ability to notify the required entities when an offender does not return from a transportation or a returning offender's identity does not match that of the leaving offender's.	Critical	S	
CO.228	The system has the ability to record the time an offender leaves a location and the time an offender arrives at a destination.	Critical	S	
CO.229	The system has the ability to designate beds in a facility for different types of offenders (e.g. general population, segregation, handicap access, etc.).	Critical	S	
CO.230	The system has the ability to maintain information regarding separations that must be maintained within the jail system (e.g. between offenders, between offenders and staff, between offenders and facilities, etc.).	Critical	S	
CO.231	The system has the ability to maintain information regarding facility layouts/floor plans and bed configurations within the space.	Critical	S	
CO.232	The system has the ability to update a facility's offender count upon execution of an offender movement or upon an offender's return from a temporary leave.	Critical	S	
CO.233	The system has the ability to perform a transportation risk assessment and assign resources accordingly.	Critical	S	
CO.234	Notify required entities when a security level of a housing unit requires updating or modification based on business rules.	Critical	S	
CO.235	The system has the ability to designate security levels of housing units based on business rules.	Critical	S	
CO.236	The system has the ability to maintain and monitor the utilization of housing assignments (handicapped cells, isolation cells, etc.) based on business rules (offender classification, medical necessity etc.).	Critical	S	
CO.237	The system has the ability to notify required entities of an offender's failure to comply with established movement business rules.	Critical	S	
Affiliations				
CO.238	The system has the ability to maintain information regarding STG's.	Critical	S	
CO.239	The system has the ability to scan supporting documentation for STG Classification requests.	Critical	S	
CO.240	The system has the ability to automatically notify the required entities upon the assignment of an Offender to an STG.	Critical	S	
CO.241	The system has the ability to create a questionnaire or checklist that will be used to document the findings of an STG evaluation interview. The system should provide the flexibility to allow the questions to be added, deleted and/or modified.	Critical	S	
CO.242	The system has the ability to record the disposition of the STG evaluation request (e.g. verified/not verified).	Critical	S	
CO.243	The system has the ability to activate/de-activate an offender's STG affiliation and provide a justification for each change in status.	Critical	S	
CO.244	The system has the ability to associate an offender with one or more STG's and provide justification for each assignment.	Critical	S	
CO.245	The system has the ability to maintain a historical record of all STG decisions.	Critical	S	
CO.246	The system has the ability to maintain history of STG Classification requests.	Critical	S	

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Functional and Technical Requirements

Offender Searches/Drug Testing				
CO.247	The system has the ability to maintain a list of offenders scheduled for drug tests.	Desired	S	
CO.248	The system has the ability to display list containing drug testing history including results for an offender.	Desired	S	
CO.249	The system has the ability to maintain information pertaining to the results of both scheduled and unscheduled drug tests.	Desired	S	
CO.250	The system has the ability to record the status of an instant or lab-evaluated drug test (e.g. Complete, Sent to Lab).	Desired	S	
CO.251	The system has the ability to search drug test records based on specific criteria (e.g. test type, test result, date range, etc.).	Desired	S	
CO.252	The system has the ability to scan and attach hard copy test results from the lab to the drug test record.	Desired	S	
CO.253	The system has the ability to manually enter drug test results obtained from the lab or instant test results.	Desired	S	
CO.254	The system has the ability to manually schedule offenders for drug testing.	Desired	S	
CO.255	The system has the ability to automatically schedule offenders for drug testing at random.	Desired	N	
CO.256	The system has the ability to automatically schedule offenders for drug tests based on business rules (e.g. board stipulation, etc.).	Desired	N	
CO.257	The system has the ability to provide automatic task management functionality to support the assignment and management of staff to the administering of supervised offender drug tests.	Desired	S	
CO.258	The system has the ability to maintain a list of offender searches to perform (e.g. body searches (e.g. strip, pat), investigative, cell searches, common area searches, etc.) and the shift and day for which the search is scheduled.	Critical	S	
CO.259	The system has the ability to maintain a list of scheduled offender searches (e.g. body searches (e.g. strip, pat), cell searches, common area searches, etc.).	Critical	S	
CO.260	The system has the ability to display a list containing the history of all searches performed on an offender, cell, common area, etc.	Critical	S	
CO.261	The system has the ability to manually schedule a search.	Critical	S	
CO.262	The system has the ability to automatically schedule a search at random.	Critical	N	
CO.263	The system has the ability to automatically schedule a search based on modifiable business rules (e.g. cells must be searched X times per year, etc.).	Critical	S	
CO.264	The system has the ability to provide automatic task management functionality to support the assignment and management of staff to the administering of offender searches.	Critical	S	
CO.265	The system has the ability to maintain information regarding the results of a search including an itemization of any contraband found for both scheduled and unscheduled searches.	Critical	S	
CO.266	The system has the ability to enter bulk search results in cases where multiple offenders are searched at the same time (e.g. housing unit, common area, etc.).	Critical	S	
CO.267	The system has the ability to invoice an incarcerated/supervised offender or other agency for the cost of the drug test.	Critical	S	
CO.268	The system has the ability to maintain and modify a list of established search sites for each facility.	Critical	S	
CO.269	The system has the ability to attach digital photographs to a search result entry.	Critical	S	
Records Management/Document Control				
CO.270	The system has the ability to create and store digital images of paper documents and associate them to one or more offender records.	Critical	S	

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Functional and Technical Requirements

CO.271	The system has the ability to link related scanned documents or multiple versions of the same document.	Critical	S	
CO.272	The system has the ability to maintain additional information associated with a scanned document (e.g. paper file maintained, paper file location, document classification, etc.).	Critical	S	
CO.273	The system has the ability to notify the required entities if the location or status of a paper file must be changed based on business rules (e.g. moved to an archive location, destroyed, etc.).	Critical	S	
Offender Health Records				
CO.274	The system has the ability to provide scheduling functionality to support the process of scheduling an offender to a medical appointment.	Critical	S	
CO.275	The system has the ability to schedule an offender for recurring appointments for routine examinations.	Critical	S	
CO.276	The system has the ability to notify the required entities if a medical appointment requires an offender to be moved or transported.	Critical	S	
CO.277	The system has the ability to allow health staff to schedule follow-up appointments.	Critical	S	
CO.278	The system has the ability to debit an offender's account for the price of the co-payment if one is required.	Critical	S	
CO.279	The system has the ability to maintain information regarding co-pay rates based on business rules (e.g. service type, offender information, facility, etc.).	Critical	S	
CO.280	The system has the ability to scan and attach medical records, documentation, clearances, to an offender's master arrest record.	Critical	S	
CO.281	The system has the ability to warn a user upon attempting to modify an offender's schedule in a manner that would affect a critical medical appointment (e.g. kidney dialysis, appointment to receive medication, etc.).	Critical	S	
Management Statistics and Planning				
CO.282	The system has the ability to generate reports from live system data.	Critical	S	
CO.283	The system has the ability to generate a data snapshot from live system data to use for future reporting.	Critical	S	
CO.284	The system has the ability to generate reports from a data snapshot.	Critical	S	
CO.285	The system has the ability to maintain an automatic report generation schedule for scheduled reports.	Critical	S	
CO.286	The system has the ability to maintain a list of user-defined fields available for a standardized report.	Critical	S	
Correspondence Tracking				
CO.287	The system has the ability to scan and attach to an offender record and maintain additional historical information regarding paper correspondence (e.g. letters, faxes, etc.) received or sent regarding an offender (e.g. sending date, receiving date, high-level summary, detailed summary, etc.).	Critical	S	
External Contact				
CO.288	The system has the ability to maintain a list of Official Visitors for a Facility.	Critical	S	
CO.289	The system has the ability to conduct an NCIC and local warrant check on Official Visitors for a Facility.	Critical	S	
CO.290	The system has the ability to maintain information about an Official Visitor.	Critical	S	
CO.291	The system has the ability to update the status of a Visitor manually (e.g. approved, denied, suspended, etc.).	Critical	S	
CO.292	The system has the ability to update the status of a Visitor automatically based on business rules (e.g. automatically disapprove if the visitor is a victim of the Offender).	Critical	S	

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Functional and Technical Requirements

CO.293	The system has the ability to capture the Offender's e-signature as confirmation that they have received their mail when it is from an Official Agency.	Critical	S	
CO.294	The system has the ability to interface with additional state identification systems (The state identification systems are in the initial planning stages).	Critical	N	CentralSquare can integrate with just about any third-party system, as long as that third-party is willing to work with CentralSquare. More information regarding the state identification systems requiring an interface is needed to accurately define the scope of work involved and provide pricing.
CO.295	The system has the ability to maintain a list of offenders whose outgoing mail must be reviewed.	Critical	S	
CO.296	The system has the ability to notify the required entities when an incoming or outgoing mail item requires further action based on business rules (e.g. sender is on the un-authorized sender list, an incoming publication is restricted, etc.).	Critical	S	
Re-entry/Release				
CO.297	The system has the ability to maintain a records release checklist which identifies all activities that are required by policy to be completed prior to an offender release as well as the date and time of completion and the supervising officer. The system must provide the flexibility to make this configurable so that it can be maintained without modifying the system.	Critical	S	
CO.298	The system has the ability to maintain information regarding the release of the offender based on the manner of release (e.g. release to detaining authority, coroner (event of death), etc.).	Critical	S	
CO.299	The system has the ability to maintain a list of offenders scheduled to be transferred to holding agencies.	Critical	S	
CO.300	The system has the ability to schedule an offender for release or transfer once all checks have been completed, approvals obtained, and notice given to appropriate individuals and transporting authorities.	Critical	S	
CO.301	The system has the ability to change the status of the offender when the offender is released or recommitted.	Critical	S	
CO.302	The system has the ability to record release order documentation from external agencies (e.g. courts, other state probation and parole agencies, etc.).	Critical	S	
CO.303	The system has the ability to notify the required entities when an offender reaches release (e.g. Sex Offender Registry, Fire Marshall, Detaining Authority, Inter State Compact, Parole Board, etc.).	Critical	S	
CO.304	The system has the ability to track victim notification attempts upon release of offender.	Critical	S	
CO.305	The system has the ability to maintain a list of inmates that are approaching their release dates based on specific criteria (e.g. max out date, release date as stated by the court order, etc.).	Critical	S	
CO.306	The system has the ability to view the offender's conditions of supervision and determine if the offender has met each condition.	Critical	S	
CO.307	The system has the ability to remove the offender from the release/discharge list if any new information is found.	Critical	S	

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Functional and Technical Requirements

CO.308	The system has the ability to run internal queries (e.g. wants, warrants, detainers, etc.) for those offenders that have preliminary discharge dates.	Critical	S	
CO.309	The system has the ability to maintain information regarding holds and detainers.	Critical	S	
CO.310	The system has the ability to search for any detainers and other information (e.g. unreported dispositions, etc.) regarding a specific offender.	Critical	S	
CO.311	The system has the ability to process queries from external systems such as NCIC.	Critical	S	
CO.312	The system has the ability to provide or support an online interface from the Jail application to the State/NCIC database.	Critical	S	
CO.313	The system has the ability to notify the required entities in the event of death.	Critical	S	
CO.314	The system has the ability to change the status of the offender once the offender is discharged and move his record to history.	Critical	S	
CO.315	The system has the ability to attach digital scans of a termination order to an offender record.	Critical	S	
CO.316	The system has the ability to record the disposition for interstate compact cases.	Critical	S	
CO.317	The system has the ability to attach digital scans of a release order to an offender record.	Critical	S	
CO.318	The system has the ability to incorporate a re-entry checklist which identifies all activities (e.g. have social security card, have birth certificate, payment of fines, costs, restitution, victim's compensation, etc.) that are required to provide a continuum of care for an offender. The system must provide the flexibility to make this configurable so that it can be maintained by an authorized user.	Critical	S	
Additional Offender Services				
CO.319	The system has the ability to maintain information regarding a hold/detainer (e.g. agency name, address, contact names, numbers, etc.).	Critical	S	
Revocation and Recommit Process				
CO.320	The system has the ability to maintain information about detainers.	Critical	S	
CO.321	The system has the ability to maintain current and historical information about violations and sanctions.	Critical	S	
CO.322	The system has the ability to maintain current and historical information about charges.	Critical	S	
CO.323	The system has the ability to provide notification to the required entities upon release of detainer.	Critical	S	
CO.324	The system has the ability to maintain information about a criminal case decision.	Critical	S	
CO.325	The system has the ability to record a court decision regarding the issuance of a bench warrant.	Critical	S	
CO.326	The system has the ability to record a court decision regarding whether or not to revoke an offender.	Critical	S	
CO.327	The system has the ability to maintain information about out-of-state detainers.	Critical	S	
Special Programs Management				
CO.328	The system has the ability to maintain a list of offenders waiting for placement in a specific special program (e.g. treatment program, educational/vocational program, etc.).	Desired	S	
CO.329	The system has the ability to assign a priority to an offender on a waitlist for a special program based on business rules.	Desired	N	Priorities can be set manually, not based on business rules.
CO.330	The system has the ability to maintain program eligibility criteria for each special program.	Desired	S	
CO.331	The system has the ability to assign an offender to a special program and maintain historical program referrals, attendance, and completions.	Desired	S	

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Functional and Technical Requirements

CO.332	The system has the ability to notify the required entities upon entering an offender in a new special program.	Desired	S	
CO.333	The system has the ability to notify the required entities if an offender is absent from a scheduled special program activity.	Desired	S	
CO.334	The system has the ability to display a list of offenders that are due for a special program evaluation based on business rules.	Desired	S	
CO.335	The system has the ability to maintain information regarding special program evaluations.	Desired	S	
CO.336	The system has the ability to display a list of offenders that are due for a special program status report.	Desired	S	
CO.337	The system has the ability to maintain information regarding a special program status report.	Desired	S	
CO.338	The system has the ability to scan and attach a status report from an external entity.	Desired	S	
CO.339	The system has the ability to scan and attach feedback forms from offender participants in special programs.	Desired	S	
CO.340	The system has the ability to notify the required entities of changes in an offender's special program enrollment (e.g. offender completes a program, etc.).	Desired	S	
CO.341	The system has the ability to maintain a list of forms required for an offender to complete in order to enroll in special programs.	Desired	S	
CO.342	The system has the ability to scan and attach completed special program forms.	Desired	S	
Offender Special Services				
CO.343	The system has the ability to maintain a list of special services provided and their schedules by facility.	Critical	S	
CO.344	The system has the ability to maintain a list of outstanding offender special service participation requests.	Critical	S	
CO.345	The system has the ability to maintain a waiting list for each special service.	Critical	S	
CO.346	The system has the ability to maintain an offender's association to one or more special services.	Critical	S	
CO.347	The system has the ability to approve or deny an offender special service participation request and provide a reason for the decision.	Critical	S	
CO.348	The system has the ability to notify the required entities of a decision regarding an offender's special service participation request.	Critical	S	
CO.349	The system has the ability to provide scheduling functionality to assign an offender to a special service schedule if scheduling is required.	Critical	S	
CO.350	The system has the ability to maintain information regarding an offender's participation in a special service if required.	Critical	S	
CO.351	The system has the ability to notify the required entities if an offender's participation in a special service changes (e.g. change to schedule, termination of offender from special service, etc.).	Critical	S	
Offender Work Tracking/Assignment/Payroll				

City of Broken Arrow Functional and Technical Requirements

CO.352	The system has the ability to receive offender work assignment requests that are submitted electronically based on business rules.	Critical	N	This functionality could be provided through an interface. CentralSquare can integrate with just about any third-party system, as long as that third-party is willing to work with CentralSquare. More information regarding a proposed interface is needed to accurately define the scope of work involved and provide pricing.
CO.353	The system has the ability to maintain a list of pending work assignment requests.	Critical	S	
CO.354	The system has the ability to maintain a list of work assignments (tasks).	Critical	S	
CO.355	The system has the ability to maintain a waiting list for each work assignment.	Critical	S	
CO.356	The system has the ability to notify the required entities when an opening occurs in a work assignment for which there is a waiting list.	Critical	S	
CO.357	The system has the ability to provide automatic task management functionality to support the assignment and management of staff to the assignment, approval, and monitoring of offender work assignments.	Critical	S	
CO.358	The system has the ability to automatically recommend a work assignment for an offender based on business rules (e.g. assignment availability, etc.).	Critical	N	Users have the ability to recommend work assignments; however, it is not done automatically.
CO.359	The system has the ability to approve/override the recommended work assignment provided by the system.	Critical	N	
CO.360	The system has the ability to notify the required entities if an offender does not meet the eligibility criteria for any open assignments (e.g. referring entity, etc.).	Critical	S	
CO.361	The system has the ability to assign an offender to a general labor pool to be assigned to specific tasks as available.	Critical	S	
CO.362	The system has the ability to maintain an association of an offender to one or more work assignments.	Critical	S	
CO.363	The system has the ability to notify the required entities upon assignment of an offender to a work assignment (e.g. notify facility of transport/movement schedule, assignment of pay rate, etc.).	Critical	S	
CO.364	The system has the ability to allow the required entities to interact in a decision making process to approve/deny an offender's work assignment if business rules require it.	Critical	S	
CO.365	The system has the ability to confirm or deny an offender work assignment and provide reason for the decision.	Critical	S	
CO.366	The system has the ability to allow an offender to accept a work assignment by providing a signature.	Critical	S	
CO.367	The system has the ability to notify the required entities if an offender declines a work assignment (e.g. incident reporting, misconduct, etc.).	Critical	S	
CO.368	The system has the ability to notify the required entities when changes occur to an offender's work assignment.	Critical	S	
CO.369	The system has the ability to maintain status reports of an offenders progress within a work assignment.	Critical	S	
Unit Management				

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Functional and Technical Requirements

CO.370	The system has the ability to display a list of newly-received offenders pending an initial/follow-up interview.	Critical	S	
CO.371	The system has the ability to display an offender's classification if available and flag offenders that have not been classified or require reclassification.	Critical	S	
CO.372	The system has the ability to assign a temporary custody level and program codes in place of a classification when a current classification is not available for an offender awaiting case management.	Critical	S	
CO.373	The system has the ability to provide scheduling functionality to support an initial interview of a newly-received offender to a housing unit.	Critical	S	
CO.374	The system has the ability to maintain information regarding a correctional plan for an offender based on recommendations included in documentation attached to the offender record and specific needs identified by the staff (e.g. assessments, classifications, etc.).	Desired	S	
CO.375	The system has the ability to maintain information regarding a re-entry plan for an offender based on recommendations included in documentation attached to the offender record and specific needs identified by the staff (e.g. assessments, classifications, etc.).	Critical	S	
CO.376	The system has the ability to display a history of contact for an offender.	Critical	S	
CO.377	The system has the ability to maintain a list of collateral contacts (e.g. treatment specialist, work supervisor, etc.) that are associated with an offender.	Critical	S	
CO.378	The system has the ability to maintain a list of offenders within a case management staff member's caseload that are required to provide a DNA sample based on business rules.	Critical	S	
CO.379	The system has the ability to maintain information regarding an offenders DNA sample status (e.g. collected, accepted by the lab, denied by the lab (new sample required), etc.).	Critical	S	
CO.380	The system has the ability to list the offender cases that are pending review by a staff supervisor based on business rules.	Critical	S	
CO.381	The system has the ability to allow an updated offender main facial photo and record the date that photograph was taken and retain the historical photo(s).	Critical	S	
CO.382	The system has the ability to attach supplemental digital photographs (e.g. scars, marks, tattoos, etc.) to the offender record with a description and comments.	Critical	S	
CO.383	The system has the ability to maintain a list of available standardized treatment programs and other services including those provided by outside vendors and volunteers.	Critical	S	
CO.384	The system has the ability to allow case management staff to associate an offender to a recommended treatment program.	Critical	S	
CO.385	The system has the ability to allow an offender to confirm the recommended treatment program by providing a digital signature.	Critical	S	
CO.386	The system has the ability to maintain treatment program attendance information for an offender including excused and un-excused absences.	Critical	S	
CO.387	The system has the ability to attach a scanned treatment program requirements summary to the offender record.	Critical	S	
CO.388	The system has the ability to allow an offender to provide confirmation that he/she understands the general expectations by providing a digital signature.	Critical	S	
CO.389	The system has the ability to maintain information regarding an offender's current home plan address.	Critical	S	
Wants and Warrants				

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Functional and Technical Requirements

CO.390	The system has the ability to support warrant service attempts from the courts through the mobile module based on security permissions.	Critical	S	
CO.391	The system has the ability to support mobile warrant alert to include dollar amount of warrant.	Critical	S	
The system has the ability to access and view detailed information from the court about want and warrant records, including (but not limited to) the following data elements:				
CO.392	Court Warrant Number;	Critical	S	
CO.393	Court Case Number;	Critical	S	
CO.394	Wanted Number;	Critical	S	
CO.395	Warrant type;	Critical	S	
CO.396	Wanted Driver's License Number;	Critical	S	
CO.397	Wanted Social Security Number;	Critical	S	
CO.398	Reason for Change on Warrant;	Critical	S	
CO.399	Issuing Court;	Critical	S	
CO.400	Issuing Judge;	Critical	S	
CO.401	Wanted Alias(s);	Critical	S	
CO.402	Date of Birth;	Critical	S	
CO.403	Subjects with jacket information;	Critical	S	
CO.404	State case number ("SRN");	Critical	S	
CO.405	Charges;	Critical	S	
CO.406	Bond Amount;	Critical	S	
CO.407	Bond Type;	Critical	S	
CO.408	Vehicle Make/Model/Color;	Critical	S	
CO.409	Vehicle License Plate/State/Year;	Critical	S	
CO.410	Disposition;	Critical	S	
CO.411	Status History;	Critical	S	
CO.412	Activity;	Critical	S	
CO.413	Distance of Pickup;	Critical	S	
CO.414	Warning/Remarks;	Critical	S	
CO.415	Background;	Critical	S	
CO.416	Area/Section within Warrant Venue;	Critical	S	
CO.417	Description field;	Critical	S	
CO.418	Indicator for state warrant;	Critical	S	
CO.419	Agency Identifier;	Critical	S	
CO.420	Officer Assigned; and	Critical	S	
CO.421	Other user-defined.	Critical	S	
CO.422	The system has the ability to display photo of the subject within the want/warrant record.	Critical	S	
CO.423	The system has the ability to display an alert whenever the name of a subject with an outstanding warrant is entered anywhere in the system across all Agency Identifiers.	Critical	S	
CO.424	The system has the ability to distinguish a warrant as day-time service only.	Critical	S	
The system has the ability to generate a printed report displaying a log of all warrants within a specified date range by the following:				
CO.425	Charge;	Critical	S	
CO.426	Area;	Critical	S	
CO.427	Class;	Critical	S	
CO.428	Status;	Critical	S	
CO.429	Agency Identifier;	Critical	S	

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Functional and Technical Requirements

CO.430	Assigned Officer; and	Critical	S	
CO.431	Other user-defined.	Critical	S	
CO.432	The system has the ability to mark a warrant as served, invalid, or inactive in all proposed modules pending Court action.	Critical	S	
The system has the ability to cancel outstanding warrants for the following reasons:				
CO.433	The system has the ability to make records on canceled warrants temporarily available in all proposed modules pending Court action.	Critical	S	
CO.434	The system has the ability to generate a printed warrant summary report that lists all warrant types and totals within a specified date range.	Critical	S	
CO.435	The system has the ability to tie a photo to the warrant screen.	Critical	S	
CO.436	The system has the ability to stamp date/time of warrant service.	Critical	S	
CO.437	The system has the ability to allow authorized users to modify date/time stamps.	Critical	S	
CO.438	The system has the ability to maintain information regarding what applications were provided to the offender to obtain identification cards and other personal documents.	Desired	S	
CO.439	The system has the ability to add an Activity Time Stamp to each of the tracked fields.	Critical	S	
Reporting				
CO.440	The system has the ability to access data from an arrest report.	Critical	S	
CO.441	The system has the ability to generate a disposition report.	Critical	S	
CO.442	The system has the ability to generate a visitor's log.	Critical	S	
CO.443	The system has the ability to generate a Consent to Disclosure of Confidential Information Form with an electronic signature.	Critical	S	
CO.444	The system has the ability to generate a Consent to Disclosure of Medical Information Form with an electronic signature.	Critical	S	
CO.445	The system has the ability to generate a Prisoner Transport Analysis Report which is used as a tool to set security parameters for prisoner transport.	Critical	S	
CO.446	The system has the ability to generate the Interstate Sex Offender reports which detail the demographics of sex offenders supervised by OK and other states.	Critical	S	
CO.447	The system has the ability to generate a Time Served Report.	Critical	S	
CO.448	The system has the ability to generate an Offender Count Report.	Critical	S	
CO.449	The system has the ability to generate a Projected Release Report.	Critical	S	
CO.450	The system has the ability to generate an ad hoc Report.	Critical	S	
CO.451	The system has the ability to generate an Arrest Number Report.	Critical	S	
CO.452	The system has the ability to generate a Name Report.	Critical	S	
CO.453	The system has the ability to generate a Race Report.	Critical	S	
CO.454	The system has the ability to generate a DOB/Age Report.	Critical	S	
CO.455	The system has the ability to generate a Charge Report.	Critical	S	
CO.456	The system has the ability to generate a Bond Report.	Critical	S	
CO.457	The system has the ability to generate an Admitted Report.	Critical	S	
CO.458	The system has the ability to generate an Arresting Officer Report.	Critical	S	
CO.459	The system has the ability to generate a Cell Number Report.	Critical	S	
CO.460	The system has the ability to generate an Intake Jailer Report.	Critical	S	
CO.461	The system has the ability to generate a Released Report.	Critical	S	
CO.462	The system has the ability to generate a Releasing Jailer Report.	Critical	S	
CO.463	The system has the ability to generate a Release Type Report.	Critical	S	
CO.464	The system has the ability to generate a Master File Number Report.	Critical	S	
CO.465	The system has the ability to generate a report of monthly bookings for OSBI.	Critical	S	

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Functional and Technical Requirements

Response Indicators: When providing responses to the requirements in Attachment B, proposers shall use the following response indicators:		Instruction		
S	Standard: Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the Proposal from vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.		
F	Future: Feature/Function will be available in a future software release available to the City by October 2019, at which point it will be implemented in accordance with agreed-upon configuration planning with the City.	If a response indicator of "F" is provided for a requirement that will be met in a future software release, the Respondent shall indicate the planned release version as well as the time the release will be generally available.		
C	Customization: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with custom modifications . All related customization costs should be indicated in the Comments column next to the feature/function, and the total cost included in Attachment C – Cost Worksheet.	If a response indicator of "C" is provided for a requirement that will be met through a custom modification, the Respondent shall indicate the cost of such a modification.		
T	Third-Party: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with integration with a third-party system . This system should be specified.	If a response indicator of "T" is provided for a requirement that will be met by integration with a third-party system, the Respondent shall identify this third-party system and include a cost proposal to secure this system.		
N	No: Feature/Function cannot be provided.			
Court Case Management				
Req	Description of Capability	Criticality	Response	Comments
Court Case Management				
CCM.1	The court case management module has the ability to completely integrate with all other proposed system modules.	Critical	No bid	CentralSquare is not proposing a Court Case Management system, but could discuss providing an interface to the court system selected by the City.
CCM.2	The system has the ability to export citation information from court management module in a City-specified mobile product.	Critical	No bid	
The system has the ability to allow for the creation of a new case, based upon the entry of citation data, which includes the following processes:				
CCM.3	Generate the case type/sub-type;	Critical	No bid	
CCM.4	Create the defendant party and address records; and	Critical	No bid	
CCM.5	List the charges for each citation associated to the defendant/case.	Critical	No bid	
The system has the ability to allow for the entry of dispositional findings/outcomes and associated detailed information for offenses, to include but not limited to the following types:				
CCM.6	Guilty;	Critical	No bid	
CCM.7	Not Guilty;	Critical	No bid	
CCM.8	Not Criminally Responsible;	Critical	No bid	
CCM.9	Filing;	Critical	No bid	
CCM.10	Acquittal; and	Critical	No bid	
CCM.11	Other user-defined.	Critical	No bid	

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Court Case Management				
Req	Description of Capability	Criticality	Response	Comments
CCM.12	The system has the ability to, for case types as selected by the user, calculate and apply default beginning and completion dates, but should not require them.	Desired	No bid	
CCM.13	The system has the ability to provide an alert/notification to the user to inform when a case is approaching or has exceeded established timeframes for case aging benchmark requirements.	Critical	No bid	
The system has the ability to provide for viewable and printable configurable case status history records, and should contain the following:				
CCM.14	Status;	Critical	No bid	
CCM.15	Date;	Critical	No bid	
CCM.16	User;	Critical	No bid	
CCM.17	An indication of whether the status was updated manually, or triggered automatically from some process; and	Critical	No bid	
CCM.18	Other user-defined.	Critical	No bid	
CCM.19	The system has the ability to allow permitted users to establish a case with minimal information. Required fields should be configurable by case type.	Desired	No bid	
The system has the ability for permitted users to search for cases based on the following:				
CCM.20	Case type/sub-type;	Critical	No bid	
CCM.21	Filing date range;	Critical	No bid	
CCM.22	Case status;	Critical	No bid	
CCM.23	Citation numbers;	Critical	No bid	
CCM.24	Charges/Issues;	Critical	No bid	
CCM.25	Party name;	Critical	No bid	
CCM.26	Party DOB;	Critical	No bid	
CCM.27	Party SSN;	Critical	No bid	
CCM.28	Officer;	Critical	No bid	
CCM.29	Charging law enforcement agency;	Critical	No bid	
CCM.30	Disposition;	Critical	No bid	
CCM.31	Associated case participants;	Critical	No bid	
CCM.32	Drivers License Number;	Critical	No bid	
CCM.33	Address;	Critical	No bid	
CCM.34	Other unique identifiers as determined by the City; and	Critical	No bid	
CCM.35	Various combinations of the above.	Critical	No bid	
CCM.36	The system has the ability to search for cases having one or more of the same personal identifiers.	Critical	No bid	
CCM.37	The system has the ability to directly access specific case detail from search results.	Critical	No bid	
CCM.38	The system has the ability to automatically seal/restrict certain case types/subtypes based on configurable user definitions, and provide that data in an alert for cases or items in cases which are sealed.	Critical	No bid	
CCM.39	The system has the ability to allow users to manually seal/restrict individual cases.	Critical	No bid	

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Court Case Management				
Req	Description of Capability	Criticality	Response	Comments
CCM.40	The system has the ability to allow users to seal portions of a case.	Critical	No bid	
CCM.41	The system has the ability to allow the user creating the record to secure the note as private, or flag it for access by other users. (Notes should be able to be defaulted as private or public but allow the user override. Notes can only be edited by the same user that created them. The notes should not become part of the official case record.)	Critical	No bid	
The system has the ability for a user to search and retrieve case notes based on their security level and the security attached to the notes. Search criteria should include:				
CCM.42	Case number;	Critical	No bid	
CCM.43	Date range;	Critical	No bid	
CCM.44	Author;	Critical	No bid	
CCM.45	Key word;	Critical	No bid	
CCM.46	Note type;	Critical	No bid	
CCM.47	Create date range; and	Critical	No bid	
CCM.48	Various combinations of the above.	Critical	No bid	
CCM.49	The system has the ability to view/print case notes (all notes on a case, notes within a specified date range, notes for a particular category), and returned according to user permission levels.	Critical	No bid	
CCM.50	The system has the ability to allow for users with appropriate permissions to be able to select, display and print confidential case notes on system reports.	Critical	No bid	
CCM.51	The system has the ability to establish a relationship between two or more cases that are consolidated (e.g., same defendant, same incident, etc.) or related in some other way (e.g., family members, same issues of law in appellate court). The user should be able to enter the reason for or type of relationship, and should be able to join specific pieces of a case such as restitution with a co-defendant.	Critical	No bid	
CCM.52	The system has the ability to unlink cases, treating them as separate cases for all future processing.	Critical	No bid	
CCM.53	The system has the ability to allow for a party incorrectly associated to a case to be removed and associated with the correct case.	Critical	No bid	
CCM.54	The system has the ability to automatically generate and maintain configurable tasks.	Critical	No bid	
CCM.55	The system has the ability to allow users to manually create/update/delete/satisfy tasks.	Critical	No bid	
CCM.56	The system has the ability to alert a user if a case being accessed has existing active tasks.	Critical	No bid	
CCM.57	The system has the ability for a user to flag specific tasks as "urgent" and notify the users when they access the case.	Critical	No bid	
CCM.58	The system has the ability to create tasks that are specific to individual users or groups of users (e.g., specific work tasks for a particular user).	Critical	No bid	
CCM.59	The system has the ability to provide automatic notification of tasks that are due on a specific date or within a configurable date range (e.g., daily, weekly, etc.).	Critical	No bid	
CCM.60	The system has the ability to associate one or more flags/notifications/alerts automatically or manually to a case and/or a party.	Critical	No bid	

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Court Case Management				
Req	Description of Capability	Criticality	Response	Comments
CCM.61	The system has the ability to automatically create flags/alerts/notifications resulting from configurable entries or events.	Critical	No bid	
CCM.62	The system has the ability to ensure that flag/alert/notifications are visually reinforced so users are aware of them.	Critical	No bid	
CCM.63	The system has the ability to view on a single screen, multiple flags/alerts/notifications associated to a case or a party when they exist.	Critical	No bid	
CCM.64	The system has the ability to clear or close flags/alerts/notifications with one stroke on the keyboard or one click with the mouse, by an authorized user or with the appropriate permissions.	Critical	No bid	
The system has the ability to provide the user to search for flags/alerts/notifications (with the option to print) by the following, but not limited to:				
CCM.65	Docket number;	Critical	No bid	
CCM.66	Person/Organization;	Critical	No bid	
CCM.67	Type of flag/alert/notification;	Critical	No bid	
CCM.68	Case type/sub-type;	Critical	No bid	
CCM.69	Date alert was created; and	Critical	No bid	
CCM.70	Other user-defined.	Critical	No bid	
CCM.71	The system has the ability to track the location and possession of physical case files or portions of a file.	Critical	No bid	
CCM.72	The system has the ability to produce and interpret document bar codes.	Desired	No bid	
CCM.73	The system has the ability to provide courts with the capability to utilize document bar codes, that once scanned, will default the case number into data entry screen and return the associated case record.	Desired	No bid	
CCM.74	The system has the ability to, when items (e.g., exhibits marked but not admitted, exhibits marked and admitted into evidence, etc.) are electronically submitted by a party, attach the item to the listing in the CMS, and they should be forward-able to other case participants.	Critical	No bid	
CCM.75	The system has the ability to associate items (e.g. exhibits marked but not admitted, exhibits marked and admitted into evidence, etc.) to a single case or multiple cases, and to a single party or multiple parties.	Critical	No bid	
CCM.76	The system has the ability to manage the movement and chain of custody of items (e.g., exhibits marked but not admitted, exhibits marked and admitted into evidence, etc.) including its storage location (e.g., case file, exhibit room, etc.)	Desired	No bid	
CCM.77	The system has the ability to allow for items (e.g., exhibits marked but not admitted, exhibits marked and admitted into evidence, etc.) to be marked as "No Release/Destruction" and should not be calculated in any reports for release/destruction.	Critical	No bid	
CCM.78	The system has the ability to maintain an audit trail of items (e.g., exhibits marked but not admitted, exhibits marked and admitted into evidence, etc.) that have been reviewed, released and/or destroyed.	Critical	No bid	
CCM.79	The system has the ability to identify case files that exist in an external system.	Critical	No bid	

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Court Case Management				
Req	Description of Capability	Criticality	Response	Comments
CCM.80	The system has the ability to perform searches by all available data elements.	Critical	No bid	
The system has the ability to allow for configurable business rules to identify case age, and cases that have met their retention schedule, including but not limited to verification of:				
CCM.81	Sentence/judgement condition compliance;	Critical	No bid	
CCM.82	Financial compliance (e.g., no balances due, no undisbursed money, etc.);	Critical	No bid	
CCM.83	Warrant compliance (e.g., no outstanding warrants);	Critical	No bid	
CCM.84	Length of time since closing;	Critical	No bid	
CCM.85	Length of time without activity;	Critical	No bid	
CCM.86	Open motions; and	Critical	No bid	
CCM.87	Other user-defined.	Critical	No bid	
CCM.88	The system has the ability to record a log of all inserts, edits and deletes performed by users in the system, capturing all modifications, the date they were made and the user who made them.	Critical	No bid	
CCM.89	The system has the ability to automatically generate a series of events or actions based on case initiation and case type, base on configurable business rules.	Critical	No bid	
CCM.90	The system has the ability to automatically assign a court date upon docket entry.	Critical	No bid	
CCM.91	The system has the ability to perform a warrant check on a new docket.	Critical	No bid	
CCM.92	The system has the ability to, prior to the filing of a complaint, enter documents and assign tracking numbers (e.g., returns of service, answers, entry of appearance) and automatically associate those documents to the complaint when filed.	Critical	No bid	
CCM.93	The system has the ability to, based on configurable business rules, to identify certain agencies as being exempt or non-exempt from filing fees and other charges. Exempt agencies should not be charged such fees.	Desired	No bid	
CCM.94	The system has the ability to allow for party names to be changed and/or removed, due to dismissal or for other reason, with a history maintained of the previous names and the reason for the change (business changes names, one party dies, etc.).	Critical	No bid	
CCM.95	The system has the ability to allow for all parties and participant names to be changed or removed while maintaining the history and reasons for the changes.	Critical	No bid	
CCM.96	The system has the ability to allow for partial dismissals with relation to parties and counts.	Critical	No bid	
CCM.97	The system has the ability to provide for configurable tasks and alerts for tracking all motions and deadlines.	Critical	No bid	
CCM.98	The system has the ability to, for users with the appropriate permissions, "copy" information (e.g., text, images, etc.) from complaints or other filings, and have the ability to "paste" and modify that information into orders and judgments.	Critical	No bid	
CCM.99	The system has the ability to highlight and visually emphasize the hearing and court location on all scheduling notices.	Desired	No bid	
CCM.100	The system has the ability to track probation requirements.	Critical	No bid	
CCM.101	The system has the ability to track arrest warrants being issued for violations of probation requirements.	Critical	No bid	

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Court Case Management				
Req	Description of Capability	Criticality	Response	Comments
CCM.102	The system has the ability to accommodate specialized terminology for processing of certain case types (e.g., 'adjudication' for juvenile cases vs. 'guilty' for adult criminal cases).	Critical	No bid	
CCM.103	The system has the ability to accommodate the docketing and scheduling of cases that have exceptions to standard workflow processes. (e.g., dispositional options, evaluations, notice to parents for juvenile cases).	Critical	No bid	
CCM.104	The system has the ability to, according to established business rules, allow for contempt proceedings against individuals who are not a party to the case.	Critical	No bid	
CCM.105	The system has the ability to indicate if a commitment sentence/disposition includes credit for time served. (Applicable to criminal and juvenile).	Critical	No bid	
CCM.106	The system has the ability to record the parents and/or guardians address information, in designated case types involving minor children.	Critical	No bid	
CCM.107	The system has the ability to automatically send copies of all notices and correspondence, in designated case types, to parents and guardians.	Critical	No bid	
CCM.108	The system has the ability to perform an automated check for configurable filing requirements, on all cases, determining and notifying designated users of any unsatisfied conditions.	Desired	No bid	
CCM.109	The system has the ability to, for all generated notices and mailings sent, docket the event, and the destination addresses or email addresses.	Desired	No bid	
CCM.110	The system has the ability to permit filings only if the required fee, if any, or appropriate waiver request is submitted simultaneously.	Desired	No bid	
CCM.111	The system has the ability to, upon entry of a fee waiver, to record the reason, if any is stated, for granting or denying the request for waiver.	Desired	No bid	
CCM.112	The system has the ability to allow for docket entries in linked cases to be replicated across all cases.	Critical	No bid	
CCM.113	The system has the ability to record the names of individuals who participate in a court hearing.	Critical	No bid	
CCM.114	The system has the ability for a user to attach and docket a transcript, as part of the case file, and notify identified users of the event.	Critical	No bid	
CCM.115	The system has the ability to track status and compliance of court orders, where evidence of compliance has been ordered.	Critical	No bid	
The system has the ability to create configurable single screens with the ability to enter all actions/events/dates for case processing, including but not limited to the following:				
CCM.116	Court participants and their roles;	Critical	No bid	
CCM.117	Judicial and non-judicial court personnel;	Critical	No bid	
CCM.118	Schedule or reschedule hearings from a next available calendar;	Critical	No bid	
CCM.119	Amendment of change or other pleading;	Critical	No bid	
CCM.120	Motions;	Critical	No bid	

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Court Case Management				
Req	Description of Capability	Criticality	Response	Comments
CCM.121	Court orders (other than final disposition);	Critical	No bid	
CCM.122	Jury or jury waived;	Critical	No bid	
CCM.123	Court orders (final dispositions);	Critical	No bid	
CCM.124	Sentence;	Critical	No bid	
CCM.125	Juveniles;	Critical	No bid	
CCM.126	District court appeals;	Critical	No bid	
CCM.127	Administrative appeals; and	Desired	No bid	
CCM.128	Other user-defined.	Critical	No bid	
The system has the ability to allow for configurable interactive personalized dashboard options for the daily court calendar including but not limited to the following:				
CCM.129	List of cases to be called;	Critical	No bid	
CCM.130	Flags for in-custody or transports;	Critical	No bid	
CCM.131	Current bail posted; and	Critical	No bid	
CCM.132	Other user-defined.	Critical	No bid	
CCM.133	The system has the ability to provide a dashboard option to drill down into the associated cases.	Critical	No bid	
CCM.134	The system has the ability to allow for the configurable display and printing of each case.	Critical	No bid	
CCM.135	The system has the ability to allow for configurable closing routines to be triggered automatically based on configurable criteria per case type. Cases not meeting the defined criteria should be prohibited from being closed with user override.	Desired	No bid	
CCM.136	The system has the ability to allow for attorney, bail bondsmen, agency, and law enforcement agency contact information (i.e. address, email, etc.) to be entered and edited in the same manner as all other person address information.	Critical	No bid	
CCM.137	The system has the ability to, for a selected case, provide a listing of all activity due dates.	Critical	No bid	
CCM.138	The system has the ability to provide users the capacity to initiate and create multiple editable forms, notices, and orders selected from a drop-down selection of transactions and events.	Critical	No bid	
CCM.139	The system has the ability to create electronic notices of docket entries to be sent to a list of parties on a case.	Critical	No bid	

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Court Case Management				
Req	Description of Capability	Criticality	Response	Comments
CCM.140	The system has the ability to document reasons for case closure.	Critical	No bid	
CCM.141	The system has the ability to include easy access to links for research tools for statute, rule, case and general research.	Critical	No bid	
CCM.142	The system has the ability to generate and organize a docket call/trial list.	Critical	No bid	
CCM.143	The system has the ability to configure automated party electronic notices, to include informational attachments (e.g., scheduling notice for appellate case, would include a guide to brief requirements).	Critical	No bid	
CCM.144	The system has the ability to view data in the CMS in multiple ways, including but not limited to, by entity, case, and event.	Critical	No bid	
CCM.145	The system has the ability to automatically transmit the requests for transcripts to the Court and allow users with appropriate permissions to track the status of transcript production, and to provide for configurable alerts when timeframes have been exceeded.	Critical	No bid	
CCM.146	The system has the ability to provide for a configurable prompt, to notify the user for the generation of a new warrant, license suspension (e.g., drivers, fishing, hunting, professional) and/or bail forfeiture notification when hearing results are posted. (e.g., failure to appear at a hearing).	Critical	No bid	
CCM.147	The system has the ability to transfer automated system notifications, tasks, alerts, etc., from one user to another.	Critical	No bid	
CCM.148	The system has the ability to provide the user with the ability to filter cases by specific event types with the ability to print the filtered results.	Critical	No bid	
CCM.149	The system has the ability to generate a report that will list cases that are ready for further processing, either because the required elements have been satisfied or not satisfied.	Critical	No bid	
CCM.150	The system has the ability to allow the user to "copy" and "modify" individual or multiple charges.	Critical	No bid	
CCM.151	The system has the ability to, when accessing a party record, alert the user of other open cases associated with the selected party.	Critical	No bid	
CCM.152	The system has the ability to, for cases scheduled for a particular court date, generate a report to identify the status of service, interpreter needs, security alerts, number of prior offenses/cases, etc.	Critical	No bid	
CCM.153	The system has the ability to have the ability to identify the filing date and sequence of probation violation petitions and identify them as such (e.g., 2nd violation, 3rd violation, etc.).	Critical	No bid	
CCM.154	The system has the ability to identify the filing date, requesting party, reason and sequence of continuance requests and identify them as such (e.g., 2nd request, 3rd request, etc.).	Critical	No bid	
CCM.155	The system has the ability to identify the filing date and sequence of post judgment motion filings and identify them as such (i.e., 2nd motion, 3rd motion, etc.).	Critical	No bid	
CCM.156	The system has the ability to automatically assign authorized attorneys according to a configurable rotation schedule, subject to override.	Desired	No bid	

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Court Case Management				
Req	Description of Capability	Criticality	Response	Comments
CCM.157	The system has the ability to highlight and visually emphasize changes to a hearing (e.g., date, location, time).	Critical	No bid	
CCM.158	The system has the ability to provide an alert to inform users of attorneys in active cases, whose license is no longer active, as determined by the Court.	Critical	No bid	
CCM.159	The system has the ability to provide an alert to inform users of bondsmen whose license is no longer active.	Critical	No bid	
CCM.160	The system has the ability to identify a party's last known address or other addresses and when generating notices and forms that are to be sent to a party, and send notices to more than one address.	Critical	No bid	
CCM.161	The system has the ability to handle any information identified as an electronic medical record, according to HIPAA compliance.	Critical	No bid	
CCM.162	The system has the ability to associate data stored in multiple places (e.g., the cloud; 3rd party applications, transcription services, court recordings) to a case.	Critical	No bid	
CCM.163	The system has the ability to create a law firm in the system, without the need to associate specific lawyers to the firm.	Desired	No bid	
CCM.164	The system has the ability to print addresses for any participant.	Critical	No bid	
CCM.165	The system has the ability to provide all dates for scheduled events in a case to appear on the review screen, even if the event is scheduled in another court location.	Critical	No bid	
CCM.166	The system has the ability to allow parties to electronically file any post-judgement motion.	Desired	No bid	
CCM.167	The system has the ability to allow for electronic attestation and notarization of court documents but should also allow for these documents to be printed and manually certified.	Critical	No bid	
CCM.168	The system has the ability to generate, either on demand or automatically from configurable business rules, printed versions of any and all orders, motions and judgments.	Critical	No bid	
CCM.169	The system has the ability to configure an unlimited number of case-types and associate each case-type with one or more trial courts and appellate courts.	Critical	No bid	
CCM.170	The system has the ability to manually or automatically update the status of the case (based on completion workflow events/tasks).	Critical	No bid	
CCM.171	The system has the ability to re-open the case in instances such as an appeal or other actions.	Critical	No bid	
CCM.172	The system has the ability to repeat or replicate a set of charges across defendants in a particular case to diminish repeated and redundant data entry.	Critical	No bid	
CCM.173	The system has the ability to generate court summons.	Critical	No bid	
CCM.174	The system has the ability to record and display a variety of reminders/tasks.	Critical	No bid	
CCM.175	The system has the ability to automatically generate reminders/tasks based on user-defined events.	Critical	No bid	
CCM.176	The system has the ability to identify user notes as publicly accessible or not.	Critical	No bid	

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Court Case Management				
Req	Description of Capability	Criticality	Response	Comments
CCM.177	The system has the ability to enter an unlimited number of charges within a case.	Critical	No bid	
CCM.178	The system has the ability to maintain an individual charge within a case and its disposition.	Critical	No bid	
CCM.179	The system has the ability to expunge specific charges/counts within a case, and removing the expunged charges/counts from all other data stores over which the Court has control or domain.	Critical	No bid	
CCM.180	The system has the ability to resequence charges/counts in the event that other charges/counts on a case may have been expunged.	Critical	No bid	
CCM.181	The system has the ability to produce a variety of notification methods or means.	Critical	No bid	
CCM.182	The system has the ability to maintain multiple means of contact for entities and other stakeholders, including email, postal, mobile and landline telephone numbers and other addresses.	Critical	No bid	
CCM.183	The system has the ability to search events related to a case, and other case related data (e.g. appointments, communications, supporting documents).	Critical	No bid	
CCM.184	The system has the ability to create user-defined templates and documents that merge data from the CMS database and make those templates available to others or designate as private.	Critical	No bid	
CCM.185	The system has the ability to allow for stakeholders to download, view and print case documentation subject to public records and access laws/rules.	Critical	No bid	
CCM.186	The system has the ability to generate documents while within a case and route the documents for later printing or distribution via email.	Critical	No bid	
CCM.187	The system has the ability to support storage and presentation of a variety of media formats (e.g., audio, video, PDF) including those for dashboard camera videos and 911 calls.	Critical	No bid	
CCM.188	The system has the ability to prevent unauthorized uploading of any data and/or files.	Critical	No bid	
CCM.189	The system has the ability to capture, maintain, and administer document retention and destruction rules based on document type, document, date, and other characteristics.	Critical	No bid	
CCM.190	The system has the ability to support a range of electronic and digital signature methods/protocols.	Critical	No bid	
CCM.191	The system has the ability to create, modify, delete, administer, and monitor a range of workflows with different steps and different actors.	Critical	No bid	
CCM.192	The system has the ability to define characteristics of tasks within the workflow.	Critical	No bid	
CCM.193	The system has the ability to capture both work time within a task and task duration (i.e., a task may take a week to complete, but actual effort required amounted to 90 minutes).	Critical	No bid	
CCM.194	The system has the ability to initiate a case, regardless of division or court, using data delivered directly by a case party, submitted via paper or submitted electronically.	Desired	No bid	
CCM.195	The system has the ability to assign a unique identifier for docket/case while maintaining a string of codes that easily identifies the court, then you, initiation date, and other case characteristics.	Critical	No bid	

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Court Case Management				
Req	Description of Capability	Criticality	Response	Comments
CCM.196	The system has the ability to maintain a history of docket number changes for a particular case.	Critical	No bid	
CCM.197	The system has the ability to support ingestion of supporting documentation, in various formats, relevant to a case from justice partners.	Critical	No bid	
CCM.198	The system has the ability to select from a list of known entities or individuals (e.g., attorneys, plaintiffs, defendants) as well as add individuals in the event one required is not exist within the system.	Critical	No bid	
CCM.199	The system has the ability to support a common calendar among multiple related parties.	Critical	No bid	
CCM.200	The system has the ability to support multiple users accessing elements of a case file simultaneously.	Critical	No bid	
CCM.201	The system has the ability to trigger public access to exhibits upon their admission.	Critical	No bid	
CCM.202	The system has the ability to maintain the confidentiality of confidential components of linked cases.	Critical	No bid	
CCM.203	The system has the ability to assign or associate tasks with specific users.	Critical	No bid	
CCM.204	The system has the ability to generate configurable forms that will accommodate free form text so that court ordered directives and recording timestamps may be inserted and saved to the document. The document image should attach to the case, and be retrievable for viewing, printing and/or electronic dissemination.	Critical	No bid	
CCM.205	The system has the ability to search the case for attachments, by type or key word (either by attachment name or content).	Critical	No bid	
CCM.206	The system has the ability to track any edit/view functions once an image has been saved to a record, and this function should be allowable based on configurable security levels.	Critical	No bid	
CCM.207	The system has the ability to capture multiple types of hearing results (e.g., hearing held, vacated, contested, uncontested, continued) and also schedule from a "next available" hearing configuration.	Critical	No bid	
CCM.208	The system has the ability to allow for multiple hearing result entries for a single event (e.g., different results on each count of a multi-count proceeding).	Critical	No bid	
CCM.209	The system has the ability to create/modify, print/reprint court orders, and other court related documents used for in-court processing (e.g., exhibits). Additionally, court orders and court related documents, when relevant, should create a case entry and an image of the order or other related document which will attach to said case.	Critical	No bid	
CCM.210	The system has the ability to electronically distribute court orders and other relevant documents resulting from hearings and other judicial events.	Critical	No bid	
CCM.211	The system has the ability to allow for electronic acceptance of service of court orders or other related documents for any relevant court participants.	Desired	No bid	
CCM.212	The system has the ability to "alert" the user if there is an active warrant, no contact order, or protection order issued against the defendant/or party on this or any other case, and reference or link to the warrants/orders on other cases identified.	Critical	No bid	
CCM.213	The system has the ability to automatically add required fees, with the ability for users with appropriate permissions to override.	Critical	No bid	

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Court Case Management				
Req	Description of Capability	Criticality	Response	Comments
CCM.214	The system has the ability to link exhibits to cases.	Critical	No bid	
CCM.215	The system has the ability to allow users to complete a function (e.g., receipt a bail, initiate a case, enter sentencing, etc.) on a single screen as a single process. Functions would include both data entry and retrieval.	Critical	No bid	
CCM.216	The system has the ability to e-mail/print all reports generated by the application.	Critical	No bid	
CCM.217	The system has the ability to print all search results.	Critical	No bid	
CCM.218	The system has the ability to provide a case summary screen, configurable by case type.	Critical	No bid	

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Response Indicators: When providing responses to the requirements in Attachment B, proposers shall use the following response indicators:		Instruction		
S	Standard: Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the Proposal from vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.		
F	Future: Feature/Function will be available in a future software release available to the City by October 2019, at which point it will be implemented in accordance with agreed-upon configuration planning with the City.	If a response indicator of "F" is provided for a requirement that will be met in a future software release, the Respondent shall indicate the planned release version as well as the time the release will be generally available.		
C	Customization: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with custom modifications . All related customization costs should be indicated in the Comments column next to the feature/function, and the total cost included in Attachment C – Cost Worksheet.	If a response indicator of "C" is provided for a requirement that will be met through a custom modification, the Respondent shall indicate the cost of such a modification.		
T	Third-Party: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with integration with a third-party system . This system should be specified.	If a response indicator of "T" is provided for a requirement that will be met by integration with a third-party system, the Respondent shall identify this third-party system and include a cost proposal to secure this system.		
N	No: Feature/Function cannot be provided			
Mobile Capabilities				
Req #	Description of Requirement	Criticality	Response	Comments
Mobile Capabilities				
MC.1	The Mobile Capabilities module has the ability to completely integrate with all other proposed modules.	Critical	S	
MC.2	The system has the ability to support multi-jurisdictions.	Critical	S	
MC.3	The system has the ability to provide broadcast message capabilities Mobile to Mobile based on administrator-defined tables (squads, teams, precinct, task force, etc.).	Critical	S	
MC.4	The system has the ability to provide broadcast message capabilities Mobile to CAD based on administrator-defined tables (squads, teams, precinct, task force, etc.).	Critical	S	
MC.5	The system has the ability to provide administrator-defined message routing.	Critical	S	
MC.6	The system has the ability to support officer initiated calls and traffic stops, sending administrator defined information from the mobile data terminals (MDT) to the CAD system.	Critical	S	
MC.7	The system has the ability to print reports for a single jurisdiction, or for all jurisdictions by agency.	Critical	S	
MC.8	The system has the ability to view reports for a single jurisdiction, or for all jurisdictions by agency.	Critical	S	
MC.9	The system has the ability to provide sign on/sign off capability from the MDT under security control which can also be controlled by the system administrator for four more users.	Critical	S	
MC.10	The system has the ability to prevent users from signing on without authorization from the system administrator.	Critical	S	
MC.11	The system has the ability to provide password security to limit access to specific transactions from any MDT.	Critical	S	
MC.12	The system has the ability to provide an emergency button that, once pressed, the message should go out to all Mobile users and CAD, and include the unit number, last known location (no AVL), or current location (with AVL).	Critical	S	
MC.13	The system has the ability to allow law enforcement staff to maintain NCIC Agency Identifier numbers for each MDT to facilitate terminal to MDT messages and maintain CJIS compliance.	Critical	S	
MC.14	The system has the ability to direct output to any printer attached to the Message Switch.	Critical	S	
MC.15	The system has the ability to support multiple security templates for different roles.	Critical	S	
MC.16	The system has the ability to save inquiries (State and Local) and retrieve saved inquiries from any MDT based on security permissions.	Critical	S	
MC.17	The system has the ability to copy inquiry information (State and Local) and apply to reports.	Critical	S	
MC.18	The system has the ability to limit the Call Types officer can initiate from the field based on Agency Identifier.	Critical	N	
MC.19	The system has the ability to save configuration based on user profile.	Critical	S	
MC.20	The system has the ability to allow users to setup Chat groups at will from MDT.	Desired	S	
MC.21	The system has the ability to allow users to inquire on Chat history from MDT based on security permissions.	Critical	S	
MC.22	The system has the ability to facilitate wildcard searches for Local Person/Vehicle/Property inquiries.	Critical	S	
MC.23	The system has the ability to support Touch Screen, Hot Keys, and Mouse input.	Critical	S	
MC.24	The system has the ability to support night mode for all features.	Critical	S	
MC.25	The system has the ability to support locally stored ESRI based GIS map data.	Critical	S	
MC.26	The system has the ability to automatically track mileage based on GPS/AVL.	Critical	S	
MC.27	The system has the ability to turn on or off different layers of the map.	Critical	S	
MC.28	The system has the ability to turn on or off different layers of the map depending upon zoom level by default and by user.	Critical	S	
MC.29	The system has the ability to display all active and pending calls.	Critical	S	
MC.30	The system has the ability to display all inactive and closed called.	Desired	S	
MC.31	The system has the ability to filter map to display only those units on the call they are dispatched to.	Critical	S	
MC.32	The system has the ability to filter units by Agency Identifier.	Critical	S	
MC.33	The system has the ability to allow users to select units to display on the map based on security permissions.	Critical	S	
MC.34	The system has the ability to support routing and highlighting of the suggested route on the map using street attributes (suggested speeds, direction of travel, weight restrictions, street closures).	Critical	S	
MC.35	The system has the ability to allow the switch or mobile server to automatically notify designated administrator of outage or system failure.	Critical	S	
MC.36	The system has the ability to allow more than one user to be assigned to one Mobile unit.	Desired	S	

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MC.37	The system has the ability to display a visual indicator showing the unit's connection status.	Critical	S	
MC.38	The system has the ability to allow a mobile unit to enter one or more dispositions when completing a report on a CAD event by agency.	Critical	S	
MC.39	The system has the ability to provide message routing between MDTs and State/NCIC networks for inquiry purposes.	Critical	S	
MC.40	The system has the ability to store administrator defined narrative templates.	Critical	S	
MC.41	The system has the ability to store administrator defined disposition narrative templates.	Critical	S	
MC.42	The system has the ability to provide or support an online interface from the Mobile application to the State/NCIC database (OLETS/NLETS).	Critical	S	
MC.43	The system has the ability to allow an MDT user to add narrative to an incident.	Critical	S	
MC.44	The system has the ability to allow entry of text information that goes directly to the narrative of a call whether or not the call is active or cleared.	Critical	S	
MC.45	The system has the ability to provide message routing between MDTs and the Computer Aided Dispatch system for the purposes of assisting dispatching, updating unit status, and database inquiry provided appropriate CAD interfaces are licensed by agency.	Critical	S	
MC.46	The system has the ability to allow a user to perform global name/vehicle searches.	Critical	S	
MC.47	The system has the ability to allow a user to perform global name/vehicle searches to include NCIC.	Critical	S	
MC.48	The system has the ability to perform global name searches to include external agencies (e.g., Tulsa County Sheriff's Office) and return images and history from the search.	Critical	N	
MC.49	The system has the ability to support voiceless dispatch for law enforcement, fire and EMS personnel.	Critical	S	
MC.50	The system has the ability to provide information on open incidents by Agency Identifier status.	Critical	S	
MC.51	The system has the ability to provide information on unit status by Agency Identifier display.	Critical	S	
MC.52	The system has the ability to provide information on all units associated to an incident.	Critical	S	
The system has the ability to provide status updates for mobile units to include the following:				
MC.53	Sign-on/Sign-off dispatch;	Critical	S	
MC.54	En route;	Critical	S	
MC.55	At scene;	Critical	S	
MC.56	En route to hospital;	Critical	S	
MC.57	At hospital; and	Critical	S	
MC.58	Multiple other user-defined.	Critical	S	
MC.59	The system has the ability to run inquires (using Soundex) for persons, vehicles, phone numbers, addresses, or prior calls from dispatch message without reentering information.	Critical	S	
MC.60	The system has the ability to run vehicle inquires by registered owner, VIN or license plate numbers (i.e. full and partial) to include multiple states from one inquiry.	Critical	S	
MC.61	The system has the ability to view Active or Pending calls and be able to dispatch self to selected call, if permitted by agency policy with administrator permissions for selected users.	Desired	S	
MC.62	The system has the ability to plot call location on map from dispatch without reentering address of incident.	Critical	S	
MC.63	The system has the ability to route unit to call with line on map and written directions.	Critical	S	
MC.64	The system has the ability to notify the user with audible new message alert.	Critical	S	
MC.65	The system has the ability to configure by agency how long a pop-up message displays on the screen and requires user attention, with the ability to disable pop-up messages.	Critical	N	
MC.66	The system has the ability to automatically send and receive incident information to and from mobile clients and support silent dispatching.	Desired	S	
MC.67	The system has the ability to display pre-plans, building diagrams, and/or any other media file associated with a location.	Critical	S	
MC.68	The system has the ability to support printing of a Field Report prior to being merged into the RMS database.	Critical	S	
MC.69	The system has the ability to allow a user to merge officer reports into an existing Records Management Database, eliminating duplicate entry and any re-keying of data.	Critical	S	
MC.70	The system has the ability to attach an exact copy of the report into the RMS as multiple file types, including but not limited to PDF.	Critical	S	
MC.71	The system has the ability to support NG911 standards.	Critical	S	
MC.72	The system has the ability to attach an exact copy of all supplements into the RMS as multiple file types, including but not limited to PDF.	Critical	S	
MC.73	The system has the ability to support the downloading of tables to all mobile devices, based on administrator defined roles, eliminating the need to update tables on individual devices.	Critical	S	
MC.74	The system has the ability to allow users to save an incomplete report for completion at another time.	Critical	S	
MC.75	The system has the ability to allow a supervisor to take ownership of a report in mobile.	Critical	S	
MC.76	The system has the ability to provide a prompt asking a user if they are sure they want to submit or delete a report.	Critical	S	
MC.77	The system has the ability to allow a supervisor to comment and/or reject a report back to the officer in mobile.	Critical	S	
MC.78	The system has the ability to allow a supervisor to edit a report without returning to the submitting officer with appropriate audit trail.	Critical	S	
MC.79	The system has the ability to allow administrator to define which field a supervisor can edit in an officer submitted report.	Critical	N	
MC.80	The system has the ability to allow an officer to recall a report if still in a "submitted" status.	Critical	S	
The system has the ability to allow officers to search for reports by the following:				
MC.81	Date range;	Critical	S	
MC.82	Incident/Case numbers;	Critical	S	
MC.83	Name;	Critical	S	
MC.84	Type of report;	Critical	S	

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MC.85	Status;	Critical	S	
MC.86	Address;	Critical	S	
MC.87	Agency Identifier; and	Critical	S	
MC.88	Other user-defined.	Critical	S	
MC.89	The system has the ability to copy and paste inquiry responses into reports.	Critical	S	
MC.90	The system has the ability to export reports to different types (case report to arrest report, duplicate case, case to accident)	Critical	S	
MC.91	The system has the ability to include BOLO numbers in BOLO inquiries.	Critical	S	
MC.92	The system has the ability to allow a hyperlink of an address to mapping.	Critical	S	
MC.93	The system has the ability to copy over inquiries from CAD to Mobile module with ability to protect CJIS information.	Critical	S	
MC.94	The system has the ability to export call data from a dispatch screen to a report.	Critical	S	
MC.95	The system has the ability to auto-refresh the narrative on a call.	Critical	S	
MC.96	The system has the ability to group narrative by user (e.g., call taker).	Critical	S	
MC.97	The system has the ability to auto-refresh the unit status screen.	Critical	S	
MC.98	The system has the ability to create exception alerts by address (not receiving alerts by location).	Critical	N	
MC.99	The system has the ability to support substantial number of alerts at one location (sexual offenders at state prison).	Critical	S	
The system has the ability to look up past incidents by the following:				
MC.100	Number;	Critical	S	
MC.101	Date;	Critical	S	
MC.102	Type;	Critical	S	
MC.103	Street address range;	Critical	S	
MC.104	Beat/District	Critical	S	
MC.105	Officer; and	Critical	S	
MC.106	Other user-defined.	Critical	S	
MC.107	The system has the ability to separate EMD narrative.	Critical	S	
MC.108	The system has the ability to display the most current narrative information at the top.	Critical	S	
MC.109	The system has the ability to perform inquiries on multiple people at the same time.	Critical	S	
MC.110	The system has the ability to perform inquiries on multiple vehicles at the same time.	Critical	S	
MC.111	The system has the ability to drill-down on activity on global subjects, vehicles, and addresses.	Critical	S	
MC.112	The system has the ability to generate a notification if a user is not logged into the system during chat sessions.	Critical	S	
MC.113	The system has the ability for vehicle and person search to bring results back to one response screen after performing inquiry.	Critical	S	
MC.114	The system has the ability to support warrant service attempts through mobile based on security permissions.	Desired	S	
MC.115	The system has the ability to update the secondary location in mobile by agency based on security permissions.	Critical	S	
MC.116	The system has the ability to separate active and pending calls by filtering.	Critical	S	
MC.117	The system has the ability to identify required fields during report completion for NIBR/SIBR compliance.	Critical	S	
MC.118	The system has the ability to configure the display of screens and icons by user.	Critical	S	
MC.119	The system has the ability to parse diagrams by Beats/Districts.	Critical	N	
MC.120	The system has the ability to take the officer directly to the field when performing an error check.	Critical	S	
MC.121	The system has the ability to warn a user when logging out that an officer has open reports that need to be submitted.	Critical	S	
MC.122	The system has the ability to provide automatic date/time stamping and user ID tracking of all Call Taker and Dispatcher processes to track call and unit activity and all command processing.	Critical	S	
MC.123	The system has the ability to schedule calls for future dispatch (i.e., parades, funerals, fairs, etc.) and assign to a specific unit from a mobile unit with security permissions.	Critical	N	CentralSquare allows scheduled calls, but not unit assignment until the CFS opens.
MC.124	The system has the ability to schedule calls for future dispatch (i.e., parades, funerals, fairs, etc.) and assign to a specific unit from a mobile unit with security permissions and automatically notify CAD.	Critical	N	CentralSquare allows scheduled calls, but not unit assignment until the CFS opens.
MC.125	The system has the ability to support pre-scheduled calls from an active call for the mobile unit.	Critical	S	
MC.126	The system has the ability to record the latitude and longitude of a unit when a status change is made to the unit (on scene, en route, at scene). Agency determines which status drives when the geo stamp is used.	Critical	N	
MC.127	The system has the ability to allow the user to customize the toolbar for the unit status control panel, with authorized permissions.	Desired	S	
MC.128	The system has the ability to allow multiple unit status control panels to be opened with different configurations based on the level of security.	Critical	S	
MC.129	The system has the ability to filter or subset the list in the unit status control panel.	Critical	S	
MC.130	The system has the ability to subset by agency type, allowing the selection of multiple agency types within one unit status control panel.	Critical	S	
MC.131	The system has the ability to allow the user to drag and drop a unit from the unit status control panel to a call on the call control panel.	Desired	S	
MC.132	The system has the ability to allow the assignment of units by using point-and-click pull-down menus.	Desired	S	
MC.133	The system has the ability to allow a user to change a unit's status, open the unit's call stack, and reroute a unit within the unit status control panel.	Critical	S	
MC.134	The system has the ability to allow a user to get a list of all available calls and dispatch the unit to the call from the unit status control panel.	Desired	S	
MC.135	The system has the ability to allow the agency to modify the statuses that a particular unit can be assigned.	Critical	S	
MC.136	The system has the ability to automatically refresh the unit status control panel when information is updated.	Critical	S	
MC.137	The system has the ability to have a cleared call search on mobile default to current year for an incident number.	Critical	S	
MC.138	The system has the ability to have a cleared call search on mobile with the option to search by address.	Critical	S	

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MC.139	The system has the ability to support mobile warrant alert to include dollar amount of warrant.	Critical	S	
MC.140	The system has the ability to search by phone number in incident searches.	Critical	S	
MC.141	The system has the ability to automatically run a person or vehicle through NCIC when adding a person or vehicle to a dispatch call.	Critical	S	
MC.142	The system has the ability to open an NCIC message in list view.	Critical	S	
MC.143	The system has the ability to have the vehicle or person icon to flash when running a vehicle or person inquiry when getting a hit on NCIC or warrants.	Critical	S	
MC.144	The system has the ability to allow users in the mobile application the option to select the status instead of using the entire CAD status list.	Critical	S	
MC.145	The system has the ability to support flexible map-based query and display simple tools for identifying location (based on GPS location), pan and zoom, turn on/off map layers, query for selected incident types and status, buffer area searches, etc.	Critical	S	
MC.146	The system has the ability to support law enforcement case report preparation with ability to access data from multiple sources (e.g., call data, CAD, arrest records) and for attachment of documents.	Critical	S	
MC.147	The system has the ability to support efficient supervisor review, edit, and approval of all reports through mobile.	Critical	S	
MC.148	The system has the ability to display an image of the subject within the master index record, whether by capturing an image with a digital camera or by uploading an image from a camera, or computer disk.	Critical	S	
MC.149	The system has the ability to allow units to change status to "available on air" if the unit status is in quarters.	Critical	S	
MC.150	The system has the ability to allow units to self-release from a call to become available on air while other units remain active on the call.	Critical	S	
MC.151	The system has the ability to allow units to self-release from an assigned CFS, clearing the call altogether to become available on air while allowing other units be to assigned to the call.	Critical	S	
The system has the ability to maintain a history on each traffic ticket and citation produced, including (but not limited to) the following information with appropriate security permissions:				
MC.152	Posted Speed;	Critical	S	
MC.153	Actual Speed; and	Critical	S	
MC.154	Written Speed;	Critical	S	
The system has the ability to separate narrative for the following:				
MC.155	EMS;	Critical	S	
MC.156	Fire;	Critical	S	
MC.157	Police; and	Critical	S	
MC.158	Dispatch.	Critical	S	

City of Broken Arrow
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Interfaces																							
Potential Interfaces																							
<p>The City has developed a list of potential interfaces for the future Public Safety Software System. For the purpose of this procurement, a "system interface" involves the exchange of data, in real-time or batch mode to and/or from the external system and the Public Safety Software System. In special cases, where technically feasible, an interface may involve real time interaction with external system software to invoke processing on that external system for real-time viewing in the Public Safety Software System. In several instances, interfaces in this list may not be required if the future Public Safety Software System can provide needed functionality. Conversely intended replacements of existing third-party systems may be adjusted if functionality in the future Public Safety Software System is not adequate. As a result, the City has developed a list of potential interfaces for vendors to respond to so that the City may consider its future applications environment. The types of integration are:</p> <p>SEND: The system will only need to SEND data to the third party application. RECEIVE: The system will only need to RECEIVE data from the third party application. BOTH: The system will need to both SEND and RECEIVE information to/from the third party application.</p> <p>Response Indicators: When providing responses to the requirements in Attachment B, proposers shall use the following response indicators:</p>																							
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Req #	System/Interface	Vendor	Version	Database Platform	Type of Integration	Reason for Integration	Criticality	Vendor Response	Method of Integration (flat-file, API, XML, HTTP, etc.)	Vendor Comments	Cost to Develop												
INT.1	Geographic Information System	Esri	v10.5	MS-SQL	RECEIVE	Receive: The Public Safety system needs to be able to receive mapping data from GIS.	Critical	S	CentralSquare will confirm the optimal method of integration upon start of the project.	Integration with ArcGIS is provided via CAD/Mapping as a standard part of CentralSquare's solution.	Included												
INT.2	ArcGIS Collector	Esri	N/A	N/A	SEND	Send: The Public Safety system needs to mapping details (e.g., hydrants out of service) to the ArcGIS Collector.	Critical	N	N/A	N/A	N/A												
INT.3	Fire/EMS RMS	ImageTrend	Elite 1.18.06.0.4	N/A	BOTH	Send: The Public Safety system needs to send CAD, LERMS, and Mobile information to the Fire/EMS RMS (e.g., miles travels, run cards/response plans, arson information). Receive: The Public Safety system needs to be able to receive Fire/EMS RMS data (e.g., run cards/response plans, vehicle information, personnel information, station information).	Critical	S	CentralSquare will confirm the optimal method of integration upon start of the project.	CentralSquare has included an export only ImageTrend interface with this proposal. CentralSquare can integrate with just about any third-party system, as long as that third-party is willing to work with CentralSquare. More information regarding the import portion of this interface is needed to accurately define the scope of work involved and provide pricing.	\$7,500												
INT.4	Pawnshop Tracking	LeadsOnline	N/A	N/A	RECEIVE	Receive: The Public Safety system needs to receive pawn shop inventory updates from LeadsOnline to assist with investigations.	Critical	N	N/A	According to the most recent information CentralSquare has from the vendor, it does not yet support an interface which would allow for the download of data to a third-party RMS. Should that situation change, CentralSquare would be willing to revisit creation of the interface.	N/A												
INT.5	Citizen Outreach	PulsePoint	N/A	N/A	SEND	Send: The Public Safety system needs to send AED location information and public safety updates to the PulsePoint system.	Critical	S	CentralSquare will confirm the optimal method of integration upon start of the project.	CentralSquare has included an export PulsePoint interface in the project.	Included												
INT.6	K-9 Tracking	CodeBlue	5	Access	RECEIVE	Receive: The Public Safety system needs to receive K-9 unit information from CodeBlue.	Critical	N	N/A	CentralSquare is providing data conversion of the CodeBlue historical data into the new system rather than an interface.	N/A												
INT.7	Fire/EMS Dispatch	ProQA	N/A	N/A	BOTH	Receive: The Public Safety system needs to receive EMS dispatch questionnaire information from ProQA-EMS. Send: The Public Safety system needs to send call location, caller name, and phone number.	Critical	S	CentralSquare will confirm the optimal method of integration upon start of the project.	CentralSquare has included an import and export ProQA Platinum-Certified interface in the project.	\$15,000												
INT.8	Mugshot Query Application	In-House	2	MS-SQL	RECEIVE	Receive: The Public Safety system needs to receive mug shot photos.	Critical	N	N/A	CentralSquare can integrate with just about any third-party system, as long as that third-party is willing to work with CentralSquare. More information regarding this interface is needed to accurately define the scope of work involved and provide pricing.	N/A												

City of Broken Arrow
Functional and Technical Requirements

INT.9	Fire Schedule/Rostering	CrewSense	N/A	N/A	RECEIVE	Receive: The Public Safety system needs to receive crew and roster information.	Critical	N	N/A	CentralSquare can integrate with just about any third-party system, as long as that third-party is willing to work with CentralSquare. More information regarding this interface is needed to accurately define the scope of work involved and provide pricing.	N/A
INT.10	Data Surveillance	FirstWatch	N/A	N/A	SEND	Send: The Public Safety system needs to send CAD data to FirstWatch.	Critical	N	N/A	CentralSquare can integrate with just about any third-party system, as long as that third-party is willing to work with CentralSquare. More information regarding this interface is needed to accurately define the scope of work involved and provide pricing.	N/A
INT.11	Mobile Data	StreetWise	N/A	N/A	BOTH	Send: The public safety system needs to send mobile data to StreetWise Receive: The public safety system needs to receive mobile data from StreetWise.	Critical	S	CentralSquare will confirm the optimal method of integration upon start of the project.	CentralSquare's Basic Paging (SMTP/Email) Interface includes data export to StreetWise. CentralSquare can integrate with just about any third-party system, as long as that third-party is willing to work with CentralSquare. More information regarding the import portion of this interface is needed to accurately define the scope of work involved and provide pricing.	Included
INT.12	Fire Alerting/Paging	Zetron	2.5.1.5	N/A	SEND	Send: The Public Safety system will need to send alerting/paging data to Zetron.	Critical	S	CentralSquare will confirm the optimal method of integration upon start of the project.	A Zetron Tone Paging export interface is included with this proposal.	\$10,000
INT.13	Fire Alerting/Paging	Zetron	2.5.1.5	N/A	RECEIVE	Receive: The Public Safety system will need to receive response activation data from Zetron.	Desired	N	N/A	CentralSquare can integrate with just about any third-party system, as long as that third-party is willing to work with CentralSquare. More information regarding the import portion of this interface is needed to accurately define the scope of work involved and provide pricing.	N/A
INT.14	OLETS	State of OK	N/A	N/A	BOTH	Receive: The Public Safety system will need to receive NCIC information. Send: The Public Safety system will need to send NCIC information.	Critical	S	CentralSquare will confirm the optimal method of integration upon start of the project.	CentralSquare has included NCIC Basic Queries in the project.	\$10,000
INT.15	ASAP	N/A	N/A	N/A	BOTH	Receive: Public Safety system will receive alarm data from ASAP. Send: Public Safety system will send responses to ASAP, acknowledging and updating.	Critical	S	CentralSquare will confirm the optimal method of integration upon start of the project.	CentralSquare has included an import and export ASAP interface in the project.	\$15,000
INT.16	E9-1-1	Motorola (VESTA)	N/A	N/A	RECEIVE	Receive: The Public Safety system will need to receive 911 information (e.g., caller information, phone number) from E9-1-1 for NG911 compliance.	Critical	S	CentralSquare will confirm the optimal method of integration upon start of the project.	CentralSquare has included an E911 (ANI/ALI) interface in the project.	Included
INT.17	Barcoding	Quatred	N/A	N/A	RECEIVE	Receive: The Public Safety system will need to receive barcoding information from Quatred for the property & evidence module.	Critical	N	N/A	CentralSquare can integrate with just about any third-party system, as long as that third-party is willing to work with CentralSquare. More information regarding this interface is needed to accurately define the scope of work involved and provide pricing.	N/A
INT.18	Document management	Questys	SQL - v11.0.6020 / Questys v11.4.2.218	MS-SQL	BOTH	Receive: The Public Safety system should receive documents from Questys. Send: The Public Safety system should send documents to Questys.	Critical	N	N/A	CentralSquare is providing data conversion of the Questys historical data into the new system rather than an interface.	N/A

City of Broken Arrow
Functional and Technical Requirements

INT.19	Tulsa County SO Warrant System	N/A	N/A	N/A	BOTH	<p>Receive: The Public Safety system should receive Warrant information for the Tulsa County SO Warrant System.</p> <p>Send: The Public Safety system should send Warrant information to the Tulsa County SO Warrant System.</p>	Critical	N	N/A	CentralSquare can integrate with just about any third-party system, as long as that third-party is willing to work with CentralSquare. More information regarding this interface is needed to accurately define the scope of work involved and provide pricing.	N/A
INT.20	RapidSOS	N/A	N/A	N/A	BOTH	<p>Receive: The Public Safety system should receive lat/long information from RapidSOS.</p> <p>Send: The Public Safety system should send caller phone number to RapidSOS.</p>	Critical	S	REST API	CentralSquare has included a RapidSOS integration subscription in the project.	\$2,250
INT.21	digitICKET	Saltus Technologies	N/A	N/A	BOTH	<p>Receive: The Public Safety system should receive eCitation information.</p>	Critical	S	CentralSquare will confirm the optimal method of integration upon start of the project.	A DigiTicket import interface is included as part of this proposal.	\$15,000
INT.22	ERP Financials	TBD	-	-	SEND	<p>Send: The Public Safety system should be able to send financial information to the ERP system. (examples: bond payment information from jail; cash receipts for records; animal control payments)</p>	Critical	The City has released an RFP for a new ERP system. The City would like to gather further information about a typical interface with an ERP system—both interface types and associated costs. The City requests that the proposer indicate ERP systems with which the proposed software already interfaces.	CentralSquare Pro has a built-in full financial system – Financial Pro. Please see the Financial (Core) section of CentralSquare Public Safety Suite Pro Overview in Tab 2 – Software Solution for a full description of the functionality and configurability of Financial Pro.	CentralSquare can integrate with just about any third-party system, as long as that third-party is willing to work with CentralSquare. More information regarding this interface is needed to accurately define the scope of work involved and provide pricing.	N/A
INT.23	ERP Financials	TBD	-	-	RECEIVE	<p>Receive: The Public Safety system should receive financial information from the ERP system.</p>	Desired	The City has released an RFP for a new ERP system. The City would like to gather further information about a typical interface with an ERP system—both interface types and associated costs. The City requests that the proposer indicate ERP systems with which the proposed software already interfaces.	CentralSquare Pro has a built-in full financial system – Financial Pro. Please see the Financial (Core) section of CentralSquare Public Safety Suite Pro Overview in Tab 2 – Software Solution for a full description of the functionality and configurability of Financial Pro.	CentralSquare can integrate with just about any third-party system, as long as that third-party is willing to work with CentralSquare. More information regarding this interface is needed to accurately define the scope of work involved and provide pricing.	N/A
INT.24	Inform CAD	TriTech	5.71	SQL	BOTH	<p>Send: The Public Safety system needs to send CAD information to the City of Tulsa's TriTech system.</p> <p>Receive: The Public Safety system should be able to receive CAD information from the City of Tulsa's TriTech system.</p>	Critical	S	CentralSquare will confirm the optimal method of integration upon start of the project.	A two-way Inform Basic CAD to CAD interface is included as part of this project.	\$15,000
INT.25	Inform RMS	TriTech	5.8	SQL	BOTH	<p>Send: The Public Safety system needs to send RMS information to the City of Tulsa's TriTech system.</p> <p>Receive: The Public Safety system should be able to receive RMS information from the City of Tulsa's TriTech system.</p>	Critical	N	N/A	More information regarding this interface is needed to accurately define the scope of work involved and provide pricing.	N/A
INT.26	iTouch Biometrics	iTouch Biometrics	Version v8.37	stores and archives all data in an *.eft file format	SEND	<p>Send: The Public Safety system should be able to send information (e.g. name, address, etc. of person being fingerprinted) to iTouch to support the arrest and booking process.</p>	Critical	S	CentralSquare will confirm the optimal method of integration upon start of the project.	A two-way iTouch LiveScan/ AFIS interface is included as part of this proposal.	\$10,360
INT.27	iTouch Biometrics	iTouch Biometrics	Version v8.37	stores and archives all data in an *.eft file format	RECEIVE	<p>Receive: The Public Safety system should be able to receive fingerprint information and mugshot images from iTouch to support the arrest and booking process.</p>	Critical	S	CentralSquare will confirm the optimal method of integration upon start of the project.	A two-way iTouch LiveScan/ AFIS interface is included as part of this proposal.	The cost listed for INT.26 includes the cost for INT.27.

City of Broken Arrow Functional and Technical Requirements

Potential Data Conversions									
<p>The City has developed a list of potential data conversion objects as part of the future system(s) implementation. For each object, proposers should indicate the proposed approach to data conversion includes the object or not. Additional information about each source can be found on the preceding interfaces tab. The cost to convert each object should be proposed on a line item basis and totaled in the Cost Worksheet both by Critical and Desired data conversion objects.</p>									
Response Indicators: When providing responses to the requirements in Attachment B, proposers shall use the following response indicators:					Instruction				
S	Standard: Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the Proposal from vendors in accordance with agreed-upon configuration planning with the City.				Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.				
F	Future: Feature/Function will be available in a future software release available to the City by October 2019, at which point it will be implemented in accordance with agreed-upon configuration planning with the City.				If a response indicator of "F" is provided for a requirement that will be met in a future software release, the Respondent shall indicate the planned release version as well as the time the release will be generally available.				
C	Customization: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with custom modifications . All related customization costs should be indicated in the Comments column next to the feature/function, and the total cost included in Attachment C – Cost Worksheet.				If a response indicator of "C" is provided for a requirement that will be met through a custom modification, the Respondent shall indicate the cost of such a modification.				
T	Third-Party: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with integration with a third-party system . This system should be specified.				If a response indicator of "T" is provided for a requirement that will be met by integration with a third-party system, the Respondent shall identify this third-party system and include a cost proposal to secure this system.				
N	No: Feature/Function cannot be provided.								
Req #	Data Conversion Object	Source	Quantity of Data Available in Legacy Systems	Quantity of Data Needed To Meet Data Retention Policy	City Criticality	Vendor Response	Cost to Convert	Vendor Standard Conversion Scope <small>(Please outline standard scope of conversions for the objects identified)</small>	Comments
DC.1	CAD Database	Superior	23 Years	Current, plus 9 historical years.	Critical	S	\$18,000	Please refer to Tab 8 – Data Conversion Plan in the Technical Proposal for the scope of conversions.	
DC.2	Law Enforcement RMS Database	Superior	23 Years	Current year, plus all historical.	Critical	S	\$18,000	Please refer to Tab 8 – Data Conversion Plan in the Technical Proposal for the scope of conversions.	

City of Broken Arrow Functional and Technical Requirements

Potential Data Conversions									
<p>The City has developed a list of potential data conversion objects as part of the future system(s) implementation. For each object, proposers should indicate the proposed approach to data conversion includes the object or not. Additional information about each source can be found on the preceding interfaces tab. The cost to convert each object should be proposed on a line item basis and totaled in the Cost Worksheet both by Critical and Desired data conversion objects.</p>									
Response Indicators: When providing responses to the requirements in Attachment B, proposers shall use the following response indicators:					Instruction				
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F	Future: Feature/Function will be available in a future software release available to the City by October 2019, at which point it will be implemented in accordance with agreed-upon configuration planning with the City.				If a response indicator of "F" is provided for a requirement that will be met in a future software release, the Respondent shall indicate the planned release version as well as the time the release will be generally available.				
C	Customization: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with custom modifications . All related customization costs should be indicated in the Comments column next to the feature/function, and the total cost included in Attachment C – Cost Worksheet.				If a response indicator of "C" is provided for a requirement that will be met through a custom modification, the Respondent shall indicate the cost of such a modification.				
T	Third-Party: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with integration with a third-party system . This system should be specified.				If a response indicator of "T" is provided for a requirement that will be met by integration with a third-party system, the Respondent shall identify this third-party system and include a cost proposal to secure this system.				
N	No: Feature/Function cannot be provided.								
Req #	Data Conversion Object	Source	Quantity of Data Available in Legacy Systems	Quantity of Data Needed To Meet Data Retention Policy	City Criticality	Vendor Response	Cost to Convert	Vendor Standard Conversion Scope <small>(Please outline standard scope of conversions for the objects identified)</small>	Comments
DC.3	Court Database	Superior	23 Years	Current year, plus all historical.	Critical	N	N/A	N/A	CentralSquare is not proposing a Court Case Management system, and therefore hasn't included the cost of data conversion in the project.

City of Broken Arrow Functional and Technical Requirements

Potential Data Conversions									
<p>The City has developed a list of potential data conversion objects as part of the future system(s) implementation. For each object, proposers should indicate the proposed approach to data conversion includes the object or not. Additional information about each source can be found on the preceding interfaces tab. The cost to convert each object should be proposed on a line item basis and totaled in the Cost Worksheet both by Critical and Desired data conversion objects.</p>									
Response Indicators: When providing responses to the requirements in Attachment B, proposers shall use the following response indicators:						Instruction			
S	Standard: Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the Proposal from vendors in accordance with agreed-upon configuration planning with the City.					Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.			
F	Future: Feature/Function will be available in a future software release available to the City by October 2019, at which point it will be implemented in accordance with agreed-upon configuration planning with the City.					If a response indicator of "F" is provided for a requirement that will be met in a future software release, the Respondent shall indicate the planned release version as well as the time the release will be generally available.			
C	Customization: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with custom modifications . All related customization costs should be indicated in the Comments column next to the feature/function, and the total cost included in Attachment C – Cost Worksheet.					If a response indicator of "C" is provided for a requirement that will be met through a custom modification, the Respondent shall indicate the cost of such a modification.			
T	Third-Party: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with integration with a third-party system . This system should be specified.					If a response indicator of "T" is provided for a requirement that will be met by integration with a third-party system, the Respondent shall identify this third-party system and include a cost proposal to secure this system.			
N	No: Feature/Function cannot be provided.								
Req #	Data Conversion Object	Source	Quantity of Data Available in Legacy Systems	Quantity of Data Needed To Meet Data Retention Policy	City Criticality	Vendor Response	Cost to Convert	Vendor Standard Conversion Scope <small>(Please outline standard scope of conversions for the objects identified)</small>	Comments
DC.4	RMS-Mugshot Database	ImageWare	20 Years	Current year, plus all historical.	Critical	S	\$18,000	Please refer to Tab 8 – Data Conversion Plan in the Technical Proposal for the scope of conversions.	CentralSquare will require the ImageWare data to be exported into a convertible format.
DC.5	JMS Database	Jalan	25 Years	Current year, plus all historical.	Critical	S	\$18,000	Please refer to Tab 8 – Data Conversion Plan in the Technical Proposal for the scope of conversions.	

City of Broken Arrow Functional and Technical Requirements

Potential Data Conversions									
<p>The City has developed a list of potential data conversion objects as part of the future system(s) implementation. For each object, proposers should indicate the proposed approach to data conversion includes the object or not. Additional information about each source can be found on the preceding interfaces tab. The cost to convert each object should be proposed on a line item basis and totaled in the Cost Worksheet both by Critical and Desired data conversion objects.</p>									
Response Indicators: When providing responses to the requirements in Attachment B, proposers shall use the following response indicators:					Instruction				
S	Standard: Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the Proposal from vendors in accordance with agreed-upon configuration planning with the City.				Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.				
F	Future: Feature/Function will be available in a future software release available to the City by October 2019, at which point it will be implemented in accordance with agreed-upon configuration planning with the City.				If a response indicator of "F" is provided for a requirement that will be met in a future software release, the Respondent shall indicate the planned release version as well as the time the release will be generally available.				
C	Customization: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with custom modifications . All related customization costs should be indicated in the Comments column next to the feature/function, and the total cost included in Attachment C – Cost Worksheet.				If a response indicator of "C" is provided for a requirement that will be met through a custom modification, the Respondent shall indicate the cost of such a modification.				
T	Third-Party: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with integration with a third-party system . This system should be specified.				If a response indicator of "T" is provided for a requirement that will be met by integration with a third-party system, the Respondent shall identify this third-party system and include a cost proposal to secure this system.				
N	No: Feature/Function cannot be provided.								
Req #	Data Conversion Object	Source	Quantity of Data Available in Legacy Systems	Quantity of Data Needed To Meet Data Retention Policy	City Criticality	Vendor Response	Cost to Convert	Vendor Standard Conversion Scope <small>(Please outline standard scope of conversions for the objects identified)</small>	Comments
DC.6	K-9 Unit Database	CodeBlue	N/A	Current year, plus all historical.	Critical	S	\$7,500	Please refer to Tab 8 – Data Conversion Plan in the Technical Proposal for the scope of conversions.	
DC.7	Document Management	Questys	20+	Current year, plus all historical.	Critical	S	\$18,000	Please refer to Tab 8 – Data Conversion Plan in the Technical Proposal for the scope of conversions.	

**City of Broken Arrow, Oklahoma
Public Safety Software System Selection RFP**

City Hosted Cost Worksheet

Cost Worksheet Instructions: Provide a cost response for each cost area, based upon system modules for a City-hosted application. The pricing should be based on the detailed functionality that the City requires for each functional area. When a single price may be provided for a group of modules, please provide that cost with a notation. All additional costs should be captured in the respective areas.

Vendors are responsible for completing all fields highlighted orange where applicable, and reviewing totals prior to submission.

Licensing and Hosting Notes: Vendors are instructed to include notes in the field to the right related to the licensing methodology (site/enterprise, named user, concurrent, subscription); the hosting or deployment model; as well as other detail that will help the City to understand the cost totals:

Most products are licenses for the agency as a site license. Some exceptions to this are with reference to Mobile licensing and subscriptions. CentralSquare provides its Pro Suite via a managed server model. That is, the servers which will run the system are included in the project, including the maintenance for the servers. Software and server maintenance is included at no additional cost for Year 1. While most systems are client-server, and hosted at the agency's location, some functionality is subscription-based. Travel costs are fixed price and are included with their corresponding services costs in CentralSquare's line-itemized pricing sheet.

One-Time Costs			Please Indicate the Licensing Model		Site License	
Cost Area (Tab No. from Attachment B - Functional and Technical Requirements)	#2 Computer-Aided Dispatch	#3 Law Enforcement Records Management	#4 Jail Management	#5 Court Case Management	#6 Mobile Capabilities	Total
Software License Costs	\$ 188,235.00	\$ 135,174.00	\$ 36,660.00	No bid	\$ 323,200.00	\$ 683,269.00
Software Customization Costs	NA	NA	NA	No bid	NA	\$ -
Interfaces/Integration Costs	Included in Soft.	Included in Soft.	Included in Soft.	No bid	Included in Soft.	\$ -
Data Conversion Costs	\$ 22,500.00	\$ 43,500.00	\$ 36,000.00	No bid	N/A	\$ 102,000.00
Professional Service Costs (not including training, integration and interfaces)	\$ 37,091.00	\$ 24,971.00	\$ 4,794.00	No bid	\$ 51,804.00	\$ 118,660.00
Training Costs	\$ 6,459.00	\$ 9,348.00	\$ 835.00	No bid	\$ 9,021.00	\$ 25,663.00
Server Hardware Costs	\$ 38,962.50	\$ 38,962.50	N/A	No bid	N/A	\$ 77,925.00
Third-Party Hardware Costs	NA	\$ 871.00	NA	No bid	\$ 6,210.00	\$ 7,081.00
Third-Party Software Costs	NA	NA	NA	No bid	NA	\$ -
Third-Party Professional Services Costs	\$ 8,125.00	NA	NA	No bid	NA	\$ 8,125.00
Expenses (miscellaneous)	\$ 1,000.00	NA	NA	No bid	NA	\$ 1,000.00
Total One-Time Costs (Without Discounts)	\$ 302,372.50	\$ 252,826.50	\$ 78,289.00	\$ -	\$ 390,235.00	\$ 1,023,723.00
Discounts	\$ 62,013.00	\$ 52,392.00	\$ 15,599.00	\$ -	\$ 95,635.00	\$ 225,639.00

**City of Broken Arrow, Oklahoma
Public Safety Software System Selection RFP**

City Hosted Cost Worksheet

Cost Worksheet Instructions: Provide a cost response for each cost area, based upon system modules for a City-hosted application. The pricing should be based on the detailed functionality that the City requires for each functional area. When a single price may be provided for a group of modules, please provide that cost with a notation. All additional costs should be captured in the respective areas.

Vendors are responsible for completing all fields highlighted orange where applicable, and reviewing totals prior to submission.

Total Discounted One-Time Costs (Total One-Time Cost less Discounts)	\$ 240,359.50	\$ 200,434.50	\$ 62,690.00	\$ -	\$ 294,600.00	\$ 798,084.00
Total Not to Exceed Travel Costs	Included in Services					

Recurring Maintenance Costs

Cost Area (Tab No. from Attachment B - Functional and Technical Requirements)	#2 Computer-Aided Dispatch	#3 Law Enforcement Records Management	#4 Jail Management	#5 Court Case Management	#6 Mobile Capabilities	Total
Annual Maintenance (per functional area)	\$ 39,254.00	\$ 26,262.00	\$ 5,499.00	No bid	\$ 59,618.00	\$ 130,633.00
Custom Modification Maintenance (if applicable)	NA	NA	NA	No bid	NA	\$ -
Additional Maintenance Fees (Subscriptions)	\$ 2,362.50	\$ 12,652.50	\$ -	No bid	\$ -	\$ 15,015.00
Total Recurring Maintenance Costs by Module	\$ 41,616.50	\$ 38,914.50	\$ 5,499.00	\$ -	\$ 59,618.00	\$ 145,648.00

Maintenance Schedule:	Rate of Increase over Prior Year (as a percentage)	Maintenance Costs (as a dollar amount)
Year 1	0%	No Charge
Year 2	5%	\$ 145,648.00
Year 3	5%	\$ 152,930.40
Year 4	5%	\$ 160,576.92
Year 5	5%	\$ 168,605.77
Ten Year Maintenance Cost	\$	1,605,997.04

Maintenance Schedule:	Rate of Increase over Prior Year (as a percentage)	Maintenance Costs (as a dollar amount)
Year 6	5%	\$ 177,036.05
Year 7	5%	\$ 185,887.86
Year 8	5%	\$ 195,182.25
Year 9	5%	\$ 204,941.36
Year 10	5%	\$ 215,188.43

**City of Broken Arrow, Oklahoma
Public Safety Software System Selection RFP**

City Hosted Cost Worksheet

Cost Worksheet Instructions: Provide a cost response for each cost area, based upon system modules for a City-hosted application. The pricing should be based on the detailed functionality that the City requires for each functional area. When a single price may be provided for a group of modules, please provide that cost with a notation. All additional costs should be captured in the respective areas.

Vendors are responsible for completing all fields highlighted orange where applicable, and reviewing totals prior to submission.

<i>Escrow Costs (if applicable)</i>	Included in Expenses Misc.		Vendor Comments:
<i>Optional - Disaster Recovery Cost (annual basis)</i>	No Charge		Vendor Comments: Standby server to support DR requirements is key part of the system.
<i>Optional - Enhanced Maintenance & Support Services</i>	No Charge		Vendor Comments: CentralSquare only provides 24/7 maintenance and support services for the CentralSquare Pro Suite.

TOTAL TEN YEAR INVESTMENT

Total Discounted One-Time Costs (Cell G20)	\$	798,084.00	
Recurring Maintenance Years 1-10 (Cell B36)	\$	1,605,997.04	
Total Estimated Travel Costs (Cell B21)		Included in Services	
Other Costs	\$	-	
TOTAL TEN YEAR INVESTMENT	\$	2,404,081.04	

Other Costs (if applicable; please specify the nature of these costs, and whether such costs are presented as optional)

Description	Cost	Notes
	NA	NA
	NA	NA
	NA	NA
Hourly Rates		
Hourly Rate for Professional Services	NA	NA
Hourly Rate for Custom Programming	NA	NA

City of Broken Arrow, Oklahoma Public Safety Software System Selection RFP

Vendor Hosted Cost Worksheet						
<p>Cost Worksheet Instructions: Provide a cost response for each cost area, based upon system modules for a Vendor-hosted (e.g. "Managed Services") application. The pricing should be based on the detailed functionality that the City requires for each functional area. When a single price may be provided for a group of modules, please provide that cost with a notation. All additional costs should be captured in the respective areas.</p> <p style="text-align: center; color: orange;">Vendors are responsible for completing all fields highlighted orange where applicable, and reviewing totals prior to submission.</p>						
<p>Licensing and Hosting Notes: Vendors are instructed to include notes in the field to the right related to the licensing methodology (site/enterprise, named user, concurrent, subscription); the hosting or deployment model; as well as other detail that will help the City to understand the cost totals:</p>	<p>N/A - Please refer to the City-Hosted Cost Worksheet</p>					
One-Time Costs			Please Indicate the Licensing Model			
Cost Area (Tab No. from Attachment B - Functional and Technical Requirements)	#2 Computer-Aided Dispatch	#3 Law Enforcement Records Management	#4 Jail Management	#5 Court Case Management	#6 Mobile Capabilities	Total
Software License Costs						\$ -
Software Customization Costs						\$ -
Interfaces/Integration Costs						\$ -
Data Conversion Costs						\$ -
Professional Service Costs (not including training, integration and interfaces)						\$ -
Training Costs						\$ -
Server Hardware Costs						\$ -
Third-Party Hardware Costs						\$ -
Third-Party Software Costs						\$ -
Third-Party Professional Services Costs						\$ -
Expenses (miscellaneous)						\$ -
Total One-Time Costs (Without Discounts)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Discounts						\$ -
Total Discounted One-Time Costs (Total One-Time Cost less Discounts)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

City of Broken Arrow, Oklahoma Public Safety Software System Selection RFP

Vendor Hosted Cost Worksheet								
<p>Cost Worksheet Instructions: Provide a cost response for each cost area, based upon system modules for a Vendor-hosted (e.g. "Managed Services") application. The pricing should be based on the detailed functionality that the City requires for each functional area. When a single price may be provided for a group of modules, please provide that cost with a notation. All additional costs should be captured in the respective areas.</p> <p style="text-align: center; color: orange;">Vendors are responsible for completing all fields highlighted orange where applicable, and reviewing totals prior to submission.</p>								
Total Not to Exceed Travel Costs								
<i>Escrow Costs (if applicable)</i>		Vendor Comments:						
Recurring Maintenance Costs								
Cost Area (Tab No. from Attachment B - Functional and Technical Requirements)	#2 Computer-Aided Dispatch	#3 Law Enforcement Records Management	#4 Jail Management	#5 Court Case Management	#6 Mobile Capabilities	Total		
Annual Maintenance (per functional area)						\$ -		
Custom Modification Maintenance (if applicable)						\$ -		
Additional Maintenance Fees						\$ -		
Total Recurring Maintenance Costs by Module		\$ -	\$ -	\$ -	\$ -	\$ -		
Maintenance Schedule:	Rate of Increase over Prior Year (as a percentage)	Maintenance Costs (as a dollar amount)				Maintenance Schedule:	Rate of Increase over Prior Year (as a percentage)	Maintenance Costs (as a dollar amount)
Year 1						Year 6		
Year 2						Year 7		
Year 3						Year 8		
Year 4						Year 9		
Year 5						Year 10		
Ten Year Maintenance Cost		\$ -						
<i>Optional - Enhanced Maintenance & Support Services</i>		Vendor Comments:						

City of Broken Arrow, Oklahoma Public Safety Software System Selection RFP

Vendor Hosted Cost Worksheet

Cost Worksheet Instructions: Provide a cost response for each cost area, based upon system modules for a Vendor-hosted (e.g. "Managed Services") application. The pricing should be based on the detailed functionality that the City requires for each functional area. When a single price may be provided for a group of modules, please provide that cost with a notation. All additional costs should be captured in the respective areas.

Vendors are responsible for completing all fields highlighted orange where applicable, and reviewing totals prior to submission.

Recurring Hosting/Managed Services Costs

Cost Area (Tab No. from Attachment B - Functional and Technical Requirements)	#2 Computer-Aided Dispatch	#3 Law Enforcement Records Management	#4 Jail Management	#5 Court Case Management	#6 Mobile Capabilities	Total
Annual Hosting/Services (per module)						\$ -
Other Annual Services/Hosting Costs (if applicable, such as disaster recovery)						\$ -
Total Annual Recurring Hosting Costs	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

Hosting Schedule:	Rate of Increase over Prior Year (as a percentage)	Hosting Costs (as a dollar amount)		Hosting Schedule:	Rate of Increase over Prior Year (as a percentage)	Hosting Costs (as a dollar amount)	
Year 1				Year 6			
Year 2				Year 7			
Year 3				Year 8			
Year 4				Year 9			
Year 5				Year 10			
Ten Year Hosting Cost	\$ -	-		Vendor Comments:			
<i>Optional - Disaster Recovery Cost (annual basis)</i>							

**City of Broken Arrow, Oklahoma
Public Safety Software System Selection RFP**

Vendor Hosted Cost Worksheet

Cost Worksheet Instructions: Provide a cost response for each cost area, based upon system modules for a Vendor-hosted (e.g. "Managed Services") application. The pricing should be based on the detailed functionality that the City requires for each functional area. When a single price may be provided for a group of modules, please provide that cost with a notation. All additional costs should be captured in the respective areas.

Vendors are responsible for completing all fields highlighted orange where applicable, and reviewing totals prior to submission.

TOTAL TEN YEAR INVESTMENT

Total Discounted One-Time Costs (Cell G20)	\$	-	
Recurring Maintenance Years 1-10 (Cell B36)	\$	-	
Recurring Hosting/Managed Services Costs Years 1-10 (Cell B50)	\$	-	
Total Estimated Travel Costs (Cell B21)	\$	-	
Other Costs	\$	-	
TOTAL TEN YEAR INVESTMENT	\$	-	

Other Costs (if applicable; please specify the nature of these costs, and whether such costs are presented as optional)

Description	Cost	Notes
Hourly Rates		
Hourly Rate for Professional Services		
Hourly Rate for Custom Programming		

City of Broken Arrow, Oklahoma Public Safety Software System Selection RFP

Subscription (SaaS) Cost Worksheet						
<p>Cost Worksheet Instructions: Provide a cost response for each cost area, based upon system modules for a software as a service (SaaS) based application. The pricing should be based on the detailed functionality that the City requires for each functional area. When a single price may be provided for a group of modules, please provide that cost with a notation. All additional costs should be captured in the respective areas.</p> <p style="text-align: center; color: orange;">Vendors are responsible for completing all fields highlighted orange where applicable, and reviewing totals prior to submission.</p>						
<p>Licensing and Hosting Notes: Vendors are instructed to include notes in the field to the right related to the licensing methodology (site/enterprise, named user, concurrent, subscription); the hosting or deployment model; as well as other detail that will help the City to understand the cost totals:</p>	<p>N/A - Please refer to the City-Hosted Cost Worksheet</p>					
One-Time Costs	Please Indicate the Licensing Model					
	#2 Computer-Aided Dispatch	#3 Law Enforcement Records Management	#4 Jail Management	#5 Court Case Management	#6 Mobile Capabilities	Total
Software License Costs (if applicable)						\$ -
Software Customization Costs						\$ -
Interfaces/Integration Costs						\$ -
Data Conversion Costs						\$ -
Professional Service Costs (not including training, integration and interfaces)						\$ -
Training Costs						\$ -
Server Hardware Costs						\$ -
Third-Party Hardware Costs						\$ -
Third-Party Software Costs						\$ -
Third-Party Professional Services Costs						\$ -
Expenses (miscellaneous)						\$ -
Total One-Time Costs (Without Discounts)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Discounts						\$ -
Total Discounted One-Time Costs (Total One-Time Cost less Discounts)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

City of Broken Arrow, Oklahoma Public Safety Software System Selection RFP

Subscription (SaaS) Cost Worksheet

Cost Worksheet Instructions: Provide a cost response for each cost area, based upon system modules for a software as a service (SaaS) based application. The pricing should be based on the detailed functionality that the City requires for each functional area. When a single price may be provided for a group of modules, please provide that cost with a notation. All additional costs should be captured in the respective areas.

Vendors are responsible for completing all fields highlighted orange where applicable, and reviewing totals prior to submission.

Total Not to Exceed Travel Costs		
<i>Escrow Costs (if applicable)</i>		Vendor Comments:

Recurring Maintenance Costs (If Applicable)

Cost Area (Tab No. from Attachment B - Functional and Technical Requirements)	#2 Computer-Aided Dispatch	#3 Law Enforcement Records Management	#4 Jail Management	#5 Court Case Management	#6 Mobile Capabilities	Total
Annual Maintenance						\$ -
Custom Modification Maintenance (if applicable)						\$ -
Additional Maintenance Fees						\$ -
Total Recurring Maintenance Costs by Module	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

Maintenance Schedule:	Rate of Increase over Prior Year (as a percentage)	Maintenance Costs (as a dollar amount)	
Year 1			
Year 2			
Year 3			
Year 4			
Year 5			
TEN Year Maintenance Cost	\$	-	

Recurring Subscription Costs

City of Broken Arrow, Oklahoma Public Safety Software System Selection RFP

Subscription (SaaS) Cost Worksheet

Cost Worksheet Instructions: Provide a cost response for each cost area, based upon system modules for a software as a service (SaaS) based application. The pricing should be based on the detailed functionality that the City requires for each functional area. When a single price may be provided for a group of modules, please provide that cost with a notation. All additional costs should be captured in the respective areas.

Vendors are responsible for completing all fields highlighted orange where applicable, and reviewing totals prior to submission.

Cost Area (Tab No. from Attachment B - Functional and Technical Requirements)	#2 Computer-Aided Dispatch	#3 Law Enforcement Records Management	#4 Jail Management	#5 Court Case Management	#6 Mobile Capabilities	Total			
Subscription Cost per Functional Area						\$ -			
Subscription - Discounted Cost per Functional Area (Pricing after applicable discounts)						\$ -			
Subscription Frequency (Indicate whether monthly, quarterly, or annual basis)									
Subscription Cost Schedule:	Rate of Increase over Prior Year (as a percentage)	Subscription Costs (as a dollar amount)				Subscription Cost Schedule:	Rate of Increase over Prior Year (as a percentage)	Subscription Costs (as a dollar amount)	
	Year 1						Year 6		
	Year 2						Year 7		
	Year 3						Year 8		
	Year 4						Year 9		
	Year 5						Year 10		
	Ten Year Subscription Cost	\$	-						

City of Broken Arrow, Oklahoma Public Safety Software System Selection RFP

Subscription (SaaS) Cost Worksheet

Cost Worksheet Instructions: Provide a cost response for each cost area, based upon system modules for a software as a service (SaaS) based application. The pricing should be based on the detailed functionality that the City requires for each functional area. When a single price may be provided for a group of modules, please provide that cost with a notation. All additional costs should be captured in the respective areas.

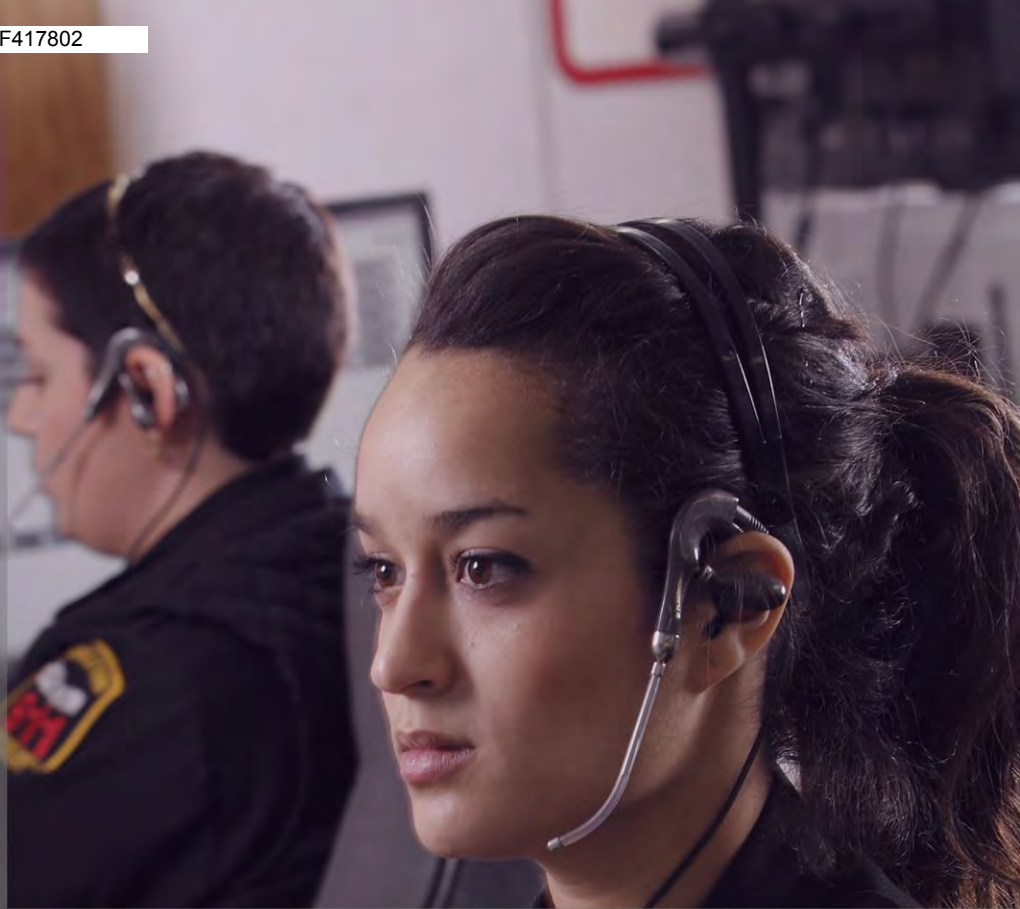
Vendors are responsible for completing all fields highlighted orange where applicable, and reviewing totals prior to submission.

TOTAL TEN YEAR INVESTMENT

Total Discounted One-Time Costs (Cell G20)	\$	-	
Recurring Maintenance Years 1-10 (Cell B36)	\$	-	
Recurring Subscription Costs Years 1-10 (Cell B49)	\$	-	
Total Estimated Travel Costs (Cell B21)	\$	-	
Other Costs	\$	-	
TOTAL TEN YEAR INVESTMENT	\$	-	

Other Costs (if applicable; please specify the nature of these costs, and whether such costs are presented as optional)

Description	Cost	Notes
Hourly Rates		
Hourly Rate for Professional Services		
Hourly Rate for Custom Programming		



CENTRAL SQUARE

TECHNOLOGIES

RFP RESPONSE

April 2, 2019

Technical Proposal
Prepared for the
City of Broken
Arrow, OK



CentralSquare Technologies
4509 W 58th Street | Sioux Falls, SD
57108 | 605.274.6061 | 877.229.2205
TIN: 36-4521321 | DUNS: 02-145-1105

A Public Safety Software Solution

**City of Broken Arrow
Broken Arrow, OK**



**Technical Proposal – RFP 19.146
Software and Implementation Services
for a Court-Case Management, Jail
Management, Computer-Aided
Dispatch, and Records Management
System (CAD-RMS)**

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April 2, 2019

Ryan Doil, Consulting Partner
City of Broken Arrow
1700 West Detroit
Broken Arrow, OK 74012

Dear Mr. Doil,

CentralSquare Technologies (CentralSquare) is pleased to provide our response to the City of Broken Arrow (City) RFP 19.146 for Software and Implementation Services for a Court-Case Management, Jail Management, Computer-Aided Dispatch, and Records Management System.

After thoroughly reviewing the RFP and attending the vendor teleconference on February 11, 2019, we have a greater understanding of the City's main objective to replace its current Records Management, Jail Management, Computer-Aided Dispatch, and Court-Case Management system. We understand the City cares greatly about eliminating the need for manual and paper processes, reducing duplicate data entry, and replacing disparate systems with a more unified, well-integrated technology platform that will support modern investigative tools and crime analysis.

With these priorities in mind, this document proposes our CentralSquare Public Safety Suite Pro solution powered by Zuercher. CentralSquare believes the public safety industry has long been underserved by technology, and has built a system to maximize configurability, usability, and security to match the unique needs of each individual agency.

CentralSquare provides more services and takes on more responsibilities than other vendors, including 100% responsibility for the CentralSquare Public Safety Suite Pro physical server, operating system software, and CentralSquare Pro software. CentralSquare's standard support and maintenance makes the system essentially worry free for supported agencies and their IT staff.

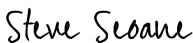
At CentralSquare Technologies, we are raising the bar that defines what public safety professionals can expect of their software providers. Our developers take great lengths to ensure CentralSquare Public Safety Suite Pro is cutting edge software by using the best platforms available and continually developing forward-moving product initiatives.

This proposal is valid for 180 days from the due date.

If we are fortunate enough to earn the City's business, we will stand behind our commitment to deliver the required solution and complete the project with the same zealous pledge to customer support and service that we are known for throughout the U.S.

Sincerely,

DocuSigned by:

Steve Seoane

Steve Seoane
EVP & GM, Public Safety & Justice
steve.seoane@centralsquare.com
858.799.7817



Chance Hill
Account Executive
chance.hill@centralsquare.com
210.238.3787

Company Background

The CentralSquare Public Safety Suite Pro team is based out of the Center of Excellence in Sioux Falls, South Dakota, and has been providing public safety agencies with high-quality, fanatically-supported software since 2003. In August 2018, the merger of Superior, LLC (“Superior”), TriTech Software Systems (“TriTech”), including TriTech’s wholly-owned subsidiary Zuercher Technologies, LLC (“Zuercher”), and the public sector business of Apteon, Inc. and Yaletown Acquiror S.à r.l. (“Apteon Public Sector”) resulted in a business jointly owned by certain funds affiliated with Vista Equity Partners Management, LLC (“Vista”) and certain funds affiliated with Bain Capital Private Equity, LP (“Bain”) – the overarching entity being CentralSquare Technologies, LLC.

Zuercher Technologies and its subsidiaries brought more than 2,030 customers in 43 states, Puerto Rico, and Spain, including more than 2,000 agencies under maintenance and support into its merger to CentralSquare. Today, CentralSquare is an industry leader in public safety and public administration software, serving over 7,500 organizations from the largest metropolitan city to counties and towns of every size across North America. Its technology platform provides solutions for public safety, including 911, computer-aided dispatch, records management, mobile, citations, evidence management, and corrections. For public administration agencies, CentralSquare provides software for finance, human capital management, payroll, utility billing, citizen engagement, asset management, regulatory compliance, and community development. CentralSquare’s broad, unified, and agile software suite serves three in four citizens across North America. CentralSquare’s mission is to build safer and smarter communities.

CentralSquare Technologies is a large company with significant scale and a strong financial position. The company has strong profitable cash flows, expanding EBITDA margins, and increasing organic revenue growth. CentralSquare also continues to invest for additional growth. CentralSquare’s cash balance and overall financial condition also remains robust. CentralSquare Technologies has not been involved in any litigation with regard to projects or contracts, nor has it ever filed bankruptcy or otherwise been subject to a reorganization or receivership of any sort. In addition, the company has never been disqualified from participation on a contract by any agency, public or otherwise.

Public sector software is CentralSquare Technologies’ mission and passion. CentralSquare Technologies has built CentralSquare Public Safety Suite Pro powered by Zuercher from the ground up, and the company is excited to continue developing it to meet the ever-changing needs of public safety professionals. To achieve this goal, CentralSquare Technologies has adopted a multi-faceted strategy detailed in the graph to the right.



Leadership Team

Simon Angove, Chief Executive Officer, CentralSquare Technologies

Simon Angove serves as Chief Executive Officer of CentralSquare Technologies. Simon joined Superior, one of the innovative software businesses that formed CentralSquare, as Chief Executive Officer in April 2017. Prior to leading Superior, Simon spent 25 years in the technology industry, serving both private and public sector clients. Previously, he was Senior Vice President and General Manager at Verint, a billion-dollar customer relationship management and cyber-security company, where he led the global growth business units focused on client experience and digital engagement. Simon has been a serial entrepreneur, starting and growing software companies in fields such as video analytics, cloud computing, and workforce optimization. He also has served as a senior executive within large multinational technology companies. Shared among all of the businesses he has led is the common theme of powering superior customer experiences and delivering better outcomes for the organization, its customers, and its employees. A native of England, Simon has lived in the United States for more than 20 years. He has a Bachelor of Science degree in general management from Boston College.



Steve Seoane, EVP and General Manager, CentralSquare Technologies



Steve Seoane is CentralSquare's Executive Vice President and Public Safety General Manager. Most recently, Steve served as the Chief Technology Officer of TriTech Software Systems, one of the innovative software businesses that formed CentralSquare. He has over 15 years of experience in leading technology strategy and positioning companies for success in rapidly evolving markets. Steve works across management teams to guide research and development strategy, technology advancements, and social trends that impact public safety by advising teams on standards and compliance regulations and setting the product roadmap for CentralSquare.

Working in both B2B to B2C technology companies, Steve has led and gained expertise in many areas including: predictive analytics and big data, product strategy/development, platform partnerships, mobile apps, data science/strategy, and engineering leadership. He has served as the Chief Product Officer of LifeLock and Senior Vice President of Scopely. Steve holds a Master of Business Administration from the University of Maryland and a Bachelor of Science degree from the United States Naval Academy.

Leadership Team (continued)

John Pulling, Chief Technology Officer, CentralSquare Technologies

John Pulling is CentralSquare's Chief Technology Officer. Most recently, John served as Chief Technology Officer at Superior, one of the innovative software businesses that formed CentralSquare. John is responsible for product management, product development, and QA operations. He has more than 25 years of operational leadership experience in the enterprise software industry. Previously, John served as CTO at Lanyon, a Vista portfolio company, where he led product management, product development, and cloud infrastructure. Prior to joining Lanyon, John led product and cloud operations teams at BigMachines, another Vista portfolio company, where he served as Senior Vice President of Products. Before assuming that role, John served as Vice President of Product Management at Infor, where he was responsible for product strategy for their strategic applications, including customer relationship management, supply chain management, enterprise asset management, public sector, and product lifecycle management. Prior to Infor, he was Vice President and Chief Operating Officer at Provia Software, a provider of supply chain software. John holds a Bachelor of Science degree in mechanical engineering from the University of Waterloo.



Anthony Owens, VP of Sales, CentralSquare Public Safety Suite Pro



Anthony Owens is Vice President of Sales for the CentralSquare Public Safety Suite Pro product line at CentralSquare Technologies, leading a dynamic team that is bringing CentralSquare software to agencies across the nation. Anthony supports and directs an expanding sales organization, and is committed to his team's professional development and providing the organizational structure and resources they need to realize their potential. He is enthusiastic about the company's mission to use technology to improve the safety and efficiency of first responders.

Anthony comes to CentralSquare with extensive experience, leading sales teams in both the private equity and venture capital software space. Most recently, he served as Head of Sales at TINYpulse and Vice President of Sales for ACTIVE Network. Anthony has helped develop sales teams from start-up to global operations, with teams in the United States, London, Singapore, and Australia.

Leadership Team (continued)

Libby Stengel, VP of Operations, CentralSquare Technologies



As Vice President of Operations, Libby Stengel is responsible for client implementations for all of CentralSquare's public safety product lines. Libby oversees the teams responsible for delivering implementation services, including project management, requirements gathering, system configuration, and training. She works to ensure that each client's project is successful and is committed to implementing best practices in the areas of software deployment and program management.

Libby has many years of experience providing technology solutions to public safety agencies. She was VP of Operations at Zuercher Technologies prior to its merger into CentralSquare, overseeing both implementations and customer service for numerous product lines. Prior to that, she led large-scale public safety technology implementations for the SAS Institute. Libby holds a Bachelor of Science degree in psychology from South Dakota State University.

Adam Ormesher, VP of Product, CentralSquare Public Safety Suite Pro

Adam Ormesher provides strategic vision and direction for all CentralSquare Public Safety Suite Pro software products, planning their continued growth and expansion as they evolve with the ever-changing needs of public safety agencies. He leads the CentralSquare Public Safety Suite Pro product management group, which works closely with public safety professionals to understand the complexities of their work and design software solutions to help them perform that work as effectively as possible.

Adam brings to his role significant experience in product and project design. Prior to joining CentralSquare as a product manager, Adam worked for over 10 years designing and implementing electronic displays and integrated media systems for large sports venues, first as a systems engineer and later as a project manager. He holds a Bachelor of Science degree in electrical engineering from South Dakota State University and is a certified Professional Engineer.



Subcontractors

CentralSquare uses CommSys to provide ConnectCIC™ Basic Inquiries (and other queries) and CLIPS™ CJIS Terminal software to its clients. CommSys' ConnectCIC™ is a middleware solution that provides integrated CJIS access to end users via the solution providers application for multiple states and configurations. CommSys' CLIPS™ is a standalone, browser-based terminal solution that gives agencies access to all CJIS transactions supported by a state, regional, or national message switch for improved workflow and efficiency. Additional information on CommSys can be found in Table 1-02: Company Background and History – CommSys in section [A. Tab 1 – Company Introduction](#).

Tab 1 – Company Introduction

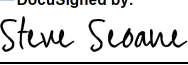
I. TRANSMITTAL CERTIFICATION

By signature on the Proposal, the Respondent certifies that it complies with:

1. The laws of the State of Oklahoma and is licensed or qualified to conduct business in the State of Oklahoma
2. All applicable local, state, and federal laws, codes, and regulations
3. All terms, conditions, and requirements set forth in this RFP *
4. A condition that the Proposal submitted was independently arrived at, without collusion
5. A condition that the offer will remain open and valid for the period indicated in this solicitation; and any condition that the firm and/or any individuals working on the contract do not have a possible conflict of interest
6. The following Non-Collusion Affirmations
 - I affirm that I am the Respondent, a partner of the Respondent, or an officer or employee of the Respondent's corporation with authority to sign on the Respondent's behalf.
 - I also affirm that the attached has been compiled independently and without collusion or agreement, or understanding with any other Vendor designed to limit competition.
 - I hereby affirm that the contents of this Proposal have not been communicated by the Respondent or its agent to any person not an employee or agent of the City of Broken Arrow.

If the Respondent fails to comply with the provisions stated in this paragraph, the City reserves the right to reject the Proposal, terminate the contract, or consider the Respondent in default.

Table 1-01: Transmittal Certification and Primary Contact Information

Field	Response
Name of the Respondent Representative	Steve Seoane
Title	EVP & GM, Public Safety & Justice
Name of Company	CentralSquare Technologies
Address	4509 W 58th Street Sioux Falls, SD 57108
Telephone Number	605-274-6061
Email Address	ZuercherProposals@centralsquare.com
Signature of Authorized Officer of the Firm	DocuSigned by: 
<p><i>A signature provides the City with the Respondent's acknowledgement and acceptance of the RFP terms, requirements, and conditions,* and the execution of same during the discharge of any succeeding contract.</i></p> <p style="text-align: right;">*as responded to by CentralSquare Technologies</p>	

II. TRANSMITTAL LETTER

A Transmittal Letter, printed on letterhead, shall be submitted and signed by an authorized representative of the Respondent, such as the owner, partner, or in the case of a corporation, the President, Vice President, Secretary, or other corporate officer(s).

CentralSquare Response: A signed transmittal letter can be found in Tab 1 – Company Introduction.

III. COMPANY BACKGROUND AND HISTORY

- i. Respondents shall include a comprehensive narrative history of the firm, including the development of its experience in providing services similar to those described in Section 2.0 – Project Scope, in the RFP.

CentralSquare Response: A detailed history and description of CentralSquare can be found in the Company Background section of Tab 1 – Company Introduction.

- ii. Respondents shall complete the Company Background and History Table in accordance with Section 4.3 of the RFP. If a partnership with third-party companies is a part of a Proposal, the Company Background and History table shall be provided for all third-party companies. It is expected that all of the points shall be addressed for each company involved in a Proposal, prime or third party.

CentralSquare Response: Please see the completed tables below for both CentralSquare Technologies and CommSys.

Table 1-02: Company Background and History – CentralSquare Technologies

Metric	Response
Total number of employees	More than 1,920 software industry professionals serve CentralSquare clients across North America.
Type and number of employees committed to the product and support being proposed	174 CentralSquare employees are dedicated to the proposed CentralSquare Public Safety Suite Pro. This includes employees in support, engineering, product management, development operations, and professional services.
Office locations (City and State)	CentralSquare has offices in the following locations: Lake Mary, FL; Sioux Falls, SD; Decorah, IA; Castle Hayne, NC; Greensboro, NC; Kelowna, BC; and Cambridge, ON.
Total number of active clients	CentralSquare Public Safety Suite Pro has 465 active clients.
Total number of active government clients	All of CentralSquare's Public Safety Suite Pro clients are from the public sector/government market.
Total number of active CAD-RMS clients	CentralSquare has 78 CAD clients and 115 Records clients.
Total years offering CAD-RMS systems	CentralSquare CAD Pro has been offered since 2008. CentralSquare Records Pro has been offered since 2003.

Total number of active Municipal Court clients	CentralSquare is not proposing a Court Case Management system, but could discuss providing an interface to the court system selected by the City.
Total years offering Municipal Court systems	CentralSquare is not proposing a Court Case Management system, but could discuss providing an interface to the court system selected by the City.
Total number of active Jail Management clients	CentralSquare has 50 Jail clients.
Total years offering Jail Management systems	CentralSquare Jail Pro has been offered since 2006.
Total number of Oklahoma City/Town clients	1
Total number of City clients	CentralSquare Public Safety Suite Pro has 169 city clients.
Total number of completed implementations of the proposed product and version	CentralSquare releases three to four new versions of CentralSquare Pro each year to all customers who are current with their maintenance and support contract, and is committed to keeping all customers on the four most recent version releases. CentralSquare can provide the City with how many customers are operating on the proposed product and version at the time of the City's Go Live date.
Total number of active government clients using the proposed product version	465. CentralSquare releases three to four new versions of CentralSquare Pro each year and is committed to keeping all customers on the four most recent versions.
Total number of clients converted to the proposed product from Superior Naviline/HTE	2
Largest active installation, including population	Rapid City Police Department / Pennington County Sheriff's Office / South Dakota Highway Patrol Sworn Staff: 370 Non-sworn staff: 394 County Population: 105,761
Smallest active installation, including population	Clark Police Department, South Dakota Agency Users: 1 person Town Population: 1,060
Other products offered by the company	CentralSquare Pro is a fully integrated public safety software system comprised of Administration, CAD, Records, Mapping, Mobile, Jail, Civil, and more. CentralSquare also offers a 911 call-taking software and Insight mapping software.

Table 1-02: Company Background and History – CommSys

Metric	Response
Total number of employees	15
Type and number of employees committed to the product and support being proposed	15
Office locations (City and State)	Dayton, OH
Total number of active clients	Over 650 installations across 48 states supporting over 850 agencies, including direct NCIC and Nlets for federal and military agencies.
Total number of active government clients	Over 650 installations across 48 states supporting over 850 agencies, including direct NCIC and Nlets for federal and military agencies.
Total number of active CAD-RMS clients	Over 650 installations across 48 states supporting over 850 agencies, including direct NCIC and Nlets for federal and military agencies.
Total years offering CAD-RMS systems	N/A
Total number of active Municipal Court clients	Over 650 installations across 48 states supporting over 850 agencies, including direct NCIC and Nlets for federal and military agencies.
Total years offering Municipal Court systems	N/A
Total number of active Jail Management clients	Over 650 installations across 48 states supporting over 850 agencies, including direct NCIC and Nlets for federal and military agencies.
Total years offering Jail Management systems	N/A
Total number of Oklahoma City/Town clients	18
Total number of City clients	500+
Total number of completed implementations of the proposed product and version	N/A
Total number of active government clients using the proposed product version	N/A
Total number of clients converted to the proposed product from Superior Naviline/HTE	N/A
Largest active installation, including population	Phoenix PD, AZ – Sworn count approximately 3400. Nonsworn approximately 1500 or more. Population – 1.6 million.
Smallest active installation, including population	The smallest active government installation is by the US National Park Services; population varies by season.
Other products offered by the company	N/A

IV. USE OF SUBCONTRACTORS

The Proposal shall identify any of the required services that are proposed to be subcontracted, if any.

Table 1-03: Subcontractor Questions

Does your firm complete the implementations of the product being proposed or is this effort outsourced?	CentralSquare completes the implementations of CentralSquare Pro. CentralSquare does not outsource implementation efforts.
Has or will any portion of the proposed work be completed by subcontractors?	CentralSquare uses CommSys to provide ConnectCIC™ Basic Inquiries (and other queries) and CLIPS™ CJIS Terminal software to its clients.
If subcontractors will be used, please provide the following:	
Summary of service	CommSys' ConnectCIC™ is a middleware solution that provides integrated CJIS access to end users via the solution provider's application for multiple states and configurations. CommSys' CLIPS™ is a standalone, browser-based terminal solution that gives agencies access to all CJIS transactions supported by a state, regional, or national message switch for improved workflow and efficiency.
Reasons for subcontracting	CentralSquare does not have direct functionality with OLETS/NCIC from CentralSquare Pro.
Proposed subcontractor (name, location, experience)	CommSys, Inc.
Detailed subcontractor responsibilities	<p>CommSys will provide ConnectCIC™ Basic Inquiries and Criminal History Queries.</p> <p><u>ConnectCIC™ Basic Inquiries includes the following:</u></p> <ol style="list-style-type: none"> a. Stolen vehicle, boat, gun, and article (NCIC) b. DMV Information (NLETS) <ol style="list-style-type: none"> i. Vehicle Registration ii. Driver's license iii. Driver's history c. Real-time data mining (parsing) for Oklahoma d. Support and maintenance <p><u>Criminal History Queries include the following:</u></p> <ol style="list-style-type: none"> a. QH – Criminal History Record Existence Query

	<ul style="list-style-type: none"> b. QR – Criminal History Record Query c. QWI – Wanted Person/Criminal History Query d. ZR – Criminal History Record Available Query
Previous use of subcontractor	CentralSquare has used CommSys for all of its NCIC connectivity needs, both inside and outside of Oklahoma.
Any additional relevant information	While CommSys has developed standard functionality for integration with CentralSquare Pro, the company is capable of building additional functionality to increase the types of queries which can be run directly from CentralSquare Pro.

If a Proposal with subcontractors is selected, the Respondent must provide the following information concerning each prospective subcontractor within five (5) working days from the date of the City's request:

- Complete name of the subcontractor
- Complete address of the subcontractor
- Type of work the subcontractor will be performing
- Percentage of work the subcontractor will be providing
- A copy of the prime contractor/subcontractor contract verifying the prime contractor has the sole responsibility for any and all Services under this RFP and is financially liable, without exception, to the City for all Services contracted by the Respondent and the subcontractor under this RFP

The Respondent's failure to provide this information, within the time set, may cause the City to consider its Proposal nonresponsive and reject it. The substitution of one subcontractor for another may be made only at the discretion and prior written approval of the City Project Manager.

CentralSquare Response: Understood.

V. PENDING AND RECENT LITIGATION

Respondents must disclose any pending or recent litigation they are involved in as a company. Recent is defined as the past three (3) years. Information provided should include the timeline of the litigation history, the subject of the litigation, and the current status of the litigation. Proposals must also disclose any pending litigation of any third-party partners in the Proposal.

Table 1-04: Pending and Recent Litigation Questions

Does your firm have any pending litigation? Please describe the timeline, subject, and status.	CentralSquare Technologies has not been involved in any litigation with regard to projects or contracts, nor has it ever filed bankruptcy or otherwise been subject to a reorganization or receivership of any sort. In addition, the company has never been disqualified from participation on a contract by any agency, public or otherwise.
Does your firm have any recent litigation (within 3 years)? Please describe the timeline, subject, and status.	No
Do the proposed third-parties have any pending or recent litigation (within 3 years)? Please describe the timeline, subject, and status.	No

VI. ACKNOWLEDGEMENT OF ADDENDUMS

Respondents shall submit signed acknowledgements of any Addenda issued, per Section 1.11 of the RFP.

CentralSquare Response: Please see signed acknowledgements of addendums in section B. Acknowledgement of Addendums in Tab 1 – Company Introduction.

City of Broken Arrow, Oklahoma



Addenda No. 1 – February 15, 2018

Request for Proposal for Software and Implementation Services for a Court-Case Management, Jail Management, and Computer-Aided Dispatch and Records Management System (CAD-RMS)

Due Date and Time: Tuesday, April 2, 2019, 3:30 PM Local Time

City of Broken Arrow
RFP # 19.146
Attn: Purchasing Department
1700 West Detroit
Broken Arrow, OK 74012
918-259-8361

Please be advised the Schedule of Events (Table 02 of the RFP) is modified as follows:

Event	Original Date	Revised Date
RFP Published	February 1, 2019	No change applicable
Pre-Proposal Vendor Teleconference	February 11, 2019 at 1:00pm CST	No change applicable
Deadline for Questions From Vendors	February 22, 2019 at 4:00pm CST	March 11, 2019 at 4:00pm CST
Deadline for Proposal Submissions	Tuesday, March 12, 2019 at 3:30pm CST	Tuesday, April 2, 2019 at 3:30pm CST
Shortlist Vendors notified	Week of April 1, 2019	Week of April 15, 2019
Vendor Demonstrations	Weeks of April 29 and May 6, 2019	Weeks of May 13 and May 20, 2019

A Pre-Proposal Vendor Teleconference was held on February 11, 2019 at 1:00 pm (CST). The Pre-Proposal Teleconference was facilitated by the City and the City's consulting partner, BerryDunn, and included participation by key City staff.

The City has retained BerryDunn as a consulting partner for this project. The role of BerryDunn is to provide information and analytical services to support this project. BerryDunn will be facilitating activities as part of the procurement, but will not be participating in the evaluation scoring. Evaluations and resulting decisions will be made solely by the City.

Attendance at the Pre-Proposal Vendor Teleconference was **not** mandatory. The following vendors identified themselves on the teleconference:

- CentralSquare
- DCS, Inc.
- GeoConex Corp.
- Infor
- Integrated Software Specialists, Inc.
- Intellitech Corporation
- Jano Justice
- Pioneer Technology Group
- PTS Solutions
- Saltus Technologies
- Solid Circle
- Tyler Technologies

Questions and answers provided below include those questions received prior to and following the Pre-Proposal Vendor Teleconference. Any other questions and answers following the issuance of this Addendum will be included in Addendum 2, if necessary.

1. Question: Would the City please confirm the number of sworn Police Officers the City has?

City Response: The City is adding five (5) new sworn officers per year, and anticipates that by the time the implementation begins there will be approximately 157 sworn officers.

2. Question: In terms of mobile capabilities, Table 05 presents high-level information on Equipment – is the City able to further specify how many Police vehicles are expected to be equipped with mobile capabilities for CAD and records, as well as Fire vehicles?

City Response: The City anticipates between 100-110 Police Department mobile data terminals (MDT) will require mobile CAD and records capabilities. The City anticipates that 25-30 Fire Department MDTs will require mobile CAD and records capabilities.

3. Question: In terms of dispatch staffing, how many seats are there in operation at any given time as well as how many back-ups are there?

City Response: The City typically has between three to eight seats in operation at any given time, and five as backup.

4. Question: Does the City have a preference on the database structure for the new solutions (e.g. Microsoft SQL, Linux)?

City Response: The City does not have a preference.

5. Question: Could the City please expand upon the needed interfaces defined with the City of Tulsa (INT.24 and INT.25 in Attachment B)? Does the City require direct updating (adding data to and from Inform CAD and Inform RMS), and is the City currently doing this?

City Response: The City does not currently have a live interface with the City of Tulsa, but desires one in the future to facilitate the trading of live calls with real-time updates.

6. Question: Will the City allow vendors to propose on one functional area or module (e.g., court case management)?

City Response: Yes. Per section 2.2 of the RFP:

“As part of this process the City will be allowing Respondents to submit point solutions (best of breed), and encourages Respondents to participate in this process in order to consider and evaluate a range of marketplace offerings”

“Proposers are also encouraged to propose on a subset of functionality if the proposed software cannot provide functionality for all requested modules.”

7. Question: Will the City consider a 30 day extension to the proposal due date?

City Response: Please see the revised Schedule of Events appearing in this Addendum.

8. Question: What products are in use today for Fire Records Management?

City Response: The City is using ImageTrend for fire reporting and patient care.

9. Question: Kindly confirm if this is an international bid or limited to USA registered companies only.

City Response: The City will accept proposals from Proposers, regardless of the physical location of the vendor. The selected vendor(s) will be required to possess a business license for performing work in the State of Oklahoma prior to contract execution.

Respondents are instructed to return a copy of this addenda form signed by an authorized firm agent as part of proposal responses.

DocuSigned by:

Steve Seane

SIGNATURE

CentralSquare Technologies

COMPANY

March 12, 2019

DATE

City of Broken Arrow, Oklahoma



Addenda No. 2 – March 25, 2019

Request for Proposal for Software and Implementation Services for a Court-Case Management, Jail Management, and Computer-Aided Dispatch and Records Management System (CAD-RMS)

Due Date and Time: Tuesday, April 2, 2019, 3:30 PM Local Time

City of Broken Arrow
RFP # 19.146
Attn: Purchasing Department
1700 West Detroit
Broken Arrow, OK 74012
918-259-8361

Please note that the City has made available a version of Attachment A in MS Word format on the City website.

Questions and answers provided below include those questions received following the Pre-Proposal Vendor Teleconference.

1. Question: Section 2.8 states that “The City is currently in the process of developing requirements and an RFP for the selection of an upgraded or replacement Community Development Software System...” What is the name of the vendor who is currently in place?

City Response: The City currently uses Central Square (SunGard) HTE, per table 07 of the RFP.

2. Question: Section 2.8 states that “The City is currently negotiating a contract for the selection of a replacement financial and human resources management software system...” What is the name of the vendor who is currently in place, and with what vendor is the City in negotiations with (sic)?

City Response: The City currently uses Central Square (SunGard) HTE, per table 07 of the RFP. The City will not be disclosing the name of the preferred vendor with whom the City is in negotiations with.

3. Attachment B – Functional and Technical Requirements: With reference to 2. CAD, CA.738 through CA.740, will any CAD systems need this integration outside of the TriTech Inform system listed on 7. Interfaces?

City Response: The City requires a direct interface with TriTech CAD to auto populate CAD information between the Broken Arrow CAD and the City of Tulsa CAD systems for user defined areas. This will include all CAD data created on one system being sent to the secondary system. The integration will allow for updating of status changes, unit times

and a master responding or not responding notification. CAD data shall update between systems as the call progresses. The City additionally requires a standard CAD-to-CAD interface as outlined in the NENA/APCO Emergency Incident Data Document for interfacing to other CAD system as needed.

4. Attachment B – Functional and Technical Requirements: With reference to 3. Law Enfor. Records Mgmt, LE.508 and following, does the City expect accident reports to be downloaded into the new system via an interface from the State of Oklahoma automobile accident database? Or, does the City expect the new system to include Accident Reporting, the reports from which would be uploaded to the state database via an interface?

City Response: The City expects the new system to include an Accident Reporting program to include collection of all data currently require on the Oklahoma Traffic Collision Report. This also include a collision diagram program created in Faro Zone 2D and conversion of 67 existing street diagrams into the vendor’s collision diagram program format.

5. Attachment B – Functional and Technical Requirements: With reference to 7. Interfaces, the City has listed interfaces for both CodeBlue and Questys. These systems are also listed for data conversion. Please confirm if the vendor is to provide an interface to each of these systems, or convert the data from each of these systems into the new system being provided by the vendor.

City Response: If the proposed system replaces the functionality offered by CodeBlue and/or Questys, the City requests that the vendor support the data conversion process to populate the proposed system with the historical data. If the proposed system does not replace the functionality offered by CodeBlue and/or Questys, the City requests that the vendor provide an interface or interface(s) as defined in Tab 7. Interfaces. The City requests that offerors indicate in Tab 7. Interfaces under Vendor Comments if the proposed solution will replace the functionality of the listed interface(s).

6. Attachment B – Functional and Technical Requirements: With reference to 8. Data Conversion, would the City provide the following for the Jalan, ImageWare, CodeBlue, and Questys systems?
- DBMS (Oracle, MSSQL, etc.)
 - Database Size
 - Size of attachments (if they are not stored in the database)

City Response: The City has provided the requested information below in Table 6.1: Data Conversion Information.

Table 1: Data Conversion Information

Data Conversion Information	
Jalan	
Database Management System (DMBS) (e.g., Oracle, MSSQL, etc.)	IBM-DB400
Database Size	2.2 gigabytes
Size of Attachments (if not stored in database)	none
ImageWare	
Database Management System (DMBS) (e.g., Oracle, MSSQL, etc.)	<u>Now iTouch Biometrics</u> EFT format
Database Size	50-75 gigabytes

Data Conversion Information	
Size of Attachments (if not stored in database)	N/A
CodeBlue	
Database Management System (DMBS) (e.g., Oracle, MSSQL, etc.)	Access Database
Database Size	32MB
Size of Attachments (if not stored in database)	
Questys	
Database Management System (DMBS) (e.g., Oracle, MSSQL, etc.)	MSSQL
Database Size	16 gigabytes
Size of Attachments (if not stored in database)	None

7. How many databases need to be converted for only the court case management system?

City Response: Legacy court case information is primary contained in the HTE system, with some information in CRIMES. Please see the response to Question #9.

8. What are the integrations required for only the court case management system?

City Response: For vendors proposing on a subset of functionality, the City requests that a detailed explanation of common interfaces/integrations/data exchanges between the proposed module(s) and the other specified modules in the RFP be explained in the narrative response to Tab 2 when explaining the software functionality. In terms of existing (known) system interfaces/integrations/data exchanges that would be required for a new court case management system, the City anticipates the following systems: CAD, RMS, Cash Receipting, Finance G/L, DigiTicket, Oklahoma Department of Public Safety

9. How is the City currently handling case management?

City Response: The City's Court system currently processes traffic and misdemeanor offenses primarily with the use of Superion and CRIMES. Superion stores court-related information in multiple locations/tables within the system, which requires users to conduct time-consuming navigation to find necessary case details. Similarly, staff report that Superion does not provide adequate drill-down functionality for users to obtain pertinent information, and that partial search capabilities are not available. The Court must use CRIMES to access alias names, which requires staff to access to multiple systems. The current system does not support electronic signatures, which is desirable in a future system, and current systems do not provide clear visibility into the adjudication process.

10. How many cases are processed annually?

City Response: Approximately 14,721 citations are processed annually.

Respondents are instructed to return a copy of this addenda form signed by an authorized firm agent as part of proposal responses.

DocuSigned by:

Steve Seane

SIGNATURE

CentralSquare Technologies

COMPANY

3/26/2019

DATE

Tab 2 – Software Solution

I. SUMMARY DESCRIPTION OF EACH FUNCTIONAL AREA

Respondent to provide a summary description, using Respondent's preferred formatting, of the capabilities for each functional area contained in Table 04 of the RFP, in narrative format. The purpose of this summary is so that the City has a high-level understanding of the proposed solution. The narrative should be written for an audience of the end-user community. Descriptions should be included for any products proposed by third parties to meet the capabilities described in the Functional and Technical Requirements in Attachment B.

Marketing materials should not be submitted on the proposed functionality.

CentralSquare Response: Please see the CentralSquare Public Safety Suite Pro Overview section in Tab 2 – Software Solution for a complete description of the CentralSquare Pro modules included in this proposal.

II. SOFTWARE DOCUMENTATION FEATURES AND FUNCTIONS

Respondent to provide, using Respondent's preferred formatting, a summary of their software documentation that describes the features and function of the proposed application software. Identify what makes your documentation user friendly and useful to the end user and technical user of the software.

CentralSquare Response: Please see the Software Designed for the Way You Work section in Tab 2 – Software Solution for a description of how CentralSquare Pro's features and functions benefit the agencies that use its products and services.

III. PROPOSED SOFTWARE MODULES TABLE

Proposed modules that are required to satisfy the requirements associated with the functional areas identified in Table 2-01 cannot be proposed complementary or optional.

Table 2-01: Proposed Functional Areas/Modules

Proposed Software Information		
Product Component/Suite <i>(Name and Version of the Proposed Software Solution)</i>	CentralSquare Pro version 14.0	
Total Product Time on Market	3 months	
Release Date of Most Current Version	1/14/2019	
Next Major Release Date	CentralSquare Pro 14.1 is anticipated to be released 4/15/2019.	
Next Minor Release Date	Minor releases are released every weekday.	
Named User Licensing	Concurrent User Licensing	Enterprise/Site Licensing
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Deployment Models Proposed to the City	City-Hosted	Vendor-Hosted	SaaS (subscription)
<p>(Corresponding Attachment C Worksheets Shall Be Completed)</p>	<p style="text-align: center;"><input checked="" type="checkbox"/></p> <p>Note: Vendor provides server as part of solution.</p>	<p style="text-align: center;"><input type="checkbox"/></p>	<p style="text-align: center;"><input type="checkbox"/></p>
<p>How often are releases provided, and what is the process to test each release? Would the City be able to test releases in a test environment prior to pushing updates to a live environment?</p>	<p>CentralSquare releases three to four new versions of CentralSquare Pro each year. CentralSquare performs extensive QA on each release before it is pushed out to clients. New versions are applied to the training server first so the City can test each of the releases in a test environment prior to pushing updates to the live environments. This process also means no rollbacks are required.</p>		
<p>Does the system have the ability to roll back updates should challenges or bugs be encountered?</p>	<p>In the event challenges or bugs are encountered with a new release, the CentralSquare Pro system and the City's data will be accessible from an off-site storage facility and can be rolled back into the pre-updated version.</p>		
<p>What strategic decisions or direction is your firm taking or making related to the product being proposed today?</p>	<p>CentralSquare Pro's feature set and modern technical foundation is robust and is intended to allow the product to continue serving the public safety industry for many years. The process by which the software is enhanced includes involvement in industry advisory boards and organizations, such as IJIS, to identify trends and maintain a leading edge with regard to the development of upcoming industry needs. In addition, CentralSquare monitors technology trends to ensure the company maintains modern, scalable, and reliable technologies in CentralSquare's hardware and software platforms.</p>		
<p>List applications that the product being proposed will integrate with or has integrated with in the past.</p>	<p>Please see the Interfaces tab of Attachment B – Functional and Technical Requirements in Tab 6 for applications that CentralSquare Pro will integrate with as part of this project. Additionally, CentralSquare Pro can integrate with just about any third-party system, as long as that third party is willing to work with CentralSquare. Data can be imported or exported via FTP transfers, web services, and database views.</p>		

No.	Functional Area	Identify the Name of Proposed Module(s) to Address Requested Functional Area	Identify Any Third-Party Partnerships and/or Solutions Successfully Integrated* With
1	Computer-Aided Dispatch	CentralSquare CAD Pro, Mapping Pro, AVL, AVL Playback, and Reporting Pro	Active 911, ASAP, Basic Paging, E911 (ANI/ALI), ImageTrend, ProQA, PulsePoint, and Rip and Run (Fax/Email)**
2	Law Enforcement Records Management	CentralSquare Records Pro, Financial Pro, and Reporting Pro	N-DEx Adapter and OK Crime Reporting (SIBRS)**
3	Jail Management	CentralSquare Jail Pro, Financial Pro, and Reporting Pro	LiveScan/AFIS, N-DEx Adapter (IB IEPD), Inmate Phone System, and Inmate Commissary**
4	Court Case Management	CentralSquare is not proposing a Court Case Management system, but could discuss providing an interface to the court system selected by the City.	Damion (Courtview), FullCourt CMS, and Karpel Cases Court PBK**
5	Mobile Capabilities	CentralSquare Mobile Records Pro, Mobile CAD Pro, and Mobile Mapping Pro	

*Successful integration should include only those instances where both the software and the client are in production environments.

**CentralSquare has provided a cross section of standard interfaces; however, CentralSquare can offer many more.

IV. OPTIONAL AND COMPLEMENTARY MODULES

What other system modules or products would the Respondent recommend to be complementary to the Project Scope as described in Section 2.0 of the RFP?

Table 2-02: Optional and Complementary Modules

No.	Module Name	Brief Narrative Description of Functionality Provided
1	N/A	N/A

CentralSquare Public Safety Suite Pro Overview

Base Functionality

A MODERN OPTION. The fundamental difference between CentralSquare Public Safety Suite Pro powered by Zuercher and offerings from other vendors is that CentralSquare Pro is **one** application with **one** database from **one** vendor.

Where other vendors have a suite of products that are integrated or interfaced together, CentralSquare Technologies' is not; it is **one** application. Other vendors typically have multiple applications, which are by their nature, different from each other. They are separate applications that typically run on separate servers and then parts of each application are connected via interfaces or message switches.

This typical 1980's and 1990's software architecture has many moving parts, multiple servers, multiple administrators, and end-user consoles and does not store all the data in one location. This tends to make those systems more expensive to purchase and maintain, harder to set up, and more difficult to use.

CentralSquare Public Safety Suite Pro powered by Zuercher is a fully integrated public safety software system comprised of Administration, CAD, Records, Mapping, Mobile CAD and Records, Jail, and more.

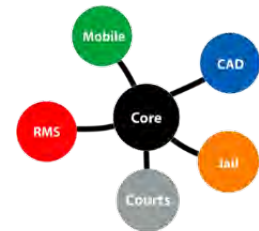
It is the outcome of many years of close collaboration with public safety agencies and veterans and has been designed from the ground up to provide the next level in power and ease of use for public safety professionals.

BUILT WITH EVERY USER IN MIND. Key alerts and information can be displayed on the user's dashboard upon login. Dashboards can be configured differently for each employee, or administrators may set up standard dashboard templates for use throughout the agency. Contextual menus provide links to actions that users are likely to use next. Where appropriate, the system employs contextual wizards to guide users through a series of related tasks that need to be performed in a specified sequence. Known data is automatically populated to minimize duplicate data entry. Messages can be sent to other system individuals or predefined groups and may include active links to data records stored in the system.

ONE DATABASE DESIGNED FOR ACCESSIBILITY. Master name, address, and vehicle indices allow for easy searching and linking of records. The master record includes all known data, as well as a complete history list displaying every record in the system it has been related to: dispatch incidents, case involvements, citations, civil processes, warrants, inmate records, and much more. Each associated record is only a click away from the master record, regardless of the module that record is accessed from. All personnel can easily view the alerts/warnings on names, addresses, and vehicles. Related records (such as additional case reports, warrants, and field identifications) are a click away. Just about any data in the system can be exported to a PDF, sent to an email, or printed out.

CONFIGURABLE FOR EVERY AGENCY'S NEEDS. Lists, workflows, layouts, reports—everything can be tailored to the needs of a specific agency, allowing an agency to keep the parts of its processes that work and replace the ones that need help. Menus and predefined lists can be set up to use the agency's terminology. Very detailed permissions can be defined for individual users and groups. The system also generates permission audit reports to show a user's type and level of access to each uniquely managed form, module, or product. Authentication can be tied into Active Directory or another LDAP service to simplify user access management.

CentralSquare Technologies



Other Vendors



Administration (Core)

SMOOTHER OPERATION FOR EVERY AGENCY. Administration applies CentralSquare Public Safety Suite Pro's efficiency and organization to the management of internal agency processes. It enables users to perform administrative tasks such as equipment tracking, fleet management, and service dog management in the same system used to manage all other agency operations. As a result, records can be linked to each other and all of the data can be accessed for statistical reports.

A LIVING POLICY MANUAL. An agency-specific policy manual can be set up and maintained within the system. It can automatically notify employees of additions or updates to content and keep track of which employees have actually reviewed those changes. The manual is easy to navigate (with sections and subsections) and search. Mobile users can access the manual from the field.

TRACK INVENTORY AND EQUIPMENT. When an agency needs to keep track of supplies, the inventory module is the place to go. Everything is logged by location, quantity, and status. Requests for new items may also be included when stocks run low. Details such as purchase dates, amounts, conditions, serial numbers, and equipment assignments can be tracked to ensure that the equipment log is a useful reflection of reality. Users can generate barcode labels to quickly identify, assign, and relocate items. Purchase requests can be entered by users and approved or rejected by agency administrators.

Chapter 1 - Preface

[Section 1 - Preface](#)

[Section 2 - Introduction](#)

Chapter 2 - Definitions

[Section 1 - Definitions](#)

Details		Edit
Unit	A1	
Owner Agency	Hill County Sheriff's Office	
Location	SO	
Year	2009	
VIN	2G1WS57M29117492	
Make	Chevrolet	
Model	Impala	

MANAGE THE FLEET. Agency vehicles can be tied to the personnel, personnel groups, and the equipment assigned to them. Fuel usage and maintenance actions can be logged. Preventive maintenance (oil changes, tire changes, etc.) can also be scheduled based on mileage or time-based events. These scheduled events can then send an alert via email or in-Suite messaging to configured users, notifying them that service is needed. Statistical

information exposed to CentralSquare Reporting Pro allows the agency to calculate data, such as fuel efficiency levels or average fuel costs in a time period.






KEEP TRACK OF SERVICE DOGS. Service dogs also get their own module, built with the same efficiencies and streamlined processes as the rest of CentralSquare Public Safety Suite Pro. Users can manage and track dogs, including a full log of their training and other activities, such as certifications, vaccinations, and medical checkups. Dogs can be assigned to their handlers within the system, allowing those users to take point on tracking information for their dog while agency administrators oversee the entire process. If a deployment or other event occurs in the field, the handler can note that information easily and efficiently. Information logged on each dog can be exported via the CentralSquare Pro Report generator, making it easy for agencies to pull statistics on deployments or training hours.

Breed	Purpose	Rabies Tag Number	Assigned Handler
Belgian Malinois	Narcotics	12783	Martin, Mark
French Bulldog	Apprehension	12198	Butler, Amanda
Bloodhound	Tracking	28999	Washington, Brian
Belgian Malinois	Narcotics	28907	Jones, Brandon
Belgian Malinois	Explosive	28093	Williams, Rebecca

CAD (Core + Advanced)

DISPATCH MADE EASY. CAD is a configurable and easy-to-use computer-aided dispatch system. It is designed to function in multi-jurisdictional environments and can be set up either as a standalone product or in conjunction with the rest of CentralSquare Public Safety Suite Pro for a comprehensive yet tightly integrated solution. CAD was built with the time-critical nature of communications centers in mind, every feature designed to increase efficiency and reduce response time. Command line entry allows users to rapidly issue commands from the keyboard. Integrated mapping enables quick unit recommendations and responses. Cross streets and nearest intersections are both visible in CAD. Multiple dispositions can be specified on a call for service (CFS), and CFS addresses can be auto-populated with the unit's AVL.

Configurable, color-coded displays provide users with at-a-glance access to the unit and incident information they care about most. Users can quickly enter data and dispatch units, stay current with developing situations with real-time call updates, ensure officer safety with system-wide alerts for people, vehicles, and addresses, attach integrated alarm call and traffic stop forms, analyze response times using detailed logs, and otherwise stay on top of what is happening.

	BPD01	Assigned	CFS1700012
	BPD02	On Scene	CFS1700012
	BPD03	On Scene	CFS1700012
	CPD02	Available	
	LS004	Available	

“With CentralSquare CAD Pro, everything is all in one. Everything that you do, it just puts it all together for us and just makes it one whole person or one whole vehicle. The officers are often impressed that we can have a person's warrants to them before they finish spelling. **We seem like magic because of CentralSquare CAD Pro.**”

*Kelley Anderson,
Lead
Communications
Officer
Watertown Police
Department, SD*




BUILT WITH FLEXIBILITY IN MIND. Everything from the incident code list to priority-based alarm times and beat plans can be configured for the agency. Many fields and features can be turned on or off to fit each agency's size and procedures. CAD can also be configured for a call taker or dispatcher workflow, depending on the agency's needs. Police, fire, and EMS can all be dispatched and managed from the system. Filters and shortcuts make it easy to split up dispatch duties as needed to support different disciplines. The system also allows each dispatcher or group of dispatchers to set up views which allow them to focus on the units and calls for which they are responsible.

A fully customizable list of commands allows for any number of different commands to be built based on an agency's needs or protocols. Each command includes the required fields in the specified sequence, eliminating the need for users to memorize numerous codes, the correct order of information for each command, or any unique command line formatting requirements. Additionally, drag-and-drop functionality allows users to click a unit on the unit list and drag them onto a CFS, assigning that unit to the call. Coupled with easy-to-navigate menus, users can go with what works best for them when it comes to issuing commands and otherwise working with calls and units.

OFFICER SAFETY IS THE PRIORITY. Name, vehicle, and location alerts allow dispatchers and field officers alike to quickly and easily see when a record has been flagged with an alert, providing notification for officer safety reasons, warrant activity, HAZMAT, or other site-related danger warnings. Because of CentralSquare Public Safety Suite Pro's one application, one database design, every user – mobile or desktop – sees the same information, the same alert record on a name or the same active warrant on a vehicle. CAD unit alarms provide both visible and audible alerts when it is time to perform status checks.

CAD (Core + Advanced) (continued)

TIGHT MAPPING INTEGRATION. The integration with CentralSquare Mapping Pro provides such features as 911 call plotting, CFS creation from the map, updating unit status/location from the map, and advanced address verification. Calls for service entered into CAD automatically plot on the map when a plottable address is entered, and those icons identify the same information as CAD, such as event type and priority level. Unit status alerts display in the CAD window reminding dispatchers to check on responders. Calls for service will blink on the map if an inactivity alarm goes off, ensuring that incidents receive prompt attention. GIS and AVL data power quickest-path unit recommendations, allowing for the most efficient dispatching possible. If an officer needs a route, the user can simply select the beginning and endpoints (even utilizing AVL data) and instantly generate that information.

Command Log	SOP	Rec. Units	Assigned Units	Names	Vehicles	NCIC	Location Notes	CLQ Pictures
CAD Unit	Status	Details	CFS #	Beat	Location			
 MED01	Staged		CFS17110...					
SFFRE1	On Scene		CFS17110...		500 N MINNESOTA AVENUE, SIOUX FALLS			
SFFRE2	On Scene		CFS17110...		500 N MINNESOTA AVENUE, SIOUX FALLS			
 SFPD02	Enroute		CFS17110...		500 N MINNESOTA AVENUE, SIOUX FALLS			
 SFPD03	Enroute		CFS17110...		500 N MINNESOTA AVENUE, SIOUX FALLS			

MANAGE TOW ROTATIONS, BULLETINS, AND ALARM BILLING. All tow calls may be tracked in the system, including the responses (no answer or not available) and the locations of the vehicles that were towed. In addition, the system supports automatically rotating operator schedules to ensure that towing opportunities are distributed evenly across available operators. Alarm billing allows dispatchers to keep track of alarm calls and apply rules with regard to the number of false alarms allowed before the premise is charged. Bulletins allow groups of users, both mobile and desktop, to be quickly notified of BOLOs and other special instructions. Bulletin alerts can be created automatically based on triggering events such as NCIC hits or location alerts. Bulletins can be linked to a name, vehicle, or address on the master database, generating an alert and flagging the record for all users.

Message Type	Respond To Incident
Subject	{incident_code_description}
Message	{cfs_location_entered} Please respond immediately.

COMMUNICATE AND NOTIFY.

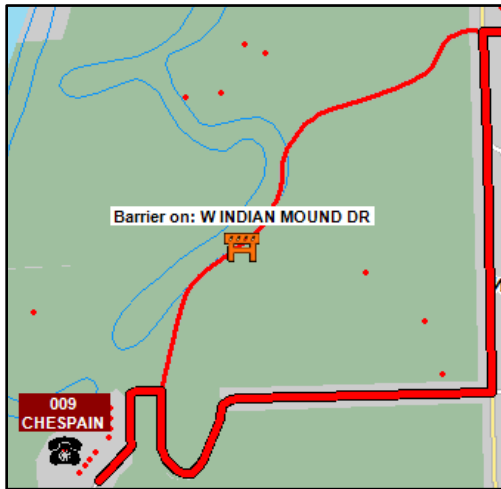
CentralSquare Public Safety Suite Pro's integrated paging solution allows agencies to notify users of pertinent information. Configurable paging templates can be saved and stored for later use. Paging can be triggered

manually or can be configured to occur automatically on selected events or in relation to specific incident codes. The messages include automatic text blocks such as incident type, address, call details, or responding units, and can be sent to responders as email or SMS text message. A paging log is also available, allowing administrators to search and review past pages to ensure that standards are followed.

An integrated instant messaging system allows dispatchers to quickly communicate with other dispatchers, other users, and even the units in the field. Messaging can be coupled with CentralSquare Mobile CAD Pro to deliver fully silent dispatches in situations where radio usage would negatively impact the situation. Incident codes of a sensitive nature (such as homicide investigations or arson) can also be configured to automatically notify selected users whenever they are used on a CFS record.

Mapping (Core)

AN EFFICIENT, FLEXIBLE MAPPING SOLUTION. Mapping is built on Esri-compatible mapping components. Mapping is tightly integrated with CAD, and many dispatch functions are available on the mapping screen, including commands which can be issued by clicking on a unit. The Mapping screen includes an active incident display and unit display with AVL functionality, routing, and unit status alerts. Mapping includes geospatial search and geospatial identification of correct emergency service numbers

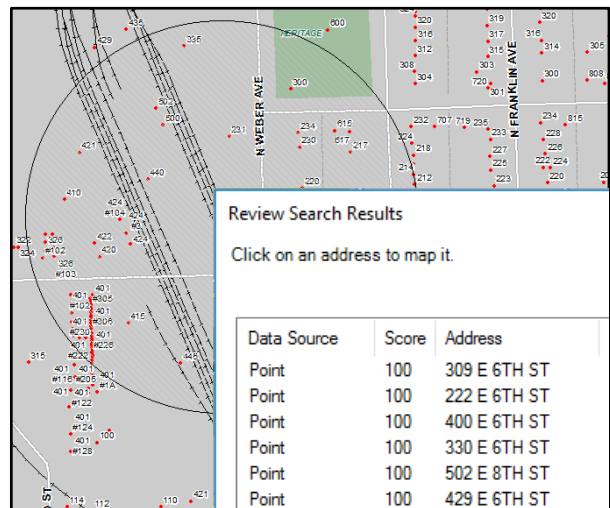


(ESN) for Phase II calls. Users can select which map layers to display, such as streets, beats, townships, Pictometry, and ESN, allowing functionality such as geospatial identification of correct ESN for Phase II calls.

In addition to facilitating the dispatch and unit response process, Mapping can also be used to plot other markers, such as roadblocks, burn notices, or past incidents. Furthermore, all layers in map data are available via Mapping, such as ESNs, beats, townships, etc. Local GIS personnel can maintain CentralSquare Public Safety Suite Pro map data using native Esri files and software.

EMPOWER AND INFORM EVERY DISPATCHER.

Users can rapidly issue mapping, routing, and dispatch commands from the keyboard via the CAD command line. Unit status alerts display in the CAD window, reminding dispatchers to check on responders. Calls for service blink on the map if an inactivity alarm goes off, ensuring that incidents receive prompt attention. Users can search for all addresses within a specified radius of a location, or draw a polygon to view all addresses within the enclosed region. Users can also search the map by name and telephone number, or search for map objects like 911 calls, active CFS, units, and map layers.

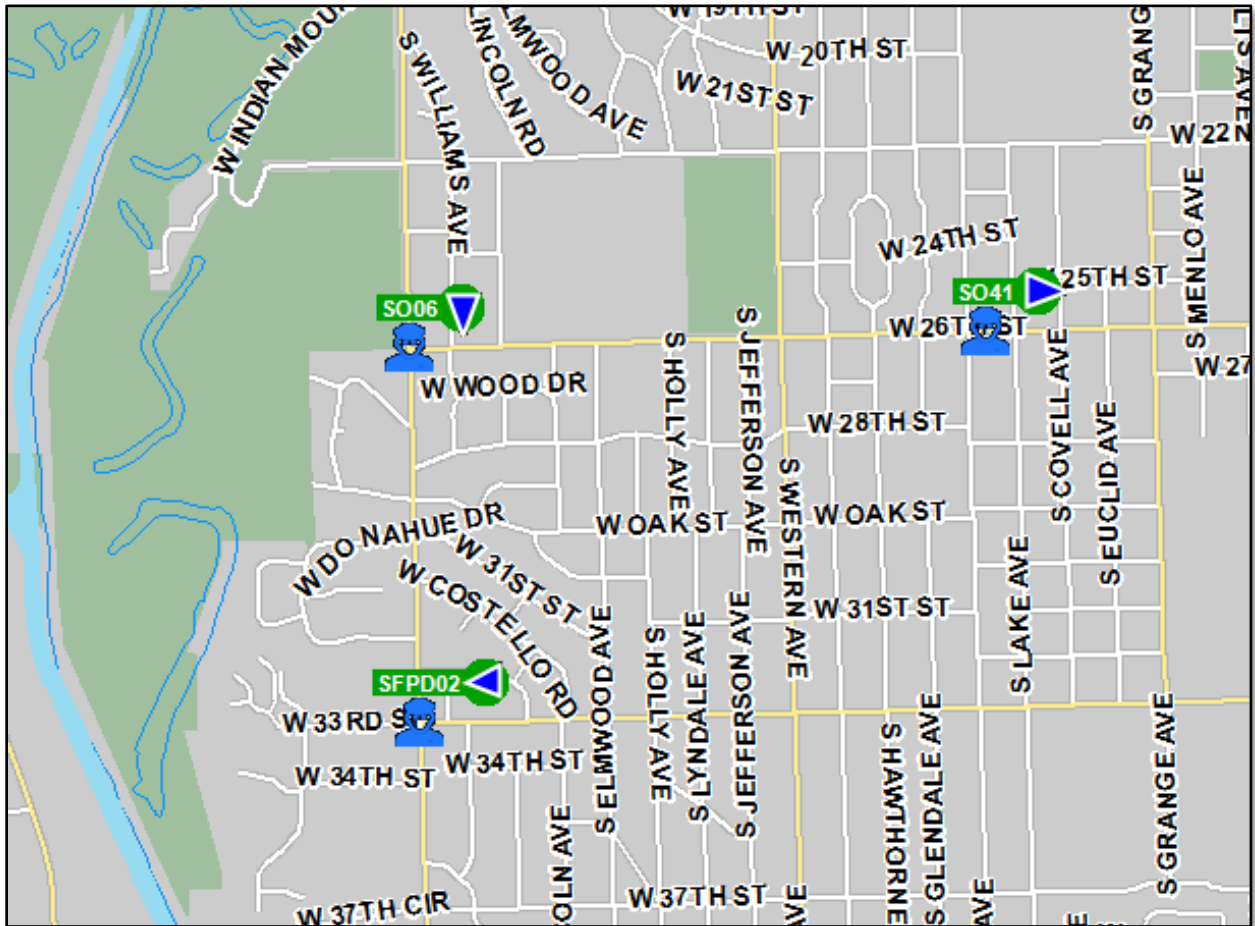


With a simple click on any map location, the system will show more information: ESN, county, postal zone, coordinates, nearest intersection, nearest address, and more. Users clicking on calls for service icons receive details such as address, latitude/longitude, date/time reported, nearest intersection, and more.

A POWERFUL SERVER-BASED OPTION. The inclusion of the GIS server means that much of the work of Mapping is performed on the server, rather than on the user's workstation, allowing map calculations to occur more quickly and efficiently. In addition, the GIS server provides advanced address verifications, ensuring that dispatchers who cover areas with multiple roads that have the same names will be able to distinguish clearly between them for dispatch. Unit recommendations (CAD) and address verifications (throughout CentralSquare Public Safety Suite Pro) can be performed without having the actual map open on the client workstation. The GIS server can even perform closest-unit recommendations for a verified address when installed in conjunction with CentralSquare Public Safety Suite Pro AVL.

Automatic Vehicle Location (AVL)

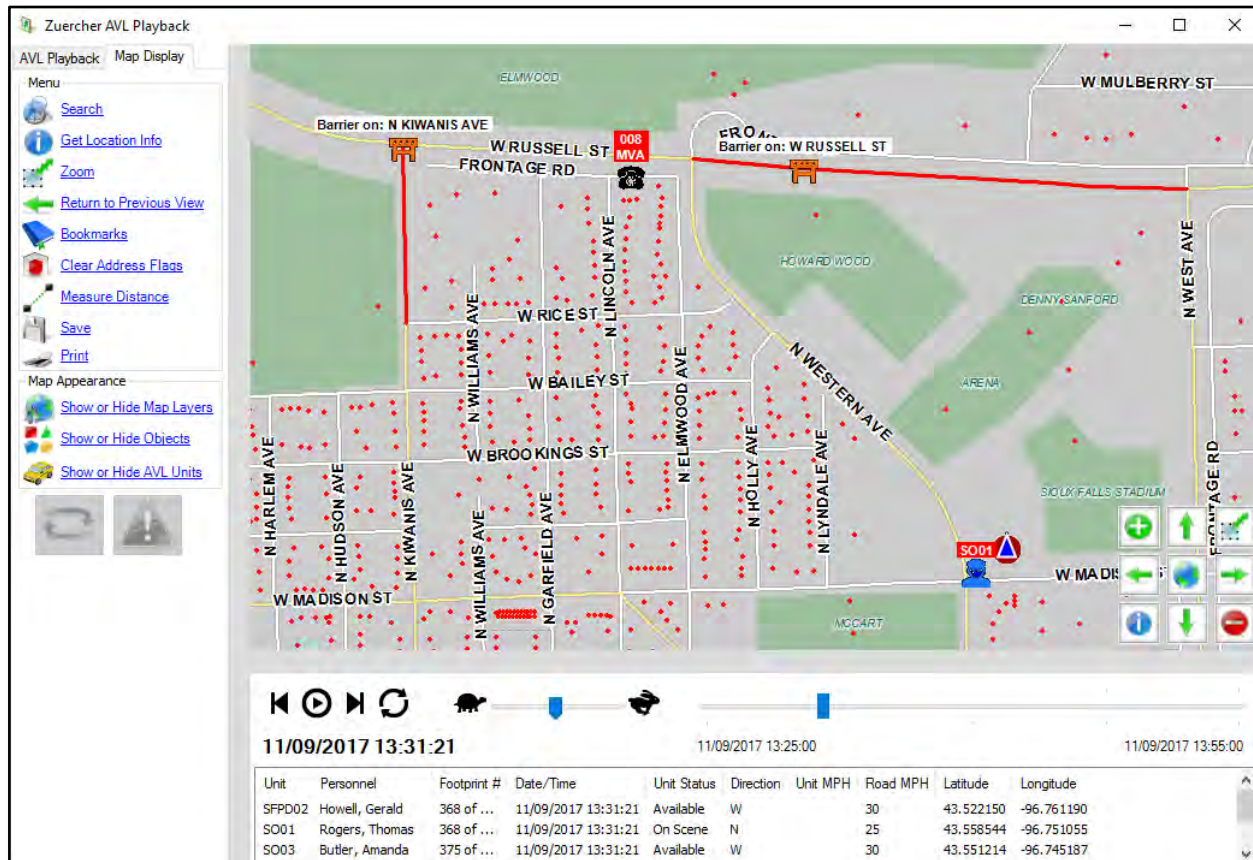
GPS DATA MAKES MAPPING MORE POWERFUL. AVL allows agency personnel to keep track of the locations of vehicles in real time. Often used for both law enforcement and emergency services, this allows both field personnel and those back at the office or station to know where mobile units are without needing to constantly contact the units via radio or other means. An optional “AVL Stealth Mode” feature allows supervisors to better observe their employees in the field.



FLEXIBLE HARDWARE COMPATIBILITY. CentralSquare Public Safety Suite Pro powered by Zuercher supports any NMEA-compliant GPS device capable of exporting GPS data containing the \$GPRMC sentence to a physical or virtual COM port (either directly or via a third-party data manipulation application) at a rate no greater than once per second. Additionally, CentralSquare Public Safety Suite Pro Mapping can interface with third-party location vendors such as US Fleet, inserting that location data into the database and updating the unit locations on the map.

AVL and AVL Playback

GPS DATA MAKES MAPPING MORE POWERFUL. AVL allows agency personnel to keep track of the locations of vehicles in real time. Often used for both law enforcement and emergency services, this allows both field personnel and those back at the office or station to know where mobile units are without needing to constantly contact the units via radio or other means.



PROVIDE GREATER ACCOUNTABILITY. AVL Playback gives agencies the ability to look back at the details of a call for service or a responder's movement when needed. With fine-grained permission levels, this tool makes it possible for authorized users to handle complaints, train for situational awareness, review patrol tactics, or analyze response times.

CONFIGURABLE AND USER-FRIENDLY. With AVL Playback, agencies have the ability to set permissions according to their specific needs. Playback opens in a separate map window and the map layer can be toggled on and off. Playback settings can be determined by time span, specified unit(s), or calls for service. The units are displayed with arrows showing direction of travel, and play speed can be reduced or paused at any time. The optional AVL footprint shows full line of travel for set parameters and results can be printed or exported to a Microsoft Excel file, allowing agencies to use AVL Playback data in the courtroom when they need to prove the location of an officer during a given incident.

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Financial (Core)

FULL ACCOUNTING SYSTEM. Financial is a full double-entry accounting system with an audit trail, perfectly tailored to fit the unique needs of law enforcement agencies. Financial is configurable, allowing users to set up agency accounts and fees to match an agency's actual financial workflow processes. Users can configure invoices and fees to be added automatically. They can also set sliding fees to recalculate as items age.

Financial tracks items such as invoices, receipts, deposits, disbursements, bills, checks, and even inmate expenses. With Financial, users can view account ledgers, check account balances, make general journal entries, reconcile bank accounts, and more.

FULLY INTEGRATED, FULLY PAPERLESS. Through tight integration with other modules such as Jail and Civil, Financial simplifies the management of an agency's many financial details. Data flows directly from CentralSquare Pro's Records, Jail, Administration, CAD, and Civil software.

Invoice Item	Amount
Execution Judgment	\$ 32457.02
Mileage Fee	\$ 4.28
Deed	\$ 50.00
Wrecker Fee	\$ 175.76
Petition of Executory Pr	\$ 20.00
Writ of Seizure and Sale	\$ 30.00

Billed To CREDIT COLLECTIONS BUREAU	
Invoice - Invoice Terms	
Reference	Movable Seizure C201700056
Invoice #	IN201700050
Invoice Date	11/10/17
Due Date	11/10/17
Item	Disburse To
Deed	HILL COUNTY TREASURER
Execution Judgment	HILL COUNTY TREASURER

All data entered in Financial is available for statistical reporting using CentralSquare Public Safety Suite Pro's custom report generator. The software allows users to quickly generate reports such as profit and loss reports, receipt income reports, disbursement reports, and inmate expense reports. These reports, and all other forms, such as invoices, receipts, and statements, display perfectly in standard window-envelopes and come off the printer ready to be mailed.

SEE THE BIG PICTURE. CentralSquare

Public Safety Suite Pro Financial makes it easy for an agency to stay on top of its total financial picture. The full audit trail tracks every transaction, including voided and deleted financial records. An account ledger allows users to monitor overall account balances, view account history, or select any transaction. The account reconciliation feature makes it simple to do the agency "banking." Financial makes it easy to see that all funds are accounted for (even flagging any unreconciled amount), make deposits or disbursements, generate custom reports, track profit and loss, receipt income, and log inmate expenses.

EASILY FIND FINANCIAL RECORDS. Financial data is clearly displayed side-by-side with related records and is easy to navigate. The main financial screen offers powerful search capabilities so any financial record can be located quickly. Financial transactions are linked together so users can follow the flow of money.

PERMISSION-BASED ACCESS. The software allows for setting permissions, restricting access to financial records to only those who need it.

"We like the CentralSquare Pro software more all the time. The Financial package is working out very nicely."

*Sheriff Dave Hunhoff
Yankton County
Sheriff's Office
Yankton, SD*

Jail (Core + Advanced)

TRACK IT ALL. EVERY INMATE. EVERY DETAIL. Jail brings all the integration and ease of use of the rest of CentralSquare Public Safety Suite Pro powered by Zuercher to jail records management. This module is designed for easy record keeping, efficient completion of routine tasks, and quick access to all the information users need to stay up-to-date on the daily jail operations of single or multiple jail facilities. Jail simplifies daily tasks such as recording inmate activities and contacts, passing medications, managing inmate bank and property, and logging work release and trustee work. Jail also manages billing of inmate expenses. Event logs and incident reports make it easy to document everything from routine cell checks to major behavioral incidents.

BOOK FASTER, BOOK SMARTER.

CentralSquare Jail Pro makes booking more efficient with an easy-to-use, configurable booking wizard that guides users step-by-step through the booking and release processes, ensuring that all required steps are completed. Key data prepopulates from past bookings, and information from arrest reports and warrants is pulled in to speed up the process even more. Each step in the wizard is configured by the agency and can include a medical history questionnaire, visual observation form, or other screenings. The two-stage intake

<ul style="list-style-type: none"> ✓ Demographics 1 ✓ Demographics 2 Juvenile Details ✓ Hold Information Hold Reasons ✓ Property Available Forms ✓ Medical History Classification... ✓ No Contacts Issued Property Mugshots Initial Jail Cell Special Statuses 	<table border="1"> <tr> <td>Jail Facility</td> <td>Hill County Jail</td> </tr> <tr> <td>Booked By</td> <td>A43 - Huber, Tiffany</td> </tr> <tr> <td>Initial Held For Agency</td> <td>ICE - Immigrations & Cust</td> </tr> <tr> <td>Booking Date</td> <td>11/15/2017 17:28 </td> </tr> <tr> <td>Initial Billed To</td> <td>ICE - Immigrations & Cust</td> </tr> <tr> <td>Inmate Status</td> <td>Confined But Not Convict</td> </tr> <tr> <td>Required Cell Checks</td> <td></td> </tr> <tr> <td>Gets Work Release</td> <td>No </td> </tr> <tr> <td>Allows Check Out</td> <td>No </td> </tr> </table>	Jail Facility	Hill County Jail	Booked By	A43 - Huber, Tiffany	Initial Held For Agency	ICE - Immigrations & Cust	Booking Date	11/15/2017 17:28	Initial Billed To	ICE - Immigrations & Cust	Inmate Status	Confined But Not Convict	Required Cell Checks		Gets Work Release	No	Allows Check Out	No
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Inmate Status	Confined But Not Convict																		
Required Cell Checks																			
Gets Work Release	No																		
Allows Check Out	No																		

feature provides a way to perform visual medical screenings, process large groups of inmates, or handle individuals unable to undergo the complete booking process.

“This system is so much more user-friendly than what we had previously. There’s so much more in there. It got rid of at least five or six Excel files that we don’t have to keep anymore.”

*Sgt. Cindi Pfeifle
Yankton County Jail, SD*

BEYOND BOOKING. CentralSquare Jail Pro makes it easy to schedule inmate activities, medical appointments, and visitation, and to track time served and days yet to serve. Jail puts the information and tools users need at their fingertips: glance at the main display for an overview of upcoming events, check which inmates are out on work release, calculate sentences, log bond payments, make cell transfers, complete forms, log court events, create digital lineups, and much more. Fully integrated with the CentralSquare Financial Pro module, Advanced Inmate Bank provides an inmate banking system designed to support invoices, payments, automatic deposit splits, and much more.

<p>Classification</p> <p>1 - Current Offense Assaultive Felony?</p> <p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>2 - Prior Assaultive Felony Convictions?</p> <p><input type="checkbox"/> Yes</p> <p><input checked="" type="checkbox"/> No</p>
--

CLASSIFICATION MADE SIMPLE. A variety of classification options are available. Each option is configurable by the agency and influences other items such as cell recommendation, special needs, keep-away orders, alerts, and more. Reclassification can be automatically scheduled based on initial classification type.

Jail (Core + Advanced) (continued)

CELL MANAGEMENT AND RECOMMENDATIONS. Agency administrators can configure and edit facility settings, such as cell number, block, location, gender, classification, capacity, and use parameters.

Agencies configure their own custom classification form to influence cell recommendations. Cell settings, such as capacity and gender, are also taken into consideration.

Recommended Cells Select Cell Show All Cells		
Jail	Cell	Classification
MCJ	B-01-L	Medium 4 - Medium
MCJ	B-02-L	Medium 4 - Medium
MCJ	B-03-L	Medium 4 - Medium
MCJ	B-03-U	Medium 4 - Medium
MCJ	B-05-L	Medium 4 - Medium

INMATE STAY SCHEDULING. Inmates can be checked in and out of the facility without having to complete full bookings and releases each time. Inmates who are checked out are not included in head counts and do not appear in the Current Inmates list. Inmates are granted the ability to check out from the Hold Information screen. Calculated sentence time can be spread over weekends or other scheduled periods for inmates on “weekender” schedules.

MUG SHOTS AND BARCODING. Integrated camera support allows agencies to operate camera zoom, preview mug shots from the computer screen, and easily upload images. If desired, multiple images can be attached to each inmate record. These images are also available for digital lineups. Additionally, agencies can automatically generate barcoded inmate wristbands or ID cards using data and mugshots already entered in CentralSquare Public Safety Suite Pro. Users can scan the inmate barcodes to perform inmate movements.

INCIDENT REPORTS AND DISCIPLINARY ACTIONS. Record inmate and staff involvement in minor or major incidents occurring within the jail. Users can include narratives and photos to the report and later associate the incident report with a disciplinary action record where restrictions such as lockdowns can be tracked. Approval processes can be used to escalate the report to supervisors.

AUTOMATE TASKS. CentralSquare Jail Pro allows users to easily make sense of all the daily action, like knowing where inmates are at any given time, creating as many shift logs as necessary, and streamlining

Cell Block All Cell Blocks - MCSO - All Facilities			
Date	11/15/2017	17:31	
Added By	A8 - Campbell, Louis		
Subtype	▼		
Head Count Segments			
Location	# Expected	# Found	# Missing
A	9	0	9
B	8	0	8
C	11	0	11
D	5	0	5
E	2	0	2
Intake	1	0	1

head counts and cell checks. Workflow management helps agencies streamline their approval and notification processes. It also keeps individual users apprised of their important tasks. Configurable rules will automatically create tasks or notifications for a user or user group. The automatic sentence calculator ensures accuracy and saves time. Configurable options allow agencies to set up custom reduction calculations, such as good time.

STREAMLINE DATA. CentralSquare Jail Pro integrates with CentralSquare Records Pro to streamline the data flow from case reporting to booking and minimizes redundant data entry. Case arrest form data populates booking forms, and case narratives can be used to generate an explanation of probable cause. Inmates can be booked directly off of case reports and warrant records,

eliminating any double-entry of data and allowing for seamless flow between departments as an incident is handled.

Mobile (Core)

TAKE CENTRALSQUARE PRO ON THE ROAD. Mobile (Core) brings together all the features found at the core of CentralSquare Public Safety Suite Pro and packages them in an application built with mobility in mind. Users can access case reports, serve civil papers, monitor and respond to CAD calls for service, and interact with all of the same data found in the desktop version of the software. CentralSquare Public Safety Suite Pro's powerful user tools allow each officer to customize their dashboard, showing only the information important to them. Mobile works around the needs of police officers, firefighters, or EMS units, displaying the information important to their role. There's no double-entry of data required, nor is there ever a concern about users in the field not having access to critical officer safety information; because of CentralSquare Public Safety Suite Pro's single-database architecture, Mobile users see the exact same information as everyone else.

Dashboard
Mobile CAD

Menu
[Main Menu](#)
[Tasks](#)
[Messages](#)
[Notes](#)
[Download Manager](#)
[Change My Password](#)
[Change My Dashboard](#)
[Manage My Shortcuts](#)
[Light Color Scheme](#)
[About](#)

Dashboard

Recently Added Warrants
No recently added warrants

My Civil Processes

Serve On / Defendant(s)	Type	Expires	Days Left
BRANTLEY ROBLES	Civil Papers		
Jerry Allison	Civil Papers		

Warrants Heat Map by Zone

Map Satellite

Sanford USD Medical Center

Sioux Falls

Unfinished Tasks

Complete Case	#P201700129 - DVA : Domestic Disturbance	
Complete Case	#P201700130 - ASSAULT ; Assault	
Complete Case	#P201700119 - DVA : Domestic Disturbance	
Complete Case	#P201700051 - DVA : Domestic Disturbance	
Complete Case	#P201700002 - BURGLARY ; Burglary	
Complete Case	#P201700131 - ASSAULT ; Assault	
Complete Case	#P201700023 - DISORD ; Disorderly	
Complete Case	#P201700024 - SUSP ; Suspicious	
Complete Case	#P201700132 - SHOPLIFT ; Shoplifting	Due 11/10/17 11:10

Unexpired Bulletins [View Bulletin Log](#)
No Unexpired Bulletins

My Unread Policy Manual Sections [View Policy Manual](#)

Policy Manual - M-CSO

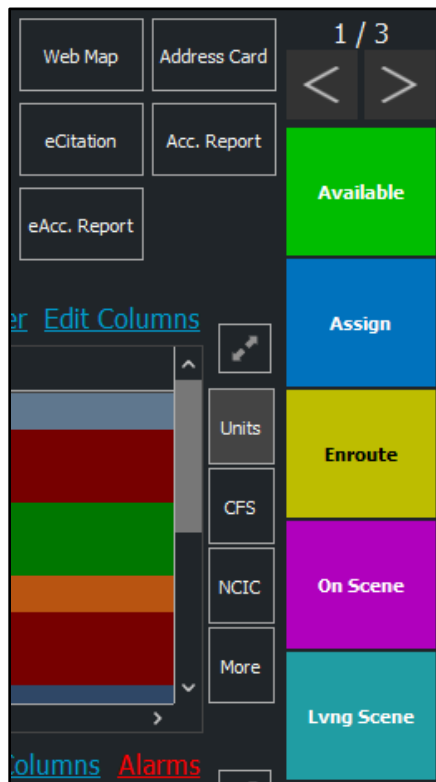
Chapter 1:	Section 1 - Preface	2/10/16
Chapter 1:	Section 2 - Introduction	2/10/16
Chapter 2:	Section 1 - Definitions	2/10/16

Dashboard
Main Menu
CFS Log
Mobile CAD
Cases
Warrants
Name Search
Sign Out

CONSTRUCTED FOR MOBILE UNIT HARDWARE. Mobile units in the public safety industry tend to be unwieldy and cumbersome. For this reason, CentralSquare puts time and effort into ensuring that CentralSquare Mobile Pro is a user-friendly application built with customization, visibility, and usability in mind. Mobile includes touch-screen oriented functionality, day and night modes, color-coded displays, flexible screen layout, and button customization, all of which helps to ensure that every mobile user is as efficient and comfortable as possible, regardless of their discipline. Gone are the days of an officer needing to save the writing of reports for after his shift; with CentralSquare Mobile Pro, that report can be comfortably written in the field with no loss of function.

Mobile CAD

FULL POWER BROUGHT TO THE FIELD. Mobile CAD dramatically improves agency efficiency by enabling silent dispatch and putting powerful CentralSquare Public Safety Suite Pro powered by Zuercher functionality into the hands of the people who need it most. Mobile CAD works with the desktop CAD to create a streamlined dispatch workflow. The mobile units stay synchronized with CentralSquare Public Safety Suite Pro servers so that mobile users are always up-to-date with call assignments, including call details, location information, and safety alerts. Thanks to CentralSquare Pro's single-database architecture, Mobile users see the same alerts, the same names and vehicles, and the same information as the rest of the users in the system, even those back at the station or in dispatch. Mobile CAD users can update their statuses with the touch of a button, enabling dispatchers to closely monitor officer activity. Because all of this can be done without a single call over the radio, Mobile CAD enables silent dispatch, freeing up dispatch personnel and shaving valuable seconds off unit response times.



IMPROVE VISIBILITY AND RESPONSIVENESS. Mobile CAD is packed with features that contribute to efficient, silent dispatch. The instant messaging feature provides a means of rapid radio-free communication between dispatchers and mobile units. When assigned to a call, a unit's Mobile CAD window changes, displaying their status, basic information about the assigned CFS, and useful links for record creation. AVL and mapping integration helps units get to incidents quickly and keeps dispatchers better informed of unit movements. Mobile users can even run NCIC and state queries, enabling them to quickly check driver's licenses and vehicle registrations. Fully configurable NCIC audio alerts quickly let the officer know when a query returns a positive hit on a wanted person, a stolen vehicle, or any other kind of important NCIC alert.

Notifications tied to master records (names, locations, or vehicles) appear on the CFS responder screen. This helps alert officers to active warrants, sex offenders, and any other issues related to officer safety that may impact how a CFS is handled.

CUSTOMIZE THE LOOK AND FEEL. Configurable notification settings allow users to control how they are notified about important events: new call assignments, instant messages, query returns, bulletins, and more. Users can choose to receive visible

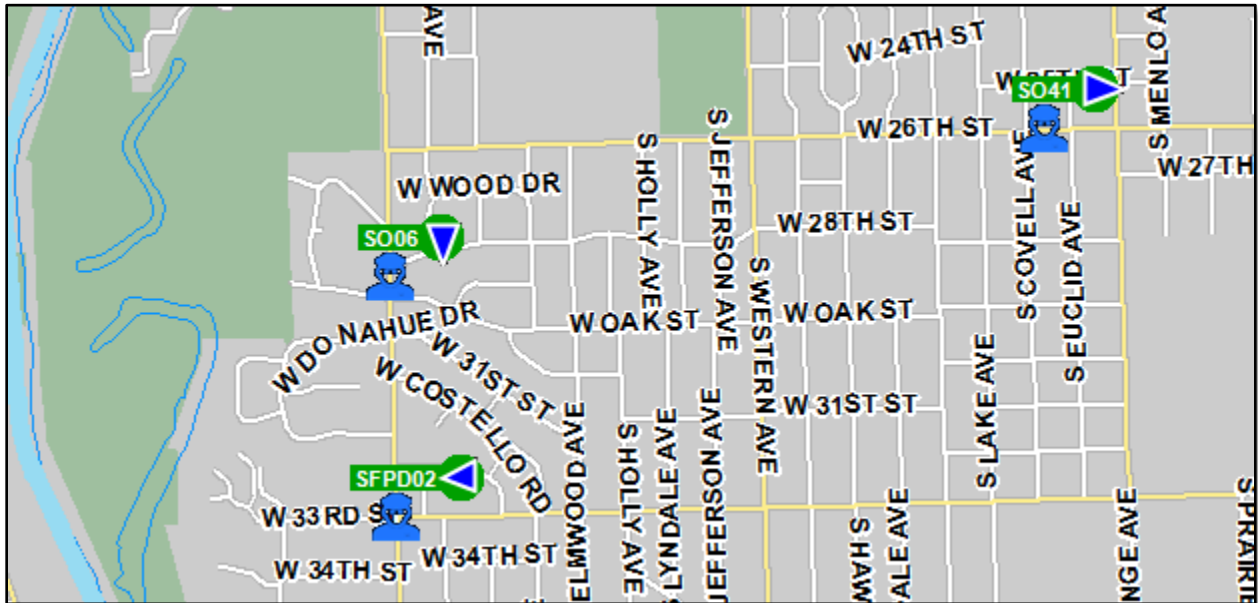
and/or audible alerts, or set the Mobile program to come to the front of any other programs they might have running when these events happen. The touch screen functionality, day and night modes, color-coded displays, flexible screen layout, and button customization all ensure that mobile users are as efficient as possible.

All On-Duty Law (Personal) ☰				
CAD Unit	Status	Location	CFS #	
S001	Assigned	In Service	CFS171000001	TSTOP
S041	On Scene	N. MAIN / W. 4TH ST, DELL RAPIDS	CFS171100004	TSTOP
SFPD02	Enroute	500 N MINNESOTA AVENUE, SIOUX FALLS	CFS171100023	FSTRU
SFPD03	Enroute	500 N MINNESOTA AVENUE, SIOUX FALLS	CFS171100023	FSTRU
S043*	Enroute	500 N MINNESOTA AVENUE, SIOUX FALLS	CFS171100023	FSTRU
S003	Available	In Service		

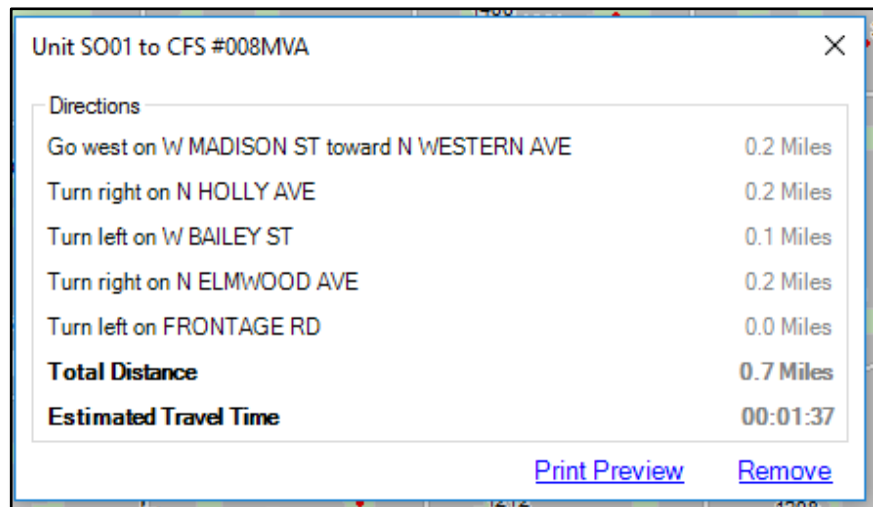
City of Broken Arrow

Mobile Mapping

FULL MAPPING FUNCTIONALITY. CentralSquare Public Safety Suite Pro Mobile Mapping brings the same map used by dispatchers to the mobile units. Users are able to view map layers, view themselves and other units on the map (if so equipped), look up addresses, route to a CFS or other marker, and otherwise stay current with where things are happening throughout the map. As with the desktop map, the mobile map is completely integrated with CAD functionality. Information on the map updates as dispatch or other mobile users enter that data into CAD.



FEATURES BUILT FOR MOBILE USERS. Mobile users can view calls for service, unit positions, and other key markers such as barriers and road closures. Map tools are included, making it easy for users to get more out of their maps with easy access features such as zoom, measure distance, find an object, and more. Users can bookmark commonly viewed map locations and can quickly jump the map to that saved view with just a few clicks. Responders receive efficient routes to calls for service; the system even intelligently generates routes around road closures and other barriers so responders can arrive on scene as quickly as possible.



Mobile Records

THE POWER OF RECORDS BROUGHT TO THE ROAD. Mobile users can have access to much more than just dispatch information. Integration with Records puts name, address, vehicle, case, warrant, and other records at their fingertips, and they can run Records queries to find the information they need right there in the field. Mobile users can write and/or approve case reports in their vehicles instead of returning to the agency. Users can even access the Administration module from Mobile, granting supervisors the ability to manage the fleet, equipment, purchase requisitions, and other Administration features, all without leaving their vehicle.

EFFICIENCY AND CONFIGURABILITY.

Mobile Records puts all the case reporting functionality of Records in squad vehicles, keeping officers out in the community and ready to respond. Officers can write narratives while events are fresh in their minds, or upload audio interview files and digital photos in their vehicles. Those units can have their reports approved minutes later by a supervisor on another mobile unit or forwarded to an investigative department. This function eliminates pileups of reports waiting to be written or reviewed and enables everyone in the field to stay in the field longer. With Mobile Records, agencies can put more time and effort into the most important part of their job: keeping people safe.

CRITICAL INFORMATION BROUGHT TO THE FIELD.

Mobile units synchronize with agency servers, keeping their users apprised of the latest information. If a master name record is updated with a new address in CAD, or the Civil section adds an officer safety alert, everyone in the field automatically has access to that information. Mobile users can keep working if they go out of range; any new data is automatically synchronized when the connection is re-established. The dashboard displays key alerts and information as users log in. These dashboards can be configured on a per-user basis, or standard templates can be configured by agency administration.

Active

A Case Narrative is required to finish this Case Report.
[Finish All](#), [Approve All](#)
[Finished](#), [Approve Open](#) Case Info
[Finished](#), [Approve Open](#) HOLLAND, GEORGE
[Finished](#), [Approve Open](#) HOLLAND, BLAZE
[Finished](#), [Approve Open](#) GONDSU (Suspect)
[Finished](#), [Approve Open](#) Digital Photo accident 2
[Finished](#), [Approve Open](#) Digital Photo accident
[Finished](#), [Approve Open](#) Digital Photo accident3
[Finished](#), [Approve Open](#) Article Beer Bottle

Pending

Approved

[Reactivate All](#)
[Reactivate Open](#) Vehicle Blue Chevy Van

Training Courses Needing Recertification		View Training Log	Unfinished Tasks	
Links in this dashboard part are disabled for Zuercher Mobile			Complete Case Case #P201700129 - DVA : Domestic Disturbance	
Courses with recertification required but not yet completed			Complete Case Case #P201700130 - ASSAULT : Assault	
Course / Trainee	Target Recert Date		Complete Case Case #P201700119 - DVA : Domestic Disturbance	
1002 - Basic Law Enforcement Standard Course - A4	11/6/17		Complete Case Case #P201700051 - DVA : Domestic Disturbance	
- Allen, Sharon				
1002 - Basic Law Enforcement Standard Course - A3	11/6/17			

Personnel (Core)

USER MANAGEMENT MADE SMART AND EASY. Personnel offers a single log for all pertinent data on each employee or user. The agency has a central location to track demographic information, photos, and other attachments on each record. Personnel records may include extensive information about users, including photographs, skills, and specialties. All of the data in Personnel can be out-put in a variety of formats (and even scheduled to run on a periodic basis) using the built-in CentralSquare Reporting Pro functionality.

Jail - Access
Jail - Admin
Jail - Advanced Inmate Bank Invoices - Edit
Jail - Advanced Inmate Bank Invoices - Open
Jail - Allow All Cell Blocks
Jail - Approve Inmate Classification Forms
Jail - Approve Inmate Disciplinary Actions
Jail - Approve Inmate Sentence Calculation
Jail - Approve Jail Incident Reports
Jail - Bond Payments - Edit
Jail - Bond Payments - Open
Jail - Bond Payments - Remove

MANAGE AND TRACK SYSTEM ACCESS. Agency administrators will use Personnel to manage permissions and user access throughout CentralSquare Public Safety Suite Pro for both individual users and groups. The system generates permission audit reports to show a user's type and level of access to each uniquely managed form or section of the system. All of this information is available via CentralSquare Reporting Pro should an agency wish to export and review access or audit their permission assignments.

City of Broken Arrow

Personnel (Core + Advanced)

USER MANAGEMENT MADE SMART AND EASY. Personnel offers a single log for all pertinent data on each employee or user. The agency has a central location to track demographic information, photos, and other attachments on each record. Personnel records may include extensive information about users, including photographs, skills, and specialties. Additionally, training, commendations, promotions, service history, and citizen feedback can be tracked on each record according to each agency's configuration needs.

Completed	Trainee	Call Sign	Course	Category	Hours Type
11/06/17	Allen, Sharon	A4	1002 - Basic Law Enforcement Standard Course	Certification	Cerification
11/06/17	Allen, Sharon	A4	FA-100 - Firearms - Handgun Qualification	Firearms	Cerification
11/06/17	Butler, Amanda	A3	1002 - Basic Law Enforcement Standard Course	Certification	Cerification
11/06/17	Butler, Amanda	A3	FA-100 - Firearms - Handgun Qualification	Firearms	Cerification
11/06/17	Campbell, Louis	A8	1002 - Basic Law Enforcement Standard Course	Certification	Cerification
11/06/17	Campbell, Louis	A8	FA-100 - Firearms - Handgun Qualification	Firearms	Cerification
11/06/17	Green, Lori	A2	1002 - Basic Law Enforcement Standard Course	Certification	Cerification

TRAINING, PROMOTIONS, DISCIPLINARY ACTIONS. The CentralSquare Personnel Pro module allows agencies to track the courses taken, hours completed, certificates earned, and more. In addition, the agency can monitor progress made toward employees' annual training/certification requirements and stay ahead of certificate expirations. Each employee's promotion history, awards, honors, and service milestones can be included with the employee record. Additionally, detailed records of disciplinary actions can be kept, including the infraction as well as any resulting disciplinary measures.

KEEP A FULL LOG OF CITIZEN FEEDBACK. Information can be collected here with regard to the public performance of employees. This ensures that every comment and concern is tracked and that those employees get the recognition or reward that is warranted.

MANAGE AND TRACK SYSTEM ACCESS. Agency administrators will use Personnel to manage permissions and user access throughout CentralSquare Public Safety Suite Pro for both individual users and groups. The system generates permission audit reports to show a user's type and level of access to each uniquely managed form or section of the system. All of this information is available via CentralSquare Reporting Pro should an agency wish to export and review access or audit their permission assignments.

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Jail - Bond Payments - Remove

Records (Core + Advanced)

RECORDS MANAGEMENT WITH USERS IN MIND. CentralSquare Records Pro is a records management system that consolidates and automates records processing for public safety agencies. It organizes everything from case reports, to warrants, to sex offender data in an easy-to-use fashion. Just like everything in CentralSquare Public Safety Suite Pro powered by Zuercher, Records is a part of one database, designed from the ground up with every user in mind. Everything is linked together, everything can be found with a search, and everything can be exposed in a report.

STREAMLINE THE PROCESS. Records provides a smooth workflow for case reporting and approval. Case information is pulled from associated name, location, and vehicle records in CAD, eliminating the need for duplicate data entry. The involvement wizard walks users through the process of matching offenders, suspects, victims, and witnesses to the appropriate offenses. Users can stay organized by attaching narratives, citations, search warrants, and evidence directly to their case reports. Custom Forms allow an agency to add specialized forms to the reports specific to them, which can be built directly into the requirements of each case report type. When a report is finished, submitting it for approval is as easy as a few clicks, and the approval flow is just as simple. A process that used to take hours or days takes only minutes with CentralSquare Records Pro.

Case Info		Edit
Status	Active	
Disposition	Case Report Created	
Report Type	Patrol	
Primary Officer	Amanda Butler	
Investigator	No Investigator	
Records Technician		
Reported At	11/07/17 14:39	
Incident Date	11/07/17 14:39	
Incident Code	FSTRU : Fire Structure	
Location	43.520391, -96.762937	
Zone		
Beat		
Offenses		Add Offense
Names		Add "No Offender Data" Add Name

“The reviewing of reports has trimmed down dramatically. The whole process might take 10 minutes for me to review, find a mistake, kick it back to them. They're sitting at their computer, get the message, fix the mistake, and send it back to me.”

*Lt. Ryan Dantin
Lafourche Parish
Sheriff's Office, LA*

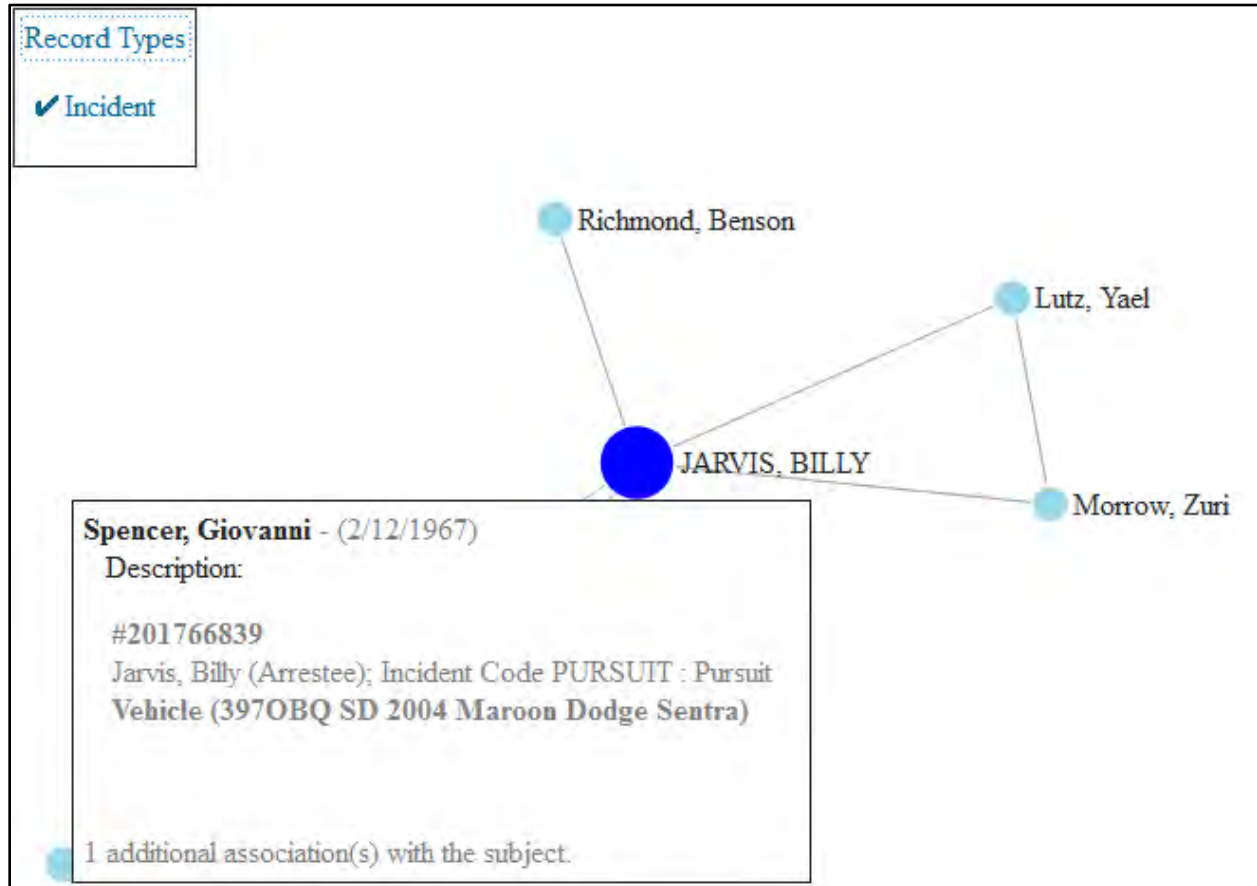
CUSTOMIZE WORKFLOW. Every agency has a different process for report approval. CentralSquare understands this, which is why Records includes a customizable workflow process that can be built around agencies of any size. Supervisors have easy access to the reports written by their staff, including the ability to approve or reject individual pieces of a report or bulk sections of it. Notifications are built directly into the system and can be customized to be sent as instant messages, emails, or text messages.

MORE THAN JUST CASE REPORTS. In addition to case report management, Records features comprehensive property and evidence tracking, including a detailed chain of custody log and fully customizable property locations and actions. Records also logs and tracks warrants, sex offender data, pistol permit information, bicycle registrations, and much more. All of these various record types are linked to their associated master records, allowing for easy data sharing between different sections or departments. Records enables agencies of any size and complexity to manage all of their data in one centralized, easy-to-search system.

MANAGE INVESTIGATIONS FROM START TO FINISH. Records includes integrated tracking for investigative leads, field identifications, and even a separate Intelligence Cases section for reports of a sensitive nature. These additional investigative utilities link back to every associated master record, offering an unprecedented level of transparency and data history for every entry while simultaneously allowing an agency to limit or block access where appropriate.

Records (Core + Advanced) (continued)

MASTER NAMES, ADDRESSES, AND VEHICLES. Master records are the backbone of CentralSquare Records Pro and CentralSquare Public Safety Suite Pro overall. Because of the unique single-database software design, every record need only be entered and updated once – no duplicate data and no double-entry. A master name shows every type of activity a name can be used for in CentralSquare Pro – the caller on a CFS, the defendant on a warrant, or even a jail custody record. Links to other records can be visualized with the integrated Link Analysis tool, built right into every master name.



CASE REPORT MANAGEMENT. Records includes a comprehensive case report management system for full-spectrum tracking of every incident. Customizable report types allow the agency to configure unique form requirements, permissions, and workflow. Specific form requirements can be specified on every incident type, allowing the unique forms that agencies often maintain to be added on only the cases that need them. A validation and error checking tool allows for live integration with an agency's state reporting system, enabling every officer to validate their reports and fix any errors, even from a mobile device.

WARRANTS. Records also includes a warrant tracking system. CentralSquare Warrants Pro uses the same master name information as the case report, meaning users never need to enter data multiple times. If a warrant is generated and a suspect is arrested using that record, the charges can be imported into the case report with just a few clicks. Warrant alerts are generated automatically on name, address, and vehicle records, displaying immediately anywhere else in the software that a master record is displayed. Warrants integrates tightly with CentralSquare Jail Pro, allowing a user to automatically book an individual off of an outstanding warrant, auto-filling all demographic and offense information available.

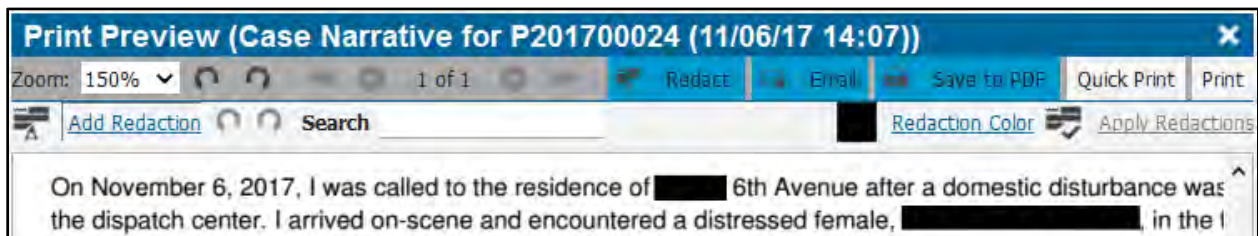
Records (Core + Advanced) (continued)

PARKING TICKETS, CITATIONS, AND WARNINGS. Administrative functions like the tracking of citations, warnings, and parking tickets is also possible in CentralSquare Records Pro. Master records build an even tighter web of information on every individual. Outstanding tickets and citations can become warrants, allowing agencies to automate the process of tracking fines and ensuring that fees are paid or enforced appropriately.

Invoice Items		Payments	Disbursements	Balances			
Add Invoice Item							Check All Uncheck All
Invoice Item	Amount	Description	Disburse To	Hold From Disb.			
Pistol Permit Fee	\$ 25.00	Pistol Permit Fee	HILL COUNTY TREASURER Name Card	<input type="checkbox"/>			Remove
Cancellation Fee	\$ 50.00	Cancellation Fee	HILL COUNTY TREASURER Name Card	<input type="checkbox"/>			Remove
Total Owed \$75.00 Total Paid \$0.00 Uncollectible \$0.00 Remaining \$75.00							

Tight integration with CentralSquare Financial Pro means that tracking finances on citations and parking tickets has never been easier. Agencies can enter these records and immediately create invoice records in Financial, configuring fines and fees based on the charge on the core record. Users can track payments and disbursements on each record.

SEALING, EXPUNGEMENT, AND REDACTION. Every record has a lifespan. CentralSquare Public Safety Suite Pro's built-in tools for sealing, expungement, and redaction allow an agency to limit access to data as much or as little as needed. Printouts can be redacted directly from CentralSquare Pro and saved as external files, emailed, or physically printed in that state. Records of a sensitive nature can be sealed, allowing agencies to restrict access to specific users or groups. Automatic expungement periods can also be specified, allowing agencies to actively follow their local expungement guidelines without constant manual review of their data.



TRACK EVERYTHING. Records can also be used to track pistol permits, bicycle registrations, and sex offenders. All of these record types function just like everything else in CentralSquare Public Safety Suite Pro powered by Zuercher, using master records and generating alerts where appropriate. Because of this, dispatchers and officers in the field automatically know if the suspect involved in an incident is a sex offender, or who the bike they found is registered to. Need to enter a pistol permit record after a case report is complete? Do so with just a few keystrokes. Records is designed to enable agencies to track as much information as possible and expose this information to as many people as they want or need to.

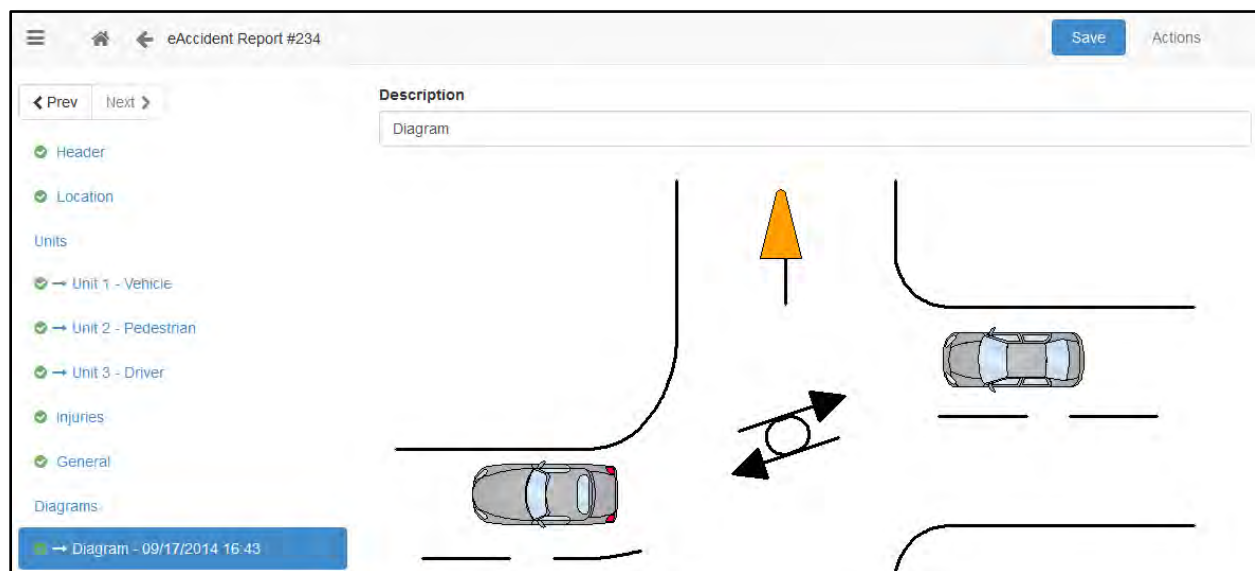
Accident Reporting

POWERFUL AND EASY ACCIDENTS IN THE FIELD.

Accident Reporting, a component of the mobile-centric Extend application, allows officers to collect the necessary information on every accident call, even when not connected to their network. Officers can use compatible scanner hardware to automatically parse data from driver's licenses or vehicle registrations directly into the appropriate fields. An embedded tool allows the officer to easily diagram the scene of the accident and attach that diagram to the accident report. All of the information entered on an accident report is available in the dispatch center or records office once the accident report has been uploaded and approved by a supervisor, a process that is configured by the agency.

Inside City of
Sioux Falls
Road of Occurrence
Main Street
Road of Occurrence Road Type
4 - City St.
At Intersection With
First Avenue

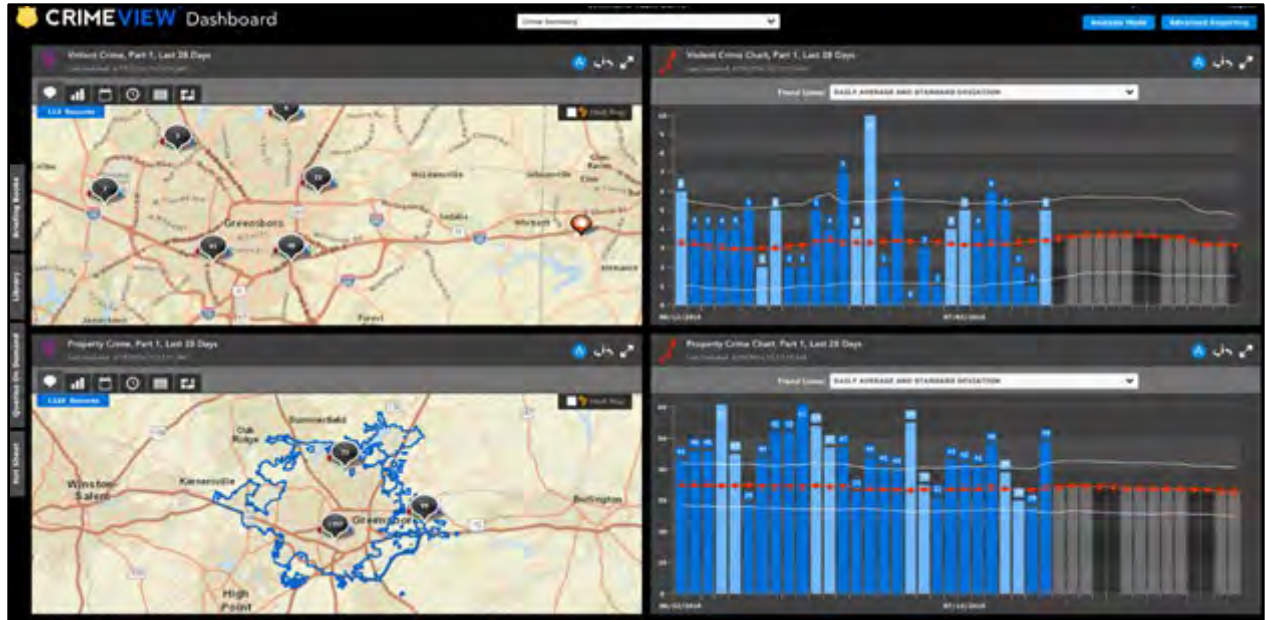
FAST AND INTELLIGENT ACCIDENT REPORTS. CentralSquare Pro's Accident Reporting option leverages the data that already exists in CentralSquare Public Safety Suite Pro to provide a quick and efficient accident reporting solution. Master name, location, and vehicle records are all available in Extend and can be added to a new accident report with a few keystrokes. Additionally, any state or NCIC queries run by the officer on their mobile or run by a CAD user and attached to a CFS are available in Extend. Data from these queries auto-fills into the available fields and allows the user to either create a new master record or update an existing one. This completely eliminates the need for the officer to manually type the information into their mobile, allowing them to scan a driver's license and a vehicle registration and auto-fill the appropriate records with that data. A powerful diagramming solution allows officers to illustrate and notate every crash according to each agency's standards.



BUILT AROUND EACH AGENCY. Accident Reporting is designed with flexibility in mind. Each agency has its own offenses and violations, and those options appear for the officer on the report. Commonly used offenses can be configured as quick buttons, allowing an officer to add these standard offenses to an accident report with a single click or tap on the touch-screen.

Crime Analytics Dashboard

THE UNION OF MAPPING AND ANALYTICS. Crime Analytics Dashboard (formerly CrimeView) brings together crime analytics and crime mapping to create visually relevant displays in a powerful application from the cloud. Dashboard widgets show up-to-date data of crime activity that users can filter by incident type, location, time of day, and day of the week. Built around the familiar and powerful Esri mapping environment, Crime Analytics (formerly CrimeView) makes it simple for analysts and command staff to set priorities and monitor progress.



ANALYZE CRIME AND ACT ACCORDINGLY. Crime Analytics (formerly CrimeView) aggregates data from disparate systems and displays it as one seamless web-based application. Agencies report on data from calls for service, crime reports, field interviews, warrants, citations, arrests, tips, suspicious activity reports, pawnshop data, and persons of interest all within one operational set of mapping and reporting tools. Data imports on a regular basis so decisions can be based on recent data. Users can create widgets as dashboard parts and save and share those views with staffing groups. The integrated Analysis Mode allows users to quickly move from a map query display to related charts, graphs, and reports. User-specific views can be saved and organized around units, missions, and priorities. Supervisors and analysts can create priority tasks for specific areas, which can then be saved and organized around units, missions, and priorities called briefing books.

Portal – Remote CFS View Pack

GRANT CRITICAL INFORMATION TO THE USERS THAT NEED IT. Portal- Remote CFS View Pack is a secure, web-based access point that grants the public the ability to search, view, and print select data from CentralSquare Public Safety Suite Pro from any computer or device with internet access. Access to Portal is also available using smartphones or tablets. By using Remote CFS View Pack, agencies grant both their users and approved external agency users the ability to pull up the details of a call for service or look at a unit's status from any Portal-capable mobile device. This means that employees have access to key information and are more empowered, no matter where they are, using web enabled devices.

“The ability of our emergency responders to access their call times over the internet is a **great time-saving feature**. We dispatch for over 30 different agencies and had to fax or email reports to all of these service. Now, with the Portal function, these agencies can retrieve their information when it best suits their needs.”

*Director Todd Baldwin
Lincoln County
Communications, SD*

IMPROVE VISIBILITY. Important details on calls for service, such as unit status, can be viewed by authorized users. Agencies can share data with others such as fire, EMS, or game wardens, so they will no longer need to call and take up valuable staff time. During emergency situations, Portal – Remote CFS can be configured on-the-fly, providing valuable real-time CAD information to any officers from neighboring agencies there to assist with emergency and recovery efforts. As with the rest of CentralSquare Public Safety Suite Pro, agencies have tight control over which records are available to search and view for both internal and external users.

CAD Unit ▲	Status	Details	CFS #	Beat	Location
PD71	On Scene	K9	D16-00014		100 MAIN STREET, CITYTOWN
PD72	On Scene	Law Crime Scene	D16-00014		100 MAIN STREET, CITYTOWN
PD74	Available	Law Crime Scene			
PD78	Available	Law Crime Scene			

Portal users can create custom recurring reports and publish them to the Portal. Special permission is required to set up reports that publish to the Portal.

The Community Involvement Pack includes the following Portal pages: Inmates, Warrants, Cases, Submit a Tip, Extra Patrol Request, CFS Civil Papers, Sheriff's Sales, Sex Offenders, and Citizen Feedback.

Reporting

AN INTEGRATED REPORT GENERATOR. Reporting is the user-friendly, built-in report generator for CentralSquare Public Safety Suite Pro that is included at no additional charge. This tool eliminates the need to purchase additional report templates or run queries on agency data with separate software. Since Reporting integrates with the software, the information is current, correct, and does not need to be re-entered to build a report.

PICK A FORMAT. The report builder's straightforward user interface allows report generation based on a user model rather than the actual physical model. This completely eliminates the need for users to understand concepts such as joins, primary keys, etc. To build a report template, users select the data elements, drag and drop fields on to the report, and apply custom filters. The report generator contains intuitive logic for standard calculations, such as adding, averaging, and counting occurrences. Fonts and field names are adjustable. Reporting includes a set of pre-made templates but there is no limit to the number of custom report templates an agency can create or share. Use Reporting to build list-style reports, cross-tab style reports, charts, and graphs.

CFS Date/Time	CFS #	Codes
07/02/17 00:22	201755905	MVA
05/03/17 01:37	201734605	ELEC
07/15/17 02:21	201760875	BURGLARY
07/13/17 18:33	201760449	ASSAULT
07/09/17 15:53	201759171	ASSAULT
07/25/17 09:43	CFS1700002	
06/01/17 02:01	201744545	ELUDING
03/29/17 02:52	201724523	PERWANT
06/13/17 07:41	201750367	FAIRC
10/27/16 06:37	201632666	BACK
06/18/17 02:16	201751787	INTOX
07/17/17 01:12	201761727	BURGLARY
07/07/17 12:32	201758745	FBRUSH

AUTOMATE AND SCHEDULE. Reports can be set to run on automated schedules, emailed, viewed as dashboard parts, exported, and printed. Information can also be exported to the CentralSquare Portal Pro via the integrated RESTful interface builder, allowing agencies to export data in CSV or XML format and use that data to build their own interfaces. With Reporting, agencies have access to all of their own up-to-date data to build the reports that fit their exact needs.

ACCESS AND EXPORT. Users specify the sharing setting for each report. They can choose to restrict access to specific individuals, or grant run-only or edit/run rights to designated people or user groups. The software can export reports to PDF or Microsoft Excel files for easy data storage and sharing.

Custom Forms

BUILT-IN FORM GENERATOR. CentralSquare Technologies offers a custom form generator at no additional cost as a standard part of CentralSquare Public Safety Suite Pro. This tool allows agencies to create their own unique forms within the system and attach them to specific records in CentralSquare Public Safety Suite Pro, keeping everything in an easily accessible, central location. Custom forms are available in a number of different modules; each location offers its own configuration and permission options, keeping the forms in the hands of those that use them.

ONE DATABASE. Name, address, and vehicle fields from custom forms are connected to each agency's master indices to reduce redundant data entry. The master indices are searched and existing information can be selected from the database. This also notifies staff of any alerts related to the master indices, like if a name is associated with a warrant or protection order. If the information being entered is new, it will update the master index and immediately become available in other parts of CentralSquare Pro.

“The product has several things I had never seen before, such as custom forms. You can build this product to fit any agency. Most are cookie cutters that say, ‘That’s the way it is. Sorry.’
With CentralSquare Pro you can actually customize it to an agency.”

*Captain Scott Martin
 Lumpkin County*

When building the form, information from related files, such as case numbers or incident times, can also be pulled in automatically. Available information is displayed in a menu for each form type. Adding information to the form is as simple as clicking the item in the menu. All data within custom forms is searchable and reportable. This makes finding needed information an effortless, efficient process. Instead of searching through paper files or trying to find the correct folder on a server, links and search capabilities make it easy to locate specific information. Data included in forms can also be used to create reports with Reporting, allowing agencies to easily generate statistics about the data captured in their forms and to use that data for whatever they may need.

UNLIMITED FIELDS AND DATA. Agencies can use an unlimited number of fields in different formats, such as free-form text or check boxes. Each field can be designated as required if it must be filled out before the form can be saved. A default value can be assigned for fields that are typically set in a similar manner. Agencies are able to name and format all fields and data elements so they can match existing procedures and terminology. Users can make use of already configured drop-down menus or create new custom drop-down menus on each of their forms.

Custom Modules

NO MORE SPREADSHEETS. Like Custom Forms, Custom Modules give agencies the power to track whatever information they need in an integrated part of CentralSquare Public Safety Suite Pro powered by Zuercher. Agencies can eliminate paper logs and stand-alone spreadsheets by creating modules to fit their exact needs.

“We’re actually getting rid of the paper stuff. We’re doing assessments with our staff to see what forms and spreadsheets they’re using on a daily basis and we’re replacing them with Custom Modules.”

*Rhonda Fairbanks
Pennington County
Sheriff’s Office, SD*

Rather than being associated with a particular record type within the system (as is true for Custom Forms), Custom Modules can track anything an agency needs, such as burn permits, pet licenses, or boat licenses. Each of these records can also create involvements on master name, vehicle, and address records, adding to the power of the data within the system. Everything within each created module is customizable by the agency, from the log screen that displays information, to the drop-down menu items within the modules, to the templates used to print records. All data entered in Custom Modules is also available in Reporting for reports and statistical analysis.

INTEGRATION EQUALS ACCESSIBILITY. Custom modules are easy to access, because they’re already in the system. They’re easy to use, because they look and feel just like the rest of an agency’s records. And they’re secure, because they use the same fine-grained permission system to control who can view and edit the data. Information collected can be made part of the master name, vehicle, and address database. All data entered in Custom Modules is searchable.

BUILT-IN

FLEXIBILITY. An unlimited number of fields in different formats, such as free-form text or check boxes, can be included by the agency. Each field can be designated as required if it must be filled out before the form can be saved. Each field can receive a default value and can also be designated as required if it should be filled out before the form can be saved. Custom Modules can also include customized drop-down menus, free-form text, check boxes, or information blocks like names or addresses. Agencies can format how data displays in the log screen so that important details are quickly available for reference. All fields and data elements can be named and formatted to match existing procedures and terminology. Agencies can design custom print templates for each module.

MORE THAN JUST DATA COLLECTION. Everything entered in Custom Modules can be analyzed with CentralSquare Reporting Pro. Users can create recurring or ad-hoc reports, run a quick search on network issues reported in the last week, build a custom dashboard part, or set up a recurring report that can be emailed daily to specified recipients.

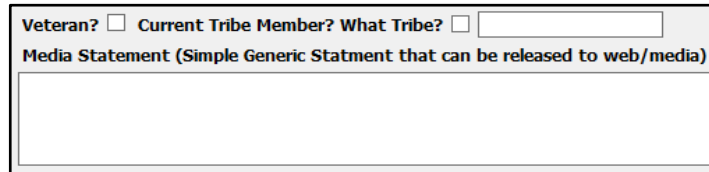
The screenshot shows a web interface titled "Pet License Log". It features several search filters: "Animal Type" (All), "Breed" (All), "Pet Color" (All), "Gender" (All), and "Date Entered" (is between Last 30 Days). Below the filters, there is a date and time selector showing "10/9/2017 00:00" with a calendar icon and a page number "1". A table below displays the search results with columns for Animal Type, Breed, Pet Color, Gender, and Date Entered.

Animal Type	Breed	Pet Color	Gender	Date Entered
Dog	French Bulldog	Beige	Female	11/06/17 14:07
Dog	Golden Retriever	Yellow	Male	11/06/17 14:07

Custom Fields

FLEXIBILITY FOR EVERY AGENCY. Like Custom Forms and Custom Modules, the Custom Fields feature gives an agency the unparalleled ability to add and display Custom Fields on more than one hundred screens throughout CentralSquare Public Safety Suite Pro powered by Zuercher. This makes the collection of additional data even easier by allowing information specific to an agency's needs to be entered directly on the records themselves.

MORE THAN JUST DATA COLLECTION. Everything entered in a Custom Field can be analyzed and displayed within CentralSquare Reporting Pro. This means that the specific tracking number used by an agency can be added to reports relevant to that group, allowing them to view that number, sort the report around it, and generally access the data in the same method as the rest of the information contained within CentralSquare Public Safety Suite Pro. This makes the Custom Fields feature an invaluable option for agencies wishing to track specific information and display that information for later use.



Veteran? Current Tribe Member? What Tribe?
Media Statement (Simple Generic Statment that can be released to web/media)

Software Designed for the Way You Work

CentralSquare Technologies has worked tirelessly to improve and expand CentralSquare Public Safety Suite Pro powered by Zuercher into the best in class solution it is today. The company believes it can not only meet, but exceed, the City's needs with its unique solution. CentralSquare Public Safety Suite Pro is a truly integrated public safety software solution. It is comprised of Records, CAD, Jail, Civil, Mapping, Mobile, and more.

The benefits of CentralSquare Pro's **one application, one database** architecture are extensive and will be highlighted throughout this response. Below are the main areas where CentralSquare Technologies and CentralSquare Public Safety Suite Pro deliver a number of benefits to the agencies that use its products and services.

"An extensive search was conducted and after a vetting process that included site visits to agencies in the western and southern United States, an in-depth review from both of our agencies' IT departments, and various technical specification reviews, **CentralSquare was the only company that could meet our requirements.**"

*Chief Dave Bowen
and Sheriff Bob
Edwards
Cascade County, MT*

PERFORMANCE. CentralSquare Pro clients typically measure performance in two ways:

- The configurability and workflow of CentralSquare Pro products around the way that they do business.
- The ease of use of the system by their personnel.

CONFIGURATION. CentralSquare Public Safety Suite Pro has hundreds of configuration options that allow system administrators to set up the system and its desired workflow. This provides agencies with the ability to ensure that their policies and procedures can be effectively standardized, implemented, followed, and managed. It also allows for current agency workflow inefficiencies to be identified and replaced. Agencies can determine, configure, and manage who (individuals and groups in their agency and with separate agencies) can access the CentralSquare Pro system and the level of access to be granted. Specific functionality can be configured to allow, or not allow, any combination of access rights including adding, editing, deleting, printing, and/or viewing information. The level of system access is much more extensive than other vendors in the industry because of CentralSquare Pro's one application, one database architecture. CentralSquare Technologies will help the City set up and configure CentralSquare Pro around its specific requirements, needs, and protocols in a manner that will support a greater level of efficiency than previously available.

EASE OF USE. While CentralSquare Public Safety Suite Pro powered by Zuercher is extremely configurable, CentralSquare remains focused on ensuring its ease of use.

Built within all CentralSquare Pro products is extensive logic that walks end users through filling out the right information, at the right time, in the right place, in the right order. This takes the guesswork out of data entry, keeps processes consistent, and allows the agency to more effectively standardize and get things right the first time. No more screens with multiple tabs, or hundreds of unused or unnecessary fields that cause end users to scratch their heads. Because CentralSquare Technologies' end users appreciate the ease of use that CentralSquare Pro offers, they adapt to it quickly, ensuring that projects are successful.

STABILITY. CentralSquare Technologies and CentralSquare Pro are a very stable investment for the City, allowing it to help improve efficiencies as well as reduce unwanted data entry, down time, and overall frustration. Supporting and providing stability for the system is the powerful SQL-compliant relational database management system. It is Oracle-like, extensible, and does not require licensing fees. CentralSquare has seen consistent growth in revenues, clients, and CentralSquare Pro functionality year after year, ensuring that the foundation is set for growth to continue well into the future.

B. Additional Information

Unparalleled Service and Support

Without unparalleled support and service, CentralSquare Technologies would not be able to boast an unmatched client retention rate since its founding. CentralSquare Technologies provides more maintenance and support services than other public safety software vendors, including full responsibility for the server software and hardware for as long as an agency stays current with the standard support and maintenance agreement.

“Over the past three and a half years, we’ve had absolutely zero complaints with the service and support we’ve received from CentralSquare. We do business with hundreds of companies and CentralSquare may be the only company that we work with that we never have issues with.”

*Sheriff Stephen McCain
Grant Parish
Sheriff’s Office, LA*

24 X 7 X 365 SUPPORT. CentralSquare Technologies knows that clients use their software all hours of the day. That is why clients can call the toll-free support line at any time and be connected with a live person based out of the Center of Excellence in Sioux Falls, SD – not an automated answering service or someone overseas. Questions or issues can also be reported via email. Even if it is just a simple “how-to” question, support representatives are ready to assist.

Every call received is entered into a tracking system and assigned a number to ensure that no concern goes unnoticed. Response times are monitored to make certain that all issues are resolved as quickly as possible. All critical issues are given the highest importance ranking and the CentralSquare Technologies development team devotes their attention immediately to the matter until it is resolved.

TRACKING CONCERNS. CentralSquare Technologies believes transparency is very important when it comes to support of the CentralSquare Public Safety Suite Pro powered by Zuercher software. The support center has a web-based portal which agencies can use to view the status of all their calls and support requests.

REMOTE SERVICES. Many questions or issues that occur can be solved immediately by the support team using a remote desktop connection. Once connected, the support team walks users through solutions or accesses the agency’s CentralSquare Public Safety Suite Pro server to help diagnose any issues.

SERVER MANAGEMENT. The servers that CentralSquare Public Safety Suite Pro uses can be completely maintained on the client’s premises by the CentralSquare Technologies staff as part of the standard maintenance agreement. These servers are constantly

monitored for performance levels and network load. All upgrades to hardware, such as additional disk space, are handled by CentralSquare Technologies. This makes the system essentially worry free for agencies and their IT staff.

FULL SYSTEM BACKUPS. Rather than requiring a manual backup of data or a scheduled download of the entire system, the CentralSquare Public Safety Suite Pro solution utilizes an automatic rolling back-up process. Any changes or additions made to the CentralSquare Pro software are constantly being streamed to the agency’s warm standby server, an off-site storage facility, or both. Because the data flow is a constant stream, lower bandwidth is required in comparison to a large file transfer. This ensures that data backups are done without compromising system performance. The data stored on the warm standby server or off-site storage facility is never more than a few minutes old, so in the event of a power failure or another unforeseen disaster, the CentralSquare Public Safety Suite Pro system and data will still be accessible.

Unparalleled Service and Support (continued)

SOFTWARE UPDATES. CentralSquare Technologies tunes a careful ear to each client's needs and challenges. Clients' insights help to plan innovative, technically sound solutions for the ever-changing needs of public safety professionals.

CentralSquare Public Safety Suite Pro's standard maintenance contract includes regular software updates that encompass feature enhancements. Patches are provided as needed with no agency intervention. Clients receive a greater return on investment because of CentralSquare Technologies' commitment to continually improve its public safety software.

Software updates are performed using an advanced process that makes client updates completely automatic with no assistance from agency IT staff. Support representatives contact each agency as software updates are released to schedule them and assist the agencies in taking advantage of new features. This ensures that every agency continues to get the most from what CentralSquare Public Safety Suite Pro powered by Zuercher offers.

NEW FEATURE TRAINING. CentralSquare Technologies' trainers and support representatives frequently hold web-based meetings. These meetings introduce system administrators or other agency personnel to new features and configuration options and how they can benefit each individual agency. This service is offered as part of the on-going maintenance and is free of charge.



RESEARCH & DEVELOPMENT. CentralSquare Technologies believes that public safety software should keep pace with changes in the public safety environment as well as with advances in technology. Because of this, a significant portion of revenue each year is invested in research and development. CentralSquare Public Safety Suite Pro is constantly expanding and improving. Each feature addition is designed to broaden the functionality and configurability of CentralSquare Pro and to help its users do their jobs even more efficiently.

Tab 3 – Project Approach and Implementation Methodology

I. PROJECT APPROACH

- i. Respondent to provide a description of the proposed approach for providing the Services described in Section 2.0 – Project Scope, including a comprehensive description of the proposed implementation methodology for the Project. The description should include how the Respondent has developed this methodology to both incorporate lessons learned from experiences as well as to meet the needs described in Section 2.0 – Project Scope.

CentralSquare Response: Please see the Project Approach section of Tab 3 – Project Approach and Implementation Methodology for a description of the proposed approach for providing the services described.

- ii. Respondent to include a sample Implementation Plan, per the detailed instructions in Section 4.5 of the RFP. **Exhibit submitted** **Yes** **No**

CentralSquare Response: Yes, CentralSquare has provided a Sample Implementation Project Plan in section C of Tab 3 – Project Approach and Implementation Methodology.

II. DEPLOYMENT

Respondent to provide a detailed narrative description of how the implementation approach will vary between the deployment methods proposed (i.e. a traditional City-hosted model, a Respondent-hosted and/or a subscription-based solution, etc.)

CentralSquare Response: CentralSquare is only proposing one model of implementation, a traditional City-hosted model, as described in the Project Approach section of Tab 3 – Project Approach and Implementation Methodology.

III. GO-LIVE AND ONGOING SUPPORT

Respondent to describe what level of pre- and post-go-live support is available under the proposed fee structure. If varying levels of support are available, this section of the RFP response should clarify these potential support services and highlight the level of support that has been proposed. Respondent shall use Attachment C, Cost Worksheets, to clearly identify the varying fees based on the varying levels of support that are available.

CentralSquare Response: Please see the Go Live and Ongoing Support section of Tab 3 – Project Approach and Implementation Methodology for a description of the pre- and post-Go Live support available.

-
- i. What are the standard hours that support is offered, and through what means (telephone, web ticket submission, etc.)?

CentralSquare Response: Support is available during regular business hours from 7am – 6pm Central, Monday through Friday and all nights, weekends, and company recognized holidays for critical after hours support. However, CentralSquare Technologies knows that clients use their software all hours of the day. That is why clients can also call the toll-free support line at any time and be connected with a live person based out of the Center of Excellence in Sioux Falls, SD – not an automated answering service or someone overseas. Questions or issues can also be reported via email. Even if it is just a simple “how-to” question, support representatives are ready to assist.

- ii. Is product support offered by Respondent, through the software developer/provider, or sub-contracted?

CentralSquare Response: Product support is offered by CentralSquare as part of the proposed solution.

- iii. **Sample Service Level Agreement/Maintenance Agreement:** Respondents are encouraged to submit a sample Service Level Agreement and/or Support/Maintenance Agreement that would be applicable for this project based on the **proposed** service levels.

Exhibit submitted **Yes** **No**

CentralSquare Response: Yes, CentralSquare has provided a sample Service Level Agreement/Maintenance Agreement in Tab 3 – Project Approach and Implementation Methodology.

IV. RESOURCE HOURS AND MANAGEMENT

- A. Vendors shall include the proposed resource levels for the City Implementation Project Team and Selected Vendor Project Teams by completing the tables below.

Table 3-01: Vendor Project Team Resource Hours

Vendor Project Team							
Instructions: The Vendor is asked to provide the amount of resources that will be committed to the Project in terms of number of hours. These amounts should be based on the functionality the City desires, included in the detailed Functional and Technical Requirements (Attachment B).							
Functional Area	Requirements and Design	Data Conversion	Configuration and Setup	Implementation	Testing	Training	Total
Computer-Aided Dispatch	40	80	24	24	32	40	240
Law Enforcement Records Management	8	120	24	16	32	40	240
Jail Management	8	80	24	24	32	40	208
Court Case Management	NA	NA	NA	NA	NA	NA	NA
Mobile Capabilities	8	NA	16	8	16	20	68
Interfaces	40	NA	16	24	24	8	112
Total Hours by Project Phase:	104	280	104	96	136	148	868

Table 3-02: City Project Team Resource Hours

City Project Team								
Instructions: The Vendor is asked to provide the amount of resources that will be required from the City in terms of number of hours. These amounts should be based on the functionality the City desires, included in the detailed Functional and Technical Requirements (Attachment B). Vendors are also asked to include detailed assumptions in the field that follows.								
Assumptions: Any assumptions related to the number of City Implementation Project Team staff, roles of City staff, and duration of involvement used in the development of the resource hour estimates should be included here:								
<u>CentralSquare Assumptions:</u>								
<ul style="list-style-type: none"> • The City will have a full-time project manager assigned to this project. • There will be one dedicated SME for each functional area. • Customer will attend a multi-day BPR to determine product requirements and design of CentralSquare Pro software. • Each data conversion will require the City to review converted data for accuracy. • City IT will assist with implementation and testing of CentralSquare on mobiles. • CentralSquare project team will conduct end-user training. • Refresher training hours are not included in this estimate. 								
Functional Area	Total Users (Estimated Per Functional Area)	Requirements and Design	Data Conversion	Configuration and Setup	Implementation	Testing	Training	Total
Computer-Aided Dispatch	100	8	40	24	16	32	8	128
Law Enforcement Records Management	280	8	40	24	16	32	8	128
Jail Management	25	8	40	24	16	32	8	128
Court Case Management	10	NA	NA	NA	NA	NA	NA	NA
Mobile Capabilities	205	8	NA	16	12	16	8	60
Interfaces	-	24	NA	24	24	32	8	112
Total Hours by Project Phase:		56	120	112	84	144	40	556

- B. **Sample Resource Management Plan:** Respondents are encouraged to submit a sample as part of the response to this tab.

Exhibit submitted **Yes** **No**

CentralSquare Response: Yes, please see the Sample Resource Management Plan section in Tab 3 – Project Approach and Implementation Methodology.

V. SAMPLE CONTRACT:

Respondents shall include a sample software and licensing agreement and/or professional services agreement.

Exhibit submitted **Yes** **No**

CentralSquare Response: Yes, please see the Sample Contract section in Tab 3 – Project Approach and Implementation Methodology.

VI. PROJECT APPROACH QUESTIONS

- i. Based on information provided in this RFP and experience in working with other Oklahoma localities, what is the Respondent's perspective on the most significant risks to this Project and how do you plan to mitigate these risks?

CentralSquare Response: A significant risk is the CentralSquare Pro implementation being delayed due to City resource availability. The City plays an active role in the implementation of CentralSquare Pro software. This requires the City Build Team, IT, and City Project Manager to devote time beyond their regular duties to complete CentralSquare project work. CentralSquare has proven that having agency personnel deeply involved in the implementation process not only increases adoption but calms uncertainty and smooths the transition to a new public safety software system. CentralSquare has found that projects, if delayed, can generally be rooted in an agency resource not having the time to address the additional duties for the CentralSquare implementation in a timely manner.

To mitigate these risks CentralSquare asks that the City leadership reduce, when possible, the regular work load on the City Project Manager, City Build Team, and City IT resources to allow them time to focus on the CentralSquare Pro project tasks.

- ii. What is your process for monitoring, escalating, and resolving issues that will arise during the Project?

CentralSquare Response: The City will receive support from the CentralSquare Project Team during pre-implementation. This includes resources from Project Management, Data Conversion, Implementation, GIS, and Interface departments.

The primary points of contact for issues related to the CentralSquare Pro project implementation will be the CentralSquare Project Manager and the City Project Manager. If an issue cannot be resolved with the Project Managers, a meeting will be convened with decisions makers. This meeting will outline the history of the issue, current status, risks, and recommended resolutions.

- iii. Provide a clear description of Project management responsibilities between the City and the Selected Contractor.

CentralSquare Response: From the start of the project, a CentralSquare project manager will work with the City as the single point of contact for implementation of the CentralSquare Pro system. The project manager will develop and manage the implementation schedule and will coordinate with the City to keep the project on track and on schedule. The project manager will conduct weekly status meetings to provide the City with project updates.

- iv. With what frequency will Vendor Project Team staff be on-site at the City during implementation? Will staff be on-site for full or partial weeks?

CentralSquare Response: The CentralSquare Project Team will be on-site for Business Practice Review, training, and Go Live. These are partial and full weeks, depending on contractual requirements.

- v. Describe any assumptions made in the Proposal in detail. These should include any assumptions related to the current City technical environment, staffing, project management approach, and City resources available during implementation and support phases.

CentralSquare Response: Please refer to the assumptions listed in Table 3-02.

- vi. Provide detailed information on the anticipated level of effort required of the City Team during the implementation process. This shall include any assumptions surrounding the number of staff involved in the project on a day-to-day basis, as well as the amount of time staff may expect to spend committed to the implementation effort

CentralSquare Response: CentralSquare recommends the following City-based personnel resources in order to achieve maximum benefit throughout the implementation process:

City-Based Position	Skill Requirements for this Position	Role/Level of Involvement for this Position	Percent of Time Required for Acceptable Implementation
Project Manager	<ol style="list-style-type: none"> 1. Have the authority to speak for City from a project perspective 2. Designate people responsible for specific roles as needed, examples below: <ol style="list-style-type: none"> a. Module Subject Matter Experts b. Hardware Project Manager c. Build Team Members d. Data Conversion Review Team Members e. Interface points of contact at City (assigned per interface) 3. Involve City decision makers when needed 4. Escalate issues to the CentralSquare project manager 5. Eliminate roadblocks for completing project on schedule 6. Sign various project documents and ensure signoff documents and deliverables are provided to CentralSquare Project Manager in a timely manner 7. Organize training schedules, training rooms, and training equipment 8. Provide real world scenarios for testing and review 	Management of project implementation	10-25% per week
Build Team Member	Subject Matter Experts on modules that will be configured	Assist with the configuration and system review of the software	10-20% per week
IT	Knowledge of HW and network infrastructure	Assist with installation and connectivity	10% per week

Project Approach

CentralSquare Technologies implements CentralSquare Public Safety Software Suite Pro through a multi-phased methodology consisting of Kickoff, Infrastructure, Business Practice Review, Configuration, Data Conversion, System Review, Training, and Go Live. This methodology has been refined over 16 years of public safety software implementations across the United States.

Kickoff

From the start of the project, a CentralSquare project manager will work with the City as the single point of contact for implementation of the CentralSquare Pro system. The CentralSquare project manager will develop and manage the implementation schedule and will coordinate with the City to keep the project on track and on schedule.

After contract execution, a CentralSquare project manager and CentralSquare project team will be assigned. Within the first week the CentralSquare project manager will review the contract and contact the City project manager for introductions. The project managers will work together to schedule the kickoff meeting that will include project stakeholders. The kickoff meeting will review and confirm contractual requirements and set expectations for timelines. Following the kickoff meeting, the City will have tasks to complete related to assigning a configuration build team and coordinating vendor interface meetings.

Infrastructure

The CentralSquare and City project managers will work with the City's IT division to gather server sizing, server, and network requirement documentation. Servers will be ordered and set up based on the information provided in this documentation.

Business Practice Review

The Business Practice Review (BPR) will be an on-site meeting with the CentralSquare project manager, CentralSquare project team, City project manager, City build team, and key City stakeholders. The goal of the BPR is to confirm contractual requirements, demonstrate CentralSquare Pro software, and have discussions about current City processes. The CentralSquare project team will offer best practices and begin capturing the high-level configuration of the City's CentralSquare Pro implementation. The Configuration Management Document (CMD) is a deliverable that will contain decisions made during the BPR.

Configuration

The goal of configuration is to complete the setup of the CentralSquare Pro configuration that is specific to the City. The City will assign subject matter experts in CAD, Records, Jail, Financial, Mapping, Mobile, and IT to the City build team that will lead the configuration of CentralSquare Pro software. It is recommended that both user and supervisory level personnel are represented in each area and each City agency is represented.

CentralSquare implementation analysts, under the direction of the CentralSquare project manager, will meet with key City stakeholders and the City build teams to understand the City's operational needs and business rules. CentralSquare project team members will use onsite and/or web-based meetings to recommend how the CentralSquare software should be configured to match or enhance the City's current processes.

The CentralSquare project team will train and assist the City build team on the administration and configuration of CentralSquare Pro software. With CentralSquare project team assistance, the City build team will then take the lead for configuration of CentralSquare software.

Data Conversion

The goal of data conversion is to accurately convert the City's legacy system data into CentralSquare Pro software. A CentralSquare data conversion analyst will guide the City through the process of conversion from the review of legacy system data to confirmation of converted data in CentralSquare Pro software.

Project Approach (continued)

System Review

Once configuration and data conversion are complete, the CentralSquare project team will guide the City through end-to-end user testing of the configured software. The goal of System Review is to confirm that the configuration is complete and fits the City's needs at all levels. It has proven to be beneficial to have non-City build team members complete System Review. New eyes on the configured CentralSquare Pro software often glean a few configuration adjustments.

Training

The CentralSquare project team involved throughout the project will complete the City training. CentralSquare uses an end user scenario-based training model that uses examples fitting to the group being trained. Rather than watching a demonstration of the software, this training model has the trainees using the software right away, not watching. Train-the-trainer sessions are also available if requested.

Go Live

CentralSquare provides on-site support the day that CentralSquare Pro software goes live. Any questions that arise are addressed immediately by the on-site team, ensuring that the first day(s) using CentralSquare Pro software goes smoothly.

Following Go Live, the CentralSquare and City project managers will identify and schedule refresher training needs.

Go Live and Ongoing Support

From the start of the project, a CentralSquare Project Manager will work with the City as the single point of contact for implementation of the CentralSquare Pro system. The CentralSquare Project Manager will develop and manage the implementation schedule and will coordinate with the City to keep the project on track and on schedule. The Project Manager will work closely with the CentralSquare Project Team to configure the software specific to the needs of the City. CentralSquare provides on-site support the day that the new system goes live. Any questions that arise are addressed immediately by the on-site Project Team, ensuring that the first day(s) using the new system goes smoothly. After Go Live, the agency reviews all aspects of the software, data conversion, and interfaces, and any concerns are documented by the Project Team. This list of action items is addressed before the agency officially accepts the system. At this point, CentralSquare's Support team takes over the day-to-day needs of the agency.

Post-Go Live Support

CentralSquare provides a single level of maintenance support. This includes all software patches and major enhancements at no additional charge. CentralSquare provides phone and email support for CentralSquare Pro licensed under the contract and shall maintain a support center database to track any reported issues. No support will be provided for CentralSquare more than four versions back from the most recently released version. Support does not include custom programming services or training. Support is available during regular business hours from 7am – 6pm Central, Monday through Friday and all nights, weekends, and company recognized holidays for critical after hours support.

Support issues are categorized by priority level and responded to accordingly:

- Priority 1 / Critical Issues = CentralSquare will provide immediate response to reported critical issues (e.g., system down scenario) and continuous support until the issue is resolved. On average, these issues are addressed with a resolution plan within 4 business hours or less.
- Priority 2 / High Priority Issues = CentralSquare will provide immediate response to reported high-priority issues (e.g., commonly utilized feature impaired without reasonable alternative solution) and prioritize resolving the issue above medium priority issues. On average, these issues are addressed with a resolution plan within 2 business days.
- Priority 3 / Medium / Normal Priority Issues = CentralSquare will provide immediate response to reported medium-priority issues (e.g., commonly utilized feature impaired, but a reasonable alternative solution exists) and prioritize resolving the issue above low priority issues.
- Priority 4 / Low Priority Issues = CentralSquare will provide immediate response to reported low-priority issues (e.g., uncommonly utilized feature impaired and reasonable alternative solution exists) and prioritize them to be resolved within a reasonable timeframe.

CentralSquare also provides its online help center for all CentralSquare Pro clients. The help center includes manuals, release notes, and videos which provide step-by-step guides for performing functions within CentralSquare Pro. There are no additional fees for access.

Sample Service Level Agreement/Maintenance Agreement

During CentralSquare's normal business hours, reported issues will be responded to in the order in which the calls are received. After business hours, calls are routed to the on-call CentralSquare Customer Service Technician. Issues will be responded to and resolved according to the priority nature of the issue as defined below:

Priority 1 / Critical Issues = CentralSquare will provide immediate response to reported critical issues (e.g. system down scenario) and continuous support until the issue is resolved. On average, these issues are addressed with a resolution plan within 4 business hours or less.

Priority 2 / High Priority Issues = CentralSquare will provide immediate response to reported high priority issues (e.g. commonly utilized feature impaired without reasonable alternative solution) and prioritize resolving the issue above medium priority issues. On average, these issues are addressed with a resolution plan within 2 business days.

Priority 3 / Medium / Normal Priority Issues = CentralSquare will provide immediate response to reported medium priority issues (e.g. commonly utilized feature impaired, but a reasonable alternative solution exists) and prioritize resolving the issue above low priority issues.

Priority 4 / Low Priority Issues = CentralSquare will provide immediate response to reported low priority issues (e.g. uncommonly utilized feature impaired and reasonable alternative solution exists) and prioritize them to be resolved within a reasonable timeframe.

Sample Resource Management Plan

CentralSquare's Sample Resource Management Plan is provided below.

- a. City Resources
 - i. City Project Manager:
 1. Have the authority to speak for City from a project perspective
 2. Designate people responsible for specific roles as needed, examples below:
 - a. Module Subject Matter Experts (SMEs)
 - b. Hardware Project Manager
 - c. CentralSquare Build Team Members
 - d. Data Conversion Review Team Members
 - e. Interface points of contact at City (assigned per interface)
 3. Involve City decision makers when needed
 4. Escalate issues to CentralSquare Project Manager
 5. Eliminate roadblocks for completing project on schedule
 6. Sign various project documents and ensure signoff documents and deliverables are provided to CentralSquare Project Manager in a timely manner
 7. Organize training schedules, training rooms, and training equipment
 8. Provide real world scenarios for testing and review
 9. Work with CentralSquare Project Manager to ensure all tasks are completed (Schedule Management, Risk Management, Quality Management, and Communication Management)
 - ii. City IT: Responsibilities are to ensure all network and server configuration, hardware, and software installation is fulfilled per requirements, along with any additional requirements such as providing legacy system data for conversion process and Go Live.
 - iii. City Build Team Members: defined as Supervisors and Subject Matter Experts per module
 1. Attend major milestone meetings, demonstrations of software, Q&A sessions, scheduled meetings
 2. Assigned to and complete all project related tasks that include:
 - a. Configuration of CentralSquare Pro
 - b. Data conversion mapping, which is a process of mapping the current legacy system conversion items to configured tables created in CentralSquare Pro
 - c. Data conversion review, which is a process of reviewing data from current legacy system compared to items converted into CentralSquare Pro
 - d. GIS map validation
 - e. Interface discussion, setup, and testing
 - f. Attend end user training
- b. CentralSquare Resources
 - i. CentralSquare Program Manager:
 1. Work with City immediately upon the award of the contract
 2. Oversee Project Manager
 3. Participate in path of escalation, if needed
 - ii. CentralSquare Project Manager:
 1. Oversee project roadmap and set important milestones
 2. Allocate CentralSquare resources
 3. Communicate with CentralSquare colleagues and City Build Team Members
 4. Oversee configuration and data conversion process
 5. Provide risk and issue management
 - iii. CentralSquare Project Team:
 1. Data Conversion Analyst:
 - a. Coordinate with the City to obtain copies of conversion data, screen shots, and user videos. Identify how the legacy data is formatted, linked, and organized and develop scripts to load the legacy data into conversion tools and ultimately into CentralSquare Pro.

City of Broken Arrow

2. Business Analyst:
 - a. Work with the project manager as necessary to configure software
 3. GIS Analyst:
 - a. Work closely with the City's current GIS data and transform it to make it function seamlessly in CentralSquare products without compromising the integrity of the original data
 4. System Engineer:
 - a. Work closely with the City and third-party vendors to ensure interfaces are ready for Go Live
 - b. Configuration of CentralSquare Pro
 5. Training Specialist:
 - a. Work with the Project Manager and business analyst as necessary to train users on CentralSquare Pro
- iv. CentralSquare Customer Service:
1. Work with City after Go Live for all support and maintenance issues

Customer

Zuercher Suite Contract

ZUERCHER

ZUERCHER

Software License and Service Agreement

Customer

SAMPLE

Customer

Zuercher Suite Contract

ZUERCHER

This Software License and Service Agreement (this “Agreement”) entered into as of this ____ day of _____ 20__ by and between Agency Name (“Customer”), having its principal place of business at Agency Address, and Zuercher Technologies LLC (“Zuercher”), having its principal place of business at 4509 West 58th Street, Sioux Falls, South Dakota 57108. Customer and Zuercher may also be referred to herein individually as a “Party” or collectively as the “Parties”.

This Agreement details the responsibilities of Zuercher and Customer with regard to the public safety software, hardware, and related services to be provided by Zuercher under this Agreement.

Additional agency name shall be included in this Agreement as “Additional Agencies.” These agencies shall be provided software and services as outlined in this Agreement.

Now, therefore, in consideration of the mutual covenants and promises contained in this Agreement, the Parties agree as follows:

1.0 Exhibits and Order of Precedence

The following Exhibits are incorporated into this Agreement:

1. Exhibit A: Statement of Work
2. Exhibit B: Pricing Detail
3. Exhibit C: Payment Schedule
4. Exhibit D: Maintenance Agreement

In the event of any inconsistency among the various documents that comprise this Agreement, the order of precedence shall be as follows: (i) the Agreement, followed by (ii) the Exhibits to the Agreement in the order in which they appear in *1.0, Exhibits and Order of Precedence*.

2.0 License

2.1 Grant of the License

In consideration of Customer’s payment of the license fees set forth in *Exhibit B: Pricing Detail*, and subject to the terms and conditions set forth herein, Zuercher hereby grants to Customer, and Customer accepts, a perpetual, non-transferable and non-exclusive license to use certain Zuercher software (the “Software”) identified in *Exhibit B: Pricing Detail* only for Customer’s own business purposes in object code format.

2.2 Copies and Modifications

Customer may make a copy of the Software solely for backup or archival purposes. No Zuercher identifying marks, copyright or proprietary right notices may be deleted from any copies of the Software made by Customer. Customer shall not decompile, or create by reverse engineering or otherwise, the source codes from the object code supplied hereunder, or adapt the Software in any way or use it to create a derivative work. Zuercher shall not be responsible in any way for Software performance if the Software has been modified, except as modified by Zuercher.

Customer

Zuercher Suite Contract

ZUERCHER

2.3 Restrictions on Usage

Customer shall not allow any party, other than Zuercher, to add, update, or delete database records or file system objects directly to or on the server or database except as provided for in the Zuercher Documentation.

Customer shall not access any Server Hardware except as provided in the Zuercher Documentation or cause any software except the Software provided under this Agreement to be installed on or executed on the Server Hardware.

2.4 Infringement

Zuercher will at its expense defend against any claim, action or proceeding by a third party ("Action" herein) for infringement by the Zuercher Software of copyright or trade secrets, provided that Customer immediately notifies Zuercher in writing of such Action and cooperates fully with Zuercher and its legal counsel in the defense thereof. Zuercher may in its discretion (i) contest, (ii) settle, (iii) procure for Customer the right to continue using the Zuercher Software, or (iv) modify or replace the Zuercher Software so that it no longer infringes (as long as the functionality and performance described in the Specifications substantially remains following such modification or replacement.) Customer may participate in the defense of such Action at its own expense. If Zuercher concludes in its sole judgment that none of the foregoing options are commercially reasonable, and Customer's use of the Zuercher Software is permanently enjoined as a result of a judgment of a court of competent jurisdiction in such Action, then Zuercher will return to Customer the Zuercher Software license fee(s) paid by Customer under this Agreement less a prorated portion of said fee(s) for Customer's use of the Zuercher Software (calculated by multiplying the ratio of the number of months of actual use in live operations to thirty-six (36) months times the license fees paid) and the licenses granted in this Agreement shall terminate. In addition, in the event such Action results in a money judgment against Customer which does not arise, wholly or in part, from the actions or omissions of Customer, its officers, directors, employees, contractors, agents, or elected officials, or a third party, Zuercher will, subject to Section 5.0 herein, indemnify Customer therefrom.

Notwithstanding the above, Zuercher shall have no duty under this Section 2.4 with respect to any claim, action or proceeding arising from or related to infringements (i) by Third Party Software, including operating system software, or hardware, (ii) arising out of modifications to the Zuercher Software and/or Documentation not made by Zuercher, (iii) resulting from use of the Zuercher Software to practice any method or process which does not occur wholly within the Zuercher Software, or (iv) resulting from modifications to the Zuercher Software or Documentation prepared pursuant to specifications or other material furnished by or on behalf of Customer. This Section 2.4 states the entire obligation of Zuercher regarding infringement of intellectual property rights, and it will survive the termination of this Agreement.

Customer

Zuercher Suite Contract

ZUERCHER

3.0 Delivery, Fees and Payments

3.1 Delivery of Software to Customer

The Software shall be delivered in executable object code form only. Zuercher shall initially deliver and install copies of the Software as set forth in *Exhibit A: Statement of Work*, in the quantities set forth in *Exhibit B: Pricing Detail*. Except as stated in *Exhibit D: Maintenance Agreement*, Zuercher shall not be responsible for providing any updates, enhancements, modifications, revisions, additions, replacements, conversions or maintenance to the Software.

3.2 Delivery of Hardware to Customer

Zuercher shall ship Hardware provided under this Agreement as set forth in *Exhibit B: Pricing Detail* to Customer's location at a mutually agreeable time in the project timeline. Items shipped via commercial carrier are FOB destination at the fixed price stated in *Exhibit B: Pricing Detail*. It shall be Customer's responsibility to install all Hardware and to perform proper facility preparation (such as appropriate uninterrupted power, air conditioning, space, electrical drops, security, network equipment, network drops, etc.) not specified in this Agreement as being provided by Zuercher, but necessary to accommodate equipment as specified in the Statement of Work before, during, and/or after installation.

3.3 Delivery of Services to Customer

Zuercher will provide Services as set forth in *Exhibit A: Statement of Work*.

3.4 Fees

Customer will pay Zuercher the fees, without deduction or offset, on the dates set forth in *Exhibit C: Payment Schedule*.

3.5 Late Payment

If Customer fails to pay any amount due within thirty (30) days of invoice date, Customer shall pay late charges of one and one half percent (1.5%) or the highest allowed by law, whichever is lower, per month on such balance, together with all of Zuercher's expenses, collection costs and reasonable attorneys' fees incurred in enforcing this Agreement.

3.6 System Acceptance

Customer acknowledges that the System shall be deemed accepted on the date of Go Live. In the event that a Customer notifies Zuercher of a material non-conformity in the Software as compared with the Statement of Work, Zuercher shall use commercially reasonable efforts to correct the reported non-conformity in accordance with the support provisions set forth in *Exhibit D: Maintenance Agreement*.

3.7 Additional Components

Other components (hardware and/or software, collectively "Third Party Components") may be desired for use with the System. Zuercher assumes no responsibility under this Agreement for obtaining and/or supporting any Third Party Components except as expressly agreed herein. This includes, but is not limited

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to, networking equipment, workstations, servers for third-party systems, mobile networking equipment, and mobile workstations, laptops, or tablets.

3.8 Third-Party Costs

Except as expressly agreed herein, Zuercher assumes no responsibility for any third-party costs related to implementation of the System. This includes, but is not limited to, any third-party costs associated with the implementation of Interfaces as defined in *Exhibit A: Statement of Work*.

4.0 Rights and Obligations

4.1 Proprietary Rights

Zuercher represents that it is the owner of or otherwise has the rights to the Software and that it has the right to grant the License. Zuercher retains title to the Software and its associated Documentation, including, without limitation, all copies and audiovisual aspects thereof and all rights to patents, copyrights, trademarks, trade secrets and other intellectual property rights inherent therein and appurtenant thereto. Customer shall not, by virtue of this Agreement or otherwise, acquire any proprietary rights whatsoever in the Software or its associated Documentation, which shall be confidential information of Zuercher and the sole and exclusive property of Zuercher. Zuercher hereby expressly reserves any right not expressly granted to Customer by this Agreement. No identifying marks, copyright or proprietary right notices may be deleted from any copy of the Software provided to or made by Customer. All right and title to any third party software provided by Zuercher under this Agreement shall remain with the applicable vendor thereof. Nothing in this Agreement shall be construed as conveying title in the Software, its associated Documentation, or any third party software to Customer.

4.2 Trademarks and Trade Names

Any and all trademarks and trade names, which Zuercher uses in connection with the License granted hereunder, are and shall remain the exclusive property of Zuercher. Nothing contained in this Agreement shall be deemed to give Customer any right, title or interest in any trademark or trade name of Zuercher.

4.3 Confidentiality

Except as otherwise provided in this Agreement, Customer shall not sell, transfer, publish, disclose or otherwise make available any portion of the Software or its associated Documentation to others. Customer shall use its reasonable best efforts to cooperate with and assist Zuercher in identifying and preventing any unauthorized use, copying or disclosure of the Software or any portion thereof or any of the algorithms or logic contained therein or any other deliverables.

4.3.1 Zuercher agrees to maintain Customer's confidential business information and confidential data, including patient identifying data, to which Zuercher gains access in confidence and to not disclose such information except as required to perform hereunder or as required by law. Customer will use reasonable efforts to identify or designate information or data as confidential at or within five (5) business days of disclosure. Notwithstanding the above, Zuercher shall own the copyrights, trade secrets, patent rights and other proprietary rights in and may use without restriction knowledge, information, ideas,

Customer

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methods, know-how, and copyrightable expression learned or acquired (including without limitation any feedback, suggestions, or other information or materials) as a result of or in connection with this Agreement to make modifications and enhancements to the Zuercher Software or Documentation. Customer shall acquire no intellectual property ownership rights to the Zuercher Software or Documentation as a result of such use, whether as author, joint author, or otherwise. Confidential information does not include any information which (a) is generally available to the public or becomes generally known to the public through no act or omission of Zuercher or any violation of confidentiality; (b) is disclosed to Zuercher by third parties without breach of confidentiality obligations; (c) is already in the lawful or rightful possession of Zuercher prior to receipt of the confidential information or (d) is developed independently by Zuercher without use of the confidential information.

4.3.1.1 Zuercher maintains a security program for managing access to customer data – particularly HIPAA and CJIS information (“Security Approved Personnel”). This includes 1) a pre-employment background check; 2) security training required by Federal CJIS regulations; and 3) criminal background checks/fingerprints required by Federal or State regulations. Zuercher will work with the Customer to provide reasonably required documentation (such as the CJIS Security Addendum Certification form and VPN documents).

4.3.1.2 If required by the Customer, Zuercher will provide paper fingerprint cards for such Security Approved personnel with the fingerprinting performed in the state of the Zuercher staff’s job assignment. If the Customer requires fingerprints submitted in a form other than paper prints (such as Live Scan) or that such fingerprints be performed at the Customer’s site, the Customer will reimburse Zuercher for the cost of Zuercher Security Approved Personnel traveling to the Customer’s site or for a vendor (such as Live Scan) to travel to the applicable Zuercher office location. This provision will apply during the installation of the Project and for the duration of the Customer’s Maintenance Agreement.

4.4 Termination for Breach

Zuercher may immediately terminate this Agreement, including all license rights granted herein, in the event Customer breaches any of its material confidentiality obligations regarding the Software and its associated Documentation.

4.5 Non-Confidential Information

Confidentiality obligations of the Parties shall not extend to information that:

- (a) is, as of the time of its disclosure, or thereafter becomes part of the public domain through a source other than the receiving party;
- (b) was known to the receiving party at the time of its disclosure and such knowledge can be proven by documentation;
- (c) is independently developed by the receiving party;
- (d) is subsequently learned from a third party not under a confidentiality obligation to the providing party; or

Customer

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(e) is required to be disclosed pursuant to court order, subpoena, or government authority, whereupon the receiving party shall provide notice to the other party prior to such disclosure.

4.6 Limited Warranties

4.6.1 Software Warranties

Zuercher warrants that: (i) it owns or otherwise has the rights in the Software and has the right to license the Software as described in this Agreement. Zuercher further warrants that for a period of twelve (12) months from the date of Go Live (the "Warranty Period"), the Zuercher Software will perform in conformance with the Zuercher Documentation and any applicable specifications set forth in *Exhibit A: Statement of Work*. Zuercher's sole obligation or liability during the Warranty Period shall be to use commercially reasonable efforts to correct the Software upon receipt of written notice of a warranty defect from Customer, in a reasonable time in accordance with the provisions of *Exhibit D: Maintenance Agreement*. In the event Zuercher fails to remedy material defects in the Software under this warranty, Customer's sole remedy and Zuercher's sole liability shall be to receive a refund of any fee paid hereunder for the portion of the Software, if any, which contains an uncorrected material defect.

4.6.1.1 Wireless Service Limitations

Problems in the Zuercher software or transmission of data caused by wireless services, including cell phone carriers, cell phone devices and operating systems, and any personal settings on the devices are not warranted by Zuercher, or covered under the terms of this Agreement. The Customer's use of services provided by wireless service providers or carrier, or transmission of data from cell phone carriers, cell phones and operating systems, and the security, privacy, or accuracy of any data provided via such services is at the Customer's sole risk.

4.6.2 Hardware and Third-Party Software Warranties

Zuercher warrants that, at the time of delivery, the Hardware will be new and unused. In addition, Zuercher warrants that upon payment of the applicable fees, Customer will acquire good and clear title to the Hardware, free and clear of all liens and encumbrances.

All Hardware and Third-Party Software warranties provided by the manufacturer will be passed through to Customer. Zuercher will be solely responsible for processing and managing of all Hardware and Third-Party Software warranty claims that may be necessary during the term of this Agreement.

ZUERCHER EXPRESSLY DISCLAIMS, AND CUSTOMER HEREBY EXPRESSLY WAIVES, ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

4.7 Legal Relationship

It is expressly understood by Customer and Zuercher that Zuercher shall not be construed to be, and is not, an employee of Customer. Zuercher shall provide services to Customer as an independent contractor with control over the time, means and methods for accomplishing the services outlined in this Agreement. Zuercher further acknowledges that it is not entitled to such benefits as holiday time, vacation time, sick leave, retirement benefits, health benefits, or other benefits usually associated with employment.

Customer**Zuercher Suite Contract****ZUERCHER****4.8 Insurance Provision**

Zuercher, at all times during the term of this Agreement, shall obtain and maintain in force insurance coverage of the types and with the limits as follows:

- (a) Commercial General Liability Insurance: Commercial general liability insurance with a limit of \$1,000,000 for each occurrence; \$2,000,000 in the aggregate.
- (b) Professional Liability Insurance: Professional liability insurance with a limit of \$5,000,000 each claim; \$5,000,000 in the aggregate.
- (c) Business Automobile Liability Insurance: Business automobile liability insurance or equivalent form with a limit of not less than \$1,000,000 for each accident. Such insurance shall include coverage for owned, hired and non-owned vehicles.

At Customer's request, Zuercher shall provide properly executed Certificates of Insurance which shall clearly evidence all insurance required in this Agreement and which provide that such insurance may not be canceled, except on 30 days prior written notice to Customer.

5.0 Indemnification and Limitation of Liability

Zuercher shall indemnify, defend and hold harmless Customer from any and all claims, lawsuits or liability, including attorneys' fees and costs, allegedly arising out of, in connection with, or incident to any loss, damage or injury to persons or property or arising from a wrongful or negligent act, error or omission of Zuercher, its employees, agents, contractors, or any subcontractor as a result of Zuercher's or any subcontractor's performance pursuant to this Agreement; however, Zuercher shall not be required to indemnify Customer for any claims or actions caused to the extent of the negligence or wrongful act of Customer, its employees, agents, or contractors. Notwithstanding anything to the contrary in the foregoing, if a claim, lawsuit or liability results from or is contributed to by the actions or omissions of Customer, or its employees, agents or contractors, Zuercher's obligations under this provision shall be reduced to the extent of such actions or omissions based upon the principle of comparative fault.

Notwithstanding the foregoing, the aggregate liability of Zuercher for any reason and upon any cause of action of claim, including, without limitation, Zuercher's obligation to indemnify and hold harmless under this agreement, shall be limited to direct damages which shall not exceed (i) the amount of the fees paid for the portion of the System giving rise to such claims in the aggregate, including, without limitation, breach of contract, breach of warranty, indemnity, negligence, strict liability, misrepresentations, and other torts; or (ii) for claims arising under annual maintenance, the amount of the maintenance fees paid for the term in which the claim arises.

IN NO EVENT SHALL ZUERCHER, ITS SUBCONTRACTORS OR SUPPLIERS BE LIABLE WHETHER IN CONTRACT OR IN TORT FOR LOST PROFITS, LOST SAVINGS, LOST DATA, LOST OR DAMAGED SOFTWARE, OR ANY OTHER CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING OUT OF, OR OTHERWISE RELATED TO THIS AGREEMENT, REGARDLESS OF WHETHER ZUERCHER HAS NOTICE OF THE POSSIBILITY OF ANY SUCH LOSS OR DAMAGE.

Customer**Zuercher Suite Contract****ZUERCHER****6.0 Termination****6.1 By Zuercher for Cause**

In addition to various other express rights of Zuercher to terminate this Agreement set forth herein, Zuercher shall also have the right to terminate this Agreement upon thirty (30) day's prior written notice and cancel any unfulfilled portion of it by written notice to Customer due to Customer's failure to comply with any material terms or conditions of this Agreement, or in other cases if: (i) Customer becomes bankrupt or insolvent or enters into any arrangement or composition with its creditors or if a receiver is appointed to direct the business of Customer, or (ii) Customer sells or assigns its rights, duties or obligations under this Agreement to any person or entity, in whole or in part, whether by assignment, merger, transfer or assets, sale of stock, operation of law or otherwise, without the express written permission of Zuercher or (iii) upon Customer's breach of the License or confidentiality and nondisclosure provisions contained herein, or (iv) upon a violation of Zuercher's proprietary rights hereunder. The termination of this Agreement shall automatically terminate and extinguish the License.

Zuercher may exercise any rights available to it under Oklahoma law to terminate for cause upon the failure of Customer to comply with the terms and conditions of this Agreement; provided that Zuercher shall give Customer written notice specifying Customer's failure and a reasonable opportunity for Customer to cure the defect.

6.1.1 Additional Agency Term

Zuercher may also immediately terminate this Agreement if an additional "SOFTWARE LICENSE AND SERVICE AGREEMENT" is not in full force and effect between Zuercher and OTHER AGENCY NAME. If termination of this Agreement occurs for this reason, Zuercher will work in good faith with Customer to develop and negotiate a new contract.

6.2 By Customer for Cause

Customer may terminate this Agreement for cause based upon the failure of Zuercher to comply with any material terms and/or conditions of the Agreement, provided that Customer shall give Zuercher thirty (30) days' written notice specifying Zuercher's failure. If within thirty (30) days after receipt of such notice, Zuercher shall not have either corrected such failure or, in the case of failure which cannot be corrected in thirty (30) days, begun in good faith to correct said failure and thereafter proceeded diligently to complete such correction, then Customer may, at its option, place Zuercher in default and the Agreement shall terminate on the date specified in such notice.

6.3 Termination without Cause

After the fifth anniversary of the System Go Live date, this Agreement and the Software license granted herein may be terminated by either party by providing notice one-hundred eighty (180) days prior to the date the next annual maintenance payment is due.

Customer**Zuercher Suite Contract****ZUERCHER****6.4 Post-Termination Obligations**

All provisions hereof relating to Zuercher's proprietary rights, confidentiality, non-disclosure and non-solicitation shall survive the termination or expiration of this Agreement. Any fees due as per *Exhibit C: Payment Schedule* for work completed prior to termination shall still be paid by Customer. In the event of termination of this Agreement prior to implementation of the Zuercher Software, or termination due to Customer's breach of Zuercher's intellectual property rights, the license to the Zuercher Software granted under this Agreement shall also terminate and Customer shall remove all Zuercher Software from its computer system and at Zuercher's direction, either return or destroy the Software and its associated Documentation.

7.0 Customer Responsibilities

Customer shall provide one primary Project Manager to be the main point of contact for Zuercher. Duties of the Project Manager are outlined in *Exhibit A: Statement of Work*.

8.0 Miscellaneous**8.1 Force Majeure**

Neither party shall be liable to the other for any delay or failure to perform any of the services or obligations set forth in this Agreement due to causes beyond its reasonable control. Performance times shall be considered extended for a period of time equivalent to the time lost because of such delay.

8.2 Governing Law

This Agreement and performance hereunder shall be governed by the law of the State of Oklahoma, without giving effect to the principles of conflict of law of such state or international treaties.

8.3 Forum Selection

The Parties hereby submit to the exclusive jurisdiction and venue of Oklahoma state, or federal courts with respect to any action between the Parties relating to this Agreement.

8.4 Assignment

This Agreement shall apply to, inure to the benefit of, and be binding upon the Parties hereto and upon their permitted successors in interest and permitted assigns. Customer may not assign, without the prior written consent of Zuercher, which consent shall not be unreasonably withheld, Customer's rights, duties or obligations under this Agreement to any person or entity, in whole or in part, whether by assignment, merger, transfer of assets, sale of stock, operation of law or otherwise, and any attempt to do so shall be deemed a material breach of this Agreement.

8.5 Notice

Any notice provided pursuant to this Agreement, if specified to be in writing, shall be in writing and shall be deemed given (i) if by hand delivery, upon receipt hereof; (ii) if mailed, 7 days after deposit in the U.S.

Customer**Zuercher Suite Contract****ZUERCHER**

mails, postage prepaid, certified mail, return receipt requested. All notices shall be addressed to the Parties at the addresses set forth on the first page hereof.

8.6 Survival

All provisions of this Agreement relating to proprietary rights, confidentiality, non-disclosure and to payment of fees by Customer shall survive the termination of this Agreement.

8.7 No Waiver

The waiver or failure of either party to exercise any right in any respect provided for herein shall not be deemed a waiver of any further right hereunder.

8.8 Enforceability

If for any reason a court of competent jurisdiction finds any provision of this Agreement, or portion thereof, to be unenforceable, that provision shall be enforced to the maximum extent permissible so as to affect the intent of the Parties, and the remainder of this Agreement shall continue in full force and effect.

8.9 Remedies

Unless otherwise specified herein, the rights and remedies of the Parties set forth in this Agreement are not exclusive and are in addition to any other rights and remedies available at law or in equity.

8.10 Headings

The headings of the sections of this Agreement are inserted for convenience only and shall not constitute a part hereof or affect in any way the meaning or interpretation of this Agreement.

8.11 No Third-Party Beneficiaries

The Parties agree that this Agreement is for the benefit of the Parties hereto and is not intended to confer any rights or benefits on any third party, and that there are no third-party beneficiaries as to this Agreement or any part or specific provision of this Agreement.

8.12 Limitation of Actions

No action, regardless of form, arising out of or relating to this Agreement or the subject matter hereof may be brought by either party more than two (2) years after the cause of action has initially arisen, with the exception of either Party's breach of its confidentiality or non-disclosure obligations herein or Customer's violation of Zuercher's proprietary rights in the Software or any other software owned or licensed by Zuercher.

8.13 Taxes

Customer shall, in addition to the payments required hereunder, pay all applicable sales, use, transfer or other taxes and all duties, whether international, national, state or local, however designated, which are levied or imposed by reason of the transactions contemplated hereby, excluding, however, income taxes

Customer

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on net profits which may be levied against Zuercher. Customer shall reimburse Zuercher for the amount of any such taxes or duties paid or accrued directly by Zuercher as a result of this transaction. If Customer is a tax-exempt organization, Customer will provide Zuercher with documentation required by the taxing authority to support such exemption at the time of Execution of this Agreement.

8.14 Non-Discrimination

Zuercher agrees to abide by the requirements of the following as applicable: Title VI of the Civil Rights Act of 1964 and Title VII of the Civil Rights Act of 1964, as amended by the Equal Employment Opportunity Act of 1972, Federal Executive Order 11246 as amended, the Rehabilitation Act of 1973, as amended, the Vietnam Era Veteran's Readjustment Assistance Act of 1974, Title IX of the Education Amendments of 1972, the Age Discrimination Act of 1975, the Fair Housing Act of 1968 as amended, and Zuercher agrees to abide by the requirements of the Americans with Disabilities Act of 1990. Zuercher agrees not to discriminate in its employment practices, and will render services under this Agreement without regard to race, color, religion, sex, national origin, veteran status, political affiliation, disabilities, or because of an individual's sexual orientation. Any act of discrimination committed by Zuercher, or failure to comply with these obligations when applicable shall be grounds for termination of this Agreement.

8.15 Change Orders

Change orders and out-of-scope work will be defined by written agreement.

8.16 Entire Agreement

This Agreement, and any Exhibits specifically incorporated therein by reference, constitutes the entire agreement between the Parties with respect to the subject matter. These documents supersede and merge all previous proposals of sale, communications, representations, understandings and agreements, whether oral or written, between the Parties with respect to the subject hereof.

This Agreement may not be modified except by a writing subscribed to by authorized representatives of both Parties.

9.0 Definitions

- (a) **Documentation:** All written, electronic, or recorded end user and system administrator documentation and functional descriptions therein that describe the uses, features, and functional capabilities of the System, and that are published or provided to Customer by Zuercher.
- (b) **Executable Object Code:** Software code which has been compiled for use by the computer and is no longer directly readable or modifiable by humans.
- (c) **Execution of Agreement:** Date Agreement is signed by all enumerated Parties.
- (d) **Hardware:** All hardware, equipment, and other tangible non-Software items supplied to Customer by Zuercher under this Agreement.

Customer**Zuercher Suite Contract****ZUERCHER**

- (e) **Go Live:** The use of the System as a live, non-test-bed system. This can be exhibited by events such as the completion of the first real-world booking, the taking of the first real-world call for service, the entry of the first real-world case report, or a similar event dealing with real-world use.
- (f) **Software:** Any computer programs in object code form and any updates, enhancements, modifications, revisions, additions, replacements or conversions thereof owned by Zuercher and set forth or identified in *Exhibit B: Pricing Detail* or subsequently licensed to Customer. Software specifically excludes any Third-Party Software.
- (g) **Server Hardware:** All hardware, equipment, and other tangible non-Software items supplied to Customer by Zuercher under this Agreement listed as "Server Hardware" in *Exhibit B: Pricing Detail*.
- (h) **Services:** All project management, training, data conversion, and other services to be provided by Zuercher under this Agreement.
- (i) **SSH:** Secure Shell. A cryptographic protocol for securing data which it transmitted over an insecure network.
- (j) **System:** The collective whole of all Software, Hardware, and Services to be purchased, developed, licensed, supplied, installed, configured, or implemented by Zuercher under this Agreement.
- (k) **Third-Party Software:** Any software to be supplied by Zuercher under this agreement that is purchased or licensed from any source external to Zuercher for use with or integration into the System.

Customer

Zuercher Suite Contract



EACH PARTY'S ACCEPTANCE HEREOF IS EXPRESSLY LIMITED TO THE TERMS OF THIS AGREEMENT, INCLUDING ITS EXHIBITS, AND NO DIFFERENT OR ADDITIONAL TERMS CONTAINED IN ANY PURCHASE ORDER, CONFIRMATION OR OTHER WRITING SHALL HAVE ANY FORCE OR EFFECT UNLESS EXPRESSLY AGREED TO IN WRITING BY THE PARTIES.

Customer's Name

Signer's Name

Signer's Title

Signature _____
Date

Attester's Name

Attester's Title

Signature _____
Date

Zuercher Technologies, LLC

Signer's Name

Signer's Title

Signature _____
Date

Customer**Zuercher Suite Contract****Exhibit A: Statement of Work**

Zuercher will provide Software, Hardware and Services substantially similar to those outlined below, in the quantities specified in *Exhibit B: Pricing Detail*. Successful implementation and use of the software, hardware and services outlined herein are dependent upon the following: 1) the Zuercher “SOFTWARE LICENSE AND SERVICE AGREEMENT” remaining in good standing with ___(AgencyName)___ (hereinafter referred to as “Primary Agency”); and 2) Customer maintaining access and permission to use the Zuercher System purchased by Primary Agency.

1.0 Software

The software detailed in the following sections includes, but is not limited to, the listed functionality.

Zuercher Suite Base	<ul style="list-style-type: none"> • Operating system software • Database software • Master name index • Master address index • Master vehicle index 	<ul style="list-style-type: none"> • Secure intra-Customer messaging • Configurable dashboard • Web address links • No duplicate data entry • Authentication
Administration (Core)	<ul style="list-style-type: none"> • Equipment • Fleet Management • Inventory Management • Purchase Requisitions 	<ul style="list-style-type: none"> • Service Dogs • Policy Manual • Full audit trail • Custom Forms
Administration – Agency Site License	<ul style="list-style-type: none"> • Allows agencies named herein to access and use Customer’s Zuercher Administration system 	

Note: Many items are configurable by agency. All other configuration must be agreed upon between Customer and Additional Agency.

CAD (Core)	<ul style="list-style-type: none"> • Command-line entry • Bulletins • Configurable CAD Windows • Inactivity Alarms • Rip and Run • Full audit trail 	<ul style="list-style-type: none"> • Command Log • Triple I • Custom CAD Commands • Unit Alarms • ANI/ALI
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Customer**Zuercher Suite Contract****ZUERCHER****CAD (Advanced)**

- Alarm Billing
- Alarm Calls
- Nurse Calls
- Scheduled and Recurring Scheduled Calls
- Tow Calls
- Custom Forms
- NCIC Automation
- Basic Paging
- Run Cards and Unit Recommendation
- Unit Specialties
- Web windows

CAD – Agency Site License

- Allows agencies named herein to access and use Customer's Zuercher CAD system

Note: Many items are configurable by agency. All other configuration must be agreed upon between Customer and Additional Agency.

Mapping (Core) – Server Based

- Command-line entry
- Drag and drop commands
- Visual status alerts
- User-configurable map layers
- GIS functions with map window closed
- Quickest path unit recommendation
- Active calls for service
- Call for service click-through
- Custom map markers
- Address verification
- Faster map functions (compared with non-server version)
- Required for 15 or more AVL units

Mapping – Agency Site License

- Allows agencies named herein to access and use Customer's Zuercher Mapping system
- OR Allows Customer to access and use Primary Agency's Zuercher Mapping system

Note: Many items are configurable by agency. All other configuration must be agreed upon between Customer and Additional Agency.

Customer**Zuercher Suite Contract****ZUERCHER****Mapping AVL**

- Vehicle locations on map
- Call for service integration

Mapping AVL – Agency Site License

- Allows agencies named herein to access and use Customer's Zuercher Mapping AVL system

Note: Many items are configurable by agency. All other configuration must be agreed upon between Customer and Additional Agency.

Mapping AVL Playback

- Displays on the map
- View by time, by unit, by CFS
- Print or export playback data

Financial (Core)

- Double-entry accounting
- Automatic invoice creation
- Configurable addition of fees based on Records workflow
- Account reconciliation
- Receipt generation
- Statement printing
- Bulk Invoice Payments
- Full audit trail

Financial – Agency Site License

- Allows agencies named herein to access and use Customer's Zuercher Financial system

Note: Many items are configurable by agency. All other configuration must be agreed upon between Customer and Additional Agency.

Jail (Core)

- Booking, Intake, and Release Wizard
- Cell Occupancy Log
- Activities
- Basic Bank
- Issued Property
- Medicine
- Jail Billing
- Bond Payments
- Sentence calculation and Good Time
- Inmate Property
- Victim Notification
- Visitor logging
- Jail Log
- Shift Log
- Court Events
- Classification
- Cell Recommendation
- Inmate Classes and Transportation
- Full audit trail

Customer**Zuercher Suite Contract****ZUERCHER**

Jail (Advanced)	<ul style="list-style-type: none"> • Advanced Inmate Bank • Expenses • Expungement Log • Sentence Reductions • Inmate Checks 	<ul style="list-style-type: none"> • Inmate Work Shifts • Stay Scheduling (Weekenders) • Multiple Facilities • Jail workflow • Custom Forms
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Jail – Agency Site Licenses	<ul style="list-style-type: none"> • Allows facilities named herein to access and use Customer’s Zuercher Jail system
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Note: Many items are configurable by agency. All other configuration must be agreed upon between Customer and Additional Agency.

Mobile Core	<ul style="list-style-type: none"> • Grants access to the Zuercher Mobile application
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Mobile AVL	<ul style="list-style-type: none"> • Vehicles shown on map 	<ul style="list-style-type: none"> • Call for service integration
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Mobile CAD	<ul style="list-style-type: none"> • User-configurable layouts • Day/Night mode • Instant messaging 	<ul style="list-style-type: none"> • Silent dispatch • Bulletins/BOLOS • NCIC queries
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Mobile Mapping	<ul style="list-style-type: none"> • Active calls for service • Map Markers • Visual status alerts 	<ul style="list-style-type: none"> • User configurable map layers • Route from current location to CFS location
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Mobile Records	<ul style="list-style-type: none"> • Cases • Warrants 	<ul style="list-style-type: none"> • Master index access (including mug shots and alerts)
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Personnel (Core)	<ul style="list-style-type: none"> • Personnel Log 	<ul style="list-style-type: none"> • Full audit trail
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Personnel (Advanced)	<ul style="list-style-type: none"> • Commendations • Disciplinary Actions • Positions • Promotions 	<ul style="list-style-type: none"> • Service History • Training • Citizen Feedback
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Customer**Zuercher Suite Contract****ZUERCHER**

Portal (Remote CFS View)	<ul style="list-style-type: none"> • Read-only access • Web access to CFS Data 	<ul style="list-style-type: none"> • Agency-defined permissions
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Records (Core)	<ul style="list-style-type: none"> • Case Reports • NIBRS/UCR Submission • Master Record Notes • Protection Orders • Warrants • Juvenile Referral List 	<ul style="list-style-type: none"> • Pawn Property • Pistol Permits • Citations and Warnings • Sex Offenders • Full audit trail
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Records (Advanced)	<ul style="list-style-type: none"> • Field Identifications • Expungement • Intelligence Cases • Investigative Leads • Form Requirements 	<ul style="list-style-type: none"> • Tow Calls • Basic Accident Reports • Bicycle Registrations • Parking Tickets • Custom Forms
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Records - Agency Site License	<ul style="list-style-type: none"> • Allows agencies named herein to access and use Customer's Zuercher Records system
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Note: Workflow and personnel related items are configurable by agency. All other configuration must be agreed upon between Customer and Additional Agency.

Reporting (Core)	<ul style="list-style-type: none"> • Pre-defined reports • Custom reports • Ad-hoc reports • Drag and drop report building • Export to PDF, XLS, XML, TXT 	<ul style="list-style-type: none"> • Custom data filters • Statistical analysis • Scheduled reports • COMSTAT compatible • Emailed reports
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CrimeView Dashboard	<ul style="list-style-type: none"> • Pre-configured and customizable reports for crime analysis • Various chart styles and maps 	<ul style="list-style-type: none"> • User-configurable views and filters • Analysis Mode
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Customer

Zuercher Suite Contract

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1.1 Interfaces

All costs related to Zuercher's implementation of the following interfaces is represented in *Exhibit B: Pricing Detail*. Any third-party costs or charges incurred related to the implementation of the following interfaces will be the responsibility of Customer.

Any interfaces that cannot be deployed as part of System go-live due to Customer or a third-party vendor not being ready for deployment shall not delay System Acceptance.

Customer shall not allow any party, other than Zuercher, to add, update, or delete database records or file system objects directly to or on the server or database except as provided for in the Zuercher Documentation.

Customer shall not access any Server Hardware except as provided in the Zuercher Documentation or cause any software except the Software provided under this Agreement to be installed on or executed on the Server Hardware.

Refer to *Exhibit A: Statement of Work: 3.2 Implementation Process* overview for interface implementation information.

Standard Interfaces

1.1.1 CAD – ASAP Interface (Import and Export)

This is a two-way interface between Zuercher Suite and the state NLETS message switch for the exchange of alarm information with participating Automated Secure Alarm Protocol (ASAP) alarm monitoring stations. Alarm events received with an address that is an exact match to a valid address in the agency's data will create a waiting Call for Service (CFS) in Zuercher CAD. Updates received for an alarm event will be added to the CFS until it is closed. Updates will be sent to the originating alarm monitoring station via the interface when: A unit has been assigned to the CFS; A unit has been logged as on scene on the CFS; The CFS has been completed; A dispatcher manually sends a message to the monitoring station.

Customer is responsible for any required coordination with the participating alarm monitoring stations and configuration including mapping CAD incident codes to Alarm Event Types.

1.1.2 CAD – Basic Paging Interface (SMS/Email) (Export)

This is a one-way interface from Zuercher CAD. Pages are sent via email, SMS, and/or CAP codes from Zuercher CAD. Zuercher enables the paging functionality in CAD.

Customer is responsible for configuring paging groups, templates, and trigger events for this interface.

1.1.3 CAD – 911 Vendor E911 (ANI/ALI) Interface (Import)

This is a one-way interface from the 911 service provider to Zuercher CAD. It prepopulates calls for service by parsing raw spill data from the 911 service and importing it.

Customer is responsible for ensuring that:

- (a) 911 service provider sets up the serial connection from the 911 controller to Zuercher CAD.*
- (b) 911 spill data can be pushed to Zuercher CAD at a decided upon frequency.*
- (c) ALI data meets NENA standards*

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1.1.4 CAD – Rip and Run Interface (Fax/Email)

This is a one-way interface from CAD to fax and email services. Completed Calls for Service (CFS) from CAD are output (printed) to the services. Zuercher provides the connection from Zuercher Suite to the SMTP server.

Customer will provide Zuercher with SMTP information for setup and will manage all user configurations.

1.1.5 CAD – ImageTrend Interface (Export)

This is a one-way interface from Zuercher CAD to ImageTrend. Upon completion of a Call for Service (CFS) in CAD, an XML file containing CFS details, including applicable unit times, is sent from CAD to a SOAP-based web service managed by ImageTrend. ImageTrend is responsible for providing the credentials to Zuercher which are necessary to access and submit files to the web service.

1.1.6 CAD – ProQA Platinum-Certified Interface (Import and Export)

This is a two-way interface between Zuercher CAD and ProQA. From a call for service (CFS) in CAD, the ProQA application is launched manually or automatically from configured incident codes. CAD sends CFS data to ProQA. CAD users select the appropriate ProQA discipline (Law, Fire, or Medical), and follow the scripted call dialog within ProQA. When triggered by ProQA, CAD imports the call details, including the Responder Summary, to the CFS and updates the incident code if necessary.

1.1.7 CAD – PulsePoint Interface (Export)

This is a one-way interface from Zuercher CAD to PulsePoint's Respond incident reporting system. CAD Calls for Service (CFS) records and unit response time information are exported to PulsePoint via two database views hosted by Zuercher on the CAD production server. Zuercher supplies PulsePoint with database user credentials to access these views. PulsePoint will query the database at an approved frequency to retrieve specific CFS and unit information for import into their Respond system. The information retrieved by PulsePoint will be made available via PulsePoint's Respond application. PulsePoint then uses this information to push alerts to citizens running the PulsePoint Respond mobile application, informing them of live EMS incidents within the agency's CAD. The goal of this integration is to create a public alert system for EMS incidents as they happen, empowering citizens to provide aid to a patient prior to the arrival of EMS units on scene.

Customer must ensure that any necessary PulsePoint components or licenses are purchased and correctly configured.

1.1.8 CAD – Zetron Tone Paging Interface (Export)

This is a one-way interface from Zuercher CAD to the Zetron4000 paging console. Paging presets, known as Instant Call Pages, configured by the agency within the Zetron4000 can be requested from CAD to terminal-specific Zetron consoles. These CAD paging requests will reference specific pre-programmed Instant Call Pages configured within Zetron.

1.1.9 Jail – LiveScan/AFIS Interface (Import and Export)

This is a two-way interface between Zuercher Jail and the Livescan system. When an inmate is booked into Jail, a NIST file with inmate demographic data and hold reasons is sent to the AFIS Livescan device via FTP. Once the inmate is fingerprinted and mug shots have been taken, the Livescan device sends the mug shots back in the NIST file, which Jail then adds to the inmate's record in the system.

Customer**Zuercher Suite Contract****ZUERCHER****1.1.10 Jail – N-DEx Adapter (IB IEPD)**

This is an adapter that produces XML that is conformant to the N-DEx Incarceration/Booking (IB) IEPD. Zuercher Suite transmits data to the N-DEx web service via Zuercher's existing N-DEx WSDL. Data transmission does not include all fields defined in the IEPD.

1.1.11 Oklahoma Crime Reporting Interface (NIBRS)

This is a one-way interface from Zuercher Records to Oklahoma NIBRS. Customer is able to select cases in Zuercher Records and manually export those cases to a text file on the local file system. From there, Customer provides the file to the state system. Zuercher creates functionality to support the text file export from Zuercher Records.

1.1.12 Records – N-DEx Adapter (IA IEPD)

This is an adapter that produces XML that is conformant to the N-DEx Incident/Arrest (IA) IEPD. Zuercher Suite transmits data to the N-DEx web service via Zuercher's existing N-DEx WSDL. Data transmission does not include all fields defined in the IEPD.

1.1.13 Zuercher Suite – NCIC Interface (Basic Query Package)

This is a two-way interface between Zuercher Suite and the Zuercher-provided NCIC server. The following basic queries will be generated by Zuercher Suite and passed to the NCIC server: Article, Boat, Driver History, Driver License, Gun, Log Off Request, Log On Request, Snowmobile Registration, Vehicle Registration. The Zuercher-provided NCIC server then sends the queries on to NCIC and collects the results. Those query results are then sent back to Zuercher Suite.

Customer is responsible for providing a network connection and the necessary authentication to the state message switch from the NCIC server. NCIC data mining results will only be returned for the state in which Customer is located.

1.1.14 Zuercher Suite – Time Synchronization Interface

This a one-way interface that uses NTP to keep all Zuercher server's clocks in sync.

Non-Standard Interfaces

Upon contract execution, Zuercher will work with the Customer and Vendor on scope requirements prior to development for all non-standard interfaces.

1.2 Data Conversion

Zuercher will provide data conversion services from one (1) of Customer's current software database sources to one (1) Zuercher database module. For example, Customer's current CAD database will be converted to Zuercher CAD. The contents of the data conversion will be determined by the Data Conversion Specification documents.

Zuercher was not provided a data sample of Customer's current data sources requiring conversion. Therefore, Zuercher is unable to accurately estimate the level and scope of effort associated with the data conversion. Once provided a data sample, Zuercher will discuss with Customer any changes to the scope or price of this implementation.

Customer shall work with its existing vendors to obtain unencrypted data for conversion in one of the

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following compatible formats:

- (a) MS SQL .bak files with database version and credential information
- (b) MySQL .dump or .sql files with database version and credential information
- (c) PostgreSQL .sql files with database version and credential information
- (d) MS Access 2003 or newer .mdb files
- (e) CSV files with column headers and relationship mapping documentation
- (f) Oracle 10g or newer backup files

1.2.1 Superior CAD

Data will be converted into the Zuercher CAD module from the Superior database and data will be provided in one of the formats listed above. Data will be in a form substantially similar to that of the provided, "Name of File Provided".

1.2.2 Superior Records

Data will be converted into the Zuercher Records module from the Superior database and data will be provided in one of the formats listed above. Data will be in a form substantially similar to that of the provided, "Name of File Provided".

1.2.3 Jalan Jail

Data will be converted into the Zuercher Jail module from the Jalan database and data will be provided in one of the formats listed above. Data will be in a form substantially similar to that of the provided, "Name of File Provided".

1.2.4 ImageWare (Mugshots)

Data will be converted into the Zuercher Records module from the ImageWare (Mugshots) database and data will be provided in one of the formats listed above. Data will be in a form substantially similar to that of the provided, "Name of File Provided".

1.2.5 CodeBlue K9

Data will be converted into the Zuercher Records module from the CodeBlue K9 database and data will be provided in one of the formats listed above. Data will be in a form substantially similar to that of the provided, "Name of File Provided".

1.2.6 Questys DMS

Data will be converted into the Zuercher Records module from the Questys DMS database and data will be provided in one of the formats listed above. Data will be in a form substantially similar to that of the provided, "Name of File Provided".

1.2.7 GIS Data Conversion (One-time Set Up)

In Zuercher's efforts to make sure that Customer-supplied GIS data is working to the best of its abilities, Zuercher will run a series of tests to ensure that the GIS data is ready for first installation. In addition, the data will be set up with the proper configuration and loaded into an ArcGIS map document that is required for the software to operate. Address locator and network dataset files will be created and updated for proper geocoding and routing abilities.

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A thorough GIS data review by Customer is imperative for an effective and organized Zuercher software Go Live.

Zuercher cannot make any guarantees for the spatial nor the tabular accuracy of Customer-supplied GIS data as it pertains to geocoding results, routing, and searching. Customer understands that there are several steps involved to make the GIS data sufficiently perform the abovementioned functions. If Customer is unable to make these corrections on its end, a GIS data contract can be set up with Zuercher to ensure the data is built according to the desired specifications.

SAMPLE

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2.0 Customer Hardware, Network and Power Requirements

Zuercher is not responsible for installation or networking of the computer hardware required for operating Zuercher Software.

Unless otherwise specified, Customer will be responsible for providing the following to meet the hardware, network and power requirements for the System.

2.1 Server Hardware

1. Three (3) rack-mount servers will be purchased by Customer as part of this agreement.
2. Three (3) Zuercher Suite servers will be configured as follows:
 - (a) One (1) Production server with Lantronix remote access device
 - (b) One (1) Warm Standby server with Lantronix remote access device
 - (c) One (1) Testing/Training server
3. The servers will be installed at Customer Name and a standby location.
4. In addition to the standard Zuercher Suite operating environment, the Production and Standby servers will have the capability of running the following on a virtual machine:
 - (a) One (1) virtual NCIC server (message switch)
 - (b) One (1) virtual GIS server
 - (c) One (1) virtual CrimeView server
5. Ten (10) inches of rack space is required at the primary server location for one (1) Zuercher Suite Production rack-mounted server (3.5"), one (1) Zuercher Suite Testing/Training rack-mounted server (3.5"), and one (1) Lantronix remote access device (3.0").
6. Six and one-half (6.5) inches of rack space is required at the standby server location for one (1) Zuercher Suite Standby rack-mounted server (3.5") and one (1) Lantronix remote access device (3.0").

2.2 Production and Testing/Training Server Network Requirements

1. Six (6) open Ethernet cables and ports to be used by one (1) Zuercher Suite Production rack-mounted server, one (1) Zuercher Suite Testing/Training rack-mounted server, and one (1) Lantronix remote access device.
2. Static IP addresses that include four (4) for the Zuercher Suite Production rack-mounted server, three (3) for the Zuercher Suite Testing/Training rack-mounted server, and one (1) for the Lantronix remote access device.
3. Network access that maintains low-latency and high bandwidth that includes a Virtual Private Network (VPN) to support remote users per the requirements that are set forth in the *Network Requirement Specifications* and *Server Requirement Specification* documents provided by

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2.3 Production and Testing/Training Server Power Requirements

1. One (1) uninterrupted power supply (UPS) that support 1000 watts.
2. Power supply that will handle dual 720 watts for one (1) Zuercher Suite Production rack-mounted server, one (1) Zuercher Suite Testing/Training rack-mounted server, and one (1) Lantronix remote access device.
3. Server cooling that will ensure the appropriate temperatures for one (1) Zuercher Suite Production rack-mounted server, one (1) Zuercher Suite Testing/Training rack-mounted server, and one (1) Lantronix remote access device.

2.4 Standby Server Network Requirements

1. Four (4) open Ethernet cables and ports to be used by the one (1) Zuercher Suite Warm Standby rack-mounted server and one (1) Lantronix remote access device.
2. Static IP addresses that includes five (5) for the Zuercher Suite Warm Standby rack-mounted server and one (1) for the Lantronix remote access device.
3. Network access that maintains low-latency and high bandwidth that includes a Virtual Private Network (VPN) to support remote users per the requirements that are set forth in the *Network Requirement Specifications* and *Server Requirement Specification* documents provided by Zuercher.

2.5 Standby Server Power Requirements

1. One (1) uninterrupted power supply (UPS) that support 1000 watts.
2. Power supply that will handle dual 720 watts for one (1) Zuercher Suite Standby rack-mounted server, and one (1) Lantronix remote access device.
3. Server cooling that will ensure the appropriate temperatures for one (1) Zuercher Suite Standby rack-mounted server and one (1) Lantronix remote access device.

2.6 Peripheral Hardware**2.6.1 Mobile – GPS Receiver (GlobalSat)**

This contract will provide for one hundred thirty-five (135) GPS receivers. These GPS receivers are the GlobalSat Bu-353 USB model.

2.6.2 Records – Property & Evidence Barcode Scanner and Printer Package (Wasp)

This contract will provide for one (1) property and evidence barcode scanner and printer package that will include one (1) wireless Wasp WWS550i barcode scanner, one (1) Wasp WPL305 label printer, and four (4) rolls of labels.

Customer**Zuercher Suite Contract****3.0 Services****3.1 Project Management****3.1.1 Customer Project Manager**

Customer shall provide one primary Project Manager to be the main point of contact for Zuercher.

A single, dedicated Project Manager will be assigned to manage the project for all Customers included in this installation.

Customer will identify a Zuercher Build Team. With assistance from Zuercher Implementation Analysts, Customer's Build Team is responsible for the configuration of Zuercher software. The Build Team should expect to devote 10-20% of each week of implementation to Zuercher configuration work.

Customer's Project Manager and Build Team will work within standard business hours (7:00 AM CST to 6:00 PM CST, Monday through Friday) to enable mutual availability to work with Zuercher on configuration and project activities.

Customer's Dedicated Project Manager

3.1.1.1 Customer's Dedicated Project Manager Responsibilities

1. Have the authority to speak for Customer from a project perspective.
2. Designate people responsible for specific roles as needed, examples below:
 - (a) Module Subject Matter Experts (SMEs)
 - (b) Hardware Project Manager
 - (c) Zuercher Build Team Members
 - (d) Data Conversion Review Team Members
 - (e) Interface points of contact at Customer (assigned per interface)
3. Involve Customer decision makers when needed
4. Escalate issues to the Zuercher project manager
5. Eliminate roadblocks for completing project on schedule
6. Sign various project documents and ensuring signoff documents and deliverables are provided to Zuercher project manager in a timely manner
7. Organize training schedules, training rooms, and training equipment
8. Provide real world scenarios for testing and review

3.1.2 Zuercher Project Manager and Project Team

From the start of the project, a Zuercher project manager will work with Customer as the single point of contact for implementation of the Zuercher Suite system. The project manager will develop and manage the implementation schedule and will coordinate with Customer to keep the project on track and on

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schedule. The project manager will conduct weekly status meetings to provide Customer with project updates.

The Zuercher project team, under the direction of the project manager, will visit pertinent areas of Customer and will meet with key Customer personnel to understand Customer's operational needs and business rules. Team members will observe Customer's daily operations first-hand and use that information to identify how the Zuercher Suite system would best be configured to match and enhance Customer's workflows. The project team will train Customer system administrators on configuration options and code table setup.

3.2 Implementation Process Overview

Zuercher uses a multi-phase approach to ensure a successful implementation for each Customer. Trained and experienced members of the Zuercher implementation team move through the process with Customers to ensure successful outcomes. Timelines will be discussed with Customer's project manager and will be mutually agreed upon as part of the CMD Approval process to ensure a successful Go Live.

3.2.1 Kickoff Meeting

Upon contract signature, a kickoff meeting is scheduled to initiate the implementation process, setting up a statement work, server installations and scheduling the Business Practice Review (BPR).

3.2.2 Business Practice Review

During this meeting, the Zuercher project team works with Customer's build team to determine the contents of the Configuration Management Document (CMD). All product needs and requests are reviewed, and the Zuercher project team documents in the CMD how the software currently meets those needs or how Zuercher plans to develop additional functionality to fulfill them.

3.2.3 CMD Approval

After the CMD is composed, the Zuercher project team reviews it with Customer's project manager and build team and to ensure that all aspects of the initial proposal have been satisfied.

3.2.4 Configuration, Conversion, and Interfaces

After the CMD is approved and signed, work begins on the steps outlined in it, including the necessary configuration, data conversions, and interfaces.

3.2.4.1 Configuration

Customer plays a large part in the configuration and setup of the final system. Configuration of Zuercher software is guided by Implementation Analysts, via in-person or remote online sessions, but is considered a Customer responsibility to complete.

3.2.4.2 Data Conversion and GIS Data Conversion

Data not contained in systems listed in *Exhibit A: Statement of Work: 1.2 Data Conversion* will not be converted. Code tables, data mapping, and other system configuration will be entered by Customer with the assistance of a Zuercher Implementation Analyst. Code tables will not be part of the converted data.

A major part of data conversion is review of data that has been converted to Zuercher software. Customer plays a key role in this data review.

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A thorough data conversion review by Customer is imperative for an effective and organized Zuercher software Go Live. Customer should expect to devote 10-20% of each week of the data conversion process to Zuercher configuration work. Each module converted will require participation of SMEs.

See *Exhibit A: Statement of Work: 1.2.7 GIS Data Conversion* for information regarding the GIS data conversion process.

3.2.4.3 Interfaces

See *Exhibit A: Statement of Work: 1.1 Interfaces* for a list of included interfaces.

Customer tasks related to interfaces will start immediately after the initial Zuercher kickoff meeting. Customer will set up conference calls with Zuercher and each interface vendor within two weeks of contract signing or one week of kickoff call. Interfaces to and from Zuercher software are created and tested internally before being available for Customer testing.

Customer is responsible for initiating and facilitating the relationship(s) between Zuercher and the third-party interface vendor(s).

Zuercher software interface specifications must be clearly defined in the CMD and thoroughly tested by Customer before Go Live.

3.2.5 Final System Review

Throughout the project, implementation analysts from Zuercher will schedule sessions with Customer's Build Team and end users to review any questions or concerns.

3.2.6 Train-the-Trainer and/or End User Training

Zuercher offers several options for end user training. All of the training options provide hands-on use of the software with real-world examples. Class sizes are limited to ensure that each individual has sufficient time to practice using the system. When the go live date arrives, users are well-prepared to begin using the new software.

3.2.7 Go Live

Zuercher provides on-site and/or remote support the day that the new system goes live. Any questions that arise are addressed immediately by the team, ensuring that the first day(s) using the new system goes smoothly.

3.3 Training and Go Live Support

3.3.1 Training

Zuercher staff will provide on-site or remote training.

The number of days specified for 'on-site' services herein may include travel days in addition to actual days on site at Customer's location(s). Zuercher will make a good faith effort to minimize the travel time which is necessary for a project by working with Customer to most efficiently plan and schedule the delivery of on-site services.

3.3.1.1 System Configuration and Training

The first portion of training will be performed by the Zuercher project team. Team members will train and guide Customer's Build Team in configuring the Zuercher Suite system, setting up and maintaining code

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tables, managing users and user rights, among other options. Through Zuercher-guided configuration of the system, the Build Team becomes well versed in the Zuercher software system administration.

3.3.1.2 Train-the-Trainer and/or End User Training

Trainers will conduct detailed courses for each of Customer's user groups (such as dispatchers or officers). The content of each course will be tailored to the features and functionality in Zuercher software that each group needs to know and use.

3.3.1.3 Refresher Training

Zuercher will provide follow-up training (after successful implementation) to refresh existing personnel on best practices with regard to using Zuercher Suite.

3.3.2 Training Resources

Training will be scheduled within standard business hours (7:00 AM CST to 6:00 PM CST, Monday through Friday).

The training facilities and equipment will be provided by Customer based on the following:

3.3.2.1 Trainer Resources

1. One (1) computer with a network connection
2. Most recent Zuercher Suite version installed and tested (includes login)
3. Two (2) projectors and two (2) screens set up and tested
4. One (1) podium or desk for trainer

3.3.2.2 Trainee Resources

1. Five (5) to ten (10) computers with network connections two (2) monitors required (three (3) monitors are suggested)
2. One (1) supervisor will attend every class to address policy questions
3. No more than ten (10) trainees in each class
4. Most recent Zuercher Suite version installed and tested (includes login)
5. All third-party devices (i.e., printers, scanners, barcode reader, mugshot camera) connected and tested

3.3.3 Go Live Support

Zuercher staff will assist users with questions that arise during Go Live and will reinforce skills learned during the training sessions. Zuercher staff will be on site or remote for Go Live.

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Exhibit B: Pricing Detail

Final contract pricing.

SAMPLE

Customer**Zuercher Suite Contract****ZUERCHER****Exhibit C: Payment Schedule**

The total amount of this contract is \$NN,NNN.

The amounts due under this contract are as follows:

Upon contract execution	50%	\$nn,nnn
Completion of BPR	30%	\$nn,nnn
Go Live	20%	\$nn,nnn

Commencing one year after the System reaches "Go Live," an annual maintenance fee of \$NN,NNN will be due. Thereafter, the annual maintenance fee shall increase by an amount not to exceed 5% from the prior year.

These amounts do not include any taxes. See Agreement section [8.13 Taxes](#) for more information.

4.0 Finance Option

The amounts due under this contract are as follows:

On Date	\$nn,nnn
On the First Anniversary of the Execution of this Agreement	\$nn,nnn
On the Second Anniversary of the Execution of this Agreement	\$nn,nnn
On the Third Anniversary of the Execution of this Agreement	\$nn,nnn
On the Fourth Anniversary of the Execution of this Agreement	\$nn,nnn

Customer**Zuercher Suite Contract****ZUERCHER****Exhibit D: Maintenance Agreement****1.0 Term**

The initial term of annual Maintenance under this Exhibit D begins on the date of Go Live and ends twelve (12) months thereafter. The fee for the initial term is included as a line item in the pricing set forth in *Exhibit B: Pricing Detail*. Maintenance is renewable on an annual basis upon payment of the applicable maintenance and support fee. Zuercher will invoice Customer prior to the end of each annual maintenance term.

2.0 Software Updates

While this Agreement has not expired, Zuercher will maintain the Software by providing software updates and enhancements to Customer. All software updates provided to Customer by Zuercher pursuant to the terms of this Agreement shall be subject to the terms and conditions of Section 2.0 License of this Agreement.

At a time mutually acceptable to both parties, Zuercher will install software updates remotely.

2.1 Included Updates

Updates will be provided on an as-available basis and include the items listed below:

1. Bug fixes;
2. Enhancements to products licensed by Customer under this Agreement;

2.2 Not-Included Updates

Updates do not include:

1. Platform extensions including product extensions to different hardware platforms, different windowing system platforms, or different operating system platforms
2. New functions such as new modules, components, products, or applications.

3.0 Support**3.1 General Support**

Zuercher shall provide phone and email support for the Software licensed under this agreement and shall maintain a support center database to track any reported issues. No support will be provided for Software more than two versions back from the most recently released version.

Support does not include custom programming services or training.

Support is available 24 hours a day, seven days a week for Zuercher Suite customers.

3.2 Server Hardware Maintenance

Zuercher will maintain the Server Hardware necessary to host the Software. This does not include any Hardware except Server Hardware.

Customer**Zuercher Suite Contract****ZUERCHER****3.3 Customer Responsibilities****3.3.1 Access to Premises**

Customer shall provide Zuercher with reasonable and timely access to the sites and personnel necessary for Zuercher to perform its obligations under this Agreement.

3.3.2 Zuercher Server Access

Customer will ensure that all Zuercher Suite servers are directly network accessible to Zuercher at all times via SSH. There shall be no additional authorization or equipment required except as requested by Zuercher.

3.3.3 System Administrator

Customer is responsible for naming one or more System Administrators to serve as a primary point of contact between Customer and Zuercher. At least one System Administrator must be available at all times. Customer will ensure that the System Administrators possesses the appropriate technology and public safety knowledge and skills to perform this role sufficiently.

3.3.4 Security

Customer is responsible for providing all physical security. The customer is responsible for securing their network.

3.3.5 System Updates

Customer shall work in good faith to allow Zuercher to install System updates as requested by Zuercher.

B. Additional Information

CentralSquare does not have additional information.

C. Sample Implementation Project Plan

Respondents shall also include a sample Project Plan that details the approach. The following information provides an expectation on the organization and content of the Project Plan that will be developed as part of the Project with the selected Respondent:

- o **Project Objectives:** This section of the Implementation Project Plan should include overall Project objectives.

CentralSquare Response: CentralSquare will provide the software, hardware, and services necessary to support the City's replacement of its current CAD, Records, Mapping, Mobile, and Jail public safety software system.

- o **Project Deliverables and Milestones:** This section of the Implementation Project Plan should include a list of deliverables and milestones of the Project, and should describe exactly how and what will be provided to meet the needs of the City.

CentralSquare Response: Please refer to [Exhibit I. Project Schedule](#) for a list of deliverables and milestones of the project, as well as what will be provided at each milestone to meet the needs of the City.

- o **Project Schedule (Project Management Software):** This section of the Implementation Project Plan should identify the dates associated with deliverables and milestones described in Section 2.0. In addition, this section should reflect Project predecessors, successors, and dependencies. The City requires the use of Project management software (such as Microsoft Project) to develop and maintain the Project schedule, Resource Plan, and Gantt chart.

CentralSquare Response: CentralSquare has included the dates associated with deliverables and milestones in [Exhibit I. Project Schedule](#). The project schedule is based on CentralSquare's implementation methodology, which has been refined over 16 years of public safety software implementations across the United States. CentralSquare uses Microsoft Project to develop and maintain the requested project schedule.

- o **Status Reporting:** This section of the Implementation Project Plan should describe the approach the Contractor will use to provide status reports throughout the course of the Project. This section should include an example of the biweekly or weekly status report and identify the expected delivery mechanism that will be used to provide the report to the City.

CentralSquare Response: CentralSquare provides biweekly status reports throughout the course of the project. Please refer to the [Sample Biweekly Project Report](#) for an example. This report is typically delivered via email.



Biweekly Status Report

Date:

Important Dates

Date One:

Date Two:

Date Three:

Hardware/Equipment/IT

Tasks	Notes	Owner	Due Date

Configuration

Tasks	Notes	Owner	Due Date

Data Conversion

Tasks	Notes	Owner	Due Date

Interfaces

Tasks	Notes	Owner	Due Date

GIS

Tasks	Notes	Owner	Due Date

System Review

Tasks	Notes	Owner	Due Date

Training

Tasks	Notes	Owner	Due Date

Go Live

Tasks	Notes	Owner	Due Date

Sample Implementation Project Plan (continued)

o Project Management Processes, including:

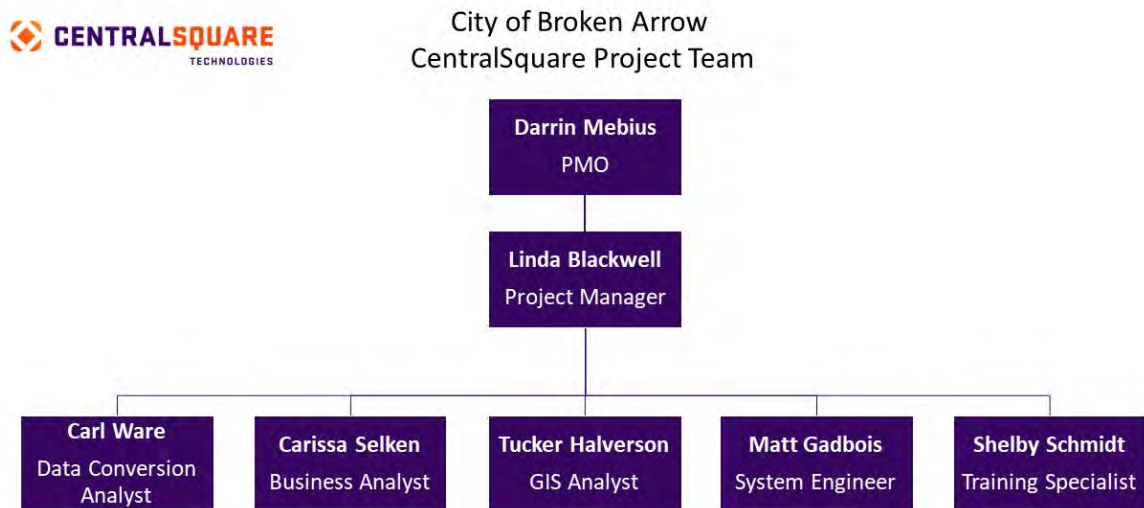
- **Resource Management:** This section should describe City resources, Contractor resources, and the overall Project team structure, including an organizational chart. The defined roles identified for the Contractor, its subcontractors, and the City, should also include a detailed description of the responsibilities related to the identified role, as well as the communication process for each party.

CentralSquare Response: CentralSquare's Sample Resource Management Plan is provided below.

- a. City Resources
 - i. City Project Manager:
 1. Have the authority to speak for City from a project perspective
 2. Designate people responsible for specific roles as needed, examples below:
 1. Module Subject Matter Experts (SMEs)
 2. Hardware Project Manager
 3. CentralSquare Build Team Members
 4. Data Conversion Review Team Members
 5. Interface points of contact at City (assigned per interface)
 3. Involve City decision makers when needed
 4. Escalate issues to CentralSquare Project Manager
 5. Eliminate roadblocks for completing project on schedule
 6. Sign various project documents and ensure signoff documents and deliverables are provided to CentralSquare Project Manager in a timely manner
 7. Organize training schedules, training rooms, and training equipment
 8. Provide real world scenarios for testing and review
 9. Work with CentralSquare Project Manager to ensure all tasks are completed (Schedule Management, Risk Management, Quality Management, and Communication Management)
 - ii. City IT: Responsibilities are to ensure all network and server configuration, hardware, and software installation is fulfilled per requirements, along with any additional requirements such as providing legacy system data for conversion process and Go Live.
 - iii. City Build Team Members: defined as Supervisors and Subject Matter Experts per module
 1. Attend major milestone meetings, demonstrations of software, Q&A sessions, scheduled meetings
 2. Assigned to and complete all project related tasks that include:
 1. Configuration of CentralSquare Pro
 2. Data conversion mapping, which is a process of mapping the current legacy system conversion items to configured tables created in CentralSquare Pro
 3. Data conversion review, which is a process of reviewing data from current legacy system compared to items converted into CentralSquare Pro
 4. GIS map validation
 5. Interface discussion, setup, and testing
 6. Attend end user training

Sample Implementation Project Plan (continued)

- b. CentralSquare Resources
 - i. CentralSquare Program Manager:
 - 1. Work with City immediately upon the award of the contract
 - 2. Oversee Project Manager
 - 3. Participate in path of escalation, if needed
 - ii. CentralSquare Project Manager:
 - 1. Oversee project roadmap and set important milestones
 - 2. Allocate CentralSquare resources
 - 3. Communicate with CentralSquare colleagues and City Build Team Members
 - 4. Oversee configuration and data conversion process
 - 5. Provide risk and issue management
 - iii. CentralSquare Project Team:
 - 1. Data Conversion Analyst
 - 1. Coordinate with the City to obtain copies of conversion data, screen shots, and user videos. Identify how the legacy data is formatted, linked, and organized and develop scripts to load the legacy data into conversion tools and ultimately into CentralSquare Pro.
 - 2. Business Analyst:
 - 1. Work with the project manager as necessary to configure software
 - 3. GIS Analyst:
 - 1. Work closely with the City's current GIS data and transform it to make it function seamlessly in CentralSquare products without compromising the integrity of the original data
 - 4. System Engineer:
 - 1. Work closely with the City and third-party vendors to ensure interfaces are ready for Go Live
 - 2. Configuration of CentralSquare Pro
 - 5. Training Specialist:
 - 1. Work with the Project Manager and business analyst as necessary to train users on CentralSquare Pro
 - iv. CentralSquare Customer Service:
 - 1. Work with City after Go Live for all support and maintenance issues
- c. Project Team Organizational Chart:



Sample Implementation Project Plan (continued)

- d. Communication Process
 - i. The CentralSquare Project Manager shall maintain, throughout the project's life cycle, a copy of all incoming and outgoing correspondence to include all project related emails to and from each project team member, project progress reports, project schedules, dates of key milestones, meeting minutes, documentation required, etc.
 - ii. Frequency: Biweekly project status conference calls
 - iii. Correspondence methods for this project include, but are not limited to, the following:
 - Phone is the preferred communication method for urgent matters, concerns, topics requiring extended discussion, for clarification of written matters, and monthly review of progress reports.
 - Email is the preferred method for communicating project updates, action items, general questions, and confirmation of dates and meetings.
 - WebEx or comparable application is the preferred communication method for presenting material that requires observing the process, demonstration of an application, or live presentation of a document.
 - Face-to-face communication is preferred for major activities or issues that arise, milestone in the projects, or demonstration of an application.

- **Scope Management:** This section should describe the approach the Contractor will use in order to manage Project Scope and the process used to request changes to Project Scope. It is the City's desire to use the proposed software system "as is" and, as such, any changes must be reviewed and approved by the City's Implementation Project Team.

CentralSquare Response: Project scope is defined throughout the executed contract and further defined with the Configuration Management Document (CMD). The CMD is an output of the Business Practice Review (BPR) that outlines decisions made during that meeting. If a change in scope is requested by the CentralSquare or City project manager, the project managers will meet to discuss history of the change, current status of the change, risks associated, recommended course of action, and any costs associated with the change. A meeting will be convened with City and CentralSquare decision makers to review the change and approve, deny, or request more information. Changes to scope will be documented in contract amendments and, if applicable, separate payment milestones.

- **Schedule Management:** This section should describe the approach the Contractor will use in order to manage the Project schedule and the process used to submit requested changes to the schedule. The Contractor must ensure that the Project schedule is kept current and report any missed milestones to the City.

CentralSquare Response: The CentralSquare Project Manager will work with the City Project Manager through the Communication Management Plan to determine the project schedule. Changes to the schedule will be addressed through this plan and documented for future review. If changes are required for a scheduled event, the CentralSquare Project Manager will communicate the change to the City Project Manager. If the risk arises of missing a project milestone, the CentralSquare Project Manager and City Project Manager will be in communication regarding the risk and work to adjust the schedule as they see fit, keeping the goal of maintaining the original project schedule as best as possible.

Sample Implementation Project Plan (continued)

- **Risk Management:** This section should describe the approach the Contractor will use to document existing Project risks, provide recommendations for mitigating the risk, and how this will be communicated to the City Implementation Team. As part of the Project Scope, the Contractor(s) will develop and maintain a documented Risk Register. Such Risk Register will be maintained in a centrally accessible location (e.g., Project portal) and be regularly updated. For each risk identified, the Contractor shall be responsible to develop an impact summary and a mitigation strategy in a timely fashion.

CentralSquare Response: During the implementation of the project, the CentralSquare Project Team and City Build Team will identify risks for the projects. These risks will be documented in a Risk Management Document that is managed by the CentralSquare Project Manager and communicated following the Communication Management Process.

The City Project Manager is responsible for working closely with the CentralSquare Project Manager on risk management, reporting new risks, and supervising responses to City-owned risks. The Risk Management Document contains the risks, strategy to mitigate the risk, risk owner, and due date.

- **Quality Management:** This section should describe the approach the Selected Vendor will use to assure that all written deliverables have received appropriate reviews for quality before being submitted to the City.

CentralSquare Response: All deliverables associated with this project will undergo stringent internal testing before being provided to the City. In addition to end-to-end testing of the City's configuration by the CentralSquare project team, the City Build Team and City end users will run CentralSquare's recommended test scenarios to make sure all written deliverables have been achieved.

- **Communication Management:** This section should describe the approach the Selected Vendor will use to provide a detailed communication plan that includes discussion of key implementation metrics that will be used to track progress; types of communication methods (e.g., memo, email, one-on-one meetings, Project team meetings, stakeholder group meetings, online web progress reporting tools) that the Vendor will use; frequency of these communications; and key Vendor points of contact with overall responsibility for ensuring these communications are provided as scheduled. The City also expects that the Selected Vendor will make key personnel and staff available for certain meetings, either on-site or via teleconference or web-conference, which may be required should major issues arise during the implementation that significantly impact the schedule, or budget, of the selected system.

CentralSquare Response: The CentralSquare Project Manager shall maintain, throughout the project's life cycle, a copy of all incoming and outgoing correspondence to include all project related emails to and from each project team member, project progress reports, project schedules, dates of key milestones, meeting minutes, documentation required, etc.

- a. Frequency: Biweekly project status conference calls
- b. Correspondence methods for this project include, but are not limited to, the following:
 - Phone is the preferred communication method for urgent matters, concerns, topics requiring extended discussion, for clarification of written matters, and monthly review of progress reports.
 - Email is the preferred method for communicating project updates, action items, general questions, and confirmation of dates and meetings.

Sample Implementation Project Plan (continued)

- WebEx or comparable application is the preferred communication method for presenting material that require observing the process, demonstration of an application, or live presentation of a document.
 - Face-to-face communication is preferred for major activities or issues that arise, milestone in the projects, demonstration of an application.
- **Organizational Change Management:** This section should describe the process, tools, and techniques the Selected Vendor will use to manage the people side of change.

CentralSquare Response: Any change to the organizational staff on the project shall be discussed between the CentralSquare Project Manager and the City Project Manager following the Communication Management Process, with preferred method being phone or face-to-face communication. This discussion will capture all remaining items to complete, identify risks to mitigate, and how this change will affect overall project scheduling in order to put a go forward plan in place to stay on schedule.

Tab 4 – Key Proposed Personnel and Team Organization

I. ORGANIZATIONAL CHART

- i. Respondent to submit as an Exhibit, labeled as I: Organizational Chart and insert in Tab 4.
- ii. The Organizational Chart is to include subcontractors and reporting structure of the entire team.

CentralSquare Response: Please see Exhibit I: Organization Chart in Tab 4 – Key Proposed Personnel and Team Organization.

II. PROJECT TEAM RESUMES

- i. Using Table 4-01, resumes shall be provided for the implementation team, as well as for any additional personnel involved in live operation and ongoing support and maintenance. Resumes shall be specific to the actual personnel to be assigned to this Project for all primary roles (e.g., Project Manager, Trainer, Conversion Lead).
 - Resumes to include listing of past software implementation projects and certifications held for each team member including third-parties proposed.
- ii. The City anticipates that any staff assigned to the Project will remain assigned to the Project, unless the City deems the services to not meet expectations at which point the Contractor and City will work together to remedy such non-conforming services.

CentralSquare Response: Please see CentralSquare project team resumes on the following pages.

Table 4-01: Project Team Resumes

Name and Title	Darrin Mebius, Program Manager	Description of Project Roles and Responsibilities	Work with the City immediately following the award of the contract and oversee the project manager.
Role on the Project	Program Manager		
Home Office Location	Sioux Falls, SD	Listing of Past Projects Where Resource Implemented the Proposed Product	All of the project team members have been a part of numerous CentralSquare implementations; however, legal restrictions prevent CentralSquare from listing all of its clients. Please see Tab 13 – References for information on CentralSquare Pro references.
Educational Background	Bachelor of Science, Business Administration – Dakota Wesleyan University		
Professional Registrations and Memberships	None	Listing of Past Projects Where Resource Implemented Other Software Products	Please see above.
Professional References (from previous implementations)	Rock Hill Police Department (SC), Huntington Police Department (WV)		
Additional Relevant Information	Mr. Mebius has over 16 years experience in the software industry and more than 10 years experience as a project manager. He has a strong understanding of the profession, is accustomed to managing multiple priorities simultaneously, and excels at working with various agencies.		

Name and Title	Linda Blackwell, Project Manager	Description of Project Roles and Responsibilities	Work with the City as single point of contact for implementation of the CentralSquare Pro system. Will develop and manage the implementation schedule and will coordinate with the City to keep the project on track and on schedule.
Role on the Project	Project Manager		
Home Office Location	Sioux Falls, SD	Listing of Past Projects Where Resource Implemented the Proposed Product	All of the project team members have been a part of numerous CentralSquare implementations; however, legal restrictions prevent CentralSquare from listing all of its clients. Please see Tab 13 – References for information on CentralSquare Pro references.
Educational Background	Bachelor, Business Administration and Management – Luther College		
Professional Registrations and Memberships	Chartered IT Professional, member of the British Computer Society, certified in ITIL and ISEB Project Management for Information Systems	Listing of Past Projects Where Resource Implemented Other Software Products	Please see above.
Professional References (from previous implementations)	Bienville Parish Sheriff's Office (LA)		
Additional Relevant Information	Ms. Blackwell has more than 20 years of IT and project management experience. During her seven years with CentralSquare, Ms. Blackwell has gathered significant product knowledge and support experience, which she will use to collaborate with the City to determine how to configure the software in a way that best serves the City's needs.		

Name and Title	Carl Ware, Data Conversion Analyst	Description of Project Roles and Responsibilities	Coordinate with the City to obtain copies of conversion data, screen shots, and user videos. Identify how the legacy data is formatted, linked, and organized and develop scripts to load the legacy data into conversion tools and ultimately into CentralSquare Pro.
Role on the Project	Data Conversion Analyst		
Home Office Location	Sioux Falls, SD	Listing of Past Projects Where Resource Implemented the Proposed Product	All of the project team members have been a part of numerous CentralSquare implementations; however, legal restrictions prevent CentralSquare from listing all of its clients. Please see Tab 13 – References for information on CentralSquare Pro references.
Educational Background	Bachelor of Science, Computer Information Systems – Dakota State University		
Professional Registrations and Memberships	(605) SQL User Group	Listing of Past Projects Where Resource Implemented Other Software Products	Please see above.
Professional References (from previous implementations)	Stark County Sheriff's Office and Dickinson Police Department (ND), Rock Hill Police Department (SC)		
Additional Relevant Information	Mr. Ware has more than seven years of experience in data conversion and analysis. He has a deep knowledge of a variety of database systems and the tools used to perform data conversions.		

Name and Title	Carissa Selken, Business Analyst	Description of Project Roles and Responsibilities	Work with the project manager as necessary to configure software.
Role on the Project	Business Analyst		
Home Office Location	Sioux Falls, SD	Listing of Past Projects Where Resource Implemented the Proposed Product	All of the project team members have been a part of numerous CentralSquare implementations; however, legal restrictions prevent CentralSquare from listing all of its clients. Please see Tab 13 – References for information on CentralSquare Pro references.
Educational Background	Bachelor of Science, Strategic Communications – University of South Dakota		
Professional Registrations and Memberships	None	Listing of Past Projects Where Resource Implemented Other Software Products	Please see above.
Professional References (from previous implementations)	Defiance County (OH), Blue Springs Police Department (MO), Pickens County (SC)		
Additional Relevant Information	Bringing years of experience working with large teams, Ms. Selken has been helping agencies use CentralSquare Pro efficiently and effectively since 2016. She is keenly aware of the unique needs of each agency she works with and has the expertise necessary to help the City determine the best way to utilize the system's features.		

Name and Title	Tucker Halverson, GIS Analyst	Description of Project Roles and Responsibilities	Work closely with the City's current GIS data and transform it to make it function seamlessly in CentralSquare products without compromising the integrity of the original data.
Role on the Project	GIS Analyst		
Home Office Location	Sioux Falls, SD	Listing of Past Projects Where Resource Implemented the Proposed Product	All of the project team members have been a part of numerous CentralSquare implementations; however, legal restrictions prevent CentralSquare from listing all of its clients. Please see Tab 13 – References for information on CentralSquare Pro references.
Educational Background	Bachelor, GIS and Geography – South Dakota State University		
Professional Registrations and Memberships	None	Listing of Past Projects Where Resource Implemented Other Software Products	Please see above.
Professional References (from previous implementations)	Rock Hill Police Department (SC), Watertown Police Department (SD), Fannin County E911 (GA)		
Additional Relevant Information	Mr. Halverson has more than nine years of experience in GIS, data manipulations, and cartography. With previous experience working for a county GIS department, Mr. Halverson has experienced both sides of GIS implementation and maintenance. He frequently interacts with agencies by supporting existing customers with GIS-related questions and assisting new agencies during the implementation of their GIS data.		

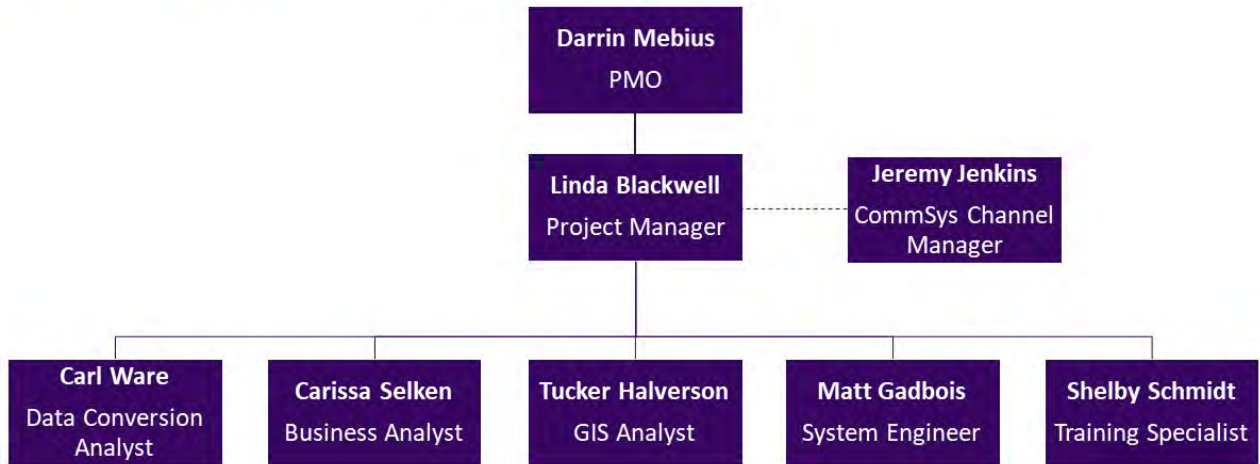
Name and Title	Matt Gadbois, System Engineer	Description of Project Roles and Responsibilities	Work closely with the City and third-party vendors to ensure interfaces are ready for Go Live.
Role on the Project	System Engineer		
Home Office Location	Sioux Falls, SD	Listing of Past Projects Where Resource Implemented the Proposed Product	All of the project team members have been a part of numerous CentralSquare implementations; however, legal restrictions prevent CentralSquare from listing all of its clients. Please see Tab 13 – References for information on CentralSquare Pro references.
Educational Background	Associates in Business – Southeast Technical Institute		
Professional Registrations and Memberships	None	Listing of Past Projects Where Resource Implemented Other Software Products	Please see above.
Professional References (from previous implementations)	Grant County Sheriff's Office (WI), Teton County Sheriff's Office (WY), Clinton County Sheriff's Office (IA)		
Additional Relevant Information	Mr. Gadbois brings six years of experience in computer software and project management to his work with third-party vendors and agencies implementing CentralSquare Pro. He has prior experience in configuring and implementing CRM software, which he uses to ensure that interfaces are ready for Go Live.		

Name and Title	Shelby Schmidt, Training Specialist	Description of Project Roles and Responsibilities	Work with the project manager and business analyst as necessary to train users on CentralSquare Pro.
Role on the Project	Training Specialist		
Home Office Location	Sioux Falls, SD	Listing of Past Projects Where Resource Implemented the Proposed Product	All of the project team members have been a part of numerous CentralSquare implementations; however, legal restrictions prevent CentralSquare from listing all of its clients. Please see Tab 13 – References for information on CentralSquare Pro references.
Educational Background	Bachelor, Criminal Justice – Carroll College		
Professional Registrations and Memberships	Certified public manager	Listing of Past Projects Where Resource Implemented Other Software Products	Please see above.
Professional References (from previous implementations)	Great Falls/Cascade County 911 Emergency Center (MT), Sioux Falls Police Department (SD)		
Additional Relevant Information	Ms. Schmidt has over 20 years of public safety experience as a 911 dispatcher and supervisor. With experience on both sides of the training process, Ms. Schmidt understands how training impacts end users.		

Exhibit I: Organizational Chart



City of Broken Arrow
CentralSquare Project Team



B. Additional Information

CentralSquare does not have additional information.

Tab 5 – Project Schedule

I. PROJECT SCHEDULE

i. Respondent shall submit a proposed Project Schedule with the major milestones, activities, and timing of deliverables for the Scope of Work described in Section 2.0 of the RFP. In addition, the response should reflect Project predecessors, successors, and dependencies.

- The City requests that the sample Project Schedule be in a Gantt chart format developed in Microsoft Project.
- The City anticipates beginning implementation in the third quarter of 2019.
- Respondent to submit as an Exhibit, labeled as I. Project Schedule and insert in Tab 5

Exhibit submitted **Yes** **No**

CentralSquare Response: Yes, please see Exhibit I. Project Schedule in Tab 5 – Project Schedule.

II. PROJECT DELIVERABLES, MILESTONES, AND PAYMENT APPLICATIONS

- i. Respondent to include a list of deliverables and milestones of the Project and should describe exactly how and what will be provided to meet the needs of the City.
- ii. Respondent to submit their payment schedule, tied to the deliverables and milestones for review by the City. This schedule shall be consistent with the terms provided in Section 4.18.
- iii. Respondent to submit as an Exhibit, labeled as II. Project Deliverables, Milestones, and Payment Applications and insert in Tab 5

Exhibit submitted **Yes** **No**

CentralSquare Response: Yes, please see Exhibit II. Project Deliverables, Milestones, and Payment Applications in Tab 5 – Project Schedule.

III. PROJECT SCHEDULE QUESTIONS

Table 5-01: Project Schedule Questions

Based on current obligations, what is the earliest you can begin implementation after contract signing?	CentralSquare can begin implementation on December 2, 2019.
What activities would the Respondent expect to occur within the first 30 days of contract signing?	<p>In the 30 days following contract signing the following will occur, based on optimum City availability:</p> <ul style="list-style-type: none"> • Complete project kickoff • Order and begin building servers • Configure network • Begin system configuration with City Project Build Teams • Schedule and begin Business Practice Review • Begin data conversion activities

How long does the typical implementation of the product being proposed take for an organization of similar size to the City?	The typical implementation of the project being proposed takes 12-18 months for an organization of similar size to the City.
What is the total project duration (by months) that you are proposing?	Per the sample schedule provided, CentralSquare is proposing a total project duration of 16 months.

The City initially anticipates that the implementation process will be 12 – 20 months in duration, subject to further planning with Respondents. The City anticipates that implementation activities would begin in the third quarter of 2019. Respondents are encouraged to indicate the ability to meet this target implementation duration, and propose phasing and timelines that best align with the Respondents implementation approach

Table 5-02: Potential Phasing and Target Live Dates

Phase	Functional Areas	Potential Start Date	Target Go-Live Date
1	Administration	12/23/19	4/21/21
2	CAD and Mobile CAD	1/15/20	4/21/21
3	Mapping and Mobile Mapping	3/17/20	4/21/21
4	AVL and Mobile AVL	4/9/20	4/21/21
5	Records and Mobile Records	2/10/20	4/21/21
6	Jail	2/10/20	4/21/21
7	Reporting	3/9/20	4/21/21

If Respondents are not able to meet these anticipated go-live dates, Respondents should discuss suggested implementation timelines. Similarly, if Respondents are proposing alternative phasing or grouping of modules, this should be clearly specified.	CAD, Mapping, AVL, and Records are implemented concurrently (or grouped) with their associated Mobile capabilities. Please refer to Exhibit I. Project Schedule in Tab 5 – Project Schedule for CentralSquare’s proposed timeline.
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Exhibit I. Project Schedule

The following is an estimated implementation timeline. This timeline could change based on contract signing date and City, CentralSquare, and customer-defined interface vendor availability.



Proposed City of Broken Arrow CentralSquare Pro Project Timeline				
ID	Task Name	Start	Finish	Resource Initials
1	City CentralSquare Software Implementation	Mon 12/2/19	Wed 4/21/21	
2	Kickoff	Mon 12/2/19	Fri 12/13/19	
3	Agency Kickoff Meeting	Mon 12/2/19	Fri 12/6/19	
4	Schedule City Kickoff Meeting	Mon 12/2/19	Mon 12/2/19	CS Project Manager
5	Coordinate Appropriate Personnel at Kickoff Meeting	Tue 12/3/19	Tue 12/3/19	CS Project Manager, City Project Manager
6	Create City Kickoff Presentation	Wed 12/4/19	Wed 12/4/19	CS Project Manager
7	Attend City Kickoff Meeting (online meeting)	Fri 12/6/19	Fri 12/6/19	CS Project Manager, CS Project Team, City Project Manager
8	Post-Kickoff Meeting Tasks	Mon 12/9/19	Fri 12/13/19	
9	City provides image files and info for CentralSquare login screen	Mon 12/9/19	Mon 12/9/19	City Project Manager
10	City provides data conversion schemas and data samples	Wed 12/11/19	Wed 12/11/19	City Project Manager
11	City schedules meetings with third-party vendors for interface discussions	Tue 12/10/19	Wed 12/11/19	City Project Manager
12	City reviews Data Conversion Specification Documents	Thu 12/12/19	Fri 12/13/19	City Project Manager, City Project Team
13	Infrastructure	Fri 12/13/19	Mon 1/27/20	
14	Complete Infrastructure Documents	Fri 12/13/19	Wed 12/25/19	
15	Size and Spec Servers	Fri 12/13/19	Mon 12/16/19	City IT, City Project Manager
16	Send Network Requirement Specifications Document to City	Mon 12/16/19	Tue 12/17/19	CS Project Manager
17	Send Server Requirement Specifications Document to City	Mon 12/16/19	Tue 12/17/19	CS Project Manager
18	Complete, Sign, and Return the Network Requirements Specifications Document	Tue 12/24/19	Wed 12/25/19	City IT, City Project Manager
19	Complete, Sign, and Return the Server Requirement Specifications Document	Tue 12/24/19	Wed 12/25/19	City IT, City Project Manager
20	Procurement	Wed 12/18/19	Thu 1/9/20	
21	Order Servers	Wed 12/18/19	Thu 12/19/19	CS Project Manager
22	Build and Ship Servers	Thu 12/19/19	Thu 1/9/20	Server Vendor
23	Receive Servers	Thu 1/9/20	Thu 1/9/20	CS System Operations
24	Server Configuration	Thu 1/9/20	Wed 1/15/20	
25	Review the Completed and Signed Server Requirement Specifications Document	Thu 1/9/20	Fri 1/10/20	CS System Operations

City of Broken Arrow

Exhibit I. Project Schedule (continued)

26	Review the Completed and Signed Network Requirement Specifications Document	Thu 1/9/20	Fri 1/10/20	CS System Operations
27	Complete Server Configuration	Fri 1/10/20	Mon 1/13/20	CS System Operations
28	Install Network Configuration	Mon 1/13/20	Tue 1/14/20	CS System Operations
29	Install Software Configuration	Tue 1/14/20	Wed 1/15/20	CS System Operations
30	Ship Servers to City	Wed 1/15/20	Wed 1/15/20	CS Project Manager
31	Installation	Wed 12/25/19	Mon 1/27/20	
32	Configure Network Per Network Requirement Specifications Document	Wed 12/25/19	Thu 12/26/19	City IT
33	Install Servers	Wed 1/22/20	Thu 1/23/20	City IT
34	Install Gizmo Device	Wed 1/22/20	Thu 1/23/20	City IT
35	Post Server Installation Configuration and Security Audit	Wed 1/22/20	Thu 1/23/20	CS System Operations, City IT
36	Ensure Connectivity to CentralSquare Pro Servers	Thu 1/23/20	Fri 1/24/20	CS System Operations
37	Install CentralSquare Pro Client on City Project Team's Computers	Fri 1/24/20	Mon 1/27/20	City IT, City Project Team
38	Configuration	Fri 12/20/19	Tue 4/21/20	
39	Create the City Configuration Guide	Fri 12/20/19	Mon 12/23/19	CS Project Manager, CS Project Team
40	Complete Module Configuration	Mon 12/23/19	Tue 4/21/20	
41	Administration Module	Mon 12/23/19	Wed 1/1/20	
42	Send Configuration Manual to City	Mon 12/23/19	Mon 12/23/19	CS Project Team
43	Schedule Meeting to Complete Configuration Changes with City	Mon 12/23/19	Mon 12/23/19	CS Project Manager, CS Project Team
44	Lead and Assist with Completion of Configuration Changes to City	Mon 12/23/19	Mon 12/23/19	CS Project Team, City Project Team
45	Complete Configuration Tasks	Mon 12/23/19	Tue 12/24/19	City Project Team
46	Conduct Testing of Module	Tue 12/31/19	Wed 1/1/20	City Project Team
47	CAD and Mobile CAD Module	Wed 1/15/20	Mon 1/27/20	
48	Send Configuration Manual to City	Wed 1/15/20	Thu 1/16/20	CS Project Team
49	Schedule Meeting to Complete Configuration Changes with City	Thu 1/16/20	Thu 1/16/20	CS Project Manager, CS Project Team
50	Lead and Assist with Completion of Configuration Changes to City	Thu 1/16/20	Thu 1/16/20	CS Project Team, City Project Team
51	Complete Configuration Tasks	Thu 1/23/20	Fri 1/24/20	City Project Team
52	Conduct Testing of Module	Fri 1/24/20	Mon 1/27/20	City Project Team
53	Mapping and Mobile Mapping	Tue 3/17/20	Thu 3/26/20	
54	Schedule Meeting to Complete Configuration Changes with City	Tue 3/17/20	Tue 3/17/20	CS Project Manager, CS Project Team
55	Lead and Assist with Completion of Configuration Changes to City	Tue 3/17/20	Tue 3/17/20	CS Project Team, City Project Team
56	Complete Configuration Tasks	Tue 3/24/20	Wed 3/25/20	City Project Team
57	Conduct Testing of Mapping	Wed 3/25/20	Thu 3/26/20	City Project Team

City of Broken Arrow

Exhibit I. Project Schedule (continued)

58	AVL and Mobile AVL	Thu 4/9/20	Tue 4/21/20	
59	Schedule Meeting to Complete Configuration Changes with City	Thu 4/9/20	Thu 4/9/20	CS Project Manager, CS Project Team
60	Lead and Assist with Completion of Configuration Changes to City	Thu 4/9/20	Fri 4/10/20	CS Project Team, City Project Team
61	Complete Configuration Tasks	Fri 4/17/20	Mon 4/20/20	City Project Team
62	Conduct Testing of Module	Mon 4/20/20	Tue 4/21/20	City Project Team
63	Records and Mobile Records Module	Mon 2/10/20	Mon 2/24/20	
64	Send Configuration Manual to City	Mon 2/10/20	Mon 2/10/20	CS Project Team
65	Schedule Meeting to Complete Configuration Changes with City	Mon 2/10/20	Mon 2/10/20	CS Project Manager, CS Project Team
66	Lead and Assist with Completion of Configuration Changes to City	Mon 2/10/20	Tue 2/11/20	CS Project Team, City Project Team
67	Complete Configuration Tasks	Tue 2/18/20	Thu 2/20/20	City Project Team
68	Conduct Testing of Module	Thu 2/20/20	Mon 2/24/20	City Project Team
69	Jail Module	Mon 2/10/20	Mon 2/24/20	
70	Send Configuration Manual to City	Mon 2/10/20	Mon 2/10/20	CS Project Team
71	Schedule Meeting to Complete Configuration Changes with City	Mon 2/10/20	Mon 2/10/20	CS Project Manager, CS Project Team
72	Lead and Assist with Completion of Configuration Changes to City	Mon 2/10/20	Tue 2/11/20	CS Project Team, City Project Team
73	Complete Configuration Tasks	Tue 2/18/20	Thu 2/20/20	City Project Team
74	Conduct Testing of Module	Thu 2/20/20	Mon 2/24/20	City Project Team
75	Reporting Module	Mon 3/9/20	Thu 3/19/20	
76	Send Configuration Manual to City	Mon 3/9/20	Mon 3/9/20	CS Project Team
77	Schedule Meeting to Complete Configuration Changes with City	Mon 3/9/20	Mon 3/9/20	CS Project Manager, CS Project Team
78	Lead and Assist with Completion of Configuration Changes to City	Mon 3/9/20	Tue 3/10/20	CS Project Team, City Project Team
79	Complete Configuration Tasks	Tue 3/17/20	Wed 3/18/20	City Project Team
80	Conduct Testing of Module	Wed 3/18/20	Thu 3/19/20	City Project Team
81	Business Practice Review	Mon 12/2/19	Fri 2/28/20	
82	Schedule Business Practice Reviews (BPR)	Fri 12/27/19	Fri 12/27/19	CS Project Manager, City Project Manager
83	Create Business Practice Review (BPR) Agendas	Tue 2/11/20	Wed 2/12/20	CS Project Manager
84	BPR	Mon 12/2/19	Tue 2/25/20	
85	Provide Initial CentralSquare Pro Overview	Mon 2/24/20	Mon 2/24/20	CS Project Team, City Project Team
86	Discuss and Set Appropriate CentralSquare Pro Global Settings	Mon 2/24/20	Mon 2/24/20	CS Project Team, City Project Team
87	Administration Module	Mon 2/24/20	Tue 2/25/20	
88	CAD and Mobile CAD Module Review	Tue 2/25/20	Tue 2/25/20	CS Project Team, City Project Team
89	Mapping Review	Tue 2/25/20	Tue 2/25/20	CS Project Team, City Project Team
90	Records and Mobile Records Module Review	Tue 2/25/20	Tue 2/25/20	CS Project Team, City Project Team

Exhibit I. Project Schedule (continued)

91	Jail Module Review	Mon 12/2/19	Mon 12/2/19	CS Project Team, City Project Team
92	Financial Module Review	Mon 12/2/19	Mon 12/2/19	CS Project Team, City Project Team
93	Reporting Module Review	Mon 12/2/19	Mon 12/2/19	CS Project Team, City Project Team
94	Crime Reporting Review	Mon 12/2/19	Mon 12/2/19	CS Project Team, City Project Team
95	Identify Product Enhancements and Feature Requests	Mon 12/2/19	Mon 12/2/19	CS Project Team, City Project Team
96	Review Interface Specifications	Mon 12/2/19	Mon 12/2/19	
97	Review City Interfaces Specifications	Mon 12/2/19	Mon 12/2/19	CS Project Team, City Project Team
98	Discuss CentralSquare Module Configuration	Mon 12/2/19	Mon 12/2/19	
99	Review CentralSquare modules that are configured	Mon 12/2/19	Mon 12/2/19	CS Project Team, City Project Team
100	Review CentralSquare modules that need to be configured	Mon 12/2/19	Mon 12/2/19	CS Project Team, City Project Team
101	Discuss Training Formats and Needs	Mon 12/2/19	Mon 12/2/19	
102	Review the Training Requirements and Specification Document	Mon 12/2/19	Mon 12/2/19	CS Project Manager, City Project Manager
103	Post BPR	Mon 12/2/19	Wed 12/11/19	
104	Confirm Project Timeline	Mon 12/2/19	Tue 12/3/19	CS Project Manager, City Project Manager
105	Create Configuration Management Document (CMD)	Tue 12/3/19	Tue 12/3/19	CS Project Manager
106	Send CMD	Tue 12/3/19	Tue 12/3/19	CS Project Manager
107	Review and Sign CMD	Tue 12/10/19	Wed 12/11/19	City Project Manager
108	Post BPR Configuration	Tue 2/25/20	Fri 2/28/20	
109	Complete any remaining configuration	Tue 2/25/20	Wed 2/26/20	City Project Team
110	Review and testing of each module	Wed 2/26/20	Fri 2/28/20	City Project Team
111	Data Conversion	Wed 12/25/19	Tue 9/1/20	
112	GIS Data Conversion	Wed 12/25/19	Tue 3/17/20	CS Project Team, City Project Team
113	Obtain existing GIS data	Wed 12/25/19	Wed 12/25/19	City Project Manager
114	Review GIS Data	Wed 2/26/20	Thu 2/27/20	CS Project Team
115	Scrub and adjust GIS Data	Thu 2/27/20	Thu 3/5/20	CS Project Team
116	Test GIS Data	Thu 3/5/20	Mon 3/9/20	CS Project Team
117	Demo converted GIS Data	Mon 3/9/20	Mon 3/9/20	CS Project Team, City Project Team
118	Provide feedback on converted GIS Data	Mon 3/9/20	Mon 3/9/20	City Project Team
119	Update final GIS data on CentralSquare	Mon 3/16/20	Tue 3/17/20	CS Project Team
120	Legacy System Data Conversion	Tue 5/19/20	Tue 9/1/20	
121	Review Data Conversion Schema and data samples	Tue 5/19/20	Mon 5/25/20	CS Project Team
122	Develop Plan for conversion	Mon 6/15/20	Fri 6/19/20	CS Project Team
123	Assign Resources for conversion	Fri 6/19/20	Fri 6/19/20	CS Project Team
124	Complete Walkthrough of Database Tables/Source Data	Fri 7/3/20	Mon 7/6/20	CS Project Team, City Project Team

City of Broken Arrow

Exhibit I. Project Schedule (continued)

125	Complete Data Conversion Specification Document	Mon 7/6/20	Fri 7/10/20	CS Project Team
126	Review and Sign Data Conversion Specification Document	Fri 7/10/20	Mon 7/13/20	City Project Team
127	Complete Data Mapping in CentralSquare Pro Data Map	Mon 7/13/20	Thu 7/23/20	City Project Team
128	Process Data Conversion	Thu 7/23/20	Thu 8/6/20	CS Project Team
129	Complete High-Level Walkthrough of Data Converted	Thu 8/6/20	Fri 8/7/20	CS Project Team, City Project Team
130	Complete Data Validation	Fri 8/7/20	Wed 8/19/20	City Project Team
131	Create the Data Conversion Verification Document	Wed 8/19/20	Fri 8/21/20	CS Project Team
132	Review the Data Conversion Verification Document	Fri 8/21/20	Tue 8/25/20	City Project Team
133	Complete and Sign the Data Conversion Verification Document	Tue 9/1/20	Tue 9/1/20	City Project Team
134	Interfaces	Wed 4/15/20	Tue 1/19/21	
135	Write Interface Specification Documents (ISD)	Wed 4/15/20	Fri 6/5/20	CS Project Team
136	Develop Interfaces	Fri 8/7/20	Fri 9/11/20	CS Project Team
137	Test Interfaces - CentralSquare	Fri 9/11/20	Fri 10/16/20	CS Project Team
138	Test Interfaces - City	Fri 10/16/20	Tue 10/27/20	City Project Team
139	Provide Testing Feedback to CentralSquare	Tue 10/27/20	Thu 11/12/20	City Project Team
140	Final Interface testing	Thu 1/14/21	Tue 1/19/21	CS Project Team
141	System Review	Wed 12/11/19	Thu 12/10/20	
142	Designate System Review Team	Wed 12/11/19	Wed 12/11/19	CS Project Manager, City Project Team
143	Base	Tue 11/24/20	Fri 11/27/20	CS Project Team, City System Review Team
144	Administration	Fri 11/27/20	Wed 12/2/20	CS Project Team, City System Review Team
145	CAD and Mapping	Wed 12/2/20	Mon 12/7/20	CS Project Team, City System Review Team
146	Records	Mon 12/7/20	Thu 12/10/20	CS Project Team, City System Review Team
147	Training	Thu 8/27/20	Tue 4/13/21	
148	Schedule Training	Thu 8/27/20	Fri 8/28/20	CS Project Manager, City Project Manager
149	Create Training Agenda	Wed 3/10/21	Thu 3/11/21	CS Project Manager
150	Review Training Agenda	Thu 4/8/21	Fri 4/9/21	City Project Manager
151	Create Training Documentation	Fri 4/9/21	Mon 4/12/21	CS Project Team
152	Provide City specific scenarios for training	Mon 4/12/21	Tue 4/13/21	City Project Manager
153	Prepare City Training Location	Wed 3/17/21	Mon 3/22/21	
154	Set up 10 workstations	Wed 3/17/21	Thu 3/18/21	City IT
155	Install CentralSquare Pro Training Environment Client on work stations	Thu 3/18/21	Fri 3/19/21	City IT
156	Set up Projector and Screen	Fri 3/19/21	Mon 3/22/21	City IT

Exhibit I. Project Schedule (continued)

157	Conduct Training	Tue 2/16/21	Wed 3/31/21	
158	Training	Tue 2/16/21	Wed 3/31/21	
159	Administration Training	Tue 3/23/21	Wed 3/24/21	
160	Conduct Scenario Based Training	Tue 3/23/21	Wed 3/24/21	CS Project Team
161	CAD Training	Thu 3/25/21	Fri 3/26/21	
162	Conduct Scenario Based Training	Thu 3/25/21	Fri 3/26/21	CS Project Team
163	Mobile CAD Training	Wed 3/31/21	Wed 3/31/21	
164	Conduct Scenario Based Training	Wed 3/31/21	Wed 3/31/21	CS Project Team
165	Records Training	Tue 2/16/21	Wed 2/17/21	
166	Conduct Scenario Based Training	Tue 2/16/21	Wed 2/17/21	CS Project Team
167	Jail Training	Tue 2/16/21	Wed 2/17/21	
168	Conduct Scenario Based Training	Tue 2/16/21	Wed 2/17/21	CS Project Team
169	Mobile Records Training	Mon 2/22/21	Mon 2/22/21	
170	Conduct Scenario Based Training	Mon 2/22/21	Mon 2/22/21	CS Project Team
171	Create Training Verification Document	Fri 4/9/21	Mon 4/12/21	CS Project Manager
172	Sign and Return Training Verification Document	Wed 4/7/21	Thu 4/8/21	City Project Manager
173	GO LIVE with CentralSquare	Fri 2/28/20	Wed 4/21/21	
174	Schedule Go Live	Fri 2/28/20	Mon 3/2/20	CS Project Manager, City Project Manager
175	Identify Go Live Timeline & Team	Wed 2/24/21	Wed 2/24/21	CS Project Manager, City Project Manager
176	Create Go Live Verification Signoff Document	Wed 3/10/21	Thu 3/11/21	CS Project Manager
177	Review and Sign Go Live Verification Document	Wed 3/17/21	Thu 3/18/21	City Project Manager
178	CentralSquare Go Live Team On-Site	Mon 4/5/21	Mon 4/5/21	CS Project Manager, CS Project Team, City Project Team
179	Conduct Final Data Conversion	Mon 4/5/21	Tue 4/6/21	CS Project Team
180	Complete Interface Implementation	Tue 4/6/21	Tue 4/6/21	CS Project Team
181	Begin Using CentralSquare Production	Wed 4/7/21	Wed 4/7/21	City
182	Schedule Support Transition	Thu 3/11/21	Thu 3/11/21	CS Project Manager, City Project Manager
183	Attend Support Transition	Thu 4/8/21	Thu 4/8/21	CS Project Manager, CS Project Team, City Project Team
184	System Acceptance	Wed 4/21/21	Wed 4/21/21	City

Exhibit II. Project Deliverables, Milestones, and Payment Applications

Please refer to [Exhibit I. Project Schedule](#) for a list of deliverables and milestones of the project, as well as what will be provided at each milestone to meet the needs of the City.

CentralSquare's standard payment schedule is provided below:

Payment Schedule

- 50% due upon contract execution
- 30% due upon completion of the Business Practice Review (BPR)
- 20% due at Go Live

B. Additional Information

CentralSquare does not have additional information.

Tab 6 – Functional and Technical Requirements Response

Attachment B – Functional and Technical Requirements

Table of Contents

Table of Contents		
Tab No.	Functional Area	Number of Requirements
1	General and Technical	301
2	Computer-Aided Dispatch	937
3	Law Enforcement Records Management	1,496
4	Jail Management	465
5	Court Case Management	225
6	Mobile Capabilities	158
7	Interfaces	27
8	Data Conversion	7
Total Functional Requirements:		3,616

When providing responses to the requirements in Attachment B, proposers shall use the response indicators contained in the table below.

Requirements / Capabilities Response Indicators	
Indicator	Definition
S	Standard: Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the Proposal from vendors in accordance with agreed-upon configuration planning with the City.
F	Future: Feature/Function will be available in a future software release available to the City by October 2019, at which point it will be implemented in accordance with agreed-upon configuration planning with the City.
C	Customization: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with custom modifications. All related customization costs should be indicated in the Comments column next to the feature/function, and the total cost included in Attachment C – Cost Worksheet.
T	Third Party: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with integration with a third-party system . This system should be specified.
N	No: Feature/Function cannot be provided.

General and Technical

Response Indicators: When providing responses to the requirements in Attachment B, proposers shall use the following response indicators:		Instruction		
S	Standard: Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the Proposal from vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.		
F	Future: Feature/Function will be available in a future software release available to the City by October 2019, at which point it will be implemented in accordance with agreed-upon configuration planning with the City.	If a response indicator of "F" is provided for a requirement that will be met in a future software release, the Respondent shall indicate the planned release version as well as the time the release will be generally available.		
C	Customization: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with custom modifications . All related customization costs should be indicated in the Comments column next to the feature/function, and the total cost included in Attachment C – Cost Worksheet.	If a response indicator of "C" is provided for a requirement that will be met through a custom modification, the Respondent shall indicate the cost of such a modification.		
T	Third-Party: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with integration with a third-party system . This system should be specified.	If a response indicator of "T" is provided for a requirement that will be met by integration with a third-party system, the Respondent shall identify this third-party system and include a cost proposal to secure this system.		
N	No: Feature/Function cannot be provided.			
General and Technical				
Req #	Description of Requirement	Criticality	Response	Comments
General				
GT.1	The system has the ability to flow all changes made in the system throughout all proposed system modules without the need for duplicate data entry.	Critical	S	
The system has the ability to import and export data from (or to) standard file formats including but not limited to:				
GT.2	.xml;	Critical	S	
GT.3	hyperlink;	Critical	N	
GT.4	PDFs that are text based and searchable;	Critical	S	
GT.5	ASCII;	Critical	S	
GT.6	.txt;	Critical	S	
GT.7	csv;	Critical	S	
GT.8	MS Excel (version 2007 or later);	Critical	S	

GT.9	MS Word (version 2007 or later);	Critical	S	
GT.10	MS Outlook (version 2007 or later);	Critical	S	
GT.11	MS SQL (2008 R2 or newer);	Critical	S	
GT.12	.jpg; and	Critical	S	
GT.13	.tif.	Critical	S	TIF files can be added as attachments but are not included in PDF printouts with other photo file types.
GT.14	The system has the ability to import and export data with web services formats.	Critical	S	
GT.15	The system has the ability to support APIs (Application Programming Interface) for third-party system integration.	Critical	S	
GT.16	The system has the ability to provide a toolkit to create and manage APIs.	Critical	S	
GT.17	The system has the ability to provide a library of standard reports (i.e., "canned" reports).	Critical	S	
GT.18	The system has the ability to copy and modify existing reports, with appropriate security permissions.	Critical	S	
GT.19	The system has the ability to provide a centralized data dictionary, that fully describes table structure (and relationships) and appropriate levels of metadata.	Critical	S	
The system has the ability to support the latest currently available versions of the following browsers:				
GT.20	Internet Explorer;	Critical	S	The CentralSquare Pro client application is a thick client install. Some features use an external browser. Those items support the listed browsers.
GT.21	Chrome;	Critical	S	The CentralSquare Pro client application is a thick client install. Some features use an external browser. Those items support the listed browsers.
GT.22	Edge;	Critical	S	The CentralSquare Pro client application is a thick client install. Some features use an external browser. Those items support the listed browsers.

GT.23	Safari; and	Critical	N	
GT.24	Firefox.	Critical	S	The CentralSquare Pro client application is a thick client install. Some features use an external browser. Those items support the listed browsers.
GT.25	The system has the ability to support electronic signature capture.	Critical	S	
GT.26	The system has the ability to capture electronic signature with a signature pad.	Critical	S	
GT.27	The system has the ability to store electronic signatures in the system for re-use with appropriate security permissions.	Critical	S	
GT.28	The system has the ability to customize fields and sequence of fields on screen to facilitate ease of entry.	Critical	S	Although many of the screens in CentralSquare Pro support this functionality, there are several that do not.
GT.29	The system has the ability to set data table value ranges to minimize entry errors.	Critical	S	
GT.30	The system has the ability to have a list of values that can be used to facilitate the data entry process, such as abbreviations, directions, case status codes, weather codes, etc.	Critical	S	
GT.31	The system has the ability to support narrative text entry with spell checker.	Critical	S	
GT.32	The system has the ability to have automatic spell check with the ability to allow the user to accept or deny the spell check.	Critical	S	
GT.33	The system has the ability to maintain a spell check dictionary.	Critical	S	
GT.34	The system has the ability to support merging one record at a time, allowing the merge administrator to make changes if necessary.	Critical	S	
GT.35	The system has the ability to support copying of data from different report sections and between different reports to cut down on data entry.	Critical	S	
GT.36	The system has the ability to allow a user to base a report on an existing report, which would copy the applicable data out of one report and into another.	Critical	S	

GT.37	The system has the ability to have a tabular design, allowing access to multiple layers of the system from the same screen.	Critical	S	The most recent screens are available in the upper left-hand corner of CentralSquare Pro. Users can tab between these screens to access the information needed. In addition, CAD windows can be launched outside of the main program and can be arranged as preferred on a single screen or on multiple screens.
GT.38	The system has the ability to modify or adjust commonly altered variables such as codes, tables, report parameters, etc., without the services of a professional programmer.	Critical	S	
GT.39	The system has the ability to associate codes to more than one location or panel when the same validation table entries are used in multiple locations.	Critical	S	
GT.40	The system has the ability to support a minimum of 50,000 characters of narrative per entry to ensure all critical information is captured. Vendor to indicate any narrative limits in the comments section.	Critical	S	Narrative text areas are not limited in CentralSquare Pro.
GT.41	The system administrator must be able to identify the individual who last entered or updated any transaction as well as the date and time of the modification.	Critical	S	
GT.42	The system has the ability to restrict access to specific features and functions by user ID and password.	Critical	S	
GT.43	The system has the ability to perform partial address searches.	Critical	S	
GT.44	The system has the ability to enter and maintain the general incident record data elements with appropriate security permissions for the Agency Identifier.	Critical	S	
GT.45	The system has the ability to identify required fields by user.	Critical	S	
GT.46	The system has the ability to maintain all Agency Identifiers including operating Agency Identifier and reference Agency Identifier.	Critical	S	
GT.47	The system has the ability to support ODBC compliance.	Critical	S	
GT.48	The system has the ability to support offline mode, and then sync once connection is reestablished.	Critical	N	
State/NCIC				
GT.49	The system has the ability to support two way communication between the application suite and the National Crime Information Center (NCIC), as well as local and state systems (i.e., OLETS).	Critical	S	
GT.50	The system has the ability to generate NCIC queries and display query responses.	Critical	S	

GT.51	The system has the ability to authorize individual clients or workstations to access the State/NCIC application based on IP address or device name, coupled with security permissions that have been granted to the individual.	Critical	S	
GT.52	The system has the ability to direct a single query to the state/NCIC, local database, or both.	Critical	S	
GT.53	The system has the ability to log all transactions in a history file for viewing and reporting purposes based on security permissions.	Critical	S	Query information, including the user who ran it, the time it was run, terminal it was run on, and the results of the query, are retained. Users with appropriate permissions can review the log and use built-in search filters to identify items of interest.
GT.54	The system has the ability to search for state/NCIC responses by date/time ranges based on security permissions.	Critical	S	
GT.55	The system has the ability to print messages received via a State/NCIC request/response based on security permissions.	Critical	S	
GT.56	The system has the ability to send NCIC responses to specified units, including mobile units.	Critical	S	
GT.57	The system has the ability to use information contained in a response to auto-populate a new online query for additional information to submit to NCIC and/or state and local databases. For example, a vehicle registration response is returned with enough information to generate a drivers' license query automatically. When the drivers' license response is returned, it contains enough information for the system to generate an automatic wanted persons query to local, state and NCIC databases.	Critical	S	
GT.58	The system has the ability to parse the data that is received from NCIC.	Critical	S	
GT.59	The system has the ability to edit the string of data that is sent to the local, state, or NCIC system.	Critical	S	In CentralSquare Pro, edits to the string format are handled by CentralSquare support and not by the local system administrators.
GT.60	The system has the ability to provide or support an online interface from the CAD/RMS/Mobile application to the State/NCIC database.	Critical	S	
GT.61	The system has the ability to link from the CAD/RMS/Mobile software to the State/NCIC network to run license plate and warrant checks with appropriate security permissions.	Critical	S	

GT.62	The system has the ability to save and parse the results of a State/NCIC search.	Critical	S	
GT.63	The system has the ability to link from the CAD/RMS/Mobile to the State/NCIC network to automatically attach a CAD inquiry to the incident/call database.	Critical	S	
GT.64	The system has the ability to access NCIC forms within the CAD/RMS/Mobile module with security permissions.	Critical	S	
GT.65	The system has the ability to access NCIC history within the CAD/RMS/Mobile module with security permissions.	Critical	S	
GT.66	The system has the ability to configure the automatic transmission of license plate or driver license information based on CFS type.	Critical	S	
GT.67	The system has the ability to allow all automatic transmissions that are attached to a CFS from CAD and Mobile to be logged on the call and easily accessed.	Critical	S	
GT.68	All responses that can be matched to the original transmission and are attached to a CFS from CAD and Mobile shall be logged on the call in the same area as the transmissions.	Critical	S	
Security				
GT.69	The system has the ability to utilize the City's LDAP (Active Directory) for user validation to achieve single-sign-on, in an on-premise deployment method	Critical	S	CentralSquare Pro requires users to enter credentials a single time to access all system modules (e.g., CAD, Jail, Records) without additional login. The system can be configured to authenticate entered credentials against the City's LDAP so that additional password management is not necessary.
GT.70	The system has the ability to utilize the City's LDAP (Active Directory) for user validation to achieve single-sign-on, in a hosted or SaaS deployment method.	Critical	N	The proposed system is deployed on premise.
GT.71	The system has the ability to inherit groups from Active Directory for application authentication.	Critical	N	
GT.72	The system has the ability to store passwords in encrypted form.	Critical	S	
GT.73	The system has the ability to provide import and export capabilities with user-level security options to control access to sensitive information.	Critical	S	
GT.74	The system has the ability to encrypt data stored in the database.	Critical	S	
GT.75	The system has the ability to encrypt data stored in the application.	Critical	S	

The system has the ability to provide security at the following levels:				
GT.76	Department;	Critical	S	
GT.77	Division;	Critical	S	
GT.78	Role or group;	Critical	S	
GT.79	User ID;	Critical	S	
GT.80	Screen;	Critical	S	
GT.81	Menu;	Critical	S	
GT.82	Report;	Critical	S	
GT.83	Field; and	Critical	S	
GT.84	Transaction type.	Critical	S	
GT.85	The system has the ability to allow the City to determine which fields are visible to roles.	Critical	N	
GT.86	The system has the ability to provide role-based security.	Critical	S	
GT.87	The system has the ability to provide both read and write access to the system using group based security.	Critical	S	
The system has the ability to track audit changes throughout the system that creates a log of all records maintained and includes:				
GT.88	Date;	Critical	S	
GT.89	Time;	Critical	S	
GT.90	User;	Critical	S	
GT.91	Information prior to change;	Critical	S	
GT.92	Changed information; and	Critical	S	
GT.93	Other administer-configurable information.	Critical	N	
GT.94	The system has the ability to update all security roles automatically (user discretion) when a change in the "master" role is made.	Critical	S	
GT.95	The system has the ability to provide functional security to control what processes can be performed by certain users (i.e. view vs. edit benefit information).	Critical	S	
GT.96	The system has the ability to allow a City administrator to configure the duration that time audit logs are retained.	Critical	N	
GT.97	The system has the ability to provide access to audit trails for only the users with proper security based upon the user's security profile.	Critical	S	
GT.98	The system has the ability to allow the System Administrator to add and change permissions for system access.	Critical	S	

GT.99	The system has the ability to log users off the system after an administrator-defined period of inactivity, based on user-defined roles.	Critical	N	
GT.100	The system has the ability to allow a System Administrator to log out users.	Critical	N	
GT.101	The system has the ability to provide customizable audit reports.	Critical	N	
GT.102	The system has the ability to provide configurable exception reports.	Critical	N	
GT.103	The system has the ability to allow authorized users to have access to a log of security activity to determine users that have signed on and off the system, as well as unsuccessful attempts to sign on to the system.	Critical	S	
GT.104	The system has the ability to allow the audit trail to have a date/time stamp to the nearest second.	Critical	N	
The system has the ability to mask fields by user role including but not limited to:				
GT.105	Tax numbers/ID;	Critical	N	
GT.106	Employee ID;	Critical	N	
GT.107	Date of Birth;	Critical	N	
GT.108	Passwords;	Critical	N	
GT.109	Checking and banking account numbers;	Critical	N	
GT.110	Social Security numbers;	Critical	N	
GT.111	Driver's License numbers;	Critical	N	
GT.112	Employee contact information (e.g., address, phone, etc.);	Critical	N	
GT.113	Email addresses;	Critical	N	
GT.114	Pay rates; and	Critical	N	
GT.115	Other, user-defined fields.	Critical	N	
GT.116	The system has the ability to mask a portion of any of the above fields.	Critical	N	
GT.117	The system has the ability to be operational on a 24 x 7 scheduled basis.	Critical	S	
GT.118	The system has the ability to apply the same security permissions to system queries and reports as it does to data fields/elements, based on user (e.g. data fields masked on a record or transaction are similarly masked on reports run by the user)	Critical	S	
GT.119	The system has the ability to ensure that all cashiering modules are Payment Card Industry (PCI) compliant.	Critical	N	
GT.120	The system has the ability to ensure that all modules are Payment Card Industry (PCI) compliant.	Critical	N	
GT.121	The system has the ability dual authentication for all proposed modules.	Critical	S	

User Interface				
GT.122	The system has the ability to provide drop down boxes or other pick list functionality for data selection.	Critical	S	
GT.123	The system has the ability to provide configurable quick keys (i.e., function keys) unique to each module.	Critical	S	
GT.124	The system has the ability to provide functionality or integrate with third-party products to enlarge the print on computer screens (i.e., screen magnification).	Critical	S	
GT.125	The system has the ability to provide functional online help documentation for system end users.	Critical	S	
GT.126	The system has the ability to provide technical online help documentation for system administrators.	Critical	S	
GT.127	The system has the ability to provide integration with the Microsoft clipboard, with appropriate security permissions.	Critical	S	
GT.128	The system has the ability to provide error messages that appear in a consistent format across all system modules.	Critical	S	
GT.129	The system has the ability to provide error messages that are integrated with online help functionality.	Critical	N	
GT.130	The system has the ability to create error logs with detail associated with the error.	Critical	S	
GT.131	The system has the ability to provide configuration options with the level of detail that is logged in error logs.	Critical	N	
GT.132	The system has the ability to allow users to send error reports to the administrator defined department or user.	Critical	N	
GT.133	The system has the ability to provide administrator configurable error messages.	Critical	N	
GT.134	The system has the ability to provide user-defined fields with appropriate security permissions.	Critical	N	
GT.135	The system has the ability to allow the City to determine which fields are required.	Critical	S	CentralSquare Pro allows users to determine which fields are required on many specific fields throughout the system, but not all.
GT.136	The system has the ability to provide an administrative messaging system (e.g., a message to alert users of system maintenance activity).	Critical	S	
GT.137	The system has the ability to provide customizable screens based on roles and permissions.	Critical	S	
GT.138	The system has the ability to accommodate ADA compliance requirements.	Critical	N	

GT.139	The system has the ability to provide contextual help (i.e., field descriptions that are displayed based on the location of the mouse or cursor).	Critical	N	
GT.140	The system has the ability to provide contextual help with the ability to turn this feature off (i.e., field descriptions that are displayed based on the location of the mouse or cursor).	Critical	N	
GT.141	The system has the ability to provide customizable help.	Critical	N	
GT.142	The system has the ability to provide data validation on entry.	Critical	S	
GT.143	The system has the ability to add a new value to a pick list table without having to navigate from the table, with appropriate security permissions.	Critical	S	This feature is supported in most fields throughout CentralSquare Pro, but not all.
GT.144	The system has the ability to make global changes to a designated table from a single locations (e.g., making blanket updates to bond amounts).	Critical	S	
GT.145	The system has the ability to provide drill down capability on all screens where applicable.	Critical	S	
GT.146	The system has the ability to provide drill down capability to see attachments to records based on security permissions.	Critical	S	
GT.147	The system has the ability to provide the user with standard field editing capabilities including but not limited to: navigation forward and backward to complete data entry and the ability to correct spelling mistakes.	Critical	S	
GT.148	The system has the ability to provide auto-save functionality when moving forward or backward during data entry.	Critical	S	
GT.149	The system has the ability to spell check on any field with the ability for a user to accept or ignore suggestion.	Critical	S	Spell check is not available on all fields, but is available in places where a large amount of text can be entered, such as in narratives.
GT.150	The system has the ability to accommodate word-wrap in a data field without having to hit "return."	Critical	S	
GT.151	The system has the ability to provide predictive text capability with the ability to turn this functionality on or off.	Critical	S	
GT.152	The system has the ability to search by wild cards, based on security permissions.	Critical	S	
GT.153	The system has the ability to search by fragment or portion of a word.	Critical	S	
GT.154	The system has the ability to support pre-filled fields in appropriately pre-formatted screens eliminating redundant data entry.	Critical	S	

GT.155	The system has the ability to provide links to associated modules from any display screen to minimize backing out of one screen to access another, with appropriate security.	Critical	S	
GT.156	The system has the ability to support access from mobile devices (e.g., for City-defined approvals and Executive Information System) with appropriate security permissions.	Critical	S	
GT.157	The system has the ability for multiple windows to be open at the same time.	Critical	S	The most recent screens are available in the upper left-hand corner of CentralSquare Pro. Users can tab between these screens to access the information needed. Additionally, CAD windows can be launched outside the main program and can be arranged as preferred on a single screen or on multiple screens.
GT.158	The system has the ability to warn a user that they are about to execute a process and ask if they want to proceed (i.e., to warn before posting a batch of changes, etc.).	Critical	S	This feature is supported in most fields throughout CentralSquare Pro, but not all.
GT.159	The system has the ability to allow an administrator to configure which business processes are prompted with a warning to proceed, with appropriate security permissions.	Critical	N	
GT.160	The system has the ability to allow the configuration of processes using either the keyboard only, the mouse only, or a combination of the two, depending on a user's preference.	Critical	N	
GT.161	The system has the ability to provide the user with integrated application modules that offer a consistent user interface to minimize user training and administration of the system.	Critical	S	
GT.162	The system has the ability to allow the system administrator to rename field labels.	Critical	S	This feature is available in areas where customization is allowed.
GT.163	The system has the ability to allow all end user customizations and configurations related directly to the system to be stored in a central database and not stored in files residing on user workstations.	Critical	S	
GT.164	The system has the ability to allow for reasonable windows modifications to screen resolution or display font that does not result in screen images being truncated or unnecessary scrolling.	Critical	S	

GT.165	The system has the ability to recognize the device that is being used to view the software to make the necessary window adjustments (screen optimization).	Critical	S	
GT.166	The system has the ability to allow application windows to be maximized to fit allotted screen size (i.e. increase window size to increase amount of data displayed instead of simply zooming in on data).	Critical	S	
Workflow				
GT.167	The system has the ability to initiate and track the approval process.	Critical	S	
GT.168	The system has the ability to assign different levels of approval for the same user.	Critical	S	
GT.169	The system has the ability to maintain separation of duties related to workflow approval processes.	Critical	S	
GT.170	The system has the ability to provide workflow functionality in all system modules.	Critical	S	Workflow is not available in all CentralSquare Pro modules, but it is available in Accident Reports, Case Reports, CAD, Citation, Field Based Reports, Jail, Inmate Activity, Inmate Hold Reason, Investigative Leads, Jail Incident Reports, Pawn Property, Pistol Permits, Protection Orders, Sex Offenders, and Warrants.
The system has the ability to set workflow rules by:				
GT.171	User;	Critical	S	
GT.172	Role;	Critical	S	
GT.173	Department;	Critical	S	
GT.174	Division;	Critical	S	
GT.175	Crime codes (statutes);	Critical	S	
GT.176	Agency Identifier;	Critical	S	
GT.177	Thresholds; and	Critical	S	
GT.178	User-defined criteria.	Critical	S	
GT.179	The system has the ability to allow temporary status changes of users (e.g., unavailable due to vacation time).	Critical	N	
GT.180	The system has the ability to re-route workflow assignments based on availability triggered by unavailable status.	Critical	N	
GT.181	The system has the ability to re-route workflow assignments based on availability triggered by City-defined periods of no response.	Critical	N	

GT.182	The system has the ability to notify a system administrator of unsuccessful workflow processes.	Critical	N	
GT.183	The system has the ability to provide escalation paths based on user-defined criteria (e.g., minimum period of no response, etc.).	Critical	S	
GT.184	The system has the ability to provide event-driven notifications by email that may be configured at any step in any workflow routine.	Critical	S	
GT.185	The system has the ability to allow notifications to be configurable by the City.	Critical	S	
GT.186	The system has the ability to allow graphical tools for documenting workflow.	Desired	N	
GT.187	The system has the ability to provide flexible workflow configurations allowing the advancement of a process with appropriate security permissions.	Critical	S	
Support and Documentation				
GT.188	The system has the ability to allow properly authorized users to configure and maintain all system settings from any workstation on the local/wide area network.	Critical	S	
GT.189	The system has the ability to allow centralized deployment of system updates and system maintenance.	Critical	S	
GT.190	The system has the ability to allow remote deployment of system updates and system maintenance.	Critical	S	
GT.191	The system has the ability to accommodate deployment of system updates and maintenance to all affected systems according to administrator-defined effective dates (e.g., calendar and fiscal year parameter changes).	Critical	N	
GT.192	The vendor must proactively notify the System Administrator regarding which releases of third-party software (JAVA virtual machine, Internet Explorer, Mozilla, Safari, etc.) are known to create problems with the current version of the vendor software.	Critical	S	When third-party software conflicts are known, CentralSquare will notify prior to major release upgrades with the agency.
The vendor, at a minimum must adhere to the following standards for issue resolution:				
GT.193	Severity Level 1, system is down. Attention required immediately, immediate response time, 24x7.	Critical	S	
GT.194	Severity Level 2, major functionality of the system is impacted or parts of the system are down. Maximum of 1 hour response time.	Critical	S	
GT.195	Severity Level 3, non-mission critical processes are impacted. Maximum of 8 hour response time.	Critical	N	CentralSquare typically meets the specified timeframes under normal circumstances, but individual issues are reviewed and prioritized for the most effective response order.

GT.196	The system has the ability to allow for outage times to be based on a 24x7 basis instead of working hours.	Critical	S	
GT.197	The system has the ability to allow for severity levels for support as defined by the City.	Critical	N	
GT.198	The vendor will provide 24x7 support.	Critical	S	
GT.199	The vendor will provide web-based support, with a searchable database of common problems, to assist end users in researching error messages.	Critical	S	
GT.200	The system has the ability to adhere to the City's security policy, which requires vendors to notify the City when accessing the application for troubleshooting.	Critical	S	CentralSquare uses remote monitoring systems for system health and performance monitoring, as well as deployment of patches and updates as needed. For user access to systems, staff can notify the City through a process agreed upon in the final contract. The remote access and monitoring system is capable of writing to an agency-supplied logging server all remote logins and commands run.
GT.201	The system has the ability to provide online software documentation for all software application modules.	Critical	S	
GT.202	The system has the ability to provide an online tutorial to assist users learning the software.	Critical	N	
GT.203	The system must have the capability to provide support through remote access to the application in accordance with City procedures.	Critical	S	
GT.204	The vendor offers software application support during planned upgrades outside of typical operating hours, as requested by the City.	Critical	S	
GT.205	The vendor offers access to an online user group community.	Critical	N	
GT.206	The vendor offers a suite of online training modules.	Critical	N	
GT.207	The vendor offers periodic live webinar training sessions at no cost.	Critical	S	
GT.208	The vendor offers recorded training sessions to be viewed at no cost.	Critical	S	
GT.209	The vendor offers an implementation project management website, that includes a secure process for file sharing between the vendor and client.	Critical	N	

GT.210	The system has the ability to maintain operations during upgrades (e.g., CAD operations during upgrade).	Critical	S	The system maintains operations during minor updates; however, during major updates, the system will be fully down. Support representatives contact each agency as major software updates are released to schedule them and assist the agencies in taking advantage of new features.
Reporting and Dashboards				
GT.211	The system has the ability to provide an Executive Information System (EIS) (i.e., a performance dashboard).	Critical	S	
GT.212	The system has the ability to customize the information presented on the Executive Information System by user.	Critical	S	
GT.213	The system has the ability to customize the information presented on the Executive Information System by group of users.	Critical	S	
GT.214	The system has the ability to display information on the Executive Information System in real-time.	Critical	S	
GT.215	The system has the ability to configure the refresh rate of the Executive Information System.	Critical	N	
GT.216	The system has the ability to allow a user to manually refresh the Executive Information System.	Critical	S	
GT.217	The system has the ability to provide a library of standard reports (i.e., "canned" reports).	Critical	S	
GT.218	The system has the ability to allow a user to modify existing reports, with appropriate security permissions.	Critical	S	
GT.219	The system has the ability to provide an integrated report writer.	Critical	S	
GT.220	The system has the ability to provide an integrated report writer that has a consistent look and feel across all proposed system modules.	Critical	S	
GT.221	The system has the ability to provide an integrated report writer that allows the creation of reports comprised of any discrete data field throughout the system with proper security permissions.	Critical	S	
GT.222	The system has the ability to save a report as a new template after a user copies and modifies an existing report, with appropriate security permissions.	Critical	S	
GT.223	The system has the ability to configure and save ad hoc reports by individual user, with the ability to provide access to other users with appropriate security permissions.	Critical	S	

GT.224	The system has the ability to allow users to download a new report template based on user groups and or roles.	Critical	S	
GT.225	The system has the ability save favorite reports in a menu or pick-list by individual user.	Critical	S	
GT.226	The system has the ability to allow generated reports to be viewed on screen prior to printing.	Critical	S	
GT.227	The system has the ability to allow reports to be generated that are searchable.	Critical	S	
GT.228	The system has the ability to schedule reports to run in the future.	Critical	S	
GT.229	The system has the ability to schedule reports to be run on a recurring basis.	Critical	S	
GT.230	The system has the ability to configure automatic distribution paths for generated reports (e.g., automatically send a report to a particular user, group of users, printer).	Critical	S	
GT.231	The system has the ability to configure automatic distribution paths via email for generated reports (e.g., automatically send a report to a particular user, group of users, printer).	Critical	S	
GT.232	The system has the ability to schedule and to distribute reports via electronic workflow.	Critical	S	
GT.233	The system has the ability to display when a report is being run, or in process, so that a user does not run the report again.	Critical	S	
GT.234	The system has the ability to allow reports to be generated that have "drill-down" capabilities.	Critical	S	
GT.235	The system has the ability to support the creation of reports using SSRS.	Critical	N	
GT.236	The system can generate all standard reports in less than five minutes. Reports that will require more than this amount of time should be listed in "Comments" (column E) with a description of the reason so much time is required for each individual report.	Critical	N	Standard reports are expected to meet this requirement. However, because users and system administrators can create and configure any report they choose, some reports could be created to access extremely large and complex amounts of data that would exceed this threshold.
GT.237	The system has the ability to notify a system administrator of reports that have been running for more than a City-specified period of time.	Critical	N	
GIS				
GT.238	The system has the ability to geographically plot CAD incidents. This feature is locally available in real-time to dispatch and remotely available to responding public safety staff.	Critical	S	

GT.239	The system has the ability to provide ESRI-compliance GIS capabilities.	Critical	S	
GT.240	The system has the ability to validate a manually entered call-location through GIS functionality.	Critical	S	
GT.241	The system has the ability to provide a full complement of modern mapping navigation tools. These navigation tools are available to dispatch and remotely available to responding public safety staff.	Critical	S	
GT.242	The system has the ability to provide a full complement of data layer controls (e.g. toggle capabilities, custom symbology, custom labeling, etcetera). These data layer controls are available to dispatch and remotely available to responding public safety staff.	Critical	S	
GT.243	The system has the ability to allow complete and partial address searches. This feature is locally available in real-time to dispatch and remotely available to responding public safety staff.	Critical	S	
GT.244	The system has the ability to allow for a minimum of two characters for 'auto-complete' address searches. This feature is locally available in real-time to dispatch and remotely available to responding public safety staff.	Critical	S	
GT.245	The system has the ability to support closest-unit recommendation configurable by the system administrator by distance or time.	Critical	S	
GT.246	The system has the ability to notify appropriate staff and agencies about fire hydrants and fire protection systems that are out of service.	Critical	S	
GT.247	The system has the ability to display the following on a mobile map: fire hydrant, street closures, bridge out of service, weight limits, speed limits, hazards, one-way streets, school zones, and mile markers.	Critical	S	
GT.248	The system has the ability to provide simple, customizable user interfaces that account for the different operational needs of dispatch and responding public safety staff.	Critical	S	
GT.249	The system has the ability to provide real-time AVL unit routing based on closest-unit recommendations. This feature is available to dispatch and remotely available to responding public safety staff.	Critical	S	
GT.250	The system has the ability to provide real-time AVL unit routing based on CAD incidents. This feature is available to dispatch and remotely available to responding public safety staff.	Critical	S	
GT.251	The system has the ability to provide dynamically and visually presented routing information.	Critical	S	

GT.252	The system has the ability to provide turn-by-turn text directions with text-to-speech capabilities.	Critical	N	Text-based directions are available, but text-to-speech is not available in CentralSquare Pro.
GT.253	The system has the ability to log and export AVL history that includes unit numbers, spatial coordinates and approximate speeds.	Critical	S	
GT.254	The system has the ability to store AVL history, including unit numbers, spatial coordinates, and approximate speeds, for a City-defined period of time.	Critical	S	This functionality is provided via CentralSquare's AVL Playback module.
GT.255	The system has the ability validate all locations entered into or processed by the CAD system against the CAD system's geofile.	Critical	S	
GT.256	The system has the ability to determine X, Y coordinate values that represent the location of incidents whose locations have been validated.	Critical	S	
GT.257	The system has the ability to determine X, Y, Z coordinate values that represent the location of incidents whose locations have been validated.	Critical	N	Z coordinates are not supported.
GT.258	The system has the ability support coordinate-based operations including X, Y, Z, Lat/Lon, and USNG.	Critical	N	Z coordinates are not supported.
GT.259	The system has the ability support X, Y coordinate-based geographic searches for such things as nearby hazardous materials, duplicate incidents, and premises information at or near an incident's location.	Critical	S	
GT.260	The system has the ability to dynamically access geographic boundary information (e.g. station boundaries, jurisdictional boundaries, reporting districts, response zones, neighborhoods, precincts) from GIS and other geographic data sources.	Critical	S	
GT.261	The system has the ability to dynamically access topologically-structured street networks and other linear features (e.g. rivers, streams, utility right of ways, bus routes) from GIS, other geographic data sources, and external data sources.	Critical	S	
GT.262	The system has the ability to dynamically access point data (e.g. landmarks, parcel address points, business locations, retail store address points, fire hydrants) from GIS, other geographic data sources, and external data sources.	Critical	S	
GT.263	The system has the ability to support boundary assignments (i.e. determining the response zone and jurisdiction for each incident) in real time by processing the incident's X, Y coordinates against the road center line and/or address point file, and the appropriate boundary files.	Critical	S	
GT.264	The system has the ability to support duplicate active incident checks based upon an agency defined radius location of the incident.	Critical	S	

GT.265	The system has the ability meet i3 standards and functions in order to comply with NG9-1-1 requirements.	Critical	S	
GT.266	The system has the ability include interactive tools for validating the accuracy and completeness of the geofile.	Critical	S	
GT.267	The system has the ability to support different search distance criteria for different types of incident situations and hazards with the ability to save and edits the searches for future use (e.g. a search radius of 300 feet will be used for hazardous conditions, and a search radius of 1,320 feet will be used to identify potentially duplicate incidents).	Critical	S	
GT.268	The system has the ability to generate an audible and/or visual alert when any potential duplicate incidents are identified.	Critical	S	
GT.269	The system has the ability to include the capability for manually editing and entering any geographic data required by, or imported into, the system's GIS (given the appropriate user permissions) if not maintained dynamically.	Critical	S	
GT.270	The system has the ability to utilize an address that cannot be geo verified.	Critical	S	
GT.271	The system has the ability to allow an administrator to unlock a record.	Critical	S	
GT.272	The system has the ability to link PDF (and other document sources) hyperlink to GIS address points.	Critical	S	
GT.273	The system has the ability to support exportable maps displaying a user-defined statistical information.	Critical	S	
GT.274	The system has the ability to identify errors and inconsistencies in reports (e.g., UCR, IBR) with the ability to identify the origin of the error/inconsistency.	Critical	S	
GT.275	The system has the ability to drill down in report values to display the origin of the calculated value (e.g., total larceny dollar amounts).	Critical	S	
Payment Processing				
GT.276	The system has the ability to accept partial, full, or installment payments.	Critical	N	
GT.277	The system has the ability to automatically create an Accounts Receivable record.	Critical	S	
GT.278	The system has the ability to track accounts receivable data for case and non-case related items.	Critical	S	
GT.279	The system has the ability to automatically prioritize the order in which payments will be applied to an accounts receivable based on a set of configurable business rules, with override capability.	Critical	N	
GT.280	The system has the ability to apply accounts receivable flags based on status.	Critical	N	
GT.281	The system has the ability to report unpaid obligations to the court or other agencies, receipt and apply payments, and monitor the unpaid balances (e.g., fines, fees, and community service)	Critical	S	

GT.282	The system has the ability to automatically and efficiently track overpayments for fines, fees, etc., according to configurable business rules.	Critical	S	
GT.283	The system has the ability to prohibit the edit/deletion of fees/fines/restitution or other payment records once assessed and saved. Once fees, fines, restitution or other payment records have been saved. The system has the ability to allow authorized users to void and reapply or void and refund process which the system would document to the ledger on the case.	Critical	S	
GT.284	The system has the ability to, at the time of payment but prior to transaction post, be able to correct/adjust the collection record (e.g. the method of payment).	Critical	S	
GT.285	The system has the ability to have the receipting process update case financial history and the application general ledger in real time.	Critical	S	
GT.286	The system has the ability to link financial information to a specific party on a case.	Critical	S	
GT.287	The system has the ability to void/correct an erroneous receipt with proper authorization.	Critical	S	
GT.288	The system has the ability to enter type of payment, location where payment was posted.	Critical	S	
GT.289	The system has the ability to create one receipt when multiple forms of payment are used (e.g., cash, credit card, check) for a single transaction.	Critical	S	
GT.290	The system has the ability to record receipts in a suspense account pending identification of the correct case or account (e.g., traffic fines received before the ticket is filed).	Critical	S	
GT.291	The system has the ability to process individual payments as a single batch collection without having to access each individual case.	Critical	S	
GT.292	The system has the ability to record the receipt of payment from an offender for payment types that the offender's supervisor must check manually (payment type, amount, payment method, date, etc.).	Critical	S	
GT.293	The system has the ability to allow bonds to be posted and forfeited to pay fees/costs/fines.	Critical	S	
GT.294	The system has the ability to allow refund posting capability.	Critical	S	
GT.295	The system has the ability to allow warrants to be recalled automatically, upon full payment posting,	Critical	N	
GT.296	The system has the ability for automatic posting to system if payment is received thru web payment, report to be generated daily for reconciling.	Critical	N	
GT.297	The system has the ability to allow corrections to fees or payments tendered to be performed by authorized users only.	Critical	S	

GT.298	The system has the ability for an audit feature to track payments by cashier number, location.	Critical	S	
GT.299	The system has a balancing screen totaling all transaction types / voids.	Critical	S	
GT.300	The system has the ability to allow partial payments to be taken for a fine and distributed manually or based on a City defined percentage routine.	Critical	S	
GT.301	The system has the ability for receipts to be printed and numbered for each transaction, including refunds.	Critical	S	

Computer-Aided Dispatch (CAD)

Response Indicators: When providing responses to the requirements in Attachment B, proposers shall use the following response indicators:		Instruction		
S	Standard: Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the Proposal from vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.		
F	Future: Feature/Function will be available in a future software release available to the City by October 2019, at which point it will be implemented in accordance with agreed-upon configuration planning with the City.	If a response indicator of "F" is provided for a requirement that will be met in a future software release, the Respondent shall indicate the planned release version as well as the time the release will be generally available.		
C	Customization: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with custom modifications . All related customization costs should be indicated in the Comments column next to the feature/function, and the total cost included in Attachment C – Cost Worksheet.	If a response indicator of "C" is provided for a requirement that will be met through a custom modification, the Respondent shall indicate the cost of such a modification.		
T	Third-Party: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with integration with a third-party system . This system should be specified.	If a response indicator of "T" is provided for a requirement that will be met by integration with a third-party system, the Respondent shall identify this third-party system and include a cost proposal to secure this system.		
N	No: Feature/Function cannot be provided .			
Computer-Aided Dispatch (CAD)				
Req #	Description of Requirement	Criticality	Response	Comments
General				
CA.1	The CAD module has the ability to completely integrate with all other proposed modules.	Critical	S	
CA.2	The system has the ability to provide a mobile application capable of running on a smart phone/device displaying active CAD activity.	Critical	S	
CA.3	The system has the ability to be multi-jurisdictional, allowing dispatching for multiple agencies, including law enforcement, fire, and medical responders.	Critical	S	
CA.4	The system has the ability to support a Web-based CAD view.	Desired	S	
CA.5	The system has the ability to attach a photo and all associated files, such as PDF, Word doc, spreadsheet to a call for services (CFS).	Critical	S	
CA.6	The system has the ability to import hazard and premise information to associated to an address in CAD.	Critical	S	
CA.7	The system has the ability to hyperlink from within the call screen to documents outside of the product.	Critical	S	

CA.8	The system has the ability to associate call scripts for certain call types.	Critical	S	
CA.9	The system has the ability to have all fields in CAD to be adjustable to make larger or smaller as well as the font and font size.	Critical	N	CAD list windows, such as the CFS and unit lists, support this ability.
CA.10	The system has the ability to have custom unit timers based on call priority.	Critical	S	
CA.11	The system has the ability to recommend and/or re-route units to a higher priority call, if a closer unit is available.	Critical	S	
CA.12	The system has the ability to create a quick call from officer's current location using GPS.	Critical	S	
CA.13	The system has the ability to support a unit-in-pursuit status mode.	Critical	S	
CA.14	The system has the ability to run CAD offline when network is down, and then auto sync when the server comes back online.	Critical	S	
CA.15	The system has the ability to parse and import into propose report writing modules records received from State/NCIC system for persons and vehicles.	Critical	S	
CA.16	The system has the ability to a create BOLO and NCIC entry from a global jacket across all proposed modules.	Critical	N	The system has the ability to prefill an NCIC query from a global jacket. Once the query is run, the return can be used to create a BOLO or any other record desired. In addition, BOLOs are linked to the name record once it is created.
CA.17	The system has the ability to get driver's license photos both in CAD and Mobile.	Critical	S	
CA.18	The system has the ability to interface with NG911.	Critical	S	
CA.19	The system has the ability to meet the State of OK's GIS standards (http://okmaps.onenet.net/address_standards.htm)	Critical	S	
CA.20	The system has the ability to search narrative on cleared calls.	Critical	S	
The system has the ability to separate narrative for the following:				
CA.21	EMS;	Critical	S	
CA.22	Fire;	Critical	S	
CA.23	Police; and	Critical	S	
CA.24	Dispatch.	Critical	S	
CA.25	The system has the ability to end dispatch from a command line.	Critical	S	
CA.26	The system has the ability to send a SMS to a group of users.	Critical	S	
CA.27	The system has the ability to support alphanumeric paging.	Critical	S	

CA.28	The system has the ability to support station alerting (e.g., Zetron FSA).	Critical	S	
CA.29	The system has the ability to support priority basis or multiple alarms mode to change resource recommendations.	Critical	S	
CA.30	The system has the ability to search BOLOs and bulletins that create alerts on vehicles, persons, locations, and other user defined.	Critical	S	
CA.31	The system has the ability to have run cards for EMS, fire and law enforcement.	Critical	S	
CA.32	The system has the ability to separate priority table for each agency/department	Critical	N	CFS priorities are configured at the system level, not per agency.
CA.33	The system has the ability to show a history of call type change.	Critical	S	
CA.34	The system has the ability to display specific EMS, police, and fire units on active patrol and dispatched to specific incidents.	Critical	S	
CA.35	The system has the ability to support real-time update of multiple calls associated with same incident.	Critical	S	
CA.36	The system has the ability to quickly identify primary, secondary, and tertiary locations (police, fire stations, and EMS) for response to incidents.	Critical	S	
CA.37	The system has the ability to submit multiple vehicle identification numbers and get information on vehicle registration (from multiple states).	Critical	S	
CA.38	The system has the ability to capture and retrieve special alert information associated with an address with trigger to inactivate alert after specified time period.	Critical	S	
CA.39	The system has the ability to allow AVL access integrated with routing and dispatch capabilities to identify most efficient responding units to a location.	Critical	S	
CA.40	The system has the ability to support handling of call overload scenarios—automatic forwarding of calls (to designated authorities) and capability to track forwarded calls.	Desired	N	
CA.41	The system has the ability to support identification and tracking of response information for multiple vehicles responding to same event.	Critical	S	
CA.42	The system has the ability to support time-stamping of call, incident creation, unit dispatch, and arrival at incident location.	Critical	S	
CA.43	The system has the ability to assign priority to calls and incidents and use of priority as basis for assignment of unit(s) to incident location.	Critical	S	
CA.44	The system has the ability to allow authorized users to design and enforce an agency-wide standard CAD window layout to ensure consistency among workstations, but also to allow users flexibility in configuring their own CAD displays as allowed by the agency.	Critical	S	

The system has the ability to include a minimum of the following for CAD window layout options:				
CA.45	Window sizes and arrangements;	Desired	S	
CA.46	Column options;	Desired	S	
CA.47	Widths;	Desired	S	
CA.48	Font types;	Desired	S	
CA.49	Font sizes; and	Desired	S	
CA.50	Default list-view filters.	Desired	S	
CA.51	The system has the ability to support command line entry for all CAD commands.	Critical	S	
CA.52	The system has the ability to support point-and-click entry for all CAD commands.	Desired	S	
CA.53	The system has the ability to support drag-and-drop issuance of CAD commands.	Desired	S	
CA.54	The system has the ability to allow authorized users to maintain lists of beats and beat plans.	Critical	S	
CA.55	The system has the ability to support multiple beats for each department.	Critical	S	
CA.56	The system has the ability to allow authorized users to maintain a list of bulletin types in addition to BOLOs and special instructions.	Critical	S	
CA.57	The system has the ability to allow authorized users to maintain a list of call for service (CFS) dispositions.	Critical	S	
CA.58	The system has the ability to allow calls for service to be set up to require dispositions before they can be closed.	Critical	S	
CA.59	The system has the ability to allow duplicate dispositions for the same event by agency.	Critical	S	
CA.60	The system has the ability to allow authorized users to maintain a list of CFS link types (for example, Duplicate of and Related to) to tie multiple calls into the same physical event.	Critical	S	
CA.61	The system has the ability to allow authorized users to maintain a list of CFS list filters (to organize information on the primary CFS windows).	Critical	S	
CA.62	The system has the ability to allow authorized users to maintain CFS priority levels.	Critical	S	
CA.63	The system has the ability to include unit inactivity notification and unit status notification values, along with the colors, for each CFS priority level.	Critical	S	
CA.64	The system has the ability to provide color-coded alert based on priority for each CFS.	Critical	S	
CA.65	The system has the ability to provide symbols based on the priority level for each CFS.	Critical	S	
CA.66	The system has the ability to allow authorized users to maintain a list of CFS response codes.	Critical	S	

CA.67	The system has the ability to allow users to maintain a list of recurring scheduled calls for service, such as pager or siren tests.	Critical	S	
CA.68	The system has the ability to allow authorized users to maintain a list of dispatch timers used to alert call-takers and dispatchers to calls waiting to be dispatched.	Critical	S	
CA.69	The system has the ability to spawn a copy of an active CFS event for the additional departments with a unique incident/event number for each; however, all copies of the CFS event shall be linked to each other so CAD users can ascertain that they are a single CAD event.	Critical	N	The system is designed with one CFS per CAD event. Multiple run/incident numbers are made part of that CFS, one or multiple for each responding agency. Further, various parts of CFS, like NCIC returns, are configured to be shared or not shared with different responding agencies.
CA.70	The system has the ability to spawn a copy of an inactive or closed CFS event (including all history) for the additional departments with a unique incident/event number for each; however, all copies of the CFS event shall be linked to each other so CAD users can ascertain that they are a single CAD event.	Critical	S	
CA.71	The system has the ability to create multiple CFS events with a single CFS event entry (e.g. a shooting incident type would create a law enforcement, EMS, and possibly a fire event).	Critical	N	The system is designed with one CFS per CAD event. A multi-discipline event can be handled within one CFS in CAD. Each responding agency will receive the appropriate information, and each dispatcher will receive the appropriate information for their discipline.
CA.72	The system has the ability to enter a unique building and unit number to clearly identify the location (e.g. 100 West Ave., Bldg. 2, Unit 1).	Critical	S	
CA.73	The system has the ability to enable CAD users to select the appropriate incident/event type from a pre-defined list of codes based upon information received from reporting party.	Critical	S	

The system has the ability to include the following fields for all records containing an address as applicable:				
CA.74	Street number;	Critical	S	
CA.75	Apartment/suite number;	Critical	S	
CA.76	Street;	Critical	S	
CA.77	Road type (e.g., drive, street, avenue, etc.);	Critical	S	
CA.78	Pre-direction; and	Critical	S	
CA.79	Post-direction.	Critical	S	
CA.80	The system has the ability to provide various suggestions to assist users in selecting accurate incident locations.	Critical	S	
CA.81	The system has the ability to allow authorized users to store multiple names for businesses and tenants for a given street address.	Critical	S	
CA.82	The system has the ability to allow authorized users to configure their tactical map display to show jurisdictional boundaries (e.g. Client boundaries) and to display potential valid incident locations by jurisdiction.	Critical	S	
CA.83	The system has the ability to enter a partial street name, with a minimum number of characters, and be presented with a list of possible matches to pick from for an exact match.	Critical	S	
CA.84	The system has the ability to enter a misspelled street name and be presented with a list of possible matches based on SOUNDEX and/or other methodology.	Critical	S	
CA.85	The system has the ability to enter an incorrect street address for a correct street name and be presented with a list of valid ranges.	Critical	S	
CA.86	The system has the ability to enter common street alias and abbreviations instead of the actual street name (e.g. MLK for Martin Luther King Blvd).	Critical	S	
CA.87	The system has the ability to display the incident location in relation to other active incidents on the system's tactical map display during the CAD event entry process.	Critical	S	
CA.88	The system has the ability to require data entry fields containing an address to follow the NENA Standard for NG9-1-1 GIS Data Model (71-003), Section 3.5 (GIS Database Model Layers) and, at a minimum, include the data elements contained in the Site/Structure Address table (http://okmaps.onenet.net/address_standards.htm).	Critical	S	
CA.89	The system has the ability to support the creation of new CFS events by either call takers or dispatchers depending on the source of the event information.	Critical	S	
CA.90	The system has the ability to allow each address or commonplace name to have an unlimited number of alias names.	Critical	S	

CA.91	The system has the ability to allow the user to upgrade or downgrade the priority of the CFS event.	Critical	S	
CA.92	The system has the ability to verify the quality of data entered into the database by performing immediate error checking, prohibiting invalid data to be stored in the database.	Critical	S	
CA.93	The system has the ability to allow each agency its own tracking number (Agency Identifier) separate and specific from other agencies in the system.	Desired	S	
CA.94	The system has the ability to allow each department its own tracking number (Department Identifier) separate and specific from other departments in the system.	Desired	S	
CA.95	The system has the ability to use a combined call function that can create a single call to handle multiple Law Enforcement, Fire and EMS agencies, and retain the Agency Identifier for each agency and dispatch center.	Desired	S	
CA.96	The system has the ability to provide a separate message screen that shows all messages sent between the Call Taker/Dispatcher positions with appropriate security permissions.	Critical	S	
CA.97	The system has the ability to provide a separate message screen that shows all messages sent between the Call Taker/Mobile with appropriate security permissions.	Critical	S	
CA.98	The system has the ability to provide a separate message screen that shows all messages sent between the Mobile/Mobile with appropriate security permissions.	Critical	S	
CA.99	The system has the ability to provide a separate message screen that shows all messages sent between the Mobile/Call Taker positions with appropriate security permissions.	Critical	S	
CA.100	The system has the ability to provide automatic date/time stamping and user ID tracking of all Call Taker and Dispatcher processes to track call and unit activity and all command processing.	Critical	S	
CA.101	The system has the ability to automatically transfer all cleared calls to the appropriate RMS.	Critical	S	
CA.102	The system has the ability to provide the capability for any name entered by a Call Taker/Dispatcher to be associated or added to the Police and Fire RMS master name database across all proposed modules.	Critical	S	
CA.103	The system has the ability to flag all incidents/calls that require a report submitted by the officer.	Desired	S	
CA.104	The system has the ability to separate CFS from reportable offenses (i.e., incidents vs. cases).	Critical	S	

CA.105	The system has the ability to attach special response information to any call for service type desired by the agency, which must be automatically displayed when the specified call type is selected.	Critical	S	
CA.106	The system has the ability to provide appropriate security for cleared calls, defined by the agency, to prevent unauthorized modification and viewing.	Critical	S	
CA.107	The system has the ability to reactivate/reopen cleared calls and allow additional activity/dispatching of units to the original incident number.	Desired	S	
CA.108	The system has the ability to show the closest cross streets.	Critical	S	
CA.109	The system has the ability to allow for filters to be set, displaying just one type or any combination of call types (e.g., police, fire, EMS).	Critical	S	
CA.110	The system has the ability to support multiple vehicles, license plates, and persons per CFS.	Critical	S	
CA.111	The system has the ability to allow multiple Unit Status Control Panels to be opened with different configurations.	Critical	S	
CA.112	The system has the ability to allow calls to be merged together.	Critical	N	CentralSquare CAD Pro provides linking but not merging for calls.
CA.113	The system has the ability to allow calls to be un-merged.	Critical	N	CentralSquare CAD Pro provides linking but not merging for calls.
CA.114	The system has the ability to allow the users to relate multiple calls to an existing CFS from another department.	Critical	S	
CA.115	The system has the ability to enable any authorized CAD system user to update or enter supplemental (new) information into the CFS event record of one or more user-specified CAD events.	Critical	S	
CA.116	The system has the ability to provide agency-definable visual and audible alerts to notify field units and other appropriate CAD system users, including users of systems interfaced to CAD such as Mobile Data Computers, of event changes and supplemental information.	Critical	S	
CA.117	The system has the ability to allow system users to modify the incident type and provide new/updated response plan information/suggestions based on the new incident type.	Critical	S	
CA.118	The system has the ability to provide the capability to create an event, assign a unit, and close the event with a disposition without going through the dispatch process steps.	Critical	S	

CA.119	The system has the ability to provide the capability to close out the CFS record without assigning a resource, if it is determined that a CFS does not require the assignment of a resource(s).	Critical	S	
CA.120	The system has the ability to allow the user to append a disposition code and comments to events that are not assigned any resources.	Critical	S	
CA.121	The system has the ability to store all service agency and response area assignments in CFS events and the system's audit log file.	Critical	S	
CA.122	The system has the ability to validate the location of a new CAD event against the system's geofile to verify the location is within the service area.	Critical	S	
CA.123	The system has the ability to provide a method for CAD users to manually enter/assign the appropriate service agencies and response areas to CAD events if the CAD event's location cannot be validated against the system's geofile or if the validation process results in the assignment of an improper service agency or response area.	Critical	S	
CA.124	The system has the ability to use the service agency and response to notify the appropriate dispatchers that they must process a CAD event.	Critical	S	
CA.125	The system has the ability to examine the location, event type and response plans (when dedicated dispatch positions are in operation) to route the CFS event to one or more dispatch positions as the CFS event entry is being performed by a call taker.	Critical	S	
CA.126	The system has the ability to recognize resource gaps that will likely result in response performance under prescribed standards, and shall recommend units to move up to address those identified gaps.	Critical	S	
CA.127	The system has the ability to track a vehicle during move up, station alerting processes, and rip and run.	Desired	S	
CA.128	The system has the ability to automatically initiate a page notification to dispatched personnel with basic CFS information once an incident is dispatched in CAD, if the system administrator has defined the rules for automatic notification for the event type.	Critical	S	
CA.129	The system has the ability to provide secondary notifications using text, page, and email on user defined events.	Critical	S	
The system has the ability to allow automatic page notifications to include the CAD call for service details in the body of the page including:				
CA.130	Locations;	Critical	S	
CA.131	Event type;	Critical	S	
CA.132	Coordinates;	Critical	S	
CA.133	Closest intersection(s);	Critical	S	

CA.134	Any system field;	Critical	S	
CA.135	Cross-street(s); and	Critical	S	
CA.136	Narrative.	Critical	S	
CA.137	The system has the ability to provide the capability of storing pre-canned and pre-formatted messages that can be retrieved easily via a drop-down list or keyword without the user having to type the message.	Critical	S	
CA.138	The system has the ability to create messages that are retained in the system and scheduled to be sent at pre-specified times in future.	Critical	N	
CA.139	The system has the ability to denote the manually-entered CFS event (offline mode) so there is a record that the CFS event was not entered when it was actually received, with the ability to override using the actual time of call receipt.	Critical	S	
CA.140	The system has the ability to denote the manually-entered CFS event (offline mode) so there is a record that the CFS event was not entered when it was actually received.	Critical	S	
CA.141	The system has the ability to log the entering individual's information and time of entry.	Critical	S	
CA.142	The system has the ability to allow for the blocking out of incident numbers with a reason for the block being reserved.	Critical	N	
CA.143	The system has the ability to facilitate that the user only needs to enter the number of incidents to catchup, and do not need to know starting or ending incident numbers.	Critical	N	
CA.144	The system has the ability to enter narratives in catchup mode and reflect the actual event.	Critical	S	
CA.145	The system has the ability to include all the information in back entered records that a live incident/event sheet should require.	Critical	S	
CA.146	The system has the ability to provide a citizen access portal to view incidents.	Desired	S	
E911				
CA.147	The system has the ability to enable incoming E9-1-1 Automatic Number Identification (ANI)/Automatic Location Identifier (ALI) data to be automatically mapped to corresponding address and phone data fields based on the Master Street Address Guide (MSAG) standard in the CFS event entry form, either by means of a call queue and/or automatically populating a call for service data entry window.	Critical	S	
The system has the ability to provide the following fields:				
CA.148	Call received date and time;	Critical	S	
CA.149	Telephone number;	Critical	S	
CA.150	E9-1-1 Address;	Critical	S	

CA.151	Special Instructions;	Critical	S	
CA.152	Phone subscriber information; and	Critical	S	
CA.153	Class of Service (Residence, Business, Cellular, PBXB, etc.).	Critical	S	
CA.154	The system has the ability to provide users the ability to locate the nearest address directly from the call for service data entry window, without having to utilize the map.	Critical	S	
CA.155	The system has the ability to allow users to locate the nearest address to the call coordinates using the map.	Critical	S	
CA.156	The system has the ability to use GIS data, if available, to extrapolate the closest geographical attribute (address, intersection, common place).	Critical	S	
CA.157	The system has the ability to use GIS data to create the caller location, then the offset used to determine the approximate location should be displayed.	Critical	S	
CA.158	The system has the ability to automatically link E9-1-1 data into the computer system via a communications port to a multi-user, multi-tasking workstation or server.	Critical	S	
CA.159	The system has the ability to receive data directly from an E9-1-1 system via the Customer Premises Equipment anytime data is transmitted by the CPE, including re-transmissions of ALI data initiated by a telecommunicator re-bid process (for wireless calls).	Critical	S	
CA.160	The system has the ability to accept data from a caller ID system.	Critical	S	
The system has the ability to receive, via the E9-1-1 interface, and maintain the following data elements from the phone company's database to the CAD system:				
CA.161	Telephone Number;	Critical	S	
CA.162	Time of Call;	Critical	S	
CA.163	Date of Call;	Critical	S	
CA.164	Customer Name;	Critical	S	
CA.165	House Number;	Critical	S	
CA.166	House Number Suffix;	Critical	S	
CA.167	Street Name;	Critical	S	
CA.168	Zone;	Critical	S	
CA.169	Client/Community;	Critical	S	
CA.170	Class of Service; and	Critical	S	
CA.171	Operator Position.	Critical	S	
CA.172	The system has the ability to discriminate between class of service on the telephone ALI record and appropriately handle the class of service field on the CAD screen.	Critical	S	

The system has the ability to support validation checks based on data received via the E9-1-1 interface against:				
CA.173	Address verification file;	Critical	S	
CA.174	Active calls for service;	Critical	S	
CA.175	Previously entered hazards;	Critical	S	
CA.176	Activate various checks in an E9-1-1 control file;	Critical	S	
CA.177	Cell phone capability to plot caller location;	Critical	S	
CA.178	EMS Questionnaire;	Critical	N	
CA.179	AVL;	Critical	S	
CA.180	Accept or Override Priority; and	Critical	S	
CA.181	Unlimited Filter Capability.	Critical	S	
CA.182	The system has the ability to support next gen911.	Critical	S	
The system has the ability to perform the following statistical analysis reports:				
CA.183	Total calls for service within a user-selected data range; and	Critical	S	
CA.184	Number of calls for service within a user-selected date and time range within a user-selected geo-graphic portion of the jurisdiction.	Critical	S	
CA.185	The system has the ability to produce a E9-1-1 history listing report based on user-defined search range parameters.	Critical	S	
Emergency Medical Dispatch (EMD) / Emergency Fire Dispatch (EFD) / Emergency Police Dispatch (EPD)				
CA.186	The system has the ability to provide a seamless interface to a third party EMD, EFD, and EPD applications.	Critical	S	A ProQA Platinum-Certified Interface is included in the cost of the project.
CA.187	The system has the ability to allow for customization based on the needs of the agency (e.g. medical direction, operations).	Critical	N	This capability is supported by CentralSquare CAD Pro through an interface to an EMD, EFD, or EPD application such as Priority Dispatch ProQA, Powerphone CACH, or APCO Intellicomm. A ProQA Platinum-Certified Interface is included in the cost of the project.

CA.188	The system has the ability to guide or prompt the telecommunicator through defined forms based on the information provided by the caller.	Critical	N	This capability is supported by CentralSquare CAD Pro through an interface to an EMD, EFD, or EPD application such as Priority Dispatch ProQA, Powerphone CACH, or APCO Intellicomm. A ProQA Platinum-Certified Interface is included in the cost of the project.
CA.189	The system has the ability to allow a unit to be dispatched to the incident as soon as the address is confirmed and the nature of the incident is determined.	Critical	N	This capability is supported by CentralSquare CAD Pro through an interface to an EMD, EFD, or EPD application such as Priority Dispatch ProQA, Powerphone CACH, or APCO Intellicomm. A ProQA Platinum-Certified Interface is included in the cost of the project.
CA.190	The system has the ability to transfer information bi-directionally between the CAD system and the EMD, EFD, and EPD programs via text files that meets technical specifications provided by the CAD system provider and the provider of the 3rd party application.	Critical	N	This capability is supported by CentralSquare CAD Pro through an interface to an EMD, EFD, or EPD application such as Priority Dispatch ProQA, Powerphone CACH, or APCO Intellicomm. A ProQA Platinum-Certified Interface is included in the cost of the project.

CA.191	The system has the ability to prompt the telecommunicator to provide pre-arrival instructions to the caller.	Critical	N	This capability is supported by CentralSquare CAD Pro through an interface to an EMD, EFD, or EPD application such as Priority Dispatch ProQA, Powerphone CACH, or APCO Intellicomm. A ProQA Platinum-Certified Interface is included in the cost of the project.
CA.192	The system has the ability to automatically launch the EMD, EFD, and EPD programs as a call type is entered based on agency-defined call types.	Critical	N	This capability is supported by CentralSquare CAD Pro through an interface to an EMD, EFD, or EPD application such as Priority Dispatch ProQA, Powerphone CACH, or APCO Intellicomm. A ProQA Platinum-Certified Interface is included in the cost of the project.
CA.193	The system has the ability to allow the user to manually launch the EMD, EFD, and EPD programs as desired, including via the CAD Command Line.	Critical	N	This capability is supported by CentralSquare CAD Pro through an interface to an EMD, EFD, or EPD application such as Priority Dispatch ProQA, Powerphone CACH, or APCO Intellicomm. A ProQA Platinum-Certified Interface is included in the cost of the project.

CA.194	The system has the ability to populate call-for-service narrative with pertinent EMD, EFD, and EPD questions/answers, any determinant codes, and response information.	Critical	N	This capability is supported by CentralSquare CAD Pro through an interface to an EMD, EFD, or EPD application such as Priority Dispatch ProQA, Powerphone CACH, or APCO Intellicomm. A ProQA Platinum-Certified Interface is included in the cost of the project.
CA.195	The system has the ability to facilitate the automatic change of the call-for-service call type, response priority (upgrade or downgrade), and resources required, depending on the final answers to the questions.	Critical	N	This capability is supported by CentralSquare CAD Pro through an interface to an EMD, EFD, or EPD application such as Priority Dispatch ProQA, Powerphone CACH, or APCO Intellicomm. A ProQA Platinum-Certified Interface is included in the cost of the project.
Terminal Device for the Deaf (TDD)				
CA.196	The system has the ability to provide an interface from a Terminal Device for the Deaf (TDD) to the telecommunicator, enabling communication with the deaf person via the display station.	Critical	N	CentralSquare can integrate with just about any third-party system, as long as that third-party is willing to work with CentralSquare. More information regarding a TDD interface is needed to accurately define the scope of work involved and provide pricing.

CA.197	The system has the ability to support a TDD interface that provides a two-way communication between the CAD user and the person using a TDD.	Critical	N	CentralSquare can integrate with just about any third-party system, as long as that third-party is willing to work with CentralSquare. More information regarding a TDD interface is needed to accurately define the scope of work involved and provide pricing.
CA.198	The system has the ability to allow entry of canned messages for quicker communications.	Critical	N	
CA.199	The system has the ability to support individual dispatch positions.	Critical	N	
CA.200	The system has the ability to produce a TDD history listing report based on user-defined search parameters.	Critical	N	
Briefing Notes				
CA.201	The system has the ability to search briefing notes across all proposed modules.	Critical	S	
CA.202	The system has the ability to provide field officers with a daily summary report of incidents to including location, call type, comments, updates, disposition and alerts.	Critical	N	Using CentralSquare Pro's built-in report generator, many options are available to display the results. Recurring reports can automatically email or publish to a file any report created within the software. Several file formats are available including pdf, csv, xml, and json. Reports can also be displayed on user dashboards, which update in real-time. Dashboards within CentralSquare Pro can be set using an agency defined template or at an individual user level.
CA.203	The system has the ability to allow users to add briefing notes.	Critical	S	
CA.204	The system has the ability to date and time stamp briefing notes	Critical	S	

CA.205	The system has the ability to provide a summary report to include information on wanted/missing persons, outside alerts, stolen vehicles and personal/property crimes.	Critical	S	
The system has the ability to support BOLOs for vehicles based on available information; including but not limited to:				
CA.206	The nature of the BOLO;	Critical	S	
CA.207	Agency defined BOLO subtype (suspect vehicle, hit and run);	Critical	S	
CA.208	BOLO number;	Critical	S	
CA.209	Multiple subject roles (suspect, registered owner, witness, victim);	Critical	S	
CA.210	License plate;	Critical	S	
CA.211	License state;	Critical	S	
CA.212	Vehicle make;	Critical	S	
CA.213	Vehicle model;	Critical	S	
CA.214	Vehicle type;	Critical	S	
CA.215	Vehicle identification number;	Critical	S	
CA.216	Vehicle year;	Critical	S	
CA.217	Vehicle color(s); and	Critical	S	
CA.218	Narrative.	Critical	S	
The system has the ability to support BOLOs for people based on available information; including but not limited to:				
CA.219	The nature of the BOLO;	Critical	S	
CA.220	Agency defined BOLO subtype (robbery, assault);	Critical	S	
CA.221	BOLO number;	Critical	S	
CA.222	Multiple subject roles (suspect, registered owner, witness, victim);	Critical	S	
CA.223	Attributes for name;	Critical	S	
CA.224	Date of birth;	Critical	S	
CA.225	Eye color;	Critical	S	
CA.226	Hair color;	Critical	S	
CA.227	Age range;	Critical	S	
CA.228	Weight range;	Critical	S	
CA.229	Sex;	Critical	S	
CA.230	Race;	Critical	S	
CA.231	Height range;	Critical	S	
CA.232	Clothing description;	Critical	S	
CA.233	Scars/marks/tattoos;	Critical	S	

CA.234	Operators license number;	Critical	S	
CA.235	Operators license state; and	Critical	S	
CA.236	Narrative.	Critical	S	
CA.237	The system has the ability to set an expiration for a BOLO.	Critical	S	
CA.238	The system has the ability to be configurable to select specific incident types for inclusion.	Critical	S	
The system has the ability to provide users the option to enter information under specific headings, such as:				
CA.239	Missing persons;	Critical	S	
CA.240	Runaways;	Critical	S	
CA.241	Wanted;	Critical	S	
CA.242	Outside alerts (BOLOS); and	Critical	S	
CA.243	Other used-defined.	Critical	S	
CA.244	The system has the ability to notify appropriate staff and agencies of street closures.	Critical	S	
Service Vehicles				
CA.245	The system has the ability to quickly and equitably send wreckers, ambulances or other service vehicles to a specific location.	Critical	S	
The system has the ability to recommend the service vehicle response including but not limited to the following:				
CA.246	Geographic coverage;	Critical	S	
CA.247	Hours of operation;	Critical	S	
CA.248	Type of equipment;	Critical	S	
CA.249	Service required; and	Critical	S	
CA.250	Other used-defined.	Critical	S	
CA.251	The system has the ability to indicate where in the rotation a provider is placed if a special event occurs when attempting contact.	Critical	N	
CA.252	The system has the ability to automatically position the second company in the first position when the first company is selected.	Critical	S	
CA.253	The system has the ability to allow the user to dispatch the next company, when unable to reach the first company in line, without moving the first company to the bottom of the rotation sequence.	Critical	S	
CA.254	The system has the ability to allow the creation of a unique or supplemental unit designation in real time.	Critical	S	

CA.255	The system has the ability to be able to record the activities of unique or supplemental units in the same manner in which agency response units are tracked and their activities recorded.	Critical	S	
CA.256	The system has the ability to allow for agency-configurable non-agency units to be recommended, such as the closest towing company recommendation when a unit is dispatched to an accident event type. The recommendation will take into account the rotation of towing companies.	Critical	N	
CA.257	The system has the ability to record the transactions that occur with supplemental or unique resources.	Critical	S	
CA.258	The system has the ability to create a record of the supplemental service request.	Critical	S	
CA.259	The system has the ability to record a rotation history list by company, selected dates or by geographic coverage areas.	Critical	S	
CA.260	The system has the ability to generate a service vehicle log and service rotation listing.	Critical	S	
CA.261	The system has the ability to generate a geographic coverage report of all agencies that service specific areas.	Critical	S	
CA.262	The system has the ability to include wrecker rotation feature to assist telecommunicators to initiate the dispatch of a wrecker.	Critical	S	
CA.263	The system has the ability to configure service vehicle types by agency.	Critical	S	
CA.264	The system has the ability to provide external messaging capabilities with any type of messaging protocol, as specified by City.	Critical	S	
CA.265	The system has the ability to send a notification to the tow company once a vehicle is towed that contains the following information: color, make, model, year, plate, state, date, impound lot, location (where towed from).	Critical	S	
CA.266	The system has the ability to integrate the service vehicle rotation integrated with the CAD map using map polygons to represent areas for easy maintenance.	Critical	S	
The system has the ability to be capable of producing the following reports and listings:				
CA.267	Service Vehicle by Area Listing;	Critical	S	
CA.268	Service Vehicle Categories Listing;	Critical	S	
CA.269	Service Vehicle Types Listing;	Critical	S	
CA.270	Service Rotation Company Listing;	Critical	S	
CA.271	Service Vehicle Log;	Critical	S	
CA.272	Service Vehicle by Area Listing;	Critical	S	
CA.273	Wrecker Master Listing;	Critical	S	
CA.274	Wrecker Rotation History Report;	Critical	S	

CA.275	Wrecker Geo- Master Listing; and	Critical	S	
CA.276	Response Times Report.	Critical	S	
Victim Notification				
CA.277	The system has the ability to create, maintain and track orders of protection records.	Critical	S	
CA.278	The system has the ability to automatically generate system-wide alerts when a defendant is defined and the order record saved.	Critical	S	
The system has the ability to track the following basic order of protection details:				
CA.279	Issued date;	Critical	S	
CA.280	Expiration date;	Critical	S	
CA.281	Number of subjects served;	Critical	S	
CA.282	Number of subjects not served;	Critical	S	
CA.283	Court date;	Critical	S	
CA.284	State number (SRN);	Critical	S	
CA.285	NCIC number; and	Critical	S	
CA.286	Status.	Critical	S	
CA.287	The system has the ability to create and maintain information on all subjects associated with an order, including each subject's role and relationship to the complainant or petitioner.	Critical	S	
CA.288	The system has the ability to access the department history of all involved parties from the master name index.	Critical	S	
CA.289	The system has the ability to enter and maintain information about all the locations from which defendants are restricted.	Critical	S	
CA.290	The system has the ability to document associated agency and court case numbers.	Critical	S	
CA.291	The system has the ability to document issuing judge.	Critical	S	
CA.292	The system has the ability to enter and maintain the terms of orders of protection.	Critical	S	
CA.293	The system has the ability to enter and maintain information about the cancellation of orders of protection.	Critical	S	
CA.294	The system has the ability to enter and maintain information about all activities associated with an order.	Critical	S	
CA.295	The system has the ability to enter and maintain information about court ordered remedies.	Critical	S	
CA.296	The system has the ability to track protective order.	Critical	S	

Call Taker				
CA.297	The system has the ability to automatically generate and populate the call entry window with all known data (e.g., address, venue, registered name, phone number, etc.) based on the call-in number.	Critical	S	
The system has the ability to capture information on the Call Taker screen at a minimum to include:				
CA.298	Call type;	Critical	S	
CA.299	Agency;	Critical	S	
CA.300	Status;	Critical	S	
CA.301	Priority;	Critical	S	
CA.302	Source;	Critical	S	
CA.303	Phone number;	Critical	S	
CA.304	Address;	Critical	S	
CA.305	Cross street;	Critical	S	
CA.306	Nature of call;	Critical	S	
CA.307	Narrative; and	Critical	S	
CA.308	Caller/complainant names.	Critical	S	
CA.309	The system has the ability to provide an audible notification of an incoming call to a call-taker.	Critical	S	
CA.310	The system has the ability to provide a visual notification of an incoming call to a call-taker.	Critical	S	
CA.311	The system has the ability to provide agency-defined security features to restrict commands and usage for each user.	Critical	S	
CA.312	The system has the ability to provide the ability for a call taker to immediately forward an incident to dispatch once the minimum required fields have been entered (e.g. location and event type).	Critical	S	
CA.313	The system has the ability to provide the call taker the option to put partially completed call(s) on hold to retrieve at a later time. For example, the call taker would be allowed to interrupt the CFS event creation process and save entered information (i.e., call stacking) to process a higher priority incoming incident.	Critical	S	
CA.314	The system has the ability to allow the number of partial CFS events that can be stacked by a single position to be an administrator-configurable system parameter.	Critical	S	
CA.315	The system has the ability to provide a warning notification of the held CFS event generated at an administrator-configured time.	Critical	S	

CA.316	Any position can review current CFS events, retrieve a partial CFS record, and complete the CFS event entry.	Critical	S	
CA.317	The system has the ability to view a summary of all system-wide, partially-completed CFS events being held and awaiting completion.	Critical	S	
CA.318	The system has the ability to include, at a minimum, the position and user ID that placed the CFS event on hold and the elapsed time that the CFS event has been on hold.	Critical	S	
CA.319	The system has the ability to allow CAD users to select a partially completed CFS event from a CAD event queue and complete the CFS entry process.	Critical	S	
CA.320	The system has the ability to forward the updated communication to the Dispatcher, when the Call Taker enters additional information to a current incident.	Critical	S	
CA.321	The system has the ability to automatically alert the Call Taker of a possible duplicate call when two calls provide addresses that are in close proximity to each other on an agency-defined radius.	Critical	S	
CA.322	The system has the ability to check, as configured by the system administrator, by exact street address, street address block range, or geo-coordinates, the location of each new CFS event to determine whether another event exists.	Critical	S	
CA.323	The system has the ability to provide call taker easy access to the RMS vehicle database for additional information on the Caller/Complainant, such as missing person, outstanding warrant, prior incidents, hazards, etc.	Critical	S	
CA.324	The system has the ability to alert all the appropriate Dispatchers when the Call Taker sends a call to dispatch.	Critical	S	
CA.325	The system has the ability to allow multiple Call Takers and Dispatchers to work on the same call simultaneously.	Critical	S	
CA.326	The system has the ability to enable Call Takers to enter individual officer activity.	Critical	S	
CA.327	The system has the ability to facilitate a minimum of 25 Call Takers.	Critical	S	
CA.328	The system has the ability to allow for the authorized users with security permissions to take over any call on demand.	Critical	S	
CA.329	The system has the ability to be able to schedule calls for future dispatch (i.e., parades, funerals, fairs, etc.) and assign to a specific unit.	Critical	S	
CA.330	The system has the ability to be able to display a list of all scheduled calls.	Critical	S	
CA.331	The system has the ability to allow for agency-defined CFS types.	Critical	S	
The system has the ability to allow the agency to be able to define default values for:				
CA.332	Priority Indicator;	Critical	S	
CA.333	Progress Indicator;	Critical	S	

CA.334	Hazard Retention Duration;	Critical	S	
CA.335	Uniform Crime Report (UCR)/(Incident Based Reporting) IBR Report Required; and	Critical	S	
CA.336	Questionnaires.	Critical	N	
The system has the ability to allow answer/response to questionnaires question to:				
CA.337	Change the Priority;	Critical	N	
CA.338	Change the Status; and	Critical	N	
CA.339	Add Sub-questions Further Detailing the Response.	Critical	N	
CA.340	The system has the ability to prompt (not automatic or mandatory) the user to change the CFS type based on the response to a question.	Critical	N	
CA.341	The system has the ability to create a default synopsis of the question, which must be saved and stored in the narrative of the call.	Critical	N	
CA.342	The system has the ability to provide pull-down window choices for CFS types.	Critical	S	
CA.343	The system has the ability to allow the agency to define the icon displaying the CFS type on the map.	Critical	S	
CA.344	The system has the ability to allow the agency to define unit recommendations and overdue recommendations based on the CFS type.	Critical	S	
CA.345	The system has the ability to exchange one unit with another, automatically recording in history that the first unit was initially dispatched and then switched with the second unit.	Critical	S	
CA.346	The system has the ability to be able to reroute a unit from one call to another in a single command and stack the original call against the rerouted unit.	Critical	S	
CA.347	The system has the ability to automatically re-assign the unit to the original call, when a rerouted unit is cleared.	Critical	S	
CA.348	The system has the ability to allow the agency to define command line text.	Critical	S	
CA.349	The system has the ability to allow the agency to define commands used in the command line.	Critical	S	
CA.350	The system has the ability to allow the command line to carry out all unit/call commands.	Critical	S	
The system has the ability to add the following vehicle information, if available, to a CFS including:				
CA.351	VIN;	Critical	S	
CA.352	License Plate State;	Critical	S	
CA.353	License Plate;	Critical	S	
CA.354	Vehicle role;	Critical	S	
CA.355	Color(s);	Critical	S	

CA.356	Make;	Critical	S	
CA.357	Model;	Critical	S	
CA.358	Condition;	Critical	S	
CA.359	Year; and	Critical	S	
CA.360	Style.	Critical	S	
The system has the ability to add the following person information, if available, to a CFS including:				
CA.361	The nature of the BOLO;	Critical	S	
CA.362	Agency defined BOLO subtype (robbery, assault);	Critical	S	
CA.363	BOLO number;	Critical	S	
CA.364	Multiple subject roles (suspect, registered owner, witness, victim);	Critical	S	
CA.365	Attributes for name;	Critical	S	
CA.366	Date of birth;	Critical	S	
CA.367	Eye color;	Critical	S	
CA.368	Hair color;	Critical	S	
CA.369	Age range;	Critical	S	
CA.370	Weight range;	Critical	S	
CA.371	Sex;	Critical	S	
CA.372	Race;	Critical	S	
CA.373	Height range;	Critical	S	
CA.374	Clothing description;	Critical	S	
CA.375	Scars/marks/tattoos;	Critical	S	
CA.376	Operators license number;	Critical	S	
CA.377	Operators license state; and	Critical	S	
CA.378	Narrative.	Critical	S	
CA.379	The system has the ability to allow users to select a vehicle already entered into the system and send that information to State/NCIC as a query.	Critical	S	
CA.380	The system has the ability to allow users to select a person already entered into the system and send that information to State/NCIC as a query.	Critical	S	
CA.381	The system has the ability to automatically track all activity by updating a CFS as part of the call.	Critical	S	
CA.382	The system has the ability to display Information about intersections, areas, sections, hydrants, etc., based upon the entered address.	Critical	S	
CA.383	The system has the ability to alert the Call Taker/Dispatcher/Officer working the call if any known hazards or alerts known for an address/name/vehicle, etc.	Critical	S	

CA.384	The system has the ability to provide capability to add additional incident numbers for over lapping CFS.	Critical	S	
CA.385	The ability to add multiple incident numbers to cross reference multiple incidents.	Critical	S	
CA.386	The system has the ability to make all narrative entered into an incident available to everyone working the CFS.	Critical	S	
CA.387	The system has the ability to allow a CFS to be canceled prior to dispatching it, recording the activity in history.	Critical	S	
CA.388	The system has the ability to provide the Call Taker/Dispatcher with a visual indicator if a call for service type has an associated questionnaire.	Critical	S	
CA.389	The system has the ability to maintain CAD commands and command descriptions, such as Open CFS, Add Narrative to CFS, Change Unit Status, etc.	Critical	S	
The system has the ability to provide the following commands from the command line, or associated with a function key or function key combination:				
CA.390	Add Narrative;	Critical	S	
CA.391	Add Incident Number;	Critical	S	
CA.392	Add a call to a Unit's Stack;	Critical	S	
CA.393	Add Quick Call;	Critical	S	
CA.394	Add Quick Call and Create Unit;	Critical	S	
CA.395	Add Unit Cross Manning Group;	Critical	S	
CA.396	Add Unit;	Critical	S	
CA.397	Add Unit Disposition;	Critical	S	
CA.398	Add Call Disposition;	Critical	S	
CA.399	Add to Unit Log;	Critical	S	
CA.400	Add Vehicle to Call;	Critical	S	
CA.401	Assign Call;	Critical	S	
CA.402	Assign to Beat	Critical	S	
CA.403	Assigned to Call;	Critical	S	
CA.404	At Scene Available;	Critical	S	
CA.405	At Scene or Arrive;	Critical	S	
CA.406	Available for Calls;	Critical	S	
CA.407	Begin Unit Mileage;	Critical	S	
CA.408	Call Ready for Dispatch;	Critical	S	
CA.409	Call Stacking;	Critical	S	
CA.410	Cancel CFS;	Critical	S	
CA.411	Clear CFS;	Critical	S	

CA.412	Clear Unit;	Critical	S	
CA.413	Clear Emergency	Critical	S	
CA.414	Clear Unit with Disposition;	Critical	S	
CA.415	Contact Card/Rolodex Search;	Critical	S	
CA.416	Copy Call (Active or Inactive);	Critical	S	
CA.417	Court;	Critical	S	
CA.418	Create New Call;	Critical	S	
CA.419	Dispatch;	Critical	S	
CA.420	Exchange Units;	Critical	S	
CA.421	End Pursuit;	Critical	S	
CA.422	End Dispatch;	Critical	S	
CA.423	End Unit Mileage;	Critical	S	
CA.424	Exchange Calls;	Critical	S	
CA.425	Exchange on route;	Critical	S	
CA.426	Exchange on scene;	Critical	S	
CA.427	Go to Location (Secondary Location);	Critical	S	
CA.428	Memo to Unit Log (adds memo/note which appears on unit log);	Critical	S	
CA.429	Move Up;	Critical	N	
CA.430	NCIC (supports multiple state/NCIC queries from command line and must include name, vehicle, property, and gun);	Critical	S	
CA.431	Notepad (opens CAD notepad for view and entry);	Critical	S	
CA.432	On shift Unit;	Critical	S	
CA.433	Off shift Unit;	Critical	S	
CA.434	Open HazMat Search;	Critical	N	
CA.435	Open Call;	Critical	S	
CA.436	Open Alert Search;	Critical	S	
CA.437	Open Unit's Call Stack;	Critical	N	
CA.438	Open an Entered CFS;	Critical	S	
CA.439	Open Messages;	Critical	S	
CA.440	Open Notepad;	Critical	N	
CA.441	Open Narrative;	Critical	S	
CA.442	Open Questionnaire for CFS;	Critical	N	
CA.443	Open Scheduled Activity;	Critical	N	
CA.444	Pan Map;	Critical	S	
CA.445	Plate Information;	Critical	S	

CA.446	Preempt Unit/Reroute Unit;	Critical	S	
CA.447	Third Party EMD Case Summary;	Critical	S	
CA.448	Enter a Quick Call;	Critical	S	
CA.449	Reroute a Unit to a Selected Call;	Critical	S	
CA.450	Send a Message to a User or Group of Users;	Critical	S	
CA.451	Send Rip and Run;	Critical	S	
CA.452	Open Unit Maintenance;	Critical	S	
CA.453	Refresh Screen;	Critical	N	Most CentralSquare Pro screens refresh automatically every few seconds and as users tab through fields, making this unnecessary.
CA.454	Reroute a Unit to a Selected Call and Clear the Current Call;	Critical	S	
CA.455	Send Tone Codes to the Tone Encode Hardware;	Critical	S	
CA.456	Send Page;	Critical	S	
CA.457	Send Tone;	Critical	S	
CA.458	Change Unit Location;	Critical	S	
CA.459	Unit Check In;	Critical	S	
CA.460	Make a Unit a Primary Unit for the CFS it is Assigned to;	Critical	S	
CA.461	Make a Unit a Secondary Unit for the CFS it is Assigned to;	Critical	S	
CA.462	Update a Unit's Check in Time;	Critical	S	
CA.463	Update the Unit's Status;	Critical	S	
CA.464	Zoom Map to the CFS;	Critical	S	
CA.465	Zoom Map to the Unit;	Critical	S	
CA.466	Open Mileage;	Critical	S	
CA.467	Open Cleared Call Search;	Critical	S	
CA.468	Open Command Line;	Critical	S	
CA.469	Open Shift Processing;	Critical	S	
CA.470	Agency Defined; and	Critical	S	
CA.471	Open TDD Display.	Critical	S	
CA.472	The system has the ability to support a command line function that triggers multiple processes simultaneously.	Desired	S	
CA.473	The system has the ability to allow multiple command lines open simultaneously.	Critical	S	

Dispatching				
CA.474	The system has the ability to allow for the CFS type to be changed, but logs the original call type.	Critical	S	
CA.475	The system has the ability to automatically generate and populate the call entry window with all known data (e.g., address, venue, registered name, phone number) based on the call-in number.	Critical	S	
CA.476	The system has the ability to provide Dispatchers with access to all available CFS information, such as narrative, hazards, unit information, etc.	Critical	S	
CA.477	The system has the ability to provide quick and easy access to all available CFS information, specifically but not limited to: type, agency, status, phone number, address, cross street(s), nature of call, unlimited narrative and caller/complainant name(s).	Critical	S	
CA.478	The system has the ability to provide the option to setup a dispatch position as Law Enforcement only, Fire only, EMS only, combined Fire and EMS, or combined Law Enforcement, Fire and EMS.	Critical	S	
CA.479	The system has the ability to provide the option of restricting Dispatchers to only use related commands for Law Enforcement, Fire or EMS. For example, a Law Enforcement only setup will not allow the Dispatcher to access Fire Run Cards.	Critical	N	
CA.480	The system has the ability to facilitate Multiple Call Takers and Dispatchers to work on the same call simultaneously.	Critical	S	
CA.481	The system has the ability to provide a call control panel displaying all calls that are assigned to a dispatch position.	Critical	S	
CA.482	The system has the ability to provide agency-defined security features to restrict commands and usage for each user.	Critical	N	Individual CAD commands can be restricted based on their availability in Mobile CAD vs. CAD. Many other functions within CAD can be restricted by user.
CA.483	The system has the ability to provide Dispatchers with access to all unit recommendations and unit commands based on Law Enforcement, Fire and EMS access security.	Critical	S	
CA.484	The system has the ability to access any CAD or RMS function based on authorized security.	Critical	S	
CA.485	The system has the ability to filter (e.g., include or exclude) on agency defined criteria (types of calls, location, Agency Identifier, priority, status) from the call control panel.	Critical	S	

CA.486	The system has the ability to provide the call taker function from the dispatch position.	Critical	S	
CA.487	The system has the ability to automatically dispatch stacked calls in agency defined order when a CFS is cleared.	Critical	S	
CA.488	The system has the ability to automatically alert the Dispatcher of a possible duplicate call when two calls provide addresses that are in close proximity to each other on an agency-defined radius.	Critical	S	
CA.489	The system has the ability to provide agency-defined check-in times for officers to increase safety. When an officer exceeds the allotted time, the system has the ability to visually and audibly display a warning alerting the Dispatcher with an override/reset feature.	Critical	S	
CA.490	The system has the ability to provide agency-defined dispatch timers based on CFS type and priority. The system has the ability to visually display a warning alerting the Dispatcher that too much time elapsed without assigning a unit(s) to the call.	Critical	S	
CA.491	The system has the ability to provide the Dispatcher with easy access to the RMS name database for additional information on the Caller/Complainant, such as missing person, outstanding warrant, prior incidents, hazards, etc.	Critical	S	
CA.492	The system has the ability to provide the Dispatcher with easy access to the RMS vehicle database.	Critical	S	
CA.493	The system has the ability to provide Officer initiated quick call and traffic stop call entry functions from the dispatch position and mobile based on security permissions.	Critical	S	
CA.494	The system has the ability to allow for officer initiated quick calls and traffic stops to be transferred to a regular incident/call and mobile based on security permissions.	Critical	S	
CA.495	The system has the ability to allow Dispatchers to override geo-base addresses, run priority, and unit recommendations.	Critical	S	
CA.496	The system has the ability to have an address alias table with search capabilities.	Critical	S	
CA.497	The system has the ability to sort the CFS window up to a maximum of 10 levels.	Critical	S	
CA.498	The system has the ability to support a minimum of 25 dispatch/call taker positions.	Critical	S	
CA.499	The system has the ability to exchange one unit with another, automatically recording in history that the first unit was initially dispatched and then switched with the second unit.	Critical	S	
CA.500	The system has the ability to be able to reroute a unit from one call to another in a single command and stack the original call against the rerouted unit.	Critical	S	
CA.501	The system has the ability to allow dispatchers to put multiple units on shift or off shift in a single keystroke.	Critical	S	

CA.502	The system has the ability to move a unit/persons/apparatus in CAD when logged in from mobile.	Critical	S	
CA.503	The system has the ability to move a unit/persons/apparatus in CAD when logged in from RMS.	Critical	S	
CA.504	The system has the ability to track mileage for each unit on-shift and off-shift.	Critical	S	
CA.505	The system has the ability to track beginning and ending mileage for each unit on-shift and off-shift from mobile.	Critical	S	
CA.506	The system has the ability to allow the call control panel to display active CFS.	Critical	S	
The system has the ability to allow the call control panel to filter or subset the active calls by:				
CA.507	Dispatched Calls vs. Non-dispatched Calls by agency type;	Critical	S	
CA.508	Police Calls;	Critical	S	
CA.509	Sheriff Calls;	Critical	S	
CA.510	EMS Calls;	Critical	S	
CA.511	Fire Calls;	Critical	S	
CA.512	Any field in the call control panel;	Critical	S	
CA.513	Specific Coverage Area/Beats; and	Critical	S	
CA.514	Specific Priority.	Critical	S	
The system has the ability to allow the call control panel to sort by:				
CA.515	Priority;	Critical	S	
CA.516	Unit Number;	Critical	S	
CA.517	Call Type;	Critical	S	
CA.518	Address;	Critical	S	
CA.519	Any field in the call control panel;	Critical	S	
CA.520	Call for Service Number; and	Critical	S	
CA.521	Jurisdiction.	Critical	S	
CA.522	The system has the ability to quickly dispatch units from a displayed list of available units in the call control panel.	Critical	S	
CA.523	The system has the ability to be able to dispatch units and perform call-taking activities simultaneously.	Critical	S	
CA.524	The system has the ability to allow all Dispatcher/Call Taker positions to be able to filter calls by agency including or excluding specific agencies.	Critical	S	

CA.525	The system has the ability to provide the dispatcher access to the mapping software that provides user maintainable layers, such as hydrants, hot spots, known offenders with the ability to display by agency-defined parameters. (E.g., feet, miles, 1/4 mile radius or user-defined.)	Critical	S	
CA.526	The system has the ability to enable layers on the map to be turned on or off based on the level of detail required.	Critical	S	
CA.527	The system has the ability to allow access to all dispatch functions from the map.	Critical	S	
CA.528	The system has the ability to be able to change a unit's status by placing the cursor on the unit or the map.	Critical	S	
CA.529	The system has the ability to allow the user to drag and drop a unit to the call control panel to dispatch a unit.	Critical	S	
CA.530	The system has the ability to provide a dispatcher access to a list of available calls and dispatch the units to calls from the unit control panel.	Critical	S	
CA.531	The system has the ability to identify and require an exception in any case when user defined response time standards are not met (time standards set by the system administrator).	Critical	N	
CA.532	The system has the ability to establish a system administrator-defined list of exception reasons established for each CAD time interval.	Critical	N	
CA.533	The system has the ability to require a disposition based on agency, call type and jurisdiction.	Critical	N	
CA.534	The system has the ability to allow the user to enter one or more dispositions, as dictated by agency policy, when a CAD event is closed.	Critical	S	
CA.535	The system has the ability to close a CAD event record automatically if no resources remain assigned to the event.	Critical	N	
CA.536	The system has the ability to allow the system administrator to define disposition codes.	Critical	S	
CA.537	The system has the ability to enable assisting units to report one or more dispositions when agency policy requires a disposition from a CFS.	Critical	S	
CA.538	The system has the ability to facilitate the recording of dispositions by the dispatcher or the field unit if MDC-equipped.	Critical	S	
CA.539	The system has the ability to allow users to generate a report before closing disposition.	Critical	S	

CAD Supervising				
CA.540	The system has the ability to provide Supervisors with the ability to easily take over any Call Taker or Dispatcher position.	Critical	S	
CA.541	The system has the ability to provide the ability for a CAD supervisor, or another dispatcher with appropriate system permissions, to observe the activity of a given dispatcher including the pending events queue, active events, available units list, and map.	Critical	S	
CA.542	The system has the ability to provide Supervisors with the ability to support Call Takers and Dispatchers from their own display station (dashboard), as needed and based on security permissions.	Critical	S	
CA.543	The system has the ability to provide Supervisors with complete access to unit assignments and replacements features.	Critical	S	
CA.544	The system has the ability to provide a simple process that must be available to “temporarily” log on, when a Supervisor fills in for a Dispatcher or Call Taker.	Critical	S	
CA.545	The system has the ability to provide Supervisors with the ability to track current and hourly CFS by Dispatcher assigned calls or by area.	Critical	S	
CA.546	The system has the ability to provide Supervisors with the ability to maintain command and functional access for Call Takers and Dispatchers, allowing call for service assignment transfers.	Critical	S	
CA.547	The system has the ability to provide Supervisors with the ability to maintain single and combined incident type call priority to help maximize Dispatcher efficiency.	Critical	S	
CA.548	The system has the ability to enable a supervisor, or another dispatcher with appropriate system permissions, to co-dispatch the units under the control of another dispatcher.	Critical	S	
CA.549	The system has the ability to add additional dispatchers “on-the-fly” for one or more services (law enforcement, fire service, and/or EMS), either globally or for predetermined geographical areas.	Critical	S	
CA.550	The system has the ability to allow Supervisors to easily track ride-a-long personnel with City-defined contact information on shift and in the unit history database for future reference.	Critical	S	
CA.551	The system has the ability to allow Supervisors to maintain police unit assignments and unit replacements.	Critical	S	
CA.552	The system has the ability to allow Supervisors to maintain police patrol assignments and patrol backups.	Critical	S	
CA.553	The system has the ability to allow Supervisors to maintain Fire/EMS stations and station backups.	Critical	S	

CA.554	The system has the ability to allow Supervisors to maintain Fire/EMS unit run cards.	Critical	S	
CA.555	The system has the ability to allow Supervisors to maintain Fire/EMS tone information.	Critical	S	
CA.556	The system has the ability to allow Supervisors to maintain CAD profiles and users across all proposed system modules.	Critical	S	
CA.557	The system has the ability to allow Supervisors to maintain Call Taker/Dispatcher command and function key security.	Critical	S	
CA.558	The system has the ability to allow Supervisors to maintain unit timers used for officer and other field resource safety.	Critical	S	
CA.559	The system has the ability to allow Supervisors to maintain CAD jurisdiction control information.	Critical	S	
CA.560	The system has the ability to provide levels of Supervisor security must be by user, group of users and screens.	Critical	S	
CA.561	The system has the ability to provide a Supervisor status board.	Critical	S	
CAD Personnel				
CA.562	The system has the ability to include a personnel module to include all users of the system and set security permissions across all proposed modules.	Critical	S	
CA.563	The system has the ability to require first name, last name and ID number at a minimum to enter a personnel record.	Critical	S	
CA.564	The system has the ability to support personnel records by Agency Identifier and ID number.	Critical	S	
CA.565	The system has the ability to control access to a personnel record for only authorized users.	Critical	S	
CA.566	The system has the ability to show only the officer's name and agency address when attaching a case to a personnel record.	Critical	S	
CA.567	The system has the ability to include a recent picture of the employee to be displayed on the initial screen of the personnel record.	Critical	S	
CA.568	The system has the ability to support the attachment of other documents to each personnel record.	Critical	S	
CA.569	The system has the ability to provide a universal method to easily search for and select officer ID numbers throughout the suite.	Critical	S	

Messaging				
CA.570	The system has the ability to provide voiceless communications through messaging between Dispatchers, Call Takers, Mobile Data Terminals (MDT), and other agency-defined users.	Critical	S	
CA.571	The system has the ability to provide a separate message window that shows all Call Taker, Dispatcher and Mobile Computing messages sent to the Call Taker/Dispatcher.	Critical	S	
CA.572	The system has the ability to create user definable "canned" messages for selection and distribution to other system users.	Critical	S	
CA.573	The system has the ability to allow a CAD user to send and store messages to other users, groups, positions or MDTs.	Critical	S	
CA.574	The system has the ability to allow a message to be sent to multiple recipients.	Critical	S	
CA.575	The system has the ability to allow a user to store a received message and delete a message from a user's queue based on security permissions.	Critical	S	
CA.576	The system has the ability to archive messages without deleting them.	Critical	S	
CA.577	The system has the ability to search for any message regardless of message state.	Critical	S	
CA.578	The system has the ability to have a CAD message archive management tool based on security permissions.	Critical	S	
CA.579	The system has the ability to log all messages.	Critical	S	
Call Scheduling				
CA.580	The system has the ability to automatically schedule CFS for future dispatch to help manage special events, such as parades, festivals, prisoner transport, etc.	Critical	S	
CA.581	The system has the ability to allow events to be created by a call or by sending a message based on security permissions.	Critical	N	
CA.582	The system has the ability to be able to display a list of all scheduled calls.	Critical	S	
CA.583	The system has the ability to provide the ability for authorized users to activate a scheduled event at any time.	Critical	S	
CA.584	The system has the ability to send a message to the appropriate users when the scheduled activity occurs.	Critical	S	
CA.585	The system has the ability to support location override for scheduled calls.	Critical	S	
Call Stacking				
CA.586	The system has the ability to allow a dispatcher to hold or stack events to a busy unit.	Desired	S	
CA.587	The system has the ability to notify the dispatcher the unit is available, if a unit is on an assignment, when the unit clears its assignment.	Desired	S	

CA.588	The system has the ability to provide the agency a method to define what events can be held.	Desired	S	
CA.589	The system has the ability to notify the unit that it is being held when an event is placed on hold.	Desired	S	
CA.590	The system has the ability to allow multiple events to be placed on hold for a single unit at the same time.	Desired	S	
CA.591	The system has the ability to allow a CFS event to be held for a unit that is not yet logged on.	Desired	S	
CA.592	The system has the ability to record in the history of the CFS event when an event is placed on hold.	Desired	S	
CA.593	The system has the ability to apply timers to all held CFS events and alert the dispatcher when a held event has exceeded the allowable time in a held status.	Desired	S	
CA.594	The system has the ability to provide dispatchers with the ability to pre-empt a unit and dispatch the unit to another event.	Desired	S	
CA.595	The system has the ability to NOT limit the ability of the dispatcher to assign another unit to the incident or for field units to self-dispatch (assign) themselves to an event that has been placed on hold, if permitted by agency policy for selected users.	Desired	S	
CA.596	The system has the ability to NOT allow a unit to self-dispatch for high priority call types (e.g., armed robbery) requiring the use of radio dispatch.	Desired	N	Units can be restricted from self-dispatching from all calls if desired, but not only those of certain priority types.
CA.597	The system has the ability to allow a user to view a unit's call stack to see what call is the unit's currently assigned active call, and what calls the unit will be handling next.	Desired	S	
CA.598	The system has the ability to allow a user to assign all calls of a certain type to a specific unit, such as K-9, Bicycle, Foot Patrol.	Desired	S	
CA.599	The system has the ability to have only one call that is active per unit.	Desired	S	
CA.600	The system has the ability to have the calls sorted in the order to be dispatched, with the original order of first in, first out (FIFO).	Desired	S	
CA.601	The system has the ability to allow the user to reorder the call stack, delete a call for service from the stack, and transfer a CFS to another unit's stack.	Desired	S	All of the listed functionality is supported except changing the stack order.
CA.602	The system has the ability to allow the flexibility of placing a CFS on a call stack and not have it automatically dispatched with that unit.	Desired	S	

Dispatch Questionnaire				
CA.603	The system has the ability to allow an agency to define and associate a questionnaire to each CFS type, as wanted by the agency.	Critical	N	
CA.604	The system has the ability to provide the Call Taker/Dispatcher with a visual indicator, if a CFS type has an associated questionnaire.	Critical	N	
CA.605	The system has the ability to have a minimum of 15 questions, and a minimum of 15 pre-set answers for each question.	Critical	N	
CA.606	The system has the ability to have the responses selected from a pre-set list of valid answers from a pull-down window, or entered as a free-form text.	Critical	N	
CA.607	The system has the ability to allow for an answer to a question to change the priority and the status, as well as add sub-questions to further detail the response.	Critical	N	
CA.608	The system has the ability to prompt the user to change the CFS type based on a question's response. This is not an automatic or mandatory change, but a prompt.	Critical	N	
CA.609	The system has the ability to create a default synopsis of the questionnaire, which is updated as questions are answered.	Critical	N	
CA.610	The system has the ability to allow the user to write the synopsis to narrative immediately, so other users can view while the call taker continues to collect information.	Critical	S	
CA.611	The system has the ability to only allow one questionnaire narrative entry at time (if the user changes answers to questions, the current synopsis narrative will be updated with the current synopsis).	Critical	N	
CAD Unit Management				
CA.612	The system has the ability to support the manual entry of unit mileage.	Critical	S	
CA.613	The system has the ability to capture beginning and ending mileage for individual transports.	Critical	S	
CA.614	The system has the ability to automatically track mileage based on GPS/AVL.	Desired	S	
CA.615	The system has the ability to provide a visual and audible error indication to the user upon failure to enter beginning or ending mileage based on transport or response type.	Critical	N	
CA.616	The system has the ability to utilize any combination of dedicated or contingent staffing to most appropriately utilize resources based on skill sets.	Critical	S	
CA.617	The system has the ability to account for the qualifications of personnel—such as fire apparatus driver/operator, EMS certification, and rescue certification—to establish the best possible resource allocation based on prioritized needs for the response.	Critical	S	

CA.618	The system has the ability to take, based on a single shared crew assigned to multiple pieces of apparatus, the remaining piece(s) of apparatus out of service, when one piece of apparatus is assigned to an event.	Critical	S	
CA.619	The system has the ability to provide a method of integration with an AVL system for increased accuracy and efficiency.	Critical	S	
CA.620	The system has the ability to account for the number of qualified personnel available in a station, and determine the best possible resource allocation from that station at any given moment.	Critical	N	
CA.621	The system has the ability to account for the type of units available in a station, and determine the best possible resource allocation from that station at any given moment.	Critical	S	
CA.622	The system has the ability to allow unit recommendations to be incident type specific and allow for multiple levels of backup.	Critical	S	
CA.623	The system has the ability to support different unit types (i.e., one-man, two-man or K-9) to respond to a CFS based on the incident type, priority and in-progress flag.	Critical	S	
CA.624	The system has the ability to support changing the unit's assigned primary police beat during the shift.	Critical	S	
CA.625	The system has the ability to capture all Law Enforcement, Fire, or EMS unit activity.	Critical	S	
CA.626	The system has the ability to allow agency-defined icons to represent unit types.	Critical	S	
CA.627	The system has the ability to allow up to nine alarm levels.	Critical	S	
CA.628	The system has the ability to allow Fire/EMS unit recommendation configuration by unit type.	Critical	S	
CA.629	The system has the ability to allow Fire/EMS unit recommendations to incorporate backup units, move up and stand by units, and backup stations.	Critical	S	
CA.630	The system has the ability to have the option to determine if the unit will display on the unit status panel if the unit is not on a call.	Critical	S	
CA.631	The system has the ability to allow the agency to define an icon for each type of unit as defined by the agency.	Critical	S	
CA.632	The system has the ability to include a pre-defined set of typical unit statuses that can be modified by the agency.	Critical	S	
CA.633	The system has the ability to have, and allow configuration of, multiple timers based on unit status and CAD incident type, such as time on a particular call, time since last check-in, and time at the hospital or jail.	Critical	S	
CA.634	The system has the ability to have, and allow configuration of, timers for CAD system events, such as an agency defined priority call overdue to be dispatched.	Critical	S	

CA.635	The system has the ability to allow for telecommunicators to manually place a timer alert on a CFS or a unit.	Critical	S	
CA.636	The system has the ability to minimally include “down to the second” timestamps (e.g. hh/mm/ss).	Critical	S	
CA.637	The system has the ability to allow configurable timers (i.e. ‘hh:mm:ss’, ‘mm:ss’, or ‘ss’).	Critical	S	
CA.638	The system has the ability to allow the creation of timers based on Agency Identifier, Unit Type, Status and Priority.	Critical	S	
CA.639	The system has the ability to allow authorized users to create timers for all unit types.	Critical	S	
CA.640	The system has the ability to allow authorized users to update timers for all unit types.	Critical	S	
CA.641	The system has the ability to record the latitude and longitude of a unit when a status change is made to the unit (on scene, en route, at scene), and allows the agency to determine which status drives when the geo stamp is used.	Critical	N	
CA.642	The system has the ability to support tracking on-shift mileage for all units.	Critical	S	
CA.643	The system has the ability to support tracking off-shift mileage for all units.	Critical	S	
CA.644	The system has the ability to be equipped with predefined timers that can be configured by the system administrator.	Critical	S	
CA.645	The system has the ability to provide the ability for the system administrator to create customized definable timers.	Critical	S	
CA.646	The system has the ability to record timer activity to the CFS event log.	Critical	S	
CA.647	The system has the ability to produce both visual and audible alerts to the dispatcher when a timer is triggered.	Critical	S	
CA.648	The system has the ability to support the starting and ending odometer reading or total mileage of a unit for a CFS.	Critical	S	
CA.649	The system has the ability to generate a unit log, showing all actions that unit had taken.	Critical	S	
CA.650	The unit log shall provide, at a minimum, date/time of entry, incident number, secondary location, status, action, CFS #, CFS type, CFS location and unit location.	Critical	S	
The system has the ability to support maintenance on units by the following:				
CA.651	Agency-based Unit Type;	Critical	S	
CA.652	Unit Alias;	Critical	S	
CA.653	Radio Number; and	Critical	S	
CA.654	Unit MDT ID.	Critical	S	

Hazards and Alerts				
The system has the ability to capture and maintain premise information types including but not limited to:				
CA.655	Hazardous materials;	Critical	S	
CA.656	Hazardous conditions;	Critical	S	
CA.657	Lock box codes;	Critical	S	
CA.658	Gate codes (e.g. neighborhoods, communities, businesses);	Critical	S	
CA.659	Dangerous animals;	Critical	S	
CA.660	Handicap;	Critical	S	
CA.661	Emergency contact information;	Critical	S	
CA.662	Unit safety (officer safety);	Critical	S	
CA.663	Warrants;	Critical	S	
CA.664	Alarms;	Critical	S	
CA.665	Protective orders;	Critical	S	
CA.666	Public access defibrillators;	Critical	S	
CA.667	Sexual offenders;	Critical	S	
CA.668	Fire pre-plans;	Critical	S	
CA.669	BOLO;	Critical	S	
CA.670	Electronic attachments (e.g., images, files); and	Critical	S	
CA.671	Agency user-defined.	Critical	S	
CA.672	The system has the ability to enter user defined closures within a map that are out of service and notify responding units via an alert when responding to an event in a user defined proximity (e.g., fire hydrant, street closures, bridge out of service, weight limits, controlled burn).	Critical	S	
CA.673	The system has the ability to automatically create (i.e. upon closing of an incident) premises history based on pre-determined criteria.	Critical	S	
CA.674	The system has the ability to define valid date ranges for time-limited premises information at a given location (i.e. information valid between start date and end date), and an option to notify supervisor of pending expiration dates based on alert type.	Critical	S	
CA.675	The system has the ability to allow supervisors to delete premises information for a given address or location based on expiration date and/or time of record, with prompted review prior to deletion (i.e. minimum of five years, on-line storage).	Critical	S	
CA.676	The system has the ability to view premises information for a specific suite/apartment/unit, or to view all premises information for an entire building.	Critical	S	

CA.677	The system has the ability to alert the Call Taker, Dispatcher and/or Officer if an active warrant exists for any person at the location or for the caller/complainant.	Critical	S	
CA.678	The system has the ability to alert the Call Taker, Dispatcher and/or Officer if any gun permits are at the location or guns are registered to the caller/complainant.	Critical	S	
CA.679	The system has the ability to alert the Call Taker, Dispatcher and/or Officer if the caller/complainant is a known offender, a suspect in an open case, has an open BOLO, or a career criminal.	Critical	S	
CA.680	The system has the ability to alert the Call Taker, Dispatcher and/or Officer if hazardous material is stored at a business site or other premises.	Critical	S	
CA.681	The system has the ability to alert the Call Taker, Dispatcher and/or Officer if there is any serious medical information concerning a person at the location.	Critical	S	
CA.682	The system has the ability to alert the Call Taker, Dispatcher and/or Officer if the location has an associated vacation check or house watch.	Critical	S	
CA.683	The system has the ability to alert the Call Taker, Dispatcher and/or Officer if the location is a known drug site.	Critical	S	
CA.684	The system has the ability to alert the Call Taker, Dispatcher and/or Officer if a building pre-plan or Geo-file information exists for the location.	Critical	S	
CA.685	The system has the ability to alert the Call Taker, Dispatcher and/or Officer if orders of protection are associated with the location and/or caller/complainant.	Critical	S	
CA.686	The system has the ability to reactivate an alert if the system falsely expires that alert.	Critical	S	
CA.687	The system has the ability to set a timer for call for service types based on priority, which alerts the dispatcher that an agency-specified time has elapsed and no units have been assigned to the call.	Critical	S	
CA.688	The system has the ability to alert the Call Taker, Dispatcher and/or Officer on an as-needed basis.	Critical	S	
CA.689	The system has the ability to allow the user to create an alert with a category, description, and duration of time and an assigned priority for the alert.	Critical	S	
CA.690	The system has the ability to allow the user to change the priority of system-generated alerts with security permissions.	Critical	S	
CA.691	The system has the ability to allow for all alerts to be purged within a City-defined expired date range.	Critical	S	
CA.692	The system has the ability to define criteria for automatic premises information purges and activate or deactivate this feature.	Critical	N	
CA.693	The system has the ability to automatically purge all expired alerts and move them to the historical alert log.	Critical	S	

CA.694	The system has the ability to verify that premises warning or hazard information has not been affected by changes to the geofile.	Critical	S	
CA.695	The system has the ability to create a permanent record of the premises information in the event history.	Critical	S	
CA.696	The system has the ability to provide (or interface to) a "cautions" file to contain information pertaining to dangerous individuals possibly residing at that location or near proximity, and exceptional persons at the location, such as an emotionally disturbed person or special needs.	Critical	S	
CA.697	The system has the ability to include a caution type category on the cautions file.	Critical	S	
CA.698	The system has the ability to provide a free form narrative on the cautions file.	Critical	S	
CA.699	The system has the ability to search on the cautions file.	Critical	S	
Note Pads				
CA.700	The system has the ability to allow a note pad function, which is separate from the incident report, that allows CAD users to type in any unlimited text and store the text within CAD.	Critical	S	
CA.701	The system has the ability to leave electronic shift notes.	Critical	S	
CA.702	The system has the ability to support a subset of information by type.	Critical	S	
CA.703	The system has the ability to allow a document to be attached via standard document controls.	Critical	S	
CA.704	The system has the ability to allow note pad entries to be date/time stamped.	Critical	S	
CA.705	The system has the ability to allow a purge function that will delete note pads prior to date/time and have optional criteria to purge by note pad type and and/or created by user with security permissions.	Critical	S	
CA.706	The system has the ability to allow note pads to be marked and only allow manual deletions with security permissions.	Critical	S	
Rip and Run				
CA.707	The system has the ability to allow rip and run reports to be generated by a network printer, remote rip and run printer, fax, or email.	Critical	S	
CA.708	The system has the ability print from one incident to multiple printers in a single location.	Critical	S	
CA.709	The system has the ability to allow the user to browse the network for available printers, and for remote printers or fax machines with the ability to enter phone number/access number for dialup connection.	Critical	S	

CA.710	The system has the ability to determine when rip and run reports are sent by creation of a call, first unit dispatched within a station, any unit dispatched, upon clear, or on demand by a CAD user.	Critical	S	
Run Cards/Response Plans				
CA.711	The system has the ability to allow the creation of run cards to define fire and EMS recommendations that are used to dispatch units based on the CFS type, fire or EMS district, fire and EMS area, and time of day for a business.	Critical	S	
CA.712	The system has the ability to allow for dynamic and fixed/static run cards/response plans.	Critical	S	
CA.713	The system has the ability to allow the user to assign a priority to the CFS, and enter the date/time range that the run card is active.	Critical	S	
CA.714	The system has the ability to allow the user to define units or unit type/stations to a CFS based on Fire district/area, EMS district, police beat, and CFS type.	Critical	S	
CA.715	The system has the ability to allow a user to define alarm levels for run cards.	Critical	S	
CA.716	The system has the ability to support station dispatch, which allows all units or unit types within the station to be placed in the status defined by the action.	Critical	S	
CA.717	The system has the ability to allow for multiple backups so that if the first backup is unavailable, the system will check for the next available backup.	Critical	S	
CA.718	The system has the ability to allow for assignment to be by resource type, capability and equipment (e.g. thermal imager).	Critical	S	
CA.719	The system has the ability to allow for the use of personnel capabilities (e.g. personnel with Spanish speaking ability).	Critical	S	
CA.720	The system has the ability to allow for the use of resource groups made up of individual units [e.g. a Hazmat (hazardous material) group made up of several units and dispatched as a single "Hazmat team" (i.e. single unit)].	Critical	S	
CA.721	The system has the ability to allow for the use of premises-based or address-based run cards/response plans.	Critical	S	
CA.722	The system has the ability to allow for the use of AVL systems for selecting units.	Critical	S	
CA.723	The system has the ability to support multiple agency run cards/response plans.	Critical	S	
CA.724	The system has the ability to allow for adjustable plans that are based on time of day or day of week.	Critical	S	
CA.725	The system has the ability to add special response narrative for run cards.	Critical	S	
CA.726	The system has the ability to allow the Supervisor to maintain Fire/EMS/Law Enforcement unit run cards based on security permissions.	Critical	S	
CA.727	The system has the ability to be able to create a Fire run card, an EMS run card and a joint Fire and EMS run card listing and exception report.	Critical	S	

CA.728	The system has the ability to allow units on a Fire, EMS, Law Enforcement run card to be placed in the agency assigned status (dispatch).	Critical	S	
CA.729	The system has the ability to recommend most functions for dispatchers.	Critical	S	
CA.730	The system has the ability to assign Fire/EMS/Law Enforcement run card recommendations by incident type based on activity for an address or business; overrides must be stamped by day of week and time of day.	Critical	S	
CA.731	The system has the ability to allow the creation of exception and location-based run cards.	Critical	S	
CA.732	The system has the ability to be able to handle multiple levels of alarm responses.	Critical	S	
CA.733	The system has the ability to incorporate Fire/EMS mutual aid packages.	Critical	S	
CA.734	The system has the ability to support agency-defined run/exception cards.	Critical	S	
CA.735	The system has the ability to recognize the resources and capabilities of the host agency's own units and those of neighboring agencies.	Critical	S	
CA.736	The system has the ability to allow for custom mutual aid agreements, including business rules for utilization, and recognize various levels of response/mutual aid.	Critical	S	
CA.737	The system has the ability to recommend the use of other agency resources based on parameters within the mutual aid agreements.	Critical	S	
CA.738	The system has the ability to auto-populate incident information (e.g. address information, nature of incident, resources needed) from other CAD systems via a CAD-to-CAD type interface.	Critical	N	CentralSquare is currently testing and continuing development of a CAD – CAD interface based on the APCO/NENA EIDD for the purpose of sharing incident and emergency resource data. As the development for this interface is not yet complete and the functionality may still change, it has not been included as part of this project.

CA.739	The system has the ability to support the Joint NENA/APCO Emergency Incident Data Document (EIDD) or similar CAD-to-CAD functionality for sharing incident information as required for mutual aid agreements.	Critical	N	CentralSquare is currently testing and continuing development of a CAD – CAD interface based on the APCO/NENA EIDD for the purpose of sharing incident and emergency resource data. As the development for this interface is not yet complete and the functionality may still change, it has not been included as part of this project.
CA.740	The system has the ability to provide the capability to track the status (availability) of the host agency's own units and neighboring agency resources/units via a CAD-to-CAD type interface (i.e. overall view of unit resources).	Critical	N	CentralSquare is currently testing and continuing development of a CAD – CAD interface based on the APCO/NENA EIDD for the purpose of sharing incident and emergency resource data. As the development for this interface is not yet complete and the functionality may still change, it has not been included as part of this project.
CA.741	The system has the ability to support alarm level upgrade functionality.	Critical	S	
CA.742	The system has the ability to be set up by Agency Identifier to allow automatic recommendation of a unit when the unit is available.	Critical	S	
Tone Alerts				
CA.743	The system has the ability to allow the supervisor to maintain Fire/EMS tone information with security permissions.	Critical	S	
CA.744	The system has the ability to interface with tone encoder systems.	Critical	S	
CA.745	The system has the ability to send tones to encoder devices that can control Fire station doors, alarms and pages.	Critical	S	

CA.746	The system has the ability to be able to create a tone code listing report.	Critical	N	
CA.747	The system has the ability to create a list of tone codes based on station and CFS type.	Critical	N	
CA.748	The system has the ability to prioritize the tone codes that are recommended for a particular CFS and station.	Critical	N	
CA.749	The system has the ability to bring up a list of tones based on units that are being recommended for dispatch or assignment.	Critical	N	
Status Control Panel				
CA.750	The system has the ability to allow the user to customize the toolbar for the unit status control panel.	Critical	S	
CA.751	The system has the ability to allow multiple unit status control panels to be opened with different configurations based on the level of security.	Critical	S	
CA.752	The system has the ability to filter or subset the list in the unit status control panel.	Critical	S	
CA.753	The system has the ability to allow to subset by agency type, allowing the selection of multiple agency types within one unit status control panel.	Critical	S	
CA.754	The system has the ability to allow the user to drag and drop a unit from the unit status control panel to a call on the call control panel.	Critical	S	
CA.755	The system has the ability to allow the assignment of units by using point-and-click pull-down menus.	Critical	S	
CA.756	The system has the ability to allow a user to change a unit's status, open the unit's call stack, and reroute a unit within the unit status control panel.	Critical	S	
CA.757	The system has the ability to allow a user to get a list of all available calls and dispatch the unit to the call from the unit status control panel.	Critical	S	
CA.758	The system has the ability to allow the agency to modify the statuses that a particular unit can be assigned.	Critical	S	
CA.759	The system has the ability to automatically refresh the unit status control panel when information is updated.	Critical	S	
Unit Recommendations				
CA.760	The system has the ability to allow Fire/Police/EMS unit recommendations to be specific to the CFS type and allow multiple levels of backup.	Critical	S	
CA.761	The system has the ability to be able to prioritize an incident and recommend the type of units based on the prioritization of that event and the current status of the unit.	Critical	S	
CA.762	The system has the ability to code the conditional availability of units.	Critical	S	

CA.763	The system has the ability to dynamically, and without user intervention, change the unit recommendation if relevant incident information changes (i.e. type, location, alarm level).	Critical	S	
CA.764	The system has the ability to notify users that the unit recommendation has changed.	Critical	N	
CA.765	The system has the ability to allow the dispatcher to override the system recommended units and assign other units.	Critical	S	
CA.766	The system has the ability to create unit recommendations based on officer/station role, as well as by closest-to for response.	Critical	S	
CA.767	The system has the ability to allow the dispatcher to assign any valid field unit to an incident even if that unit is not currently logged on to the mobile system but are available in CAD.	Critical	S	
CA.768	The system has the ability to notify the dispatcher and confirm that the correct unit has been assigned if a unit assigned to an incident is not marked as available in CAD.	Critical	S	
CA.769	The system has the ability to allow Police unit recommendations to provide for different types of units, such as one-man, two-man or K-9, to respond based on the CFS type, priority and in-progress flag.	Critical	S	
CA.770	The system has the ability to assign the primary police beat to a unit at the beginning of a shift or it can be changed during the shift.	Critical	S	
CA.771	The system has the ability to provide the ability for the second and third level police beat to be initially setup for a unit or it can be changed during the shift.	Critical	S	
CA.772	The system has the ability to allow Fire/EMS unit recommendations to incorporate backup units, move-up units, stand by units and backup stations.	Critical	S	
CA.773	The system has the ability to provide the user with the ability to adjust the priority and the number of recommended units.	Critical	S	
CA.774	The system has the ability to be able to swap or exchange one unit with another, and record that the first unit was initially dispatched, and then exchanged with the second unit.	Critical	S	
CA.775	The system has the ability to allow all police, fire or EMS unit activity to be captured in a unit history database.	Critical	S	
CA.776	The system has the ability to provide access to the unit recommendation process as part of the incoming call.	Critical	S	
CA.777	The system has the ability to allow Dispatch to have access to all unit recommendations and unit commands based on police, fire and EMS access security.	Critical	S	

CA.778	The system has the ability to maintain operating procedures on each CFS type as a part of the police, fire or EMS unit recommendation maintenance,	Critical	S	
CA.779	The system has the ability to recommend a unit that is unavailable only if SOP permits units to be pre-empted for a higher priority event.	Critical	N	
CA.780	The system has the ability to define the icon for the unit type using standard PC tools.	Critical	S	
Agency Identifier Maintenance				
CA.781	The system has the ability to support corresponding values based on various CAD/RMS/Fire modules for operating Agency Identifiers only.	Critical	S	
The system has the ability to require the following mandatory fields:				
CA.782	Agency Identifier;	Critical	S	
CA.783	Agency Identifier abbreviation;	Critical	S	
CA.784	Agency type;	Critical	S	
CA.785	Telephone Number;	Critical	S	
CA.786	Agency address;	Critical	S	
CA.787	Maximum juvenile age;	Critical	S	
CA.788	Agency name; and	Critical	S	
CA.789	Other user-defined.	Critical	S	
CA.790	The system has the ability to create an incident for a particular Agency Identifier.	Critical	S	
CA.791	The system has the ability to generate an incident number when mutual aid (different Agency Identifier) is being given.	Critical	S	
CA.792	The system has the ability to generate an incident when a unit of the same agency type responds when mutual aid (different Agency Identifier) is being given.	Critical	S	
Reports				
The system has the ability to be capable of providing the following system reports:				
CA.793	Scheduled Call Listing;	Critical	S	
CA.794	Command Listing;	Critical	S	
CA.795	Jurisdiction Listing;	Critical	S	
CA.796	Validation and Context;	Critical	S	
CA.797	Context Listing;	Critical	S	
CA.798	Validation Set Listing;	Critical	S	
CA.799	Validation Set and Context Listing;	Critical	S	
CA.800	Context and Validation Set Listing; and	Critical	S	
CA.801	Validation Set Detail.	Critical	S	

The system has the ability to be capable of providing the following CAD maintenance reports:				
CA.802	Security Listing Report;	Critical	S	
CA.803	User Listing Report;	Critical	S	
CA.804	Scheduled Calls Listing Report;	Critical	S	
CA.805	Command Listing Report;	Critical	S	
CA.806	Jurisdiction Listing Report;	Critical	S	
CA.807	Validation and Context Report;	Critical	S	
CA.808	Call for Service Type Listing;	Critical	S	
CA.809	Run Card Listing;	Critical	S	
CA.810	Run Card Exceptions Listing;	Critical	S	
CA.811	Geo-Verification Override By User Report;	Critical	S	
CA.812	Geo-Verification Override by Venue Report;	Critical	S	
CA.813	Geo Cross Street Listing;	Critical	S	
CA.814	Geo Street Listing by Venue;	Critical	S	
CA.815	Geo Street Listing by Street Name;	Critical	S	
CA.816	Beat Listing;	Critical	S	
CA.817	Unit Status Listing;	Critical	S	
CA.818	Unit Listing;	Critical	S	
CA.819	Unit Area Assignment Listing;	Critical	S	
CA.820	BOLO Listing;	Critical	S	
CA.821	Location Hazard/Alert Report; and	Critical	S	
CA.822	Building Watch Listing;	Critical	S	
The system has the ability to be capable of providing the following CAD security reports:				
CA.823	Security Listing;	Critical	S	
CA.824	Group Listing;	Critical	S	
CA.825	Feature Group Listing;	Critical	S	
CA.826	Component Listing by Component Name;	Critical	S	
CA.827	Component Listing by Feature Group Name; and	Critical	S	
CA.828	User Listing.	Critical	S	

The system has the ability to be capable of providing the following analysis reports:				
CA.829	Area/Section Activity Report;	Critical	S	
CA.830	Area/Section Activity Detail Listing;	Critical	S	
CA.831	Area Activity Summary Report;	Critical	S	
CA.832	Beat Listing;	Critical	S	
CA.833	Building/Geo- Location Listing;	Critical	S	
CA.834	CAD Commands Listing;	Critical	S	
CA.835	CAD Jurisdiction Control Listing;	Critical	S	
CA.836	CFS Activity Report;	Critical	S	
CA.837	CFS Analysis Report;	Critical	S	
CA.838	CFS Breakdown by Month Report;	Critical	S	
CA.839	CFS Breakdown Priority and Day of Week Report;	Critical	S	
CA.840	CFS Summary by Shift Report;	Critical	S	
CA.841	CFS Report;	Critical	S	
CA.842	Crime Summary by Shift Report;	Critical	S	
CA.843	Combined Incident/Call Types Listing;	Critical	S	
CA.844	Daily CFS Log;	Critical	S	
CA.845	Daily Incident Log;	Critical	S	
CA.846	Detailed CFS Report;	Critical	S	
CA.847	Geo-Cross Street Listing	Critical	S	
CA.848	Geo-Master Listing;	Critical	S	
CA.849	Geo-Verification Override Report by User;	Critical	S	
CA.850	Geo-Verification Override Report by Venue;	Critical	S	
CA.851	Grid Activity (Summary and Ranking) Report;	Critical	S	
CA.852	Hour of Day Activity (Summary and Ranking) Report;	Critical	S	
CA.853	House Watch Listing;	Critical	S	
CA.854	Incident/Call Activity Report by Section;	Critical	S	
CA.855	Incident/Call Analysis Reports;	Critical	S	
CA.856	Incident/Call Classification by Area Report;	Critical	S	
CA.857	Incident/Call Classification by Shift Report;	Critical	S	
CA.858	Incident/Call Classification by Station Report;	Critical	S	
CA.859	Incident/Call Detail Listing;	Critical	S	
CA.860	Incident/Call Type Listing;	Critical	S	
CA.861	Note Pad Listing;	Critical	S	
CA.862	Personnel History Log;	Critical	S	

CA.863	Quick Call Incidents/Calls Listing;	Critical	S	
CA.864	Radio Log;	Critical	S	
CA.865	Response Time Analysis by Area/Section/Priority Report;	Critical	S	
CA.866	Run Card Report;	Critical	S	
CA.867	Shift Activity Summary Report;	Critical	S	
CA.868	Station Activity (Summary and Ranking) Report;	Critical	S	
CA.869	Station Listing;	Critical	S	
CA.870	Street Name Listing;	Critical	S	
CA.871	Tone Code Listing;	Critical	S	
CA.872	Unit Assignments Listing;	Critical	S	
CA.873	Unit Log;	Critical	S	
CA.874	Unit Replacements Listing.	Critical	S	
CA.875	Law enforcement and Fire/EMS district/area;	Critical	S	
CA.876	Law enforcement and Fire/EMS response plan by district/area; and	Critical	S	
CA.877	Class by call type;	Critical	S	
The system has the ability to be capable of providing the following statistical reports:				
CA.878	CFS Breakdown by Month;	Critical	S	
CA.879	CFS Breakdown by Priority;	Critical	S	
CA.880	CFS by Area;	Critical	S	
CA.881	CFS by Disposition;	Critical	S	
CA.882	CFS by Source;	Critical	S	
CA.883	CFS by Unit;	Critical	S	
CA.884	Statistical Activity;	Critical	S	
CA.885	Hour of Day Activity Summary;	Critical	S	
CA.886	Hour of Day Activity;	Critical	S	
CA.887	Classification by Area;	Critical	S	
CA.888	Area Activity Summary;	Critical	S	
CA.889	Area/Section Activity;	Critical	S	
CA.890	Grid Activity Summary; and	Critical	S	
CA.891	Grid Activity Ranking.	Critical	S	
The system has the ability to be capable of providing the following CAD configuration reports:				
CA.892	CFS Type Listing;	Critical	S	
CA.893	Run Card Listing; and	Critical	S	
CA.894	Run Card Exceptions Listing.	Critical	S	

The system has the ability to be capable of providing the following unit resource reports:				
CA.895	Unit Status Listing;	Critical	S	
CA.896	Unit Listing; and	Critical	S	
CA.897	Unit Area Assignment Listing.	Critical	S	
The system has the ability to be capable of providing the following geo reports:				
CA.898	GEO Verification Override by User;	Critical	S	
CA.899	GEO Verification Override by Venue;	Critical	S	
CA.900	GEO Cross Street Listing;	Critical	S	
CA.901	Geo Street Listing by Venue;	Critical	S	
CA.902	GEO Street Listing by Street Name; and	Critical	S	
CA.903	Beat Listing.	Critical	S	
The system has the ability to be capable of providing the following notice reports:				
CA.904	BOLO Listing;	Critical	S	
CA.905	Location Hazard/Alerts;	Critical	S	
CA.906	Building Watch Listing; and	Critical	S	
CA.907	Alert Listing.	Critical	S	
CA.908	The system has the ability to track the amount of time personnel spend on system-wide LERMS related activities.	Critical	S	
CA.909	The system has the ability to generate a time tracking report to facilitate the analysis of time that personnel spend on LERMS related activities.	Critical	S	
CA.910	The system has the ability to generate department-specific reports on any captured table/data field.	Critical	S	
CA.911	The system has the ability to search the initial and final call types.	Critical	S	
CA.912	The system has the ability to send the initial and final call types to the alarm billing system.	Critical	S	
The system has the ability to provide reports (date and time) on average response times by the following:				
CA.913	Call created;	Critical	S	
CA.914	Call entered;	Critical	S	
CA.915	Call dispatch;	Critical	S	
CA.916	Call held;	Critical	N	
CA.917	On scene based on call type;	Critical	S	
CA.918	On scene based on priority; and	Critical	S	
CA.919	On scene by operator/officer ID.	Critical	S	

The system has the ability to allow officers to search for incidents by the following:				
CA.920	Date range;	Critical	S	
CA.921	Incident numbers; Case Numbers	Critical	S	
CA.922	Name;	Critical	S	
CA.923	Call Type	Critical	S	
CA.924	Status;	Critical	S	
CA.925	Case numbers;	Critical	S	
CA.926	Comments on incident;	Critical	S	
CA.927	Phone numbers;	Critical	S	
CA.928	Agency Identifier; and	Critical	S	
CA.929	Other user-defined.	Critical	S	
CA.930	The system has the ability to copy and paste inquiry responses into another incident.	Critical	S	Although copying and pasting is possible, with the appropriate permissions, inquiry responses can also easily be linked to another incident so that they are visible on the incident.
CA.931	The system has the ability to report on the number of times and durations for shortages of units.	Critical	S	
Alarm Processing				
CA.932	The system has the ability to adhere to the APCO/CSAA 2.101.1-2008 External Alarm Interface Exchange American National Standard.	Critical	S	
CA.933	The system has the ability to receive alarm notifications and updates from alarm monitoring companies.	Critical	S	
CA.934	The system has the ability to utilize the alarm notification data to create a CFS event without call taker involvement if the address is valid and minimum required fields have been provided.	Critical	S	
CA.935	The system has the ability to process updates from the alarm company as an update to the CFS and shown to the telecommunicator responsible for dispatch operations with an audible and visual indication that a new update has been received.	Critical	S	

CA.936	The system has the ability to send the appropriate response messages to each message received from the alarm company and enable system users to send update messages to the alarm company operator when additional information is required.	Critical	S	
CA.937	The system has the ability to send an automatic update message to the alarm company during the progression of the event—when the primary agency has been dispatched, when the primary agency has arrived on scene, and when the CFS has been closed, including any disposition information reported by the primary agency that responded.	Critical	S	

Law Enforcement Records Management

Response Indicators: When providing responses to the requirements in Attachment B, proposers shall use the following response indicators:		Instruction		
S	Standard: Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the Proposal from vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.		
F	Future: Feature/Function will be available in a future software release available to the City by October 2019, at which point it will be implemented in accordance with agreed-upon configuration planning with the City.	If a response indicator of "F" is provided for a requirement that will be met in a future software release, the Respondent shall indicate the planned release version as well as the time the release will be generally available.		
C	Customization: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with custom modifications . All related customization costs should be indicated in the Comments column next to the feature/function, and the total cost included in Attachment C – Cost Worksheet.	If a response indicator of "C" is provided for a requirement that will be met through a custom modification, the Respondent shall indicate the cost of such a modification.		
T	Third-Party: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with integration with a third-party system . This system should be specified.	If a response indicator of "T" is provided for a requirement that will be met by integration with a third-party system, the Respondent shall identify this third-party system and include a cost proposal to secure this system.		
N	No: Feature/Function cannot be provided.			
Law Enforcement Records Management				
Req #	Description of Requirement	Criticality	Response	Comments
General				
LE.1	The Law Enforcement Records Management module has the ability to completely integrate with all other proposed system modules.	Critical	S	
LE.2	The system has the ability to provide access to all LERMS processes within the Mobile module.	Critical	S	
LE.3	The system has the ability to limit access to the Law Enforcement Records Management module through role-based security.	Critical	S	