
 CENTRAL SQUARE®
STATEMENT OF WORK
PSJ - Enterprise

City of Waukesha, WI

Version 16.0

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Internal Version - Document Control

Date	Version	Details/Changes	Author
3.13.2025	1.20		Ann Marie Newton

External Version - Document Control

Date	Version	Details/Changes	Author
3.27.2025	1.0	Initial SOW, draft	Ann Marie Newton
5.19.25	2.0	Client redlines and comments	City of Waukesha
5.20.25	3.0	1)- Accepted Client changes from 'Waukesha Police' to 'City of Waukesha'. 2)- Responded to the majority of the Client's comments. 3)- Removed non-applicable boilerplate items/language: a)- Removed references to "contracted modifications" and "modifications" in the body of the SOW and Appendix A. b)- Removed references to "subcontractor" in the body of the SOW and Appendix E. c)- Removed "if applicable" in the body of the SOW. d)- Removed references to Jail Enterprise.	Ann Marie Newton

		e)- Removed references to Records Enterprise and accepted Client deletions where noted. 4)- Section 1.2 Project Overview: Added configuration, testing, and go-live. Added: "A single environment" for Test/Train. 5)- Section 4.6.2: Added for MobileX. 6)- Section 4.2.5.4/DR: Added back in redline comments from May 12 SOW to review with COW. 7)- Appendix B: Std Enterprise CAD to External Incident Data Transfer for Axon- deleted 'import, bi-directional, link' (this is an export). Updated multiple OSD document names- changed.docx to .pdf. EMD- Added a placeholder to note the CST ProQA certification level and noted that COW has all disciplines. Changed document names that were "N/A" to: "This interface does not have a customer facing OSD". 8)- Noted for removal references to "custom interfaces" in the body of the SOW and Appendix C (Section 4.4.2). 9)- Appendix D: Removed reference to a new state. 10)- Appendix G: Added Situational Awareness Manager (SAM).	
5.20.25	4.0	<u>Call with client on 5-20-25 and reviewed the following items:</u> *Appendix Y (and the spreadsheet). <u>Call with client on 5-20-25 and reviewed the following items from version 3 with the exception of:</u> *Section 4.6.2: MobileX. *Section 4.2.5.4/DR and the installation section (to be reviewed with Will). <u>Reviewed the following redline comments with the Client:</u> *Sections: 1.1, 1.2, 2.1, 2.1.2, 2.2, 2.3, 2.4, 2.5, 2.5.2, 2.6, 4.3, 4.4, 4.4.2, 4.5.3.1, 4.5.4, 4.6.4, 4.7, 5.0, 6.1, 7.1. *Appendices: B, D, G. <u>SOW changes made after the call (to be reviewed with Client on a future call):</u> *Added Appendix F for SOW documentation (placeholder for the list). *Added Appendix H for listing of non-payment TCR milestones (placeholder for the list).	Ann Marie Newton
5.23.25	5.0	<u>Call with client on 5-21-25 and reviewed the following items:</u> *Section 2.3.1, item b: Provide a meeting agenda in advance of the monthly status call to review the monthly status report.	Ann Marie Newton

		*Section 2.5.2, Customer Responsibilities: Adjusted language that COW can add comments to all documents (not just status reports). Added status report back in as a bullet. *Section 3.1 Project Initiation and Planning *Section 3.1.1 why detailed info is required *Section 4.4.2 Approval to delete Custom interfaces and references to Appendix, *Section 4.6.2: MobileX. *Appendix F: Placeholder. *Appendix H: Placeholder. *Appendix Y: Edits made for additional sessions. <u>Call with client on 5-21-25 and reviewed the following items from version 4 with the exception of:</u> *Section 4.2.5.4/DR and the installation section (to be reviewed with Will). <u>SOW changes made after the call:</u> *Accepted the redlines that we agreed to and resolved (closed) comments.	
5-30-25	6.0	<u>Call with client on 5-29-25 and reviewed the following items:</u> *Section 4.2: Reviewed installation section with Will and discussed redline comments. *Section 4.5.5 CAD FAT: Worked offline with Customer on this section, reviewed redlines. *Section 5.1 Pre Go-Live Tasks: Added: "A coordinated planning session between CentralSquare, the Customer, and Axon will be required to ensure a collaborative effort for the go-live implementation". *Section 7.1 Reliability Period: Worked offline with Customer on this section. Added additional language around the Reliability Period weekly report/TCR to be provided by the CST PM, and the PM's continued involvement in the project. Adjusted CST responsibilities items c and d. Adjusted Customer responsibilities item c. Reviewed redlines. <u>Call with client on 5-30-25 and reviewed the following items:</u> *Section 4.2: Reviewed installation section, redline comments. *Section 4.2.5.4: Will to check on specific type of DR sync with Nutanix. Will close this item but keep it on the action item listing as follow up. *Section 4.2.5.4: DR- adding that Customer will be using DR features built into Nutanix. Added add on purchase of quantity of	Ann Marie Newton

		(one) 1 failover/failback test to be conducted one (1) year after Go-Live. *Section 4.5.5 CAD FAT: Worked offline with Customer, reviewed final redlines. (Customer conducts internal testing after CST FAT, explained process for issue submission). *Section 4.5.6: System Admin training (CSU), qty of 6 seats, no cost. *Section 4.6.3 Mobile FAT: Adjusted language to reflect CAD FAT changes. (Customer conducts internal testing after CST FAT, explained process for issue submission). *Section 4.7.1 SIT: Adjusted language to reflect CAD FAT changes (Customer conducts internal testing after CST SIT, explained process for issue submission). *Section 5.1 Pre Go-Live Tasks: Reviewed redline language added for CST, Customer, Axon Go-Live coordination. *Section 7.1 Reliability Period: Worked offline with Customer, reviewed final redlines. *Appendix B: EMD: Added platinum certification level. Station alerting: Phoenix G2 (manufactured by US Digital Designs, acquired by Honeywell Building Technologies) Added CAD Axon Evidence.com, Paging, External System to Enterprise CAD Data Transfer Premise (First Due), Automated License Plate Reader Interface (Flock), CAD Enterprise API, and Mobile AFR Export (Tracs), CrewSense / VectorSolutions: Customer would use third-party vendor and CST CAD API. *Appendix F: Changed the title to "Sample" SOW Documentation. Added overview statement. *Appendix H: Added overview statement. *Appendix Y: Added System Admin training (CSU), qty of 6 seats. *Appendix Z: No changes to data conversion scope. <u>New SOW changes to be reviewed with the client (see redlines:</u> *Section 4.2.5.5: Added a new section for SQL AlwaysON. *Section 4.4.1: Addressed redline comment: If we are using DR built into Nutanix, wouldn't all interfaces be included, since DR is a mirror of Prod? The answer is yes. *Appendix D: The NCIC transaction table was not updated, there were no changes. *Appendix D: Added Custom Provider (Interface between CAD/Mobile Enterprise and Axon RMS to query data from the RMS and present to CAD/Mobile users). *Appendix F: Inserted the listing. *Appendix H: Inserted the listing. *Appendix Y: Adjusted training table per request of Client.	
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5-30-25	7.0	FINAL SOW, removed draft watermark, accepted all redlines, and resolved/closed all comments.	Ann Marie Newton
10.02.25	8.0	Amended to include Records Enterprise: Project Overview: Records, CrimeView and FireView, Citizen's Reporting, Records Data Conversion Section 4.7 added to SOW Section 4.8 Added Records Language to System Integration Section 4.9 Added Citizen Reporting Section 4.10 added CrimeView and FireView Section 4.11 added FTO Section 5.1 Records language for Go Live Section 9 reformatted into 2 sections 9.1 CAD interfaces, 9.2 Records interfaces. Section 9.2 all Records interfaces were added Appendix E added for Subcontractor SOWs (White Box) Appendix F 12.1 – added Records Document sections for OSDs, Records, Analytics, FTO sample training documents Appendix Y – added Records Ent events Appendix Z – 16.2 for White Box data Conversion information, 16.3 ART Tool	D. Jordan
10.13.25	9.0	4.2.1.1 Customer removed hardware language moved hardware language 4.2.5.4 changed license to subscription and language change, added failover services for Records. Added FireView to all CrimeView references 9.1.3 – customer request to change vendor from ESO to EPR Fireworks 9.1.10 – remove the cad to external since now moving Records enterprise. 9.1.13 – change vendor from FirstDue to EPR Fireworks Appendix E – pasted in WB SOWs Appendix Y – added CrimeView Training, Warrants Worksho, FTO training Appendix Z – updated	D. Jordan
10.20.25	10.0	Updated CentralSquare logo on title page; created Appendix I; added language in sections 4.5.6, 4.6.4, 4.7.7, 4.9.3, 4.10.5 and 4.11.4 that refers to Appendix I Accepted Appendix J remote dial-in language; Cleaned up comments in Appendix Z Changed version number to 10 on title page Updated TOC	D. Jordan
10.21.25	11.0	Added Centerline AI to section 1.2	D. Jordan

		Add updated White Box SOW in Appendix E, Add Centerline 4.8, Added Centerline to Appendix Y. Updated TOC, ran editor	
10.21.25	12.0	Removed CAD External to Axon interface, added one sentence for training recordings that says only need to sign Appendix I one time in each training section. 11.1 added bullet that mapping activities will not begin until Records FAT is completed.	D. Jordan
10.22.25	13.0	Resolved/Accepted Training recording language; Removed Centerline additions added in v11; Changed version to 13, updated TOC	D. Jordan
10.22.24	14.0	Returned CAD to External Interface to list along with ESO and FirstDue interfaces – will be changed with separate change order; moved Images Conversion to In Scope in Appendix E – Subcontractor SOW; ran editor, updated TOC. Confirmed no more tracked changes in document.	D. Jordan
10.23.25	15	Drafted version with Centerline back in project- 2.1 Project Overview, 4.8 Centerline AI, and Appendix Y Workshop & Training Summary	D. Jordan
10.24.25	16	Added signature page at end of ART Tool SOW	D. Jordan

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1 OVERVIEW

1.1 Statement of Work

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

This Statement of Work (SOW) includes the services and deliverables specified by the Agreement, including CentralSquare services, third-party products, and services for the implementation of the System and Subsystems specified in the Agreement (collectively the “Project”).

The framework of deliverables documented by this SOW for this Project is further defined through additional documents such as: Operational Scenario Documents (OSD); User and Administrator Documentation and training materials. For additional documentation that will be provided during the implementation, refer to [Appendix F – Sample SOW Documentation](#).

The number and type of software licenses, products, or services provided by CentralSquare is specifically listed in the Agreement and any reference within this document do not imply or convey a software, license, or services that are not explicitly listed in the Agreement.

1.2 Project Overview

The Project shall consist of:

- Migration from Pro Phoenix to CAD Enterprise, Mobile Enterprise (on-premise), and Records Enterprise
- Software included: Message Switch (on-premise), CentralSquare Identity (on-premise), MobileX, CrimeView and FireView, Citizen Reporting, Field Training Online (FTO), and Centerline AI
- Environments: Production, Test/Train (a single environment), Disaster Recovery
- On-premise deployment (Section 4.2)
- Customer provided hardware (Section 4.2)
- Standard interfaces (Appendix B)
- Workshops / Training (Appendix Y)
- CAD and Records data conversion with CentralSquare (Appendix Z)
- Configuration, testing, and Go-Live

1.3 Project Implementation Definitions

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

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

- **Agreement** refers to the CentralSquare Solutions Agreement.
- **API** is an acronym for Application Programing Interface. An API is a connection between computers or between computer programs. It is a type of software Interface, offering a service to other pieces of software. A document or standard that describes how to build or use such a connection or Interface is called an API specification. A computer system that meets this standard is said to implement or expose an API. The term API may refer either to the specification or to the implementation.
- **Change Order** is a collective term for communicating and approving all changes in project scope.
- **Codefiles** are the component fields within each product that define the data to be contained within each table.
- **Disaster Recovery (DR)** is the process of preparing for and recovering from a disaster. An event that prevents a workload or system from fulfilling its business objectives in its primary deployed location is considered a disaster.
- **FBI CJIS Security Policy** means the Federal Bureau of Investigations Criminal Justice Information System Security Policy. The essential premise of the CJIS Security Policy is to provide appropriate controls to protect the full lifecycle of criminal justice information (CJI), whether at rest or in transit. The CJIS Security Policy provides guidance for the creation, viewing, modification, transmission, dissemination, storage, and destruction of CJI.
- **FDD** is an acronym for Functional Design Document, which is a document that will be developed by a Software Engineer for the purpose of documenting customer Interface requirements.
- **Functional Acceptance Test (FAT)** is a test(s) of specific functionality of the Subsystems of the Enterprise System.
- **GIS** is an acronym for Geographic Information System, which is a system for storing and manipulating geographical information on a computer.
- **Go-Live** is defined as the event that occurs when the Customer first uses a Subsystem or an Interface in a live operational environment (i.e., production use).

- **Hardware** means any equipment, computer system, servers, storage devices, peripherals, and any other tangible assets purchased under this Agreement.
- **Installation Service Request (ISR)** documents servers required for the implementation and the servers' Hardware/virtual specifications.
- **Interface** is the integration of a third-party software with CentralSquare software. Contracted deliverable interfaces are described in the [Appendix B – Standard CentralSquare Interfaces](#), in and the Agreement.
- **Operational Scenario Document (OSD)** is a document that provides an operational description of an Interface, capability, or feature within the applicable CentralSquare solution. For standard Interfaces, these documents are standard, published CentralSquare documents and are not specific to any Customer.
- **Post Go-Live** means the event(s) that occurs after the Customer first uses a Subsystem or an Interface in a live operational environment (i.e., production use).
- **Pre Go-Live** means the event(s) that occurs before the Customer first uses a Subsystem or an Interface in a live operational environment (i.e., production use).
- **Project** collectively includes the services and deliverables specified by the Agreement, including CentralSquare services, third-party products, and services for the implementation of the System and Subsystems specified in the Agreement.
- **Project Management Plan** means collectively the Communications Management Plan; Risk Management Plan; and Change Management Plan that provide the criteria for managing those tasks within the Project.
- **Project Schedule** means the mutually agreed upon schedule providing dates and timeframes for completion of tasks and deliverables during the course of this Project. The Project Schedule is subject to change at the mutual agreement of CentralSquare and Customer as further described in this SOW.
- **SME** is an acronym for Subject Matter Expert, an individual with a deep understanding of a particular topic.
- **Subsystem** means each of the applications described in the Statement of Work including its equipment, other Hardware, and software. In most cases, the Subsystem software will share equipment. Applicable Enterprise core applications, e.g., CAD Enterprise and Mobile Enterprise are defined as Subsystems.
- **System** means collectively all Subsystem(s) (e.g., CAD, Mobile) that make up the integrated computer system.
- **System Integration Test (SIT)** is a scenario-based testing event to test the integration and end-to-end functionality of the system.
- **System Planning Guide** provides system administrators and system planners with a single requirements reference.

- **Task Completion Reports (TCR)** is a formal document presented to the Customer that acknowledges completion of a major task or event.
- **Work Hours:**
 - ❖ Business hours are defined as Monday – Friday, 8:00am - 5:00pm (local time)
 - ❖ Default training hours are defined as:
 - Remote Training: Monday - Friday, between 8:00am – 5:00pm (local time) based on the actual duration of the class.
 - Onsite Training: Tuesday – Friday, between 7:00am – 10:00pm (local time) based on the actual duration of the class.
 - Alternate training schedules (e.g., Monday class starts for classes that would normally start on a Tuesday, multiple classes per day, evening, and weekend classes) are subject to additional cost.

1.4 General Customer Responsibilities

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

- a) Electrical facilities – cabling, network communications, telephone, other voice/data connections and peripherals for system workstations and mobiles for production and training use.
- b) Providing information to CentralSquare staff on network infrastructure, including any firewalls within the overall network that the system will operate and necessary port access for the system to operate in accordance with CentralSquare documentation.
- c) The installation, configuration, maintenance (including patch management and upgrades of Microsoft software on workstations and mobiles.
- d) Any Hardware and third-party software or services necessary for implementing the System that is not listed in the Agreement as a CentralSquare deliverable (not listed as a line item in the Solution(s) and Services Fee Schedule of the Agreement). This includes workstations, server Hardware not included with managed server/hosted solutions, network equipment, telephone or TDD equipment, performance test software, Microsoft licenses, Hypervisor licenses, Disaster Recovery software, and services required to extract legacy data and convert into acceptable data formats.
- e) Configuration, maintenance, testing, and supporting the third-party systems that Customer operates, and which will be interfaced with as a part of this project. This project includes the contracted Interfaces listed in [Appendix B – Standard CentralSquare Interfaces](#).
- f) Consoles, furniture, or fixtures as well as any modifications to install equipment used for Systems or Subsystems specified by the Agreement into existing consoles, furniture,

vehicles, or existing facilities. Installation of workstations into consoles, furniture, vehicles or like items, is the responsibility of Customer.

- g) Customer is responsible for providing remote connectivity to CentralSquare for the purpose of installation, configuration, testing, and troubleshooting of any CentralSquare applications at Customer site.
- h) CentralSquare’s approved remote connectivity methods are described in [Appendix J](#).
- i) Connect and configure any third-party Hardware (including but not limited to: bar code scanners, bar code printers, Biometric Fingerprint Scanners, signature pads, and dongles) to Customer workstations, if these services are not explicitly sold in the Agreement.
- j) Active participation of the appropriate personnel with the necessary background knowledge and availability in the Project implementation meetings and working sessions during the course of the Project. Examples of such implementation sessions are workshops, FAT, training, regular Project meetings, discussion regarding Interfaces, network planning, and system installation planning.
- k) The provision of data as requested by CentralSquare must be provided on a timely basis in order to meet the project timelines. This information will be provided in a format requested by CentralSquare staff in accordance with CentralSquare documentation.
- l) When onsite training is purchased, provide a facility with the required computer and audio-visual equipment for training.
- m) Provision of facilities and electrical power for CentralSquare staff while onsite.
- n) The project timeline will require a commitment by Customer staff to attend project meetings, attend training, and execute action items within the mutually agreed upon defined time parameters in the project schedule.

1.5 Project Exclusions

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

- a) Work, software, services, Hardware, Systems, Subsystems, product/software modifications, or any other deliverables not explicitly stated in the Agreement will not be included in the Project.
- b) Any modification to CentralSquare standard products or customizations to such products that are not explicitly stated in the Agreement are excluded from the scope of this Project.
- c) Changes in scope will only be executed through a mutually agreed upon change order process, as described in the Project Management Plan.

- d) CentralSquare is not responsible for the deficiencies in Customer's internal or contracted network to support Enterprise Suite workstations\mobiles.
- e) CentralSquare is not responsible for the deficiencies in Customer's network.
- f) CentralSquare is not responsible for the removal of the old (legacy) equipment, hardware, furniture, consoles, cabling, as part of the Project implementation unless specifically stated in the Agreement and this SOW.
- g) This project does not include creation or modification of GIS data by CentralSquare staff.
- h) CentralSquare is not responsible for coordination, management, or covering the cost of any software, work, customization, coding or testing that is required to be performed by any third-party vendors engaged in the context of standard interfaces, unless the work is defined under a sub-Agreement with CentralSquare within the scope of this Agreement.
- i) CentralSquare is not responsible for the creation or modification of any Crystal Reports, SSRS Reports or other third-party reporting application. This includes changes to connection strings or the migration of custom reports.
- j) CentralSquare is not responsible for submitting NIBRS data to the State. Customer assumes responsibility to take the necessary steps within the Subsystem to submit NIBRS data monthly to the State unless otherwise noted in the Agreement.

2 PROJECT CONTROLLING PROCESSES

2.1 Overview

Project control is the process that includes completing regularly scheduled Project progress meetings and the use of regularly delivered Project progress reports, as well as implementing the processes needed for a Project Management Plan which includes the Communication Management, Risk Management, and Change Management plans.

As part of the controlling processes, CentralSquare utilizes a series of measurements and management reviews to mitigate project risks. Checkpoints or milestones are planned into each phase of the Project to measure performance and determine if the Project is ready for the next phase.

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

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

As part of the controlling process, upon completion of significant milestones and or tasks, CentralSquare will submit a Task Completion Report (TCR) to Customer. The TCR serves as a formal tool for the purpose of verifying with Customer that the work has been performed, services rendered, and products delivered according to the requirements specified within the SOW and/or related documents. For a list of TCR's that will be provided during the implementation, refer to Appendix H - Listing on Non-Payment TCR Milestones.

TCRs are presented to Customer by CentralSquare's Project Manager for signature. Some TCRs may trigger a Project payment, in accordance with the payment terms within the Agreement, Exhibit 1. Upon execution of a TCR that is tied to a Project payment milestone, Customer will receive an invoice from CentralSquare's Accounting Department which must be paid based on the terms and conditions of the Agreement.

The TCR will include the following information:

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

2.1.1. CentralSquare Responsibilities

- a) CentralSquare will prepare and submit TCRs for Customer's signature upon completion of the applicable task.
- b) TCRs that trigger a payment will include the payment amount in accordance with the Agreement payment terms.

2.1.2. Customer Responsibilities

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

2.2 Change Order Process

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

The purpose of the Change Order process is to manage any significant changes to the Project as described in this SOW or related documents as referenced within the SOW. These changes may include but are not limited to a modification to Project scope, standard or custom products' functionality, CentralSquare and Customer's identified roles and responsibilities, Project payment terms, and modifications to the scope or delivery location of services within

the Project. All significant changes must be documented through the Change Order process. The type of documentation needed will depend on the nature and significance of the change.

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

Once the Change Order is generated, Customer Project Manager and CentralSquare Project Manager will review the proposed change and communicate as necessary to answer any questions, and/or work to resolve any issues preventing acceptance of the Change Order by both parties. Upon the approval by both parties the Change Order will be authorized for implementation.

2.2.1. CentralSquare Responsibilities

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

2.2.2. Customer Responsibilities

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

2.3 Project Reporting

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

- a) Accomplishments during the reporting period
- b) Planned upcoming activities

- c) Issues
- d) Risks
- e) Key Action Items

In addition, the CentralSquare Project Manager will provide the following:

- a) Bi-weekly status calls
- b) Monthly status report and schedule updates

2.3.1. CentralSquare Responsibilities

- a) Provide a written report of Project status once a month.
- b) Provide a meeting agenda in advance of the monthly status call to review the monthly status report.
- c) Track issues and action items to closure.
- d) Conduct status calls every two (2) weeks.
- e) Provide a meeting agenda in advance of the bi-weekly status call.
- f) Maintain an up-to-date Project Schedule.

2.3.2. Customer Responsibilities

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

2.4 Document Review

In the course of the Project, CentralSquare will deliver several documents to the Customer for review. These documents will include but are not limited to the Functional Acceptance Test procedures, Project Schedule, OSD, and training materials for the Project. For additional documentation that will be provided during the implementation, refer to [Appendix F – Sample SOW Documentation](#). Approved documents are returned to the CentralSquare Project Manager. All documents will be provided via electronic copy. If Customer desires printed (hard copy) documentation, it is their responsibility to print and bind the desired copies. The CentralSquare Project Manager will retain a copy and provide the Customer with a copy.

Should the Customer find any document unacceptable, Customer must provide specific reasons in writing to the CentralSquare Project Manager. CentralSquare can then assess any

required corrective measures and make revisions or modifications to provide acceptable documents within a mutually satisfactory timeframe.

In order to ensure compliance with the Project Schedule, Customer is responsible for the review of such documents and providing any comments to CentralSquare within seven (7) business days.

2.4.1. Documents Subject to Customer Approval (signature)

- a) Change Orders
- b) Functional Description Document (FDD)
- c) Functional Acceptance Test procedure documents
- d) Task Completion Reports (TCR)

2.5 Documents Subject to Customer Review not Requiring a Signature

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

- a) Operational Scenario Document (OSD) for Standard Interfaces
- b) Status Reports
- c) Project Schedule

2.5.1. CentralSquare Responsibilities

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

2.5.2. Customer Responsibilities

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

- c) The City can make comments on all documents including disagreement or non-approval of a statement in the report.

2.6 Third Party Management

CentralSquare will be responsible for the management of third parties that have been identified as Subcontractors within the Agreement.

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

2.6.1. CentralSquare Responsibilities

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

2.6.2. Customer Responsibilities

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

3 PROJECT INITIATION AND PLANNING

3.1 Overview

Project initiation and planning involves gathering the necessary Project specific information in order to produce a Project Management Plan and a Project Schedule. In short, project planning consists of those processes designated to establish when and how the Project will be implemented while further elaborating on project deliverables. Most of the information exchange between Customer and CentralSquare during this process is at a level to be determined between both Project Managers and a small group of Project stakeholders.

Major deliverables for the project planning phase are the specific Project Management Plans, and a baseline Project Schedule.

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

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

3.1.1. CentralSquare Responsibilities

- a) Produce required documentation to support initiation activities (such as Operational Scenario Document (OSD), etc.).
- b) Identify and engage the CentralSquare Project team responsible for carrying out project execution.
- c) In collaboration with Customer, develop the Project Management Plan (includes the Communication Management Plan, Risk Management Plan, and Change Management Plan).
- d) Baseline the Project Schedule.
- e) Prepare and submit the TCRs for Customer acceptance of the Project Management Plan as defined above.

3.1.2. Customer Responsibilities

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

3.2 Project Kickoff

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

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

3.2.1. CentralSquare Responsibilities

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

3.2.2. Customer Responsibilities

- a) Work with the CentralSquare Project Manager to facilitate scheduling a date for the kickoff meeting.

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

4 PROJECT EXECUTION

4.1 Overview

Project execution focuses on the development and delivery of project deliverables, processes will be iterative and consist of 1) a review of deliverable documents; 2) development, configuration, installation, and testing of software deliverables, and 3) delivery of Project related services such as project related training. These processes are iterative in nature with a number of checkpoints to evaluate project progress. Each deliverable has a closing process which consists of specific completion criteria. These deliverable closing processes are independent from the closing process of the Project.

All installation and configuration of Hardware, as well as CentralSquare software upgrades for this project will be performed remotely.

Training is a structured program designed to equip the Customer's staff with the necessary skills and knowledge for effective software utilization.

4.2 System Installation

Overview: System installation is one of the early processes in the Project implementation phase and has a significant impact on and critical dependency on several key activities. On-premise Hardware provisioning is the responsibility of the Customer. Installation of CentralSquare software on on-premise Hardware is the responsibility of CentralSquare.

4.2.1.1 On-Premise Components:

The administration services of the on-premise environment is the responsibility of the Customer, including support, operation, and maintenance of the underlying infrastructure.

As long as Customer meets or exceeds CentralSquare's minimum mandatory technical requirements for the CAD/Mobile Enterprise system, Customer's use of existing or self-purchased physical infrastructure will not have adverse impact on CentralSquare's provision of system support and maintenance as set forth in the support and maintenance provisions of the Agreement.

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

4.2.2. Review Hardware Specifications (On-Premise Components)

The review of Hardware specifications is a review of the requirements for any on-premise components, be they servers, workstations, or peripherals. The review process is intended to function as an informational exercise for the Customer for any on-premise Hardware sizing.

4.2.2.1 Customer Procured Server Hardware:

CentralSquare will provide Customer with a Hardware sizing document listing the Hardware and third-party software specifications required for this Project. CentralSquare will provide an overview of deployment recommendations for the CAD and Mobile Enterprise to the Customer. CentralSquare and Customer will review the supplied Hardware specifications and third-party software specifications with the Customer. While CentralSquare supports Customer's procuring their own hardware, CentralSquare does not offer pre-emptive certification or vetting of third-party hardware or infrastructure, including the reverse engineering of third-party Hardware quotes or Bill of Materials.

4.2.2.2 Workstation and Peripheral Hardware:

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

4.2.2.3 CentralSquare Responsibilities

- a) Provide Hardware sizing/third party-software documentation to Customer prior to the review meeting.
- b) Provide System Planning Guide to Customer prior to the review meeting.
- c) Schedule and participate in review meeting.

4.2.2.4 Customer Responsibilities

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

4.2.3. Procurement/Allocation of Hardware and Third-Party Software (On-Premise Components)

There is no net new Hardware purchase associated with the Agreement by CentralSquare or the Customer. This task represents the allocation of existing resources for on-premise components by the Customer.

4.2.3.1 CentralSquare Responsibilities

- a) None.

4.2.3.2 Customer Responsibilities

- a) The Customer is responsible for the procurement of Hardware and third-party software based on the specifications from the Hardware and third-party software review.

4.2.4. Basic Server Integration (On-Premise)

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

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

To begin the software installation phase CentralSquare must have Customer-authorized remote connectivity to the servers, documentation of server names, IP addresses, administrator account information (username, password), services account information, and the location of third-party software media (such as SQL).

If the connectivity, servers, server details, accounts, and media are not ready two (2) weeks prior to the scheduled installation, the Project may need to be rescheduled, which may have an impact on the overall Project timelines.

4.2.4.1 Customer Provided Basic Server Integration:

Customer will perform basic server integration for all on-premise servers.

The site must be prepared and ready for the installation of CentralSquare software as detailed in CentralSquare's documentation including the System Planning Guide

no later than two (2) weeks prior to the scheduled installation date. Delay in providing this information in its complete form will result in a delay in the installation and the activities that follow installation of the System.

4.2.4.2 CentralSquare Responsibilities (Customer provided Basic Server Integration)

- a) Host a technical kickoff meeting to review the requirements for installation including the Installation Service Request (ISR) Document.
- b) Distribute the Installation Service Request (ISR) document to Customer.
- c) Assist Customer in completing the ISR.
- d) Review the completed ISR prior to the installation.
- e) At least one (1) week prior to installation, a member of the CentralSquare Technical Services team will verify: (1) connectivity to Customer site via CentralSquare's remote support solution, (2) connectivity to each of the servers, and (3) access to all required security accounts.
- f) Prepare and submit a TCR for Customer review and approval upon completion of these activities.

4.2.4.3 Customer Responsibilities (Customer provided Basic Server Integration)

- a) Have appropriate subject matter experts attend the technical kickoff meeting.
- b) Provide the facility suitable to house server Hardware and network infrastructure.
- c) Have a member of Customer's IT staff available while software/network configuration is being performed.
- d) Provide all horizontal and vertical cable runs, pathways, coring, access points, floor cutting or drilling, and related tasks related to cable and equipment installation.
- e) Provide all external Interface connection points, electrical power and other receptacles within manufacturer recommended distance of the equipment and all peripheral components.
- f) Provide electrical facilities (e.g., outlets, generator, and other electrical infrastructure facilities) required for this project, including necessary maintenance.
- g) Provide cabling (e.g., power, network, Interface, and other electrical and data transmission lines) required for this project, including necessary maintenance. All lines will be clearly identified and tested.

- h) Provide and install all data communication equipment, switches, routers, and other components necessary for system operation and maintenance, connection to remote sites to other systems, and to other agencies.
- i) Provide network/communications connections (e.g., LAN/WAN, commercial wireless, telephone, VPN, and other voice/data connections), and maintain ongoing network/communications charges associated with installation, operation, or support of the proposed system including the establishment and maintenance of security accounts.
- j) Configuration and/or programming of network routers, switches, and bridges – this includes providing information to CentralSquare staff on any firewalls within the overall network that the system will operate and necessary port access for the system to operate in accordance with CentralSquare documentation.
- k) Provide TCP/IP communications and connection to the server equipment for any existing networks, workstations, mobiles, and printers that are to have access to the CentralSquare applications.
- l) Obtain all necessary IP addresses and schemes.
- m) Perform basic server integration including, but not limited to:
 - i. Installation of servers in applicable racks.
 - ii. Connecting servers to network switches.
 - iii. When deploying a SAN, configure the applicable RAID configuration, create the LUN(s), and present them to the physical or virtual servers.
 - iv. Installation and configuration of the virtual environment.
 - v. Creation of virtual machines
 - vi. Assign server names and IP addresses to virtual machines
 - vii. Install operating system software, perform Windows Genuine Advantage validation, and install all Windows updates.
 - viii. Provision of domain and/or joining servers to an existing Customer domain.
 - ix. Enable and configure DNS, enable, and configure DHCP if required.
- n) Installation of CentralSquare prerequisite software.
- o) Create and maintain any local, third party or public SSL certificates for the on-premise servers which require them, per CentralSquare documentation.
- p) Allow and establish CentralSquare access to all system administrative accounts on all servers running CentralSquare licensed software.

- q) Gather all necessary configuration documentation which includes machine naming, IP addresses, administrator account information, service(s) account information, naming convention, and connectivity as prescribed in the Installation Services Request (ISR) and return the ISR to CentralSquare.
- r) Provide CentralSquare with a high-level network diagram. The diagram should be provided prior to CentralSquare installation.
- s) Install all workstations and peripheral equipment, including scanners, printers, barcode readers, etc.
- t) Approve the applicable TCR.

4.2.5. System Installation (On-Premise)

CentralSquare Technical Services Engineers will perform the CentralSquare software installation. These services will be performed remotely and include installation of the contracted CentralSquare products as specified in the basic server integration portion of the project.

These installation activities will be coordinated between CentralSquare and Customer. CentralSquare will host a technical handoff meeting with the Customer to advise on ongoing maintenance of the on-premise system.

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

4.2.5.1 Prerequisites for this Task:

- a) Completion of basic server integration task
- b) Completed ISR
- c) Completed high-level network diagram
- d) Provision and testing of remote access and server user accounts
- e) Location of SQL installation media and keys
- f) Provision of SSL certificates

4.2.5.2 CentralSquare Responsibilities

- a) Install and configure Microsoft SQL to operate with each of the applicable CentralSquare products.

- b) Install and configure the applicable CentralSquare systems on the designated servers and applicable environments as specified in the Agreement.
- c) Provide verbal support to Customer with self-installation procedures for the workstations.
- d) After completion of the initial installation and configuration of each major System (such as CAD and Mobile Enterprise servers), a member of Technical Services team provides a technical handoff meeting to the designated staff from Customer's Information Technology team via a conference call. The following major topics will be discussed during this technical handoff:
 - i. Proper procedures for performing system backups
 - ii. File structure – inclusions and exclusions
 - iii. Databases
 - iv. Moving backups to media
 - v. Procedures for refreshing test/training system (and related documentation)
 - vi. Approved configuration and use of virus scan software
 - vii. Approved procedure for application of Windows updates
 - viii. System upgrade process and procedures
 - ix. Support website and CentralSquare list server access
 - x. Managing/reviewing system logs (SQL and Event Logs)
- e) Provide a Network Layout diagram of the installed servers.
- f) Provide a list of network ports and protocols utilized for the purpose of securing the system.
- g) Prepare and submit a TCR upon completion of the installation tasks and activities.

4.2.5.3 Customer Responsibilities

- a) Allocate appropriate onsite Project personnel to support CentralSquare personnel during configuration tasks as necessary and designate a primary point of contact to be available to address and answer questions that arise during the installation of the baseline application software. Appropriate Customer personnel include the necessary IT personnel and database administrator(s) as needed during installation.
- b) Customer is responsible for making the SQL media and license keys available to CentralSquare for installation.

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

4.2.5.4

Disaster Recovery Provisioning (On-Premise)

Disaster Recovery subscription is provided per product for any on-premise Disaster recovery solution. The subscription is for the right to use the software in a disaster scenario and is listed for each product in the pricing. Disaster Recovery is intended for core on-premise production system recovery and does not extend to replicated reporting systems or test/training systems.

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

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

In the event where there is a significant failure of the primary server infrastructure, the Disaster Recovery environment allows staff to connect to a Disaster Recovery System located at a remote location to continue operations. This scenario is

particularly applicable in situations that involve power and/or network outages, facility failure, and lack of access to the primary server environment.

The synchronization between primary and the Disaster Recovery server requires CentralSquare approved third-party Disaster Recovery software product(s). The Customer will be using the built in Disaster Recovery functionality with Nutanix and will be responsible for documenting the procedure and training any staff necessary for the failover operation.

CentralSquare Technical Services staff will be available for one (1) failover and failback operation as part of this engagement.

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

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

If the Customer's preference is to have multiple failover and failback tests with CentralSquare involvement, this can also be accommodated with a Change Order.

All failover and failback tests are to take place in the pre-production environment. If a Post Go-Live failover and failback test is required, this will need to be specifically contracted for.

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

Contracted Disaster Recovery services include:

- Quantity of (one) 1 failover/failback test to be conducted one (1) year after Go-Live for CAD Enterprise.
- Quantity of (one) 1 failover/failback test to be conducted one (1) year after Go-Live for Records Enterprise.

4.2.5.5

SQL AlwaysON and Windows Clustering Three Node Solution

CentralSquare will deploy a three (3) node Windows Server Failover Cluster to protect the CAD Database server and its event service. CentralSquare will deploy a DFS Namespace to protect the CAD file share. The Inform file share and Event Services will be installed on the same servers as the SQL AlwaysON Availability Group cluster.

CentralSquare will deploy a SQL AlwaysON three (3) node Availability Group cluster in the production and Disaster Recovery environments for Enterprise CAD HA and DR. Message Switch, CIM and Mobile databases may be migrated to the cluster per the scope above and compatibility at the time of the project kick off. Automatic failover will be configured for the Hot Standby server. Manual failover will be configured for the DR Server.

Workstations and business servers will connect to the AlwaysON Listener for database connections and the Namespace for file share mapping.

CentralSquare will deploy a three (3) node Windows Server Failover Cluster to protect the CAD Application server.

Requirements:

SQL Enterprise licensing is required for SQL AlwaysON for CAD. Licensing guidance is below.

Server	License Requirements
Production SQL	License 4 Cores
Secondary SQL	Included with Software Assurance
DR SQL	Included with Software Assurance
Summary:	SQL Enterprise Licenses = 2 (2 core packs) with Software Assurance.

Microsoft licensing requirements change from time to time. This information serves as guidance which should be verified at the time of purchase with a Microsoft licensing specialist if purchasing independently of CentralSquare. This guidance assumes a CAD SQL Server utilizing 4 cores. If more cores are utilized, then the license requirements factor up accordingly.

SQL Server licensing is not included.

It is the Customer's responsibility to maintain a Microsoft account for license management.

Non-clustered servers (Interface servers, Web servers, Mobile etc.) will need to utilize a virtual machine level replication solution alongside the clustering approach. Licensing and deployment services for this solution are not included in this scope.

4.3 Implementation of CentralSquare Identity

Once the software installation is complete, the CentralSquare Technical Services Engineer and Consultants will configure the CentralSquare Identity instance in each environment that will provide identity management and authentication services for the Enterprise Suite applications (supported subsystems are CAD, Mobile, and Message Switch).

4.3.1. CentralSquare Identity Configuration

Major Task	Description
Overview	CentralSquare, with the participation of the Customer, will configure CentralSquare Identity with roles. Mapping of subsystem roles to CentralSquare Identity roles. Linking the role mappings within CentralSquare Identity. Active Directory integration for each Active Directory domain which is to be integrated with CentralSquare Identity. Importing/associating subsystem users with CentralSquare Identity users.
Customer Participants	Administrators of the subsystem applications. Participants must be able to make decisions regarding configurations in the system for the applications. Testing of configurations deployed by CentralSquare.
Training	For CAD Enterprise, CentralSquare Identity is covered in the Operational and Administrative Review (OAR) workshop.
Output	User management will be centralized to the CentralSquare Identity application. Users will be able to use one (1) user account to access each of the systems.

4.3.1.1 CentralSquare Responsibilities

- Configure the CentralSquare Identity instance in each environment.
- Schedule the working sessions in accordance with Customer's availability and the Project Schedule.
- Conduct the working sessions based on the schedule and provide assignments as necessary to Customer.

- d) Ensure the module is functioning per the configuration.
- e) Prepare and submit a TCR upon completion of the deliverable.

4.3.1.2 Customer Responsibilities

- a) Ensure participation of appropriate personnel for each scheduled activity.
- b) Complete all assignments on a timely basis.
- c) Review and approve the applicable TCR.

4.4 Implementation of Enterprise System Interfaces

4.4.1. Enterprise Standard Interfaces - Implementation Overview

Standard interfaces to be implemented (and designated environments) for this project are listed within the Agreement and [Appendix B](#) of this SOW.

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

Standard Interfaces are deployed in the pre-production environment (which becomes production at Go-Live).

Disaster Recovery Interfaces for on-premise systems are also licensed in the Agreement and listed in [Appendix B](#) of this SOW.

The Disaster Recovery system for on-premise Systems will include licensed Disaster Recovery Interface configurations if the Interface servers are replicated at a virtual machine level, with the assumption that no re-configuration needs to occur to either the CentralSquare or third-party end points as a result of a failover.

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

Major Task	Description
Schedule	Standard Interfaces are replicated for Disaster Recovery with no end point configuration changes. CentralSquare and Customer will conduct Interface implementation tasks as indicated in the approved Project Schedule. Applicable code tables and configurations that must be built as part of the overall Project Schedule as a prerequisite for Interface deployment and/or testing will be detailed by the OSD.

Functional Review	Review of standard Interface functional specifications with CentralSquare, Customer's Subject Matter Expert (SME), and third-party vendor to review the Operational Scenario Document (OSD).
Installation and Configuration	CentralSquare will install the Interface, configure and dry-run test the Interface.
Functional Acceptance Testing	CentralSquare will complete functional testing of the Interface with Customer and third party using a Functional Test document based solely on the OSD. Customer notates the Functional Test document to indicate which tests passed or did not pass based on the OSD. Any exceptions are resolved and re-tested.
Sign Off	Customer signs off on each Interface via a Task Completion Report (TCR) upon completion of Functional Test.
Go-Live	The interfaces are brought into production during system Go-Live.

4.4.1.1 CentralSquare Responsibilities

- a) Review Interface OSD with Customer for each standard Interface.
- b) Prepare and submit a TCR to Customer documenting the delivery/review of the OSD.
- c) Assist with detailing configuration options for the Interface.
- d) Install, configure and pre-test each Interface based on the agreed-upon configurations.
- e) Assist Customer and third-party vendors to complete functional testing in accordance with Functional Test document. CentralSquare is not responsible for configuration of third-party systems.
- f) Prepare and submit a TCR documenting completion of Functional Test including any exceptions.
- g) Resolve Functional Test issues and re-run tests to confirm they have been resolved.

4.4.1.2 Customer Responsibilities

- a) Participate in the review of OSDs for each standard Interface.

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

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

Customer is responsible for any services or software needed from third party systems to allow for interaction with the third-party system, or for connection to CentralSquare software in the absence of a third-party API. CentralSquare is not responsible for cost associated for the API, any required third-party lab or certification testing, cost associated with required programming, custom work by third party vendors, or any license fees that may be required by third party vendors. No third-party Interface software will be installed on CentralSquare servers.

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

4.5 Implementation of CAD Enterprise

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

4.5.1. CAD Enterprise Implementation Process Overview

Major Task	Description
Workshops	CentralSquare and Customer will conduct workshops as indicated in Appendix Y .
Base System Build	After initial build by CentralSquare, Customer assumes ownership of building and maintaining Codefiles.
Functional Acceptance Testing	Conducted prior to the start of End User training.
Training	As indicated in Appendix Y .
Go-Live	The application is brought into production use.

4.5.2. CAD Enterprise Base System Build

Major Task	Description
Overview	Initial Codefile review and build by CentralSquare Consultant with active participation by Customer via periodic remote review sessions. CentralSquare Consultant will configure the System hierarchy based on call flow and operational processes as defined in the SMS (System Module Setup) worksheet.
Customer Participants	CAD Administrators and core members of Customer implementation team who can address key points and make configuration decisions while participating in the Codefile building process.
Output	CentralSquare Consultant completes the base Codefile entry to a level that allows for evaluation of call flow and incident management functions, including: call-taking layout, system hierarchy, incident numbering, Incident/Unit displays.

	Validation via the Codefile building confirms completion of setup, limits the risk of rework, and ensures understanding of how information will translate for usage within CAD Enterprise. Some Codefiles that require local knowledge of the geography and physical location of business and high-risk areas of the community (such as response plans, premises, and caution note/hazard information) cannot be built by CentralSquare. Customer assumes responsibility for entering and geo-verifying some Codefile elements such as premises. The CentralSquare Consultant will provide consultation services throughout the project. The Customer can email/communicate directly with the Consultant. Please note that they may be traveling, onsite with other clients, participating in conference calls, etc. but they will assist you as soon as they are available.
Prerequisites	Completion of and receipt of requested Codefile data from Customer's completed SMS (System Module Setup) worksheet.

4.5.2.1 CentralSquare Responsibilities

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

4.5.2.2 Customer Responsibilities

- a) Provide timely input and updates to the SMS (System Module Setup) worksheet to support Codefile building timelines.
- b) Participate in the Codefile validation conference call.
- c) Continue building System Codefiles (those not built by CentralSquare).

4.5.3. Geographical Information Services

4.5.3.1 Data Evaluation

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

Note: *The one-time GIS data evaluation by the CentralSquare Analyst only applies to custom map conversion of Customer-supplied data.*

4.5.3.1.1 CentralSquare Responsibilities

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

4.5.3.1.2 Customer Responsibilities

- a) Provide the required GIS data in the required format, and per Project Schedule.
- b) Based on the Analysis Report provided by CentralSquare, make requested changes to mapping data to meet CentralSquare's GIS data requirements.
- c) Review and approve the appropriate TCR.

4.5.3.2 GIS Conversion and Mapping Configuration

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

Standard layers are limited to the following:

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

g) County Boundaries

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

4.5.3.2.1

CentralSquare Responsibilities

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

4.5.3.2.2

Customer Responsibilities

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

4.5.3.3 GISLink Utility Training

Major Task	Description
Overview	CentralSquare will provide hands-on training in usage of the GISLink and other GIS utilities. GISLink is a CAD Enterprise utility that consolidates GIS data-related tools for maintaining and using GIS data in CentralSquare products. The class prepares Customer personnel to import and manage existing GIS data used in CAD and Mobile Enterprise.
Customer Participants	GIS Administrator(s). Participants should not exceed four (4) per class.
Output	Students will learn how to use the GISLink utility to manage GIS data in CAD Enterprise.
Prerequisite	System installation to include GIS-related components and initial map installation to include at least one CAD Enterprise console with the GISLink utility installed on it. GIS knowledge and background; familiarity with ESRI tools.

4.5.4. CAD Enterprise Workshops

After the CAD Enterprise Operational Review workshop has been completed, CentralSquare will conduct the remaining CAD Enterprise workshops as noted in Appendix Y. Workshops are an extension of the operational review and are specified in the Agreement.

Refer to [Appendix Y - Workshop and Training Summary](#) for a complete listing applicable to this project.

4.5.4.1 CentralSquare Responsibilities

- a) Schedule workshops in accordance with Customer's availability and the Project Schedule.

- b) Prepare and distribute the meeting agendas and documents for Customer review or completion prior to each workshop.
- c) Conduct workshops based on the distributed agenda.
- d) Prepare and submit a TCR upon completion of the workshop.

4.5.4.2 Customer Responsibilities

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

4.5.5. CAD Enterprise Functional Acceptance Testing (FAT)

Major Task	Description
Overview	Customer leads and CentralSquare will assist with FAT, which is an activity occurring one time prior to End User training and Go-Live. Central Square's FAT is conducted for the first phase going into production and is not repeated for subsequent phases. The Customer can choose to complete on their own additional testing sessions as deemed necessary, after the Functional Acceptance Testing event with CentralSquare is completed. CentralSquare acknowledges the Customer will continue to configure the system subsequent to the CentralSquare FAT. CentralSquare may organize, at its discretion, separate breakout FAT sessions for subsections of the Functional Test documents that are applicable only to one agency (for example, applicable only to Law or Fire agencies). Each test will be executed once, and applicable users and agencies must attend the FAT session and conduct the tests. The FAT process consists of running standard tests in a format designed to verify the functionality of CAD Enterprise. Functional Test documents are submitted and approved by the Customer prior to testing in acknowledgement that the test scenarios will be used to validate CAD functionality and assessment of features. Test sign off is a precursor to administration of the FAT. Following the completion of the FAT, any failure will be classified based on the following criteria:

	- Go-Live Issues: Issues in the subsystem identified during FAT with contractually required functionality that must be corrected prior to Go-Live. CentralSquare will research such identified issues and propose a plan for resolution. Go-Live Issues will be corrected prior to Go-Live. - Post Go-Live Issues: Issues in a subsystem with contractually required functionality that can be corrected after Go-Live. Customer and CentralSquare will mutually agree these issues may be addressed after Go-Live. CentralSquare will provide an estimated date for resolution of the issue Post Go-Live Completion of the Functional Test does not constitute final system acceptance.
Customer Participants	Key members of the implementation team familiar with CAD Enterprise from various agencies and/or PSAPs.
Duration	As noted in Appendix Y – Workshop and Training Summary .
Output	Upon completion, Customer’s CAD Enterprise system is acknowledged as having completed pre-production acceptance. Customer and CentralSquare will review FAT exceptions (if any), perform an assessment, and determine the timeline for remedying the exceptions (Go-Live versus Post Go-Live). CentralSquare will not train Customer’s end users until the FAT has been conducted and TCR signoff has been received. Customer, with CentralSquare assistance as needed, will repeat failed test(s) following correction of issues that caused the test(s) to fail. A full retest of the System will not be conducted by CentralSquare. The Customer can retest the system as needed after the Functional Acceptance Testing event with CentralSquare is completed. If the Customer encounters an issue during their own testing, while they are in the system, during a workshop- whatever the scenario may be- they would report the issue to their Consultant and Project Manager for review. After review, the Consultant will open a Salesforce case/ticket, if necessary. This is the process that is followed throughout the implementation.

4.5.5.1 CentralSquare Responsibilities

- a) Deliver CentralSquare’s standard FAT document to Customer for review no later than two (2) weeks prior to conducting the FAT.
- b) Provide a TCR to Customer to approve receipt of FAT documents and content thereof.
- c) Assist Customer in conducting FAT.
- d) Identify and document exceptions and passes to determine timeline to remedy exceptions (Go-Live versus Post Go-Live).
- e) Upon completion of the FAT, provide a TCR to the Customer for review and approval. FAT exceptions will be documented in the TCR.
- f) Schedule follow-up testing for validation of exceptions after correction and confirm/document the results via TCR.
- g) Provide a final TCR to Customer to confirm resolution of all Go-Live exceptions.

4.5.5.2 Customer Responsibilities

- a) Complete all predecessor tasks to include the base system installation and Codefile build required to conduct the FAT.
- b) Provide adequate environment to conduct the FAT.
- c) Review and signoff on the FAT test documents no later than one (1) week prior to commencement of the FAT via TCR.
- d) Lead the FAT by providing operational SME’s with the authority to provide validation of the tests have passed. It should be noted that this is not a training exercise so SME’s should have system knowledge.
- e) Assist CentralSquare in documenting FAT results.
- f) Review and approve the applicable TCRs.

4.5.6. CAD Enterprise Training

CAD Enterprise Training is conducted on consecutive weekdays during business hours. Alternate training schedules (e.g., Monday class starts for classes that would normally start on a Tuesday, multiple classes per day, evening, and weekend classes) are subject to additional cost.

Training classes are conducted based on the quantities specified in the Agreement. The appearance of a course description in this Statement of Work does not mean a course will be conducted – it must be listed in the Agreement. Refer to [Appendix Y - Workshop and Training Summary](#) for a complete listing applicable to this project.

The training classes related to CAD Enterprise and its subsystems are classified into three general groups:

Classes dependent upon specific Customer configurations and requirements; therefore, conducted on Customer's System after completion of the Functional Test and in preparation for Go-Live. CAD Enterprise Call Taker/Dispatcher User Training Course are examples.

Classes such as GISLink are delivered to a specialized group within Customer's team throughout the Project to assist with implementation and maintenance of the System.

Classes such as System Administration training that are not dependent upon Customer configurations and are generic in nature. This class is offered online and is conducted through a virtual lab.

CentralSquare permits the recording of end-user training sessions, including "Train the Trainer" events. Prior to any recording, [Appendix I – CentralSquare Connectivity to Enterprise On-Premise Systems](#) must be completed and submitted. The agreement only needs completed one time even if there are multiple trainings recorded.

The Customer acknowledges that any recorded content is applicable only to the version of the application in use at the time of recording. It is the Customer's responsibility to provide, set up, and dismantle all recording equipment used during the sessions.

Refer to [Appendix Y - Workshop and Training Summary](#) for a complete listing applicable to this project.

4.5.6.1 CentralSquare Responsibilities (For All CAD Enterprise Training)

- a) Conduct training in increments of one (1), eight (8) hour days.
- b) Provide feedback to Customer supervision as to the progress of the students.
- c) Prepare and submit a TCR upon completion of each type of training.

4.5.6.2 Customer Responsibilities (For All CAD Enterprise Training)

- a) Provide adequate environment for the execution of the training.
- b) Provide a supervisor for each class to respond to Customer-specific questions.
- c) Review and approve the applicable TCRs.

4.6 Implementation of Mobile Enterprise

4.6.1. Implementation Process Overview

Major Task	Description
Overview	CentralSquare Consultant will complete Mobile configuration options based on related options in CAD Enterprise and Mobile Configuration worksheet once servers are installed at Customer site. The same configurations are used as a base for the Functional Test document. Conversion and import of Mobile map and layers needed for Go-Live are also completed. All activities are performed remotely.
Customer Participants	CAD/Mobile Administrators and core members of Customer implementation team who can address key points and make decisions to complete Mobile System configuration.
Output	Completed Mobile configuration. The CentralSquare Consultant will provide ongoing consultation services.

4.6.2. MobileX Enterprise Configuration

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

4.6.2.1 CentralSquare Responsibilities

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

4.6.2.2 Customer Responsibilities

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

4.6.3. Mobile Enterprise Functional Acceptance Testing

Major Task	Description
Overview	Customer leads and CentralSquare will assist with FAT, which is an activity occurring in conjunction with the CAD FAT and prior to End User training and Go-Live. Since the focus of the FAT is functionality of the System but not a validation of Codefiles, it is not necessary that Mobile is completed prior to conducting the Functional Test. The Customer can choose to complete on their own additional testing sessions as deemed necessary, after the Functional Acceptance Testing event with CentralSquare is completed. CentralSquare acknowledges the Customer will continue to configure the system subsequent to the CentralSquare FAT. The FAT process consists of running standard tests in a format designed to verify the functionality of Mobile Enterprise. Functional Test documents are submitted and approved by Customer prior to testing in acknowledgement that the test scenarios will be used to validate Mobile functionality and assessment of features. Test sign off is a precursor to administration of the Functional Test. Following the completion of the Functional Acceptance Test, any failure will be classified based on the following criteria: • Go-Live Issues: Issues in the subsystem identified during Functional Acceptance Testing with contractually required functionality that must be corrected prior to Go-Live. CentralSquare will research such

	identified issues and propose a plan for resolution. Go-Live Issues will be corrected prior to Go-Live. Post Go-Live Issues: Issues in a subsystem with contractually required functionality that can be corrected after Go-Live. Customer and CentralSquare will mutually agree these issues may be addressed after Go-Live. CentralSquare will provide an estimated date for resolution of the issue Post Go-Live. Completion of the Functional Test does not constitute final system acceptance.
Customer Participants	Key members of the implementation team familiar with Mobile Enterprise.
Duration	As noted in Appendix Y – Workshop and Training Summary .
Output	Upon completion, Customer’s Mobile Enterprise system is acknowledged as having completed pre-production acceptance. Customer and CentralSquare will review Functional Test exceptions (if any), perform an assessment, and determine the timeline for remedying the exceptions (Go-Live versus Post Go-Live). CentralSquare will not train Customer’s end users until the FAT has been conducted and TCR signoff has been received. Customer, with CentralSquare assistance as needed, will repeat failed test(s) following correction of issues that caused the test(s) to fail. A full retest of the System will not be conducted by CentralSquare. The Customer can retest the system as needed after the Functional Acceptance Testing event with CentralSquare is completed. If the Customer encounters an issue during their own testing, while they are in the system, during a workshop- whatever the scenario may be- they would report the issue to their Consultant and Project Manager for review. After review, the Consultant will open a Salesforce case/ticket, if necessary. This is the process that is followed throughout the implementation.

4.6.3.1 CentralSquare Responsibilities

- a) Deliver CentralSquare’s standard Functional Test documents to Customer no later than two (2) weeks prior to conducting the Functional Test.

- b) Provide a TCR to Customer to approve the receipt of the Functional Test documents.
- c) Install at least one Mobile client (device) to conduct the Functional Test.
- d) Assist Customer in conducting the Functional Test.
- e) Identify and document any exceptions discovered during the Functional Test.
- f) Upon completion of the Functional Test, provide a TCR to Customer for review and approval. Functional Test exceptions will be documented in the TCR.
- g) Schedule follow-up testing for validation of exceptions after correction and confirm/document the results via TCR.
- h) Provide a final TCR to Customer to confirm resolution of all Go-Live exceptions.

4.6.3.2 Customer Responsibilities

- a) Complete all predecessor tasks to include the base system installation and Codefile build required to conduct the Functional Acceptance Test.
- b) Provide adequate environment to conduct the Functional Test.
- c) Review and sign off on the Functional Test document, via TCR, no later than one (1) week prior to commencement of the Functional Test.
- d) Lead the Functional Test by providing operational Subject Matter Experts with the authority to provide validation that the tests have passed.
- e) Assist CentralSquare in documenting Functional Test results.
- f) Review and approve the applicable TCRs.

4.6.4. Mobile Enterprise Training

Mobile Enterprise Training classes are conducted based on the quantities specified in the Agreement and are conducted on consecutive weekdays during business hours. Alternate training schedules (multiple classes per day, evening, and weekend classes) are subject to additional charge. Training classes will only be delivered after the Functional Test has been completed and the results are documented and approved via TCR.

CentralSquare trains a small group of trainers/users, who then train the remainder of field users.

CentralSquare permits the recording of end-user training sessions, including "Train the Trainer" events. Prior to any recording, [Appendix I – CentralSquare Connectivity to Enterprise On-Premise Systems](#) must be completed and submitted. The agreement only needs completed one time even if there are multiple trainings recorded.

The Customer acknowledges that any recorded content is applicable only to the version of the application in use at the time of recording. It is the Customer's responsibility to provide, set up, and dismantle all recording equipment used during the sessions.

Refer to [Appendix Y - Workshop and Training Summary](#) for a complete listing applicable to this project.

4.6.4.1 CentralSquare Responsibilities

- a) Schedule training classes.
- b) Conduct training classes.
- c) Prepare and submit a TCR to Customer upon completion.

4.6.4.2 Customer Responsibilities

- a) Schedule appropriate Customer staff to attend training.
- b) Provide adequate environment for the execution of training to include seating for each workstation and an overhead projector.
- c) Review and approve the applicable TCRs.

4.7 Implementation of Records Enterprise

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

Prior to the workshops being conducted, a mutually agreed upon date will be established for a one-time remote product demonstration.

4.7.1. Records Enterprise Implementation Process Overview

Major Task	Description
Pre-Configuration Questionnaire	Initial activity to kick off work on deliverable.
Workshops	CentralSquare and Customer will conduct workshops as indicated in the approved Project Schedule.
Base System Build	After Records Enterprise Administration and Review Training, Customer assumes ownership of building and maintaining modules and templates.
Functional Acceptance Testing	Conducted prior to the start of End User Training.
Training	As indicated in the approved Project Schedule.
Go-Live	The application is brought into production use.

4.7.2. Records Enterprise Pre-Configuration Questionnaire

Major Task	Description
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Overview	The Pre-Configuration Review is a forum that provides CentralSquare and the client the opportunity to identify current operational practices that can continue to be utilized with little or no changes. More importantly, the review identifies practices and areas where Change Management will need to be implemented to ensure the agency needs are incorporated into the new system. The purpose of the questionnaire is to gather information about the agency and their current operational practices. The answers provided will be used to assist CentralSquare with system settings and configuration and to develop a congruent training plan. The request for copies of forms, reports, etc. will also be used to assist CentralSquare prioritizing needs for go live.
Customer Participants	Records Administrators and core members of the Customer implementation team who can address key points and make business process decisions. CentralSquare Project Manager will work with Customer PM to determine the appropriate number of attendees for each breakout group.

4.7.2.1 CentralSquare Responsibilities

- a) Provide the questionnaire to the Customer for completion.
- b) Schedule meeting to review the questionnaire in accordance with Customer's availability and the Project Schedule.
- c) Prepare and distribute meeting agendas and documents for Customer review or completion prior to each meeting.
- d) Conduct the meetings based on a distributed agenda.
- e) Document and assign owners and due dates to action items and track to closure.
- f) Prepare and submit a TCR upon completion of relevant activities.

4.7.2.2 Customer Responsibilities

- a) Ensure participation of key stakeholders, subject matter experts, and decision-makers in the in completing the questionnaire.
- b) Ensure key stakeholders, subject matter experts, and decision-makers attend and participate in the questionnaire review meeting.
- c) Complete follow-up and/or action items.
- d) Review and approve applicable TCRs.

4.7.3. Records Enterprise Base System Build

Major Task	Description
Overview	After completion of the Records Enterprise Administration and Review Training, and through subsequent workshops and training classes, Customer assumes ownership of completion and ongoing maintenance of system.
Customer Participants	Records Enterprise Administrators and core members of Customer implementation team who can address key points and make configuration decisions while participating in the system building process.
Output	After initial build by CentralSquare Consultant, Customer completes and maintains system files and templates, to include Personnel, Roles, Property Locations, and Violation Codes. CentralSquare delivers the Records Enterprise system with base NCIC and NIBRS codes. It is Customer's responsibility to complete NIBRS code-mapping to Violation Codes. CentralSquare does not provide training or assistance with Customer's understanding of State or Federal IBRS requirements or laws. CentralSquare services are reserved exclusively to the configuration and use of Records Enterprise to collect and output state or federal required data. No conversion of historical incident data from UCR to NIBRS is included. As a result, there could be historical records that will contain missing NIBRS mandatory fields. The CentralSquare Consultant will provide ongoing consultation services. The Customer can email and communicate directly with the Consultant. Please note that the Consultant may be travelling onsite

with other clients, participating in conference calls, etc., but will assist the Customer upon first availability.

4.7.3.1 CentralSquare Responsibilities

- a) Monitor and evaluate System build throughout implementation and provide guidance as needed.

4.7.3.2 Customer Responsibilities

- a) Provide timely input and updates to Templates, Workflows, Users, Roles, and System codes.
- b) Continue and complete building the Templates, Workflows, Users, Roles, and System files (those not built by CentralSquare).

***Note:** Any changes required to Records Enterprise templates required for standard Interface work is the responsibility of Customer.*

4.7.4. Geographical Information Services

4.7.4.1 Data Evaluation

The CentralSquare GIS Analyst will work with Customer to create the address locator packages and configure Records GIS services. Each GIS layer type (street centerlines and address points) must be delivered and maintained in a single layer (geodatabase).

4.7.4.2 CentralSquare Responsibilities

- a) Evaluate Customer-supplied GIS data to ensure it is formatted correctly for creation of the address locator packages.
- b) Create address locator packages and configure Records GIS services.
- c) Prepare and submit a TCR upon completion.

4.7.4.3 Customer Responsibilities

- a) Provide data in the required format, and per Project Schedule.
- b) Based on the analysis provided by CentralSquare, make requested changes to mapping data to meet CentralSquare's GIS data requirements.
- c) Review and approve the appropriate TCR.

4.7.5. Records Enterprise Workshops

CentralSquare will conduct Records Enterprise workshops after the Records Enterprise Administration and Review Training has been completed. Workshops are outlined in the Agreement and [Appendix Y – Workshop and Training Summary](#). Standard workshop descriptions are provided below and may be tailored to meet the Customer's needs.

☐ **Records Enterprise Workshop #1 – Incident, Arrest, and Case Management**

Review, configuration, and completion of the Incident, Arrest, and Case Management modules including the queues, templates, and code tables.

☐ **Records Enterprise Workshop #2 – Crash, Citation, Other Event & Field Interview**

Review, configuration, and completion of the Crash, Citation, and Other Event & Field Interview modules including the queues, templates, and code tables.

☐ **Records Enterprise Workshop #3 – Civil & Warrants**

Review, configuration, and completion of the Civil and Warrants modules includes queues, templates, code tables, and Civil fee configuration.

☐ **Records Enterprise Workshop #4 – Records Administration/State Reporting**

Review, training and testing of the Records Administration tasks including the redaction, expungement, searching, validations, and State Reporting.

☐ **Records Enterprise Workshop #5 – Property & Evidence**

Configuration and setup of the Evidence module to include: evidence storage locations, barcode labeling and scanning evidence, performing inventory, and tracking chain of custody for evidence items.

Participants include key members of Customer’s implementation team to include Records central and local administrators, and each key functional area, and should not exceed ten (10) students.

Refer to [Appendix Y - Workshop and Training Summary](#) for a complete listing applicable to this project.

4.7.5.1 CentralSquare Responsibilities

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

4.7.5.2 Customer Responsibilities

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

4.7.6. Records Enterprise Functional Acceptance Testing

Major Task	Description
Overview	Customer leads and CentralSquare will assist with Functional Acceptance Testing (FAT), which is an activity that occurs once prior to End User training and Go-Live. CentralSquare's FAT is conducted for the first phase entering production and is not repeated for subsequent phases. The Customer may

opt to perform additional testing sessions independently as necessary, following the completion of the FAT event with CentralSquare.

CentralSquare acknowledges the Customer will continue to configure the system subsequent to the CentralSquare FAT.

CentralSquare will organize, at its discretion, separate Functional Test sessions for subsections of the Functional Test documents that are applicable only to one agency (for example, applicable only to a Sheriff's Department or single agency). Each test will be executed once, and all applicable users and agencies must attend the Functional Test session and observe the tests.

Since the focus of the Functional Test is functionality of the System but not a validation of Codefiles, it is not necessary that all Codefiles be built prior to conducting the Functional Test.

The FAT process consists of running standard tests in a format designed to verify the functionality of CAD Enterprise. Functional Test documents are submitted and approved by the Customer prior to testing in acknowledgement that the test scenarios will be used to validate Records functionality and assessment of features. Test sign off is a precursor to administration of the FAT.

Following the completion of the FAT, any failure will be classified based on the following criteria:

- Go-Live Issues: Issues in the subsystem identified during Functional Acceptance Testing with contractually required functionality that must be corrected prior to Go-Live. CentralSquare will research such identified issues and propose a plan for resolution. Go-Live Issues will be corrected prior to Go-Live.
- Post Go-Live Issues: Issues in a subsystem with contractually required functionality that can be corrected after Go-Live. Customer and CentralSquare will mutually agree these issues will be addressed after Go-Live. CentralSquare will provide an estimated date for resolution of the issue Post Go-Live

	Completion of the Functional Test does not constitute Final System Acceptance. Customer may choose to schedule additional time without support from CentralSquare to complete additional functional testing.
Customer Participants	Key members of the implementation team familiar with Records Enterprise. CentralSquare recommends to limit the testers to five (5) per class.
Output	Upon completion, Customer's Records Enterprise system is acknowledged as having completed pre-production Acceptance. Customer and CentralSquare will review Functional Test exceptions (if any), perform an assessment, and determine the timeline for remedying the exceptions (pre versus Post Go-Live). CentralSquare will not begin training until the Functional Test has been conducted and TCR signoff has been received. Customer, with CentralSquare assistance as needed, will repeat failed test(s) following correction of issues that caused the test(s) to fail. A CentralSquare full retest of the System will not be conducted. The Customer can independently retest the system as needed after the Functional Acceptance Testing event with CentralSquare is completed. If the Customer encounters an issue during independent testing or at any time, the Customer will report the issue to their Consultant and Project Manager for review. After review, the Consultant will open a Salesforce case/ticket, if necessary. This is the procedure followed during implementation.

4.7.6.1 CentralSquare Responsibilities

- a) Deliver CentralSquare’s standard Functional Test documents to Customer no later than four weeks prior to conducting the Functional Test.
- b) Provide a TCR to Customer to approve receipt of the Functional Test documents and content thereof.
- c) Assist Customer in conducting the Functional Test.
- d) Identify and document exceptions and assess to determine timeline to remedy exceptions (pre versus Post Go-Live).
- e) Upon completion of Functional Test, provide a TCR to Customer for review and approval. Functional Test exceptions will be documented in the TCR.
- f) Schedule follow-up testing for validation of exceptions after correction and confirm/document the results via TCR.
- g) Provide a final TCR to Customer to confirm resolution of all Pre Go-Live exceptions.

4.7.6.2 Customer Responsibilities

- a) Complete all predecessor tasks to include the base system installation and code table entry and configuration to conduct the Functional Test.
- b) Provide adequate environment to conduct the Functional Test.
- c) Review and signoff on the Functional Test documents no later than one week prior to commencement of the Functional Test via TCR.
- d) Lead the Functional Test by providing operational subject matter experts with the authority to provide validation the tests have passed.
- e) Assist CentralSquare in documenting Functional Test results.
- f) Review and approve the applicable TCRs.

4.7.7. Records Enterprise Training

Records Enterprise Training classes are conducted on consecutive weekdays during business hours (Tuesday-Friday). Alternate training schedules (multiple classes per day, evening, and weekend classes) are subject to additional cost.

Training classes are conducted based on the quantities that are specified in the Agreement. The appearance of a course description in this Statement of Work does not mean a course will be conducted – it must be listed in the Agreement.

CentralSquare permits the recording of end-user training sessions, including "Train the Trainer" events. Prior to any recording, [Appendix I – CentralSquare Connectivity to Enterprise On-Premise Systems](#) must be completed and submitted. The agreement only needs completed one time even if there are multiple trainings recorded.

The Customer acknowledges that any recorded content is applicable only to the version of the application in use at the time of recording. It is the Customer's responsibility to provide, set up, and dismantle all recording equipment used during the sessions.

Refer to [Appendix Y - Workshop and Training Summary](#) for a complete listing applicable to this project.

- 4.7.7.1 CentralSquare Responsibilities (for all Records Enterprise Training)**
- a) Schedule the Records Enterprise Training class(es) in accordance with Customer's availability and the Project Schedule.
 - b) Prepare and distribute agendas and documents prior to each meeting.
 - c) Develop and provide the Records Enterprise Training Plan.
 - d) Conduct session(s) per the Schedule.
 - e) Prepare and submit a TCR upon completion of each class, or a group of consecutive classes.
- 4.7.7.2 Customer Responsibilities (for all Records Enterprise Training)**
- a) Provide adequate environment for execution of training.
 - b) Provide a Local Records Administrator for each class to answer agency specific questions related to the build of Customer's system and internal policies or workflow.
 - c) Provide schedule for training remaining end users.
 - d) Review and approve applicable TCRs.

4.8 Centerline AI

Centerline AI is a web-based application designed to integrate AI into the Client's report writing system. Centerline AI will be implemented through a series of standard steps and process gates.

4.8.1. Centerline AI Implementation Process Overview

Major Task	Description
Overview	CentralSquare will provide questionnaire via email to gather configuration information and to introduce the application to the Customer. All services will be conducted remotely.
Base System Build	Upon completion of installation and working sessions, Customer assumes ownership of the base build. CentralSquare will provide guidance and support as applicable.
Training	As indicated in the approved Project Schedule. CentralSquare Consulting Services will provide comprehensive training for both administrators and end users. Maximum number of ten (10) participants for each training session. Agency assumes all responsibility for classroom setup, providing each participant with his/her own workstation, as well as providing a workstation for the instructor.
Go-Live	The application is brought into production use.

4.8.2. Centerline AI Base System Build

Major Task	Description
Overview	After completion of the Installation and initial working sessions, Customer assumes ownership of ongoing maintenance of system.
Customer Participants	Centerline AI Administrator and/or the Enterprise System Administrator who can address key points and make configuration decisions while participating in the system implementation process.
Output	After initial build by CentralSquare, the Customer will monitor the installation and base build. Then, ensure select staff (FTO, Supervisors, etc.,) attend user training (train the trainer) for the application. The CentralSquare Consultant will provide ongoing consultation services.

4.8.2.1 CentralSquare Responsibilities

Conduct the working sessions based on the schedule and provide assignments as necessary to Customer.

Ensure the module is functioning per the configuration.

Prepare and submit a TCR upon completion of the deliverable.

4.8.2.2 Customer Responsibilities

Ensure participation of appropriate personnel for each scheduled activity.

Complete all assignments on a timely basis.

4.8.3. Centerline AI Training

Centerline training classes are conducted on consecutive weekdays during business hours (Tuesday-Friday). Alternate training schedules (multiple classes per day, evening, and weekend classes) are subject to additional cost.

Training classes are conducted based on the quantities that are specified in the Agreement. Refer to Appendix Y - Workshop and Training Summary for a complete listing applicable to this project.

4.8.3.1 CentralSquare Responsibilities (for all Centerline AI Training)

Schedule the Centerline AI Training class(es) in accordance with Customer's availability and the Project Schedule.

Provide the training materials.

Conduct session(s) per the Schedule.

Prepare and submit a TCR upon completion of each class, or a group of consecutive classes.

4.8.3.2 Customer Responsibilities (for all Centerline AI Training)

Provide adequate environment for execution of training.

Provide an Administrator for each class to answer Customer specific questions related to the application's use, internal policies, or workflow.

Provide schedule for training remaining end users.

Review and approve applicable TCRs.

4.9 System Integration Testing

Once the Functional Test is concluded for CAD Enterprise, Mobile Enterprise, Record Enterprise, and interfaces and in preparation for Go-Live, CentralSquare and Customer will conduct System Integration Testing, with CentralSquare assisting remotely.

The Customer can choose to complete on their own additional testing sessions as deemed necessary, after the System Integration Testing event with CentralSquare is completed. If the Customer encounters an issue during their own testing, while they are in the system, during a workshop- whatever the scenario may be- they would report the issue to their Consultant and Project Manager for review. After review, the Consultant will open a Salesforce case/ticket, if necessary. This is the process that is followed throughout the implementation.

The System Integration Test will be conducted based on scenarios that test call flow from creation to final disposition in CAD and include CAD and Mobile Enterprise, and Interfaces that can be tested in the pre-production environment and are scheduled to Go-Live at the same time. It is recommended that Customer utilize sample calls from their legacy system.

A small group of Customer staff (1-2 dispatchers and 1-2 Mobile field users) should participate in this test with CentralSquare Consultant. CentralSquare will work with Customer on defining a set of test scenarios to test the system based on Customer's practices; the scenarios must be signed off prior to commencement of the System Integration Test.

A small group of Customer staff (1-2 Records staff and field users) should participate in this test. CentralSquare will work with Customer to refine the test scenario that test the system based on Customer's practices and must be signed off prior to commencement of the System Integration Test.

At the completion without critical issues that prevent the System to be taken Live, Customer shall provide TCR approval that the System is ready for Go-Live.

4.9.1. CentralSquare Responsibilities

- a) Schedule System Integration Test with Customer.
- b) Assist Customer in preparing test scenarios based on Customer's practices, no later than six (6) weeks prior to conducting the System Integration Test.
- c) Deliver CentralSquare's standard System Integration Test document to Customer for review no later than two (2) weeks prior to conducting the System Integration Test.
- d) Provide a TCR to Customer to approve receipt of System Integration Test document and content thereof.

- e) Assist Customer in conducting the System Integration Test.
- f) Identify and document exceptions and passes to determine timeline to remedy exceptions (Go-Live versus Post Go Live).
- g) Upon completion of System Integration Test, provide a TCR to Customer for review and approval. System Integration Test exceptions will be documented in the TCR.
- h) Schedule follow-up testing for validation of exceptions after corrections and confirm/document the results via TCR.
- i) Provide a final TCR to Customer to confirm resolution of all Go-Live exceptions.

4.9.2. Customer Responsibilities

- a) Provide adequate environment to conduct the System Integration Test.
- b) Provide test systems (or pre-production systems) for all integrations and interfaces. If Customer cannot provide a test system CentralSquare must test using the production system. This testing includes, but is not limited to, test data entry in a production system.
- c) Provide test scenarios that closely simulate Customer's normal call flow no later than six (6) weeks prior to conducting the System Integration Test.
- d) Review and sign off on the System Integration Test document, via TCR, no later than one (1) week prior to commencement of the System Integration Test.
- e) Participate in conducting the System Integration Test by providing operational Subject Matter Experts with the authority to provide validation that the tests have passed.
- f) Assist CentralSquare in documenting System Integration Test results.
- g) Review and approve the applicable TCRs.

4.10 Implementation of Citizen Reporting

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

Citizen Reporting is implemented through a series of standard steps and process gates designed to ensure that proper installation is completed, configurations are verified and tested to validate the proper functionality prior to Go-Live.

4.10.1. Citizen Reporting Implementation Process Overview

Major Task	Description
Overview	CentralSquare will conduct working sessions with Customer to determine the proper configuration settings for the module, as well as the functionality associated with Incident reports submitted by Citizens via the portal. This will include building code tables, picklists, system settings, and assignment of security permissions.
Base System Build	Upon completion of installation and working sessions, Customer assumes ownership of the base build. CentralSquare will provide guidance and support as applicable.
Training	As indicated in the approved Project Schedule.
Go-Live	The application is brought into production use.
Pre-requisite	Records Enterprise build is approximately 75% complete.

4.10.2. Citizen Reporting Base System Build

Major Task	Description
Overview	After completion of the Installation and initial working sessions, Customer assumes ownership of ongoing maintenance of system.
Customer Participants	Citizen Reporting Administrator and/or the Enterprise System Administrator who can address key points and make configuration decisions while participating in the system implementation process.
Output	After initial build by CentralSquare Consultant, Customer will monitor the installation and base build. Then, attend administration and user training (train the trainer) for the application. The CentralSquare Consultant will provide ongoing consultation services.

4.10.2.1 CentralSquare Responsibilities

- a) Conduct the working sessions based on the schedule and provide assignments as necessary to Customer.
- b) Ensure the module is functioning per the configuration.
- c) Prepare and submit a TCR upon completion of the deliverable.

4.10.2.2 Customer Responsibilities

- a) Ensure participation of appropriate personnel for each scheduled activity.
- b) Complete all assignments on a timely basis.
- c) Review and approve the applicable TCR.

4.10.3. Citizen Reporting Training

Citizen Reporting training classes are conducted on consecutive weekdays during business hours (Tuesday-Friday). Alternate training schedules (multiple classes per day, evening, and weekend classes) are subject to additional cost.

CentralSquare permits the recording of end-user training sessions, including "Train the Trainer" events. Prior to any recording, [Appendix I – CentralSquare Connectivity to Enterprise On-Premise Systems](#) must be completed and submitted. The agreement only needs completed one time even if there are multiple trainings recorded.

The Customer acknowledges that any recorded content is applicable only to the version of the application in use at the time of recording. It is the Customer's responsibility to provide, set up, and dismantle all recording equipment used during the sessions.

Training classes are conducted based on the quantities that are specified in the Agreement. Refer to [Appendix Y - Workshop and Training Summary](#) for a complete listing applicable to this project.

4.10.3.1 CentralSquare Responsibilities (for all Citizens Reporting Training)

- a) Schedule the Citizens Reporting Training class(es) in accordance with Customer's availability and the Project Schedule.
- b) Provide the training materials.
- c) Conduct session(s) per the Schedule.
- d) Prepare and submit a TCR upon completion of each class, or a group of consecutive classes.

4.10.3.2 Customer Responsibilities (for all Citizens Reporting Training)

- a) Provide adequate environment for execution of training.
- b) Provide an Administrator for each class to answer Customer specific questions related to the application's use, internal policies, or workflow.
- c) Provide schedule for training remaining end users.
- d) Review and approve applicable TCRs.

4.11 Implementation of CrimeView and FireView Analytics

CrimeView and FireView Analytics will be implemented through a series of standard steps and process gates.

4.11.1. CrimeView and FireView Analytics Implementation Process Overview

Major Task	Description
Discovery	Discovery includes the Kickoff meeting, and the requirements review & collection required for the implementation.
Mapping and Configuration	CentralSquare will map Customer code values to standard categories to enable CrimeView and FireView map symbology. The CentralSquare GIS/Analytics Specialist will configure and automate the ETL (Extract, Transform, and Load) process that securely replicates data to the cloud CrimeView and FireView environment, and configure the user application.
Demonstration	After the completing the Mapping and Configuration, CentralSquare will provide Initial Demonstration, Consultation, and Content Preparation. Customer assumes ownership of the base system build at the conclusion of the demonstration, consultation & content preparation.
Training	As indicated in Appendix Y .
System Review	The system review period begins after the Administrator/Designer Training and closes ten (10) business days after Train the Trainer.
Acceptance	Application is accepted at conclusion of System Review.
Prerequisite	Enterprise applications in production.

4.11.2. Discovery

The Discovery includes a kickoff meeting and the requirements review & collection. The Kickoff meeting provides a review of the application's functionality and project deliverables, Customer prerequisites, and implementation process. Furthermore, the Customer's preparation and delivery of prerequisites to the CentralSquare project team is a critical gate for starting implementation work.

4.11.2.1 CentralSquare Responsibilities

- Schedule and lead the meeting.
- Provide action items.
- CentralSquare is responsible for providing Hardware, GIS, and any other requirements details to Customer during and following the kickoff meeting.

4.11.2.2 Customer Responsibilities

- a) Configure the CrimeView and FireView import server and provide CentralSquare with a local administrator account.
- b) Collect and deliver the GIS data to be used for the application to CentralSquare.
- c) Configure Hardware, including creation of a CentralSquare local administrator account on the import server.
- d) Provide required GIS data.

4.11.3. Code Mapping & Application Configuration

CentralSquare will map Customer code values to standard categories to enable CrimeView and FireView map symbology. The CentralSquare GIS/Analytics Specialist will configure and automate the ETL (Extract, Transform, and Load) process that securely replicates data to the cloud CrimeView and FireView environment, and configure the user application.

4.11.3.1 CentralSquare Responsibilities

- a) Extract code tables from Customer's CAD and/or Records Enterprise system and match to standard code sets.
- b) If necessary, provide Customer with an Excel document to review code mapping.
- c) Configure the ETL process and CrimeView and FireView application.
- d) Prepare standard dashboards for initial demonstration.

4.11.3.2 Customer Responsibilities

- a) Review and revise code mapping within five (5) business days.
- b) Respond to information, data, and assistance requests.
- c) Work with the CentralSquare Project Manager to facilitate a date for the Application Review Meeting.

4.11.4. Initial Demonstration, Consultation, and Content Preparation

The CentralSquare GIS/Analytics Specialist will provide a short demonstration of the system with Customer's data and lead a discussion of Customer needs and how the system might meet those needs.

4.11.4.1 CentralSquare Responsibilities

- a) Schedule the initial demonstration in accordance with the Customer's availability and the Project Schedule.

- b) Schedule and lead the initial demonstration and collect Customer feedback.

4.11.4.2 Customer Responsibilities

- a) Customer is responsible for having the appropriate users and stakeholders attend the initial demonstration and participate in follow-up conversations.

4.11.5. CrimeView and FireView Training

Training is conducted on consecutive weekdays during business hours. Alternate training schedules (e.g., Monday class starts for classes that would normally start on a Tuesday, multiple classes per day, evening, and weekend classes) are subject to additional cost.

Training classes are conducted based on the quantities specified in the Agreement. The appearance of a course description in this Statement of Work does not mean a course will be conducted – it must be listed in the Agreement.

CentralSquare permits the recording of end-user training sessions, including "Train the Trainer" events. Prior to any recording, [Appendix I – CentralSquare Connectivity to Enterprise On-Premise Systems](#) must be completed and submitted. The agreement only needs completed one time even if there are multiple trainings recorded.

The Customer acknowledges that any recorded content is applicable only to the version of the application in use at the time of recording. It is the Customer's responsibility to provide, set up, and dismantle all recording equipment used during the sessions.

Refer to [Appendix Y - Workshop and Training Summary](#) for a complete listing applicable to this project.

4.11.5.1 CentralSquare Responsibilities (for all Search Training)

- a) Schedule the Search Training class(es) in accordance with Customer's availability and the Project Schedule.
- b) Provide the training materials.
- c) Conduct session(s) per the Schedule.
- d) Prepare and submit a TCR upon completion of each class, or a group of consecutive classes.

4.11.5.2 Customer Responsibilities (for all Search Training)

- a) Provide adequate environment for execution of training.

- b) Provide an Administrator for each class to answer Customer specific questions related to the application's use, internal policies, or workflow.
- c) Provide schedule for training remaining end users.
- d) Review and approve applicable TCRs.

4.11.6. System Review

The system review period begins after the Administrator/Designer Training and closes ten (10) business days after Train the Trainer. During the System Review, Customer is responsible for reviewing the application and informing the CentralSquare project team of any noticed or potential issues or deficiencies with the configuration or data. CentralSquare will address the reported items during and following the review period; CentralSquare responses will fall into one of the following categories:

- a) Item refers to something in the application or data import configuration that has been confirmed and fixed/changed.
- b) Further information or action from Customer is required to assess the item (a time window for Customer action will be provided).
- c) Item is a result of Customer's source data and requires Customer action to fix (a time window for Customer action will be provided).
- d) Item identifies a software bug that has been submitted for review and rectification.
- e) Item represents a requested enhancement to the software. Software enhancements are not included in the scope of the project but may be undertaken at CentralSquare's Product Management discretion.

4.11.6.1 CentralSquare Responsibilities

- a) Inform Customer that the System Review period has begun; provide the review items listed above.
- b) Receive and address all items/issues submitted by Customer during the System Review.
- c) Prepare and submit a TCR upon completion of each class, or a group of consecutive classes.

4.11.6.2 Customer Responsibilities

- a) Interact with the system and create new content after the Administrator/Designer Training.

- b) Inform the CentralSquare Project Manager of any questions, issues, or requested configuration changes.
- c) Review and approve applicable TCRs.

4.11.7. CrimeView and FireView Analytics Acceptance

The Crime Analytics Dashboard application will be considered Accepted upon completion of the System Review.

4.12 Implementation of FTO (Field Training Online)

Field Training Online (FTO) provides public safety agencies with a simple and secure method for streamlining new-hire training programs. FTO is a flexible, secure web-based application that allows agencies to break free from time-consuming, paper-based evaluation and reporting methods.

With Field Training Online, agencies can manage the full spectrum of field training operations efficiently, from creating unlimited types of training programs and managing officer workflow to tracking daily activity and automating evaluation and reporting processes. The application offers integration, security, real-time tracking, and on-demand reporting to improve accuracy and reduce both cost and time.

4.12.1. FTO Implementation Process Overview

Major Task	Description
Overview	CentralSquare will conduct working sessions with Customer to determine the proper configuration settings for the module, as well as the functionality associated. This will include configuring, administering, and operating the module.
Base System Build	Upon completion of installation and working sessions, Customer assumes ownership of the base build. CentralSquare will provide guidance and support as applicable.
Training	As indicated in the approved Project Schedule.
Go-Live	The application is brought into production use.

4.12.2. FTO Base System Build

Major Task	Description
Overview	After completion of the Installation and initial working sessions, Customer assumes ownership of ongoing maintenance of system.
Customer Participants	FTO and/or the Enterprise System Administrator who can address key points and make configuration decisions while participating in the system implementation process.
Output	After initial build by CentralSquare Consultant, Customer will monitor the installation and base build. Then, attend administration and user training (train the trainer) for the application. The CentralSquare Consultant will provide ongoing consultation services.

4.12.2.1 CentralSquare Responsibilities

- d) Conduct the working sessions based on the schedule and provide assignments as necessary to Customer.
- e) Ensure the module is functioning per the configuration.
- f) Prepare and submit a TCR upon completion of the deliverable.

4.12.2.2 Customer Responsibilities

- d) Ensure participation of appropriate personnel for each scheduled activity.
- e) Complete all assignments on a timely basis.
- f) Review and approve the applicable TCR.

4.12.3. FTO Administrator Training

Major Task	Description
Overview	CentralSquare will provide hands-on training to prepare students who will be responsible for the administration of FTO. Participants will be instructed how to configure, administer, and operate FTO in an administrative role.
Customer Participants	Suitable for Field Training Coordinators and Supervisors Participants should not exceed ten (10) per class.
Duration	Four (4) hours in one remote session.
Output	At the completion of the training, participants will be able to perform the following tasks: Manage users and permissions. Create Training Templates Scheduling Creating Progress Reports

4.12.4. FTO End User Training

FTO Training classes are conducted on consecutive weekdays during business hours (Tuesday-Friday). Alternate training schedules (multiple classes per day, evening, and weekend classes) are subject to additional cost.

Training classes are conducted based on the quantities that are specified in the Agreement. The appearance of a course description in this Statement of Work does not mean a course will be conducted – it must be listed in the Agreement.

CentralSquare permits the recording of end-user training sessions, including "Train the Trainer" events. Prior to any recording, [Appendix I – CentralSquare Connectivity to Enterprise On-Premise Systems](#) must be completed and submitted. The agreement only needs completed one time even if there are multiple trainings recorded.

The Customer acknowledges that any recorded content is applicable only to the version of the application in use at the time of recording. It is the Customer's responsibility to provide, set up, and dismantle all recording equipment used during the sessions.

Refer to [Appendix Y - Workshop and Training Summary](#) for a complete listing applicable to this project.

4.12.4.1 CentralSquare Responsibilities (for all FTO Training)

- a) Schedule the FTO Training class(es) in accordance with Customer's availability and the Project Schedule.
- b) Provide the FTO training materials.
- c) Conduct session(s) per the Schedule.
- d) Prepare and submit a TCR upon completion of each class, or a group of consecutive classes.

4.12.4.2 Customer Responsibilities (for all FTO Training)

- a) Provide adequate environment for execution of training.
- b) Provide an Administrator for each class to answer Customer specific questions related to the application's use, internal policies, or workflow.
- c) Provide schedule for training remaining end users.
- d) Review and approve applicable TCRs.

5 SYSTEM AND SUBSYSTEM PRE GO-LIVE TASKS

5.1 Overview

Preparation for cutover to live operations will be outlined in the weeks leading up to the Go-Live in the Project Schedule and in the Go-Live Plan. The Go-Live plan includes:

- a) The overall timeline for the event
- b) Products involved
- c) Roles and responsibilities
- d) Established meeting dates/times
- e) Issue reporting and escalation process
- f) Transition to support
- g) The communication plan

A coordinated planning session between CentralSquare, the Customer, and Axon will be required to ensure a collaborative effort for the go-live implementation.

CentralSquare will prepare a Pre Go-Live checklist for each Subsystem and the Interfaces, identifying the activities that will ensure preparation. The list will identify both CentralSquare and Customer responsibilities for completing the Pre Go-Live activities. Training data will be purged from the system, and the system itself will be locked down.

CentralSquare will provide the Customer with a Go-Live Authorization Letter. The Go-Live Authorization Letter confirms the system has been installed and tested, and that the Customer agrees to proceed with moving the system to live operation. It acknowledges sufficient user training has been completed, confirms software is functional for a live environment, and that none of the currently identified issues are critical to the Go-Live. This letter will list all the Subsystems and Interfaces, scheduled for the Go-Live, as well as any exceptions.

The date and time of the Go-Live is memorialized, along with assurance that the Customer's technical team and Subject Matter Experts will be available twenty-four (24) hours a day to support the CAD/Mobile Enterprise Go-Live and standard business hours (8:00am – 5pm, Monday – Friday) for Records unless otherwise noted in the Agreement. The Customer must approve the Go-Live Authorization Letter no later than three (3) weeks prior to Go-Live. Approval of the letter is required.

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

5.1.1. CentralSquare Responsibilities

- a) Schedule internal Go-Live readiness checks and internal team planning meetings.
- b) Prepare the Go-Live Plan for delivery to Customer.
- c) Prepare the Pre Go-Live checklist for delivery to Customer.
- d) Prepare the Go-Live Authorization Letter and deliver to Customer.
- e) Identify the participants for the Go-Live in accordance with the terms of the Agreement.
- f) Coordinate CentralSquare personnel in advance of the Go-Live date to complete final tasks as a part of the Go-Live preparations.

5.1.2. Customer Responsibilities

- a) Complete End User training needed to support the live use of Subsystems.
- b) Participate in review of the Go-Live Plan.
- c) Complete prerequisite tasks as directed by CentralSquare.
- d) Review and approve the Go-Live Authorization Letter no later than three (3) weeks prior to Go-Live.
- e) Develop a process for the identification of, research, reporting, and resolution of issues.

6 SYSTEM AND SUBSYSTEM GO-LIVE

6.1 Overview

Go-Live of the Enterprise Subsystems and the required Interfaces into a live operational environment (i.e., production use) is a highly orchestrated activity that will require resources from both Customer and CentralSquare teams.

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

The system is brought into production per the Go-Live Authorization Letter and the Go-Live Plan.

During Go-Live, issues are reported and managed by CentralSquare with Customer's assistance. Upon cessation of Go-Live support by CentralSquare, the issues will be submitted by the Customer using CentralSquare's on-line support system, Salesforce.

- "Go-Live" means the event that occurs when the Customer first uses a Subsystem in live operations. A separate Go-Live may take place with respect to each Subsystem and each Interface.
- "Go-Live" means "first use in a non-test bed environment".

6.1.1. CentralSquare Responsibilities

- a) Assist Customer in placing the system into production.
- b) Assist Customer staff in usage of the system as well as documenting, reporting, and researching issues.
- c) Provide support during and after system Go-Live as specified within the Agreement.
- d) Prepare and submit TCR(s) upon first live operation of system in a live environment.
- e) Post Go-Live deliverables will be managed to completion of delivery by the CentralSquare Project Manager per the Agreement.

6.1.2. Customer Responsibilities

- a) Place the software into production and begin operational use in accordance with the project schedule, Go-Live Plan, and Go-Live Authorization Letter.

- b) Provide adequate persons for the supervision and assistance to end users during Go-Live and beyond the participation of the CentralSquare staff.
- c) Provide dedicated workstations for CentralSquare support staff use during Go-Live.
- d) Provide IT support to cover all Customer End User and CentralSquare staff hours of operation.
- e) Review and approve the applicable TCR(s).

7 RELIABILITY PERIOD

7.1 Overview

Upon Go-Live of each Subsystem(s), the Customer shall use the Subsystem(s) for a thirty (30) consecutive day period to verify operational functionality in a live (production) environment. The Reliability Period is completed when the Customer uses the Subsystem(s) for a thirty (30) consecutive day period without any Priority 1 – Urgent or Priority 2 – Critical software errors (as those terms are defined in the Agreement). In the event that a Priority 1 – Urgent or Priority 2 - Critical software error occurs during the Reliability Period, CentralSquare shall commence actions in accordance with the Agreement to correct the reported error.

In the event a Priority 1 - Urgent software error occurs between day one (1) and day thirty (30) of the Reliability Period, the Reliability Period will be stopped and restarted at day one (1) once the software error has been resolved in accordance with the Agreement.

In the event a Priority 2 - Critical software error occurs between day one (1) and day fifteen (15) of the Reliability Period, the Reliability Period will be stopped and restarted from day one (1) once the software error has been resolved in accordance with the Agreement. If the software error occurs after day fifteen (15), the Reliability Period will be stopped and restarted from the day the resolution has been provided in accordance with the Agreement. Should a Critical software error occur between day twenty-five (25) and day thirty (30), the Customer shall have ten (10) days from the day the resolution has been provided in accordance with the Agreement to test the critical error functionality.

Priority 1 - Urgent or Priority 2 – Critical software errors caused by factors that are outside of CentralSquare’s control, and/or from variables which are outside the scope of CentralSquare’s responsibilities, will not be counted Priority 1 - Urgent or Priority 2 software errors. Examples of such issues could be, but are not limited to:

- Power failures
- Operator error
- External network failure
- Availability of components that are not provided by CentralSquare but Interface to/from the CentralSquare solution
- Hardware or operating system software

- Non-CentralSquare supplied software components introduced into the working environment

During the Reliability Period, the CentralSquare Project Manager will provide and review with the Customer, a weekly report summarizing the Priority 1 – Urgent, Priority 2 – Critical, Priority 3 – Non-Critical, and Priority 4 - Minor software errors reported for the week. Upon completion of the review with the Customer, a TCR will be provided for signature. The TCR will document and include the summarized listing of issues and will denote the status of the Reliability Period (i.e., day number, stopped, restarted, etc.).

During the Reliability Period, if a Priority 1 - Urgent or Priority 2 - Critical software error arises, the Customer shall inform the CentralSquare Project Manager of the reported issue. The Project Manager remains actively involved in the project and will act as the escalation point for the Customer.

If there are cumulative Priority 3 - Non-Critical software errors having a negative impact on Public Safety operations, CentralSquare and the Customer will collaborate in order to develop a strategy to bring closure to the reported Software incident(s).

During the Reliability Period, the Subsystem(s) will be frozen, (i.e., no changes, fixes, and/or updates will be applied, except those that are required to address downtime failures associated with the Reliability Period.).

At the conclusion of the Reliability Period, as further defined in the Agreement, the Subsystem(s) will be deemed reliable by the Customer and CentralSquare.

7.1.1. CentralSquare Responsibilities

- a) Provide a TCR to the Customer to document the start of the Reliability Period upon Go-Live of the Subsystem(s).
- b) Address issues that are reported during this Reliability Period.
- c) Provide a weekly report and review with the Customer.
- d) After reviewing the weekly report, provide a TCR to the Customer to document any stops and restarts of the Reliability Period.
- e) Document Priority 3 – Non-Critical and Priority 4 – Minor software errors that are not considered “Reliability Period” issues to be addressed as part of the support and maintenance of the Subsystem.
- f) Provide the TCR to document completion of the Reliability Period of the Subsystem(s).

7.1.2. Customer Responsibilities

- a) Review and sign off on the TCR for documenting the start of the Reliability Period upon Go-Live of the Subsystem(s).
- b) Report issues to the CentralSquare Project Manager when they occur.
- c) Review and sign off on the weekly report via TCR for documenting any stops and restarts of the Reliability Period.
- d) Approve and return the TCR documenting completion of the Reliability Period of the Subsystem(s).

8 PROJECT CLOSURE

8.1 Overview

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

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

8.1.1. CentralSquare Responsibilities

- Perform payment reconciliation, deliver final project TCRs which generate remaining invoices.
- Transition the CentralSquare point of contact from the Project Manager to Customer Product Support.
- Provide continued support based on terms of Agreement.

8.1.2. Customer Responsibilities

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

9 Appendix B - Standard CentralSquare Interfaces

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

Standard Interfaces

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

9.1 CAD Interfaces

9.1.1. Enterprise CAD RapidSOS Interface

Standard Interface	Description
Interface Name	Enterprise CAD RapidSOS Interface
Interface Description	The standard RapidSOS Interface is a service-based interface which works with the RapidSOS API. The API provides the ability for connecting clients to query the RapidSOS Clearinghouse server over public networks only when using TLS and tightly controlled API keys. The API keys are used during the query process to authenticate the requestor to an agency that is authorized to retrieve caller location data. The Clearinghouse contains the information of callers that have: 1)- The technical ability to deliver their location information to the Clearinghouse. 2)- Placed a 911 call. The RapidSOS Clearinghouse server interfaces with CAD Enterprise through a host server using a REST Web Service (HTTPS). Once an Incident ID is assigned to a call incident that was created using ANI/ALI data, the Interface will query the Clearinghouse using the received ANI and return the location for that caller (if a location is available). Workflows on assigning an Incident ID to a call varies between agencies and will affect how this interface initially queries the Clearinghouse.
Vendor	RapidSOS

Subsystem	CAD
Direction	Import
Interface Document Name	OSD - Standard RapidSOS Interface.pdf
Instances Contracted	Production and Test/Train
Required for Go-Live	Yes

9.1.2. Std Enterprise CAD to External Incident Data Transfer

Standard Interface	Description
Interface Name	Std Enterprise CAD to External Incident Data Transfer
Interface Description	The standard CAD to External System Data Transfer Interface will provide a one-way data transfer of selected CAD Enterprise incident data fields from CAD Enterprise to a single Records Management System (RMS), Reporting Module, or other system external to the CAD Enterprise System. Select CAD Enterprise incident and resource assignment data fields will be transferred during this process. Data transfer is configurable to support sending incident and resource data automatically upon the following CAD events: incident creation, unit status update events of assigned units, when assigned units clear the incident, upon update of select incident record fields, and/or when the incident closes. The interface also provides a means of manually selecting and transferring of an individual or a range of selected incident records. Data transfer will be via incident and unit assignment record packages. The receiving system will be expected to process the data contained in the record packages, including any management of the output (e.g., file deletion). Note: CentralSquare has developed several separate configurations (i.e., data formats and transfer methods) for the Interface to support various external system vendors. Only one format is supported per implementation of the Interface. More than one instance of the Interface may be implemented on a single CAD Enterprise system to support multiple vendors or multiple destinations for a single vendor. The output is in CentralSquare's proprietary file format.
Vendor	APX Data / Smart Map / SmartCapture

Subsystem	CAD
Direction	Export
Interface Document Name	OSD - Standard CAD to External System Data Transfer.pdf
Instances Contracted	Production and Test/Train
Required for Go-Live	Yes

9.1.3. Std Enterprise CAD to External Incident Data Transfer

Standard Interface	Description
Interface Name	Std Enterprise CAD to External Incident Data Transfer
Interface Description	See above.
Vendor	ESO
Subsystem	CAD
Direction	Export
Interface Document Name	OSD - Standard CAD to External System Data Transfer.pdf
Instances Contracted	Production and Test/Train
Required for Go-Live	Yes

9.1.4. Std Enterprise CAD to External Incident Data Transfer

Standard Interface	Description
Interface Name	Std Enterprise CAD to External Incident Data Transfer
Interface Description	See above.
Vendor	Word Systems Technologies (WSI) / NICE
Subsystem	CAD
Direction	Export
Interface Document Name	OSD - Standard CAD to External System Data Transfer.pdf
Instances Contracted	Production and Test/Train
Required for Go-Live	Yes

9.1.5. Standard ANI/ALI Interface

Standard Interface	Description
Interface Name	Standard ANI/ALI Interface
Interface Description	The ANI/ALI Interface provides a one-way transfer and processing of data from the E911 Controller of the phone system to CAD Enterprise using one of the two available types of package structures: fixed position and delimited fields. The Interface is configurable to process various formats of ANI/ALI

	data streams—to include certain formats of TTY/TDD emergency calls.
Vendor	Intrado / VIPER 911
Subsystem	CAD
Direction	Import
Interface Document Name	OSD - Standard ANIALI Interface.pdf
Instances Contracted	Production and Test/Train
Required for Go-Live	Yes

9.1.6. Standard EMD Integration

Standard Interface	Description
Interface Name	Standard EMD Integration
Interface Description	One client (quantity) is required per CAD workstation. This module provides integration between CAD Enterprise and the EMD application. If the site is licensed to use the EMD application, CAD Enterprise allows the user to launch them automatically within the CAD Enterprise call-taking screen. When the user reaches the applicable field, the EMD application is opened as a window within CAD Enterprise allowing the user to complete the EMD session. Once key trigger points are reached, the incident type and priority are automatically updated. Only one interface is required for Police, Fire, and EMS. The EMD application must be purchased separately.
Vendor	Priority Dispatch / ProQA EMD and EFD
Subsystem	CAD
Direction	Bi-Directional
Interface Document Name	This interface does not have a customer facing OSD.
Instances Contracted	Production and Test/Train
Required for Go-Live	Yes
Note	CST is platinum certified with ProQA. The City of Waukesha has two (2) disciplines (Fire and EMS).

9.1.7. Enterprise CAD Archive Server View

Standard Interface	Description
Interface Name	Enterprise CAD Archive Server View

Interface Description	CentralSquare will provide a SQL view and login that allows the vendor to connect and query that view in order to obtain information on incidents, units, and other data.
Vendor	PulsePoint
Subsystem	CAD
Direction	Export (Database Login, View, Query)
Interface Document Name	This interface does not have a customer facing OSD.
Instances Contracted	Production
Required for Go-Live	Yes

9.1.8. Standard Station Alert Interface

Standard Interface	Description
Interface Name	Standard Station Alert Interface
Interface Description	The CAD Enterprise standard Station Alerting Interface will work with the US Digital Designs Phoenix G2 Station Alerting. The Phoenix G2 Station Alerting System consists of a Communications Gateway that interfaces with CAD Enterprise, allows system management and monitoring, communicates with station controller devices located in stations. Upon a CAD Enterprise system dispatch event, the CAD Enterprise Interface shall pass dispatch assignment information to the Phoenix G2 system. The Phoenix G2 Alerting System server shall receive the CAD dispatch data and perform programmed station alerting functions for the stations involved.
Vendor	Phoenix G2 (manufactured by US Digital Designs, acquired by Honeywell Building Technologies)
Subsystem	CAD
Direction	Export
Interface Document Name	IRD - USDD Station Alerting Interface.pdf
Instances Contracted	Production and Test/Train
Required for Go-Live	Yes

9.1.9. Enterprise CAD ASAP Interface

Standard Interface	Description
Interface Name	Enterprise CAD ASAP Interface
Interface Description	The Automated Secure Alarm Protocol (ASAP) is an American National Standard developed jointly by APCO and The Monitoring Association and approved by the American National Standards Institute. NLETS is a partner in the program

	and uses its systems to provide a data bridge between both systems. Using ASAP, Central Station alarm companies such as Vector Security, Rapid Response, and ADT can transmit alarm data electronically to Central Square's Inform CAD, reducing the potential for human error and call volume, and results in a decreased response time for Calls for Service.
Vendor	The Monitoring Association (TMA)
Subsystem	CAD
Direction	Import
Interface Document Name	OSD – ASAP Standard Interface.pdf
Instances Contracted	Production and Test/Train
Required for Go-Live	Yes

9.1.10. Std Enterprise CAD to External Incident Data Transfer

Standard Interface	Description
Interface Name	Std Enterprise CAD to External Incident Data Transfer
Interface Description	See above.
Vendor	Current RMS system is ProPhoenix, but will be moving to Axon RMS
Subsystem	CAD
Direction	Export
Interface Document Name	OSD - CAD to External System Publisher Interface v2 5-9-25.pdf
Instances Contracted	Production and Test/Train
Required for Go-Live	Yes

9.1.11. Enterprise CAD Axon Evidence.com Data Extract

(Body Camera)

Standard Interface	Description
Interface Name	Enterprise CAD Axon Evidence.com Data Extract (Body Camera)
Interface Description	CentralSquare will provide a SQL view and login that allows Axon to connect and query that view in order to obtain incident information such as Event ID, Address, Problem Nature, Responder information, Incident Disposition, and both dispatch and cleared call times.
Vendor	Axon

Subsystem	CAD
Direction	Export
Interface Document Name	OSD – Axon Evidence.com.pdf
Instances Contracted	Production
Required for Go-Live	Yes

9.1.12. Standard Alpha Numeric Paging Interface

Standard Interface	Description
Interface Name	Standard Alpha Numeric Paging Interface
Interface Description	The CAD Enterprise Paging Interface is a standard alphanumeric paging interface to provide text “paging” messages to a paging system vendor(s) using PET/TAP, WCTP, SMTP, or SNPP paging protocols, for delivery to the intended recipients. Note: Currently, SMS is not directly supported. SMS functionality can be achieved using SMTP protocol to vendors’ SMTP-to-SMS gateways, for vendors that support such service. For connection to vendors using TAP protocol, CentralSquare recommends the use of a constant connection to the paging provider – such as a leased line – to facilitate rapid pager activation; however, dial-up connections are supported through this Interface. For connection to vendors using Internet protocols, the customer will be required to establish access from the Paging Server interface to the Internet (and SMTP relay service for SMTP paging). This Paging Interface will allow CAD Enterprise to send predefined and manually created pager messages to alphanumeric pagers. Automatic pages are limited to those defined in the paging setup utility defined in the CAD Enterprise documentation. CentralSquare is not responsible for any equipment, software or services needed by the paging vendors. CentralSquare is responsible for providing and initially configuring the CAD Enterprise Paging Interface software, and

	the method of connection. The customer is responsible for the paging vendors, any necessary cabling, or communications connections, and arrangement and funding of any work. The customer is also responsible for building the CAD Enterprise paging formats and entering pager assignment information, including page groups. The customer understands that changes made by the paging vendor(s) and/or network, including the format of expected data, may disrupt the operation and functionality of this interface.
Vendor	Konexus AlertSense
Subsystem	CAD
Direction	Export
Interface Document Name	OSD – AlphaNumeric Paging Standard Interface.pdf
Instances Contracted	Production and Test/Train
Required for Go-Live	Yes

9.1.13. External System to Enterprise CAD Data Transfer (Premise)

Standard Interface	Description
Interface Name	External System to Enterprise CAD Data Transfer (Premise)
Interface Description	The External System to Enterprise CAD Data Transfer Interface provides the ability to import and update premise records from an external source. This is a unidirectional interface from the external source (typically an RMS) to Enterprise CAD. The interface will enable information that is entered or edited on the external system to propagate to the Enterprise CAD system. Any premise information added or edited within the Enterprise CAD system will be allowed, but the changes will not be updated back to the external system. Premise data entered or modified manually within Enterprise CAD is subject to being overwritten by the Enterprise CAD interface as updates from the external source are processed. The architecture uses a method of data transfer based on file transfer from the external source. This preferred approach requires the external source to generate formatted files to be staged and processed by the interface. Typically, creation of

	the formatted files is done as the premises records are created and modified within the external system, although batch handling of files is supported by the interface.
Vendor	FirstDue
Subsystem	CAD
Direction	Import
Interface Document Name	OSD – External-to-CAD Premise Data Import Interface.pdf
Instances Contracted	Production and Test/Train
Required for Go-Live	Yes

9.1.14. Automated License Plate Reader Interface

Standard Interface	Description
Interface Name	Automated License Plate Reader Interface
Interface Description	CentralSquare shall implement a CAD Enterprise interface with the ALPR central database and Automated License Plate Reader (ALPR) system through an API to process alarms and to collect data to support a CentralSquare Message Switch Enterprise (MSE) query/response provider.
Vendor	Flock
Subsystem	CAD
Direction	Import
Interface Document Name	Functional Design Document (FDD) – Flock ALPR.pdf
Instances Contracted	Production and Test/Train
Required for Go-Live	Yes

9.1.15. Enterprise Mobile AFR XML Export

Standard Interface	Description
Interface Name	Enterprise Mobile AFR XML Export
Interface Description	The Mobile AFR XML Export generates an XML file containing Records Check returns that is placed in a directory on the mobile device for a third-party system to pick up and import into the third-party system.
Vendor	Badger TraCS
Subsystem	CAD
Direction	Export
Interface Document Name	Mobile Enterprise User Guide - Page 213

Instances Contracted	Production and Test/Train
Required for Go-Live	Yes

9.1.16. CAD Enterprise API Integration:

Standard Interface	Description
Interface Name	CAD Enterprise API
Interface Description	This is a RESTful API that utilizes JSON format. The API allows the Customer IT staff to set up various integrations on their own and to expand interface capabilities as operational needs change.
Subsystem	CAD
Direction	Bidirectional
Instances Contracted	Production
Note	For general use. Discussed this as a solution for CrewSense/VectorSolutions: City to define the middleware they would like to use, pull the data via the CrewSense API, and send data to CentralSquare API.

9.2 Records Interfaces

9.2.1. Standard Arrest Publisher

Standard Interface	Description
Interface Name	Standard Arrest Publisher
Interface Description	The CentralSquare Arrest Publisher Interface (the “Interface”) is a unidirectional interface. It will publish Arrest data from Enterprise RMS via XML files in CentralSquare’s standard format, to the network file share.
Vendor	Idemia Livescan
Subsystem	Records
Direction	Export
Interface Document Name	OSD - Standard Arrest Publisher.pdf
Instances Contracted	Production

Required for Go Live	Yes
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9.2.2. Standard Crash Publisher

Standard Interface	Description
Interface Name	Standard Crash Publisher
Interface Description	The CentralSquare Crash Interface (the “Interface”) is a unidirectional interface. It will publish Crash data from Enterprise RMS via XML files in CentralSquare’s standard format, to the configured network file share.
Vendor	CarFax
Subsystem	Records
Direction	Export
Interface Document Name	OSD - Standard Crash Publisher.pdf
Instances Contracted	Production
Required for Go Live	Yes

9.2.3. Standard Citation Importer

Standard Interface	Description
Interface Name	Standard Citation Importer
Interface Description	The CentralSquare Standard Citation Importer (the “Interface”) is a unidirectional interface. It will import Citation data from the Third-Party System into Records Enterprise. The XML imported will be in CentralSquare’s Standard Citation format. The Interface includes the import of attachments. The attachment must include a Filename, Extension, and Media in order to import. The Extension is the file type without a dot (ex: jpg, bmp). The Media is the attachment data in base64string format.
Vendor	TiPPS
Subsystem	Records
Direction	Import
Interface Document Name	OSD - Records Enterprise Citation Importer Interface v1.1.pdf
Instances Contracted	Production
Required for Go Live	Yes

9.2.4. PDF Report Publisher Interface

Standard Interface	Description
Interface Name	PDF Report Publisher Interface
Interface Description	The CentralSquare Report Publisher Interface (the “Interface”) is a unidirectional interface. The Interface can be configured to publish Incident, Arrest, Citation, Field Interview, Crash, CFS, Warrant, Other Event or Civil data from Records Enterprise to a network file share. The XML published will be in CentralSquare’s Standard format.
Vendor	
Subsystem	Records
Direction	Publisher
Interface Document Name	OSD – Enterprise RMS Report Publisher v1.6.pdf
Instances Contracted	Production, Test/Train
Required for Go Live	Yes

9.2.5. Standard WI eReferral Interface

Standard Interface	Description
Interface Name	Standard WI eReferral Interface
Interface Description	Web services data transfer from Records Enterprise to DA PROTECT case management system. Allows law enforcement to send referrals and supporting documents to the DA office.
Vendor	State of Wisconsin (Department of Administration)
Subsystem	Records
Direction	Export
Interface Document Name	
Instances Contracted	Production, Test/Train
Required for Go Live	Yes

9.2.6. Records Enterprise API

Standard Interface	Description
Interface Name	Records Enterprise API
Interface Description	This is a RESTful API that utilizes JSON format. The API allows the Customer IT staff to set up various integrations on their

	own and to expand interface capabilities as operational needs change.
Subsystem	Records
Direction	Bidirectional
Instances Contracted	Production
Note	For general use.

10 Appendix D - Message Switch

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

A **Message Switch Provider** is equivalent to a data source (such as the State or a SQL database).

Message Switch Providers use Transactions to query the data source.

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

Standard transactions are included in the project, subject to applicable access. Standard queries can be performed via the Enterprise suite applications graphical user interfaces as documented.

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

Standard Providers:

Provider: CAD Enterprise

Standard CAD Enterprise Transactions:

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

Vehicle	Query BOLO Vehicle
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Provider: State Justice Switch (Wisconsin)

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

Transactions do not by default include record entry, modification, or update (Cancel, Clear, Locate) functionality. This functionality is available only if CentralSquare develops the queries as custom transactions as part of the Agreement.

Standard State Justice Switch Transactions

Category	Message Key	Transaction Name
Person	0687	Hit Request – Missing Person
Article	0703	Hit Request - Stolen Article
Vehicle	0711	Hit Request - Stolen Boat
Vehicle	0679	Hit Request - Stolen or Felony Vehicle
Vehicle	0691	Hit Request - Stolen or Missing License Plate
Gun	0699	Hit Request - Stolen or Recovered Gun
Vehicle	0695	Hit Request - Stolen Part
Article	0707	Hit Request - Stolen Security
Person	0683	Hit Request - Warrant
Person	781A	Query Wisconsin Full Driver/Full Registration by Name Sex Race DOB
Person	0818	Query Wisconsin Driver Record by Name S/R DOB - Full Record and DOT DL Photo
AdminOther	0466	Administrative Message - In-State Multiple Destinations
AdminOther	0469	Administrative Message - Out-of-State and Canada
AdminOther		Free Form Transaction
Article	0370	Query Article by NCIC Number
Article	0368	Query Article by Serial Number
Vehicle	0134	Query Boat Name
Vehicle	0136	Query Boat / Coast Guard Number
Vehicle	0131	Query Boat by NCIC Number
Gun	0387	Query Gun by NCIC Number
Gun	0386	Query Gun by Serial Number
Gun	0388	Query Gun by Serial Number Make and Caliber
Vehicle	0239	Query Boat Registration Number - Out-of-State
AdminOther	0070	Query Out-of-State Carry Concealed Weapon
Person	0838	Query WI CHRI Summary - Out-of-State Driver
Person	0987	Criminal History - by name/sex/race/dob - Out-of-State

City of Waukesha, WI
City of Waukesha, WI – CAD Enterprise

Person	0989	Criminal History - Full Record by SID # - Out-of-State
Person	0789	Query Out-of-State Driver by Driver's License Number - Full Record
Person	0870	Query Out-of-State Driver's License Number - Summary Record
Person	0782	Query Out-of-State Driver by Name Sex/Race DOB - Summary Record
Vehicle	0170	Query Vehicle - Out-of-State Plate
Vehicle	0172	Query Vehicle - Out-of-State License Plate and VIN
AdminOther	0489	Query Out-of-State Snow/ATV by Registration Number
AdminOther	0490	Query Out-of-State Snow/ATV by VIN
Vehicle	0171	Query Vehicle - Out-of-State VIN
Person	0153	III - Record segment by FBI#
Person	0154	III - Record segment by SID number
Vehicle	0138	Query Boat Hull Number - In State
Vehicle	0137	Query Boat Registration Number - In State
Person	0152	Identification Segment Record By Name/Sex/Race/DOB
Person	0986	Criminal History - by name/sex/race/dob - In-State
Person	0988	Criminal History - Full Record by SID # - In-State Only
Person	0799	Query Wisconsin CHRI / Wisconsin Driver
Person	0272	Query Wisconsin CHRI Summary / Wisconsin Driver and DL Photo (QW)
Person	0822	Query Wisconsin CHRI Summary / Wisconsin Driver
AdminOther	0971	Query Disabled Parking Permit Number
Person	0241	Query Wisconsin Driver's License Number - Full Record and DL Photo (QW)
Person	0871	Query Wisconsin Driver's License Number - Full Record
Person	0781	Query Wisconsin Full Driver Record by Name Sex/Race DOB
Person	0817	Query Wisconsin Driver Record by Name S/R DOB - Full Record and DL Photo (QW)
Vehicle	0173	Query Wisconsin Plate - Full DOT Record
Vehicle	0231	Query Vehicle - Wisconsin License Plate and VIN - Full Registration
Vehicle	0228	Query Vehicle - Wis License Plate Number and VIN - Summary Registration
AdminOther	0486	Query Wisconsin Snow/ATV by Registration Number
Vehicle	0162	Query Vehicle - Wisconsin Vehicle Identification Number
Vehicle	0159	Query Vehicle - Wisconsin Plate
Vehicle	0179	Query Wants Only For Foreign Plate
Person	0688	Hit Response – Missing Person
Article	0704	Hit Response - Stolen Article
Vehicle	0712	Hit Response - Stolen Boat
Vehicle	0680	Hit Response – Stolen or Felony Vehicle
Vehicle	0692	Hit Response - Stolen or Missing License Plate
Gun	0700	Hit Response - Stolen or Recovered Gun
Vehicle	0696	Hit Response - Stolen Part
Article	0708	Hit Response - Stolen Security
Person	0684	Hit Response - Warrant

AdminOther	0729	Administrative Message - In-State Single Destination
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Customer Providers

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

Custom Provider: Axon RMS

Provider	Axon RMS
Type	SQL
Database Type	SQL Server
Transactions	Description
Name	Person Inquiry
Location	Location Inquiry
Vehicle	Vehicle Inquiry
Article	Property Inquiry
Gun	Gun Inquiry

11 Appendix E - Subcontractor Statement of Work

11.1 White Box Technologies Records Enterprise Data Conversion Statement of Work (SOW)

PROJECT NAME: WAUKESHA-DATA CONVERSION

DATE:

10/18/2025

This Statement of Work (SOW) sets forth the roles and responsibilities, assumptions, scope, constraints (with an estimated schedule TBD) that will govern the project detailed below. The content of this document is intended to provide framework for the project processes to ensure mutual understanding, clear expectations, and successful results.

PRIMARY POINTS OF CONTACT INFORMATION:

Central Square: _____, _____, _____

White Box: _____, _____, _____

Waukesha Police: _____, _____, _____

PERIOD OF PERFORMANCE: 11/15/25-to thirty days after Agency's Go Live

PROJECT SUMMARY: Combine and convert source legacy databases for use in Central Square Enterprise RMS. According to the availability and completeness of the source data and target modules, all of the fields and tables within the various functional areas will be populated to the fullest extent possible within the parameters outlined below. Where Agency/Waukesha Police (Waukesha) is referenced below, Central Square will assume the responsibility to work with Waukesha to complete the task.

Roles and responsibilities:

Central Square

- Project Manager and System Engineer
 - o Manage project scope, schedule and performance, coordinate conversion activities with White Box
 - o Assist with adherence to schedule, and issue resolution.
 - o Inform White Box of issues impacting conversion.
 - o Report conversion issues to White Box in a timely manner following a delivery, including necessary details to research and resolve.
 - o Coordinate access for Whitebox to access customer's environment

Waukesha

- Central Square to facilitate access to Agency Legacy System Subject Matter Expert and IT Support to:
 - o Provide legacy data files to White Box

- o Work with White Box to retrieve data and layout information from legacy system in either CSV, Flat Files with table header layouts or in a portable (e.g., SQL) format
- o Inform White Box of issues impacting conversion, promptly answer technical and/or business operation questions.
- o Review, provide feedback and approve Table Mapping, Field, and Code Documents
- o With White Box assistance (if needed) thoroughly review mock conversions per schedule. Mandatory scheduled review sessions with White Box are required between the first and second iterations that will include all data being populated into the target modules
- o Provide, generate, and validate source codes to target codes using the White Box online code mapper utility.

White Box

- Project Manager
 - o Manage project scope, schedule, and performance, coordinate conversion activities with Central Square.
- Data Analyst
 - o Prepare Table Mapping, Field, and Code Documents; deliver to Waukesha for review.
 - o Work with Central Square and (as requested by Central Square) to develop the conversion rules and resolve issues identified during mock(s) and final conversion.
 - o Lead, schedule and conduct dedicated screen shares to assist Waukesha with code mapping and reviewing of mock data.
- Engineer
 - o Retrieve and prepare source data and set up other applicable systems.
 - o Build, test, run conversion and deliver converted data to Central Square
 - o Load Converted data into target database for customer testing. Central Square to assist with sync tools/utilities. If Waukesha does not agree to White Box access, this responsibility will be for Central Square Data Conversion Engineer.
 - o Remove Waukesha data from White Box Systems 45 days after Go Live.

Assumptions and Constraints:

- This project includes up to three mock iterations from the source being converted during implementation and a final go live conversion for RMS, consisting of the source data provided to White Box Technologies. Waukesha/Central Square will provide no more two source data dumps/backups consisting of: the initial RMS source(s) data backup used for building and reviewing the converted data, and a backup used for the RMS go live. Any additional backups requested by Central Square/Waukesha to be restored will result in a change request. Data must be in either a CSV, flat files with table header layouts or in a portable (e.g., SQL) format and must match the same format for each backup. Anything contrary will be a change request.
- Data may be provided by Central Square/Waukesha using any of the following methods:

Deliver to a secure FTP site-provided by White Box, Save the files to a file location provided by Central Square or Waukesha; provide access for White Box to access and retrieve, or Save the files on a hard drive and deliver to White Box

- Central Square will provide the code tables populated with Waukesha data prior to the 1st Mock to support the data mapping and conversion. White Box will not be creating or building codes or any code tables and is the responsibility of the Agency to validate their codes. All necessary code mapping must be completed prior to the first Mock delivery during the implementation. If new codes are needed to be added to the target system, these will be identified during the code mapping validation process.
- A project schedule will be developed and mutually agreed to during the initiation of this project. Any delay in the delivery of milestones or related sub-steps to the schedule, which is the responsibility of Central Square or Waukesha, can result in a day-for-day delay in subsequent milestones that White Box is responsible for. The period of performance begins from contract signing or a later date specified in the schedule to 30 days after the final scheduled go live. Should the period of performance extend beyond the agreed upon schedule and through no fault of White Box, a change request may be initiated for reallocation of resources.
- Data mapping activities will not begin until completion of the Records Enterprise Functional Acceptance Testing.
- Following a White Box deliverable, unless otherwise specified, Central Square or Waukesha (per schedule) has a set number of business days to report any issues. If White Box receives no response within that time, the deliverable will be considered accepted as delivered and if tied to a billable milestone, deliverable will be invoiced to Central Square. Issues reported after that period of time will be resolved on a case-by-case basis and may or may not be subject to additional charges and / or a change request. Requested changes or issues found after the go live that were the result of not properly reviewing the converted data, will be subject to a change request.
- White Box will not be responsible for de-duplication of legacy data with in-service data
- Images/Attachments are included.
- Addresses that are part of the data conversion cannot be geo verified by White Box. If Geo verification is a requirement for Waukesha, Waukesha will need to conduct their own Geo verification testing.
- All services and solutions provided by White Box Technologies under this Statement of Work shall comply with the CJIS Security Policy. White Box shall implement access controls, encryption, and secure storage practices consistent with CJIS requirements. White Box shall coordinate with any Agency's designated security personnel to ensure that all data handled during the conversion process remains secure and auditable
- Code, configuration, and maintenance tables will not be populated in the target system by White Box. White Box will not be responsible for deleting any existing data in the configuration database. Any upgrades made to the target database during implementation will be a change request. Any new fields requested to be added after the last mock iteration that have not been

reported previously will be a change request. Any changes made to the target templates after the first Mock will be a change request.

- Work performed under this Statement of Work is under warranty by White Box for thirty (30) days following delivery of the final conversion. For any issues that are the direct result of a White Box error and found within the 30-day warranty period, White Box will fix those errors. Errors or omissions in converted data that result from application, database, source data changes or requested changes to the conversion logic made by Central Square or Waukesha following acceptance of any Spec Document, mock conversions, including not properly reviewing the data during the mock iterations or only reviewing partial data, the final go live and found after the 30-day warranty period are not included in this Statement of Work and will be subject to a change request.

Estimated Key project milestones:

<u>Milestone</u>	<u>Responsibility</u>
Deliver Source data and code tables to White Box.	Waukesha/Central Square
Deliver Table Mapping Document	White Box
Deliver Code Mapping Utility	White Box
Validate Source Codes to Target Codes	Waukesha
Deliver first mock converted data	White Box
Review of mock Converted data	Waukesha/Central Square
Deliver second mock converted data	White Box
Review of mock converted data	Waukesha/Central Square
Deliver third mock converted data	White Box
Review of mock converted data	Waukesha/Central Square
Deliver source data for go live	Waukesha/Central Square
Deliver final RMS converted data	White Box
Cut off for reporting post conversion issues (30 day Warranty Period, after delivery of data for go live)	Waukesha/Central Square

Source System(s):

- Prophoenix-single database, FileOnQ-single database
- Number of Source Data Tables needing Analysis and Conversion: Up to 81 total source data tables (all previous years) from both the Prophoenix and FileOnQ databases. Only the most heavily used data tables containing over 1000 records per table are converted. (Lookup tables, code tables, and other source database tables that contain a minimal number of data fields and primarily exist for database normalization purposes do not count against this limit).
- Source data delivered to White Box Technologies: Not received. Information from the agency and from other similar project information was used for this Statement of Work. All assumptions

on number of tables being converted from the source database will need to be verified once receiving copy of source database. If any additional data needs to be converted beyond the specified source data table count listed above, additional charges will apply.

Target System (s):

- Target Modules in scope: Central Square Enterprise RMS that includes; Names, Vehicles, Property, Evidence, Cases, Incidents, Arrests, Warrants, Attachments/Images, Citations, Field Interviews, Crash, Calls for Service, Holding Facility, Permits, Use of Force, Personnel, Training, Invoicing, Drug Overdose, and Open Records.
- Modules out of scope: Any other RMS target modules other than those listed above as well as any CAD or JMS application. Any additional source tables needed beyond the source tables listed above and any other target module being populated with converted data other than these outlined in the Statement of Work, are not part of the included overall source data table count and will be a change request to be converted, regardless if within the threshold of converted source table count included above.

In Scope Service:

The following outlines the services that are considered within the scope of this Statement of Work.

Baseline Services

Service	Definition
Data Conversion	Changing digital data from one format to another so it can be used in another software application. Converted data is delivered in the form of Mock/Test iterations, go live converted data and potential GAP conversions as per the scope above.
Data Standardization	Converting accepted (not misspellings) data values that represent the same information into a single unified, recognized, and accepted structure as required by the target system.
Data Defaulting	Based on predefined business rules, assigning a specific value to a field in the target database that is different than the corresponding value in the source database.
Documentation	All issues reported, fixes applied to issues, known issues that cannot be fixed, conversion rules, delivery dates, mapping, and logic as well as source tables being converted, and target modules populated is tracked and documented in White Box's on-line project management tool.
Initial Cleanliness Analysis	White Box if required, will run an initial analysis prior to the conversion effort, to determine how many duplicate records are in the ProPhoenix database and if name merging was applied to the conversion, how many duplicates could be cleaned up.

Image Conversion Converting digital images that were used in one application, for use in another software application. May also require changing the format of the images so that they function in the new application

Out of Scope

The following outlines the services that are considered outside the scope of this Statement of Work. Central Square/Waukesha is requested to submit a Change Request in order to include any of these optional services within the scope of this Statement of Work. Note that additional services may result in added cost and/or schedule delay.

Optional Services

Service	Definition
Additional Conversions/Go Lives	Re-run of the conversion process above and beyond those agreed to be within scope.
Address Validation	Validates and standardizes address against USPS database
Custom Reports	Reports to indicate data that meets a certain criterion provided by Central Square / Waukesha
Additional 3rd party Validation	Review and correction of legacy data through use of third party commercially available reference applications to provide assurance that data is adequate for its intended use
Data Cleansing	Amending, correcting, removing, or defaulting inaccurate, incomplete, duplicated, or improperly formatted source data beyond that which is required to load the data properly in the target application. It is the responsibility of the agency to perform all data cleanup
Data Augmentation	Adding new or derived data necessary or desired in the target system but not available in the source. (Also called data enrichment). This includes changing the intent of the source data
Standard Name Merge	A Standard Name Merge consisting of merging the data based on the following criteria: DOB; with One of the following unique identifiers, SSN, DL Number/DL State, FBI #, or State ID #.
Convert to multiple databases	Option to convert data to more than one target database.
Financial Conversion	Any data that has financial components (fees, obligations, payments, interest etc.). that needs to be calculated, converted and populated into the target application.

Preliminary Run of Converted Data Option to analyze and run the Names section only before full conversion run to validate cleanliness and number of potential duplicates.

This Statement of Work is Valid from 90 days from date of issuance.

11.2 White Box Technologies Archive Report Tool (ART) Statement of Work (SOW)

PROJECT NAME: WAUKESHA- ART

DATE: 10/18/2025

This Statement of Work (SOW) sets forth the roles and responsibilities, assumptions, scope, constraints (with an estimated schedule TBD) that will govern the project detailed below. The content of this document is intended to provide framework for the project processes to ensure mutual understanding, clear expectations, and successful results.

PRIMARY POINTS OF CONTACT INFORMATION:

Central Square: _____, _____, _____

White Box: _____, _____, _____

Waukesha Police: _____, _____, _____

PERIOD OF PERFORMANCE: 11/15/25-to thirty days after final install delivery

PROJECT SUMMARY: Provide a searchable solution and reporting tool to access legacy source data with an interface for queries and data lookups to the historical source information within the parameters specified below. Where Agency/Waukesha Police (Waukesha) is referenced below, Central Square will assume the responsibility to work with Waukesha to complete the task.

Roles and responsibilities:

Central Square

Project Manager and System Engineer

- o Manage project scope, schedule and performance, coordinate activities with White Box
- o Assist with adherence to schedule, and issue resolution.
- o Inform White Box of any issues with plan to resolve

Waukesha

Central Square to facilitate access to Agency Legacy System Subject Matter Expert and IT Support to:

- o Provide legacy data files to White Box
- o Work with White Box to retrieve data and layout information from legacy system in either CSV, Flat Files with table header layouts or in a portable (e.g., SQL) format
- o Ensure prompt and accurate delivery of source data for mock and final data extraction
- o Review, provide feedback and approve any mapping Document and iterations per schedule

White Box

Project Manager

- Manage project scope, schedule, and performance, coordinate activities with Central Square.

Data Analyst/Engineer

- Retrieve and prepare source data and setup other applicable systems
- Build, test, and run application interface and deliver any converted data. Assist with setup and installation of Archive Report Tool Solution.

Assumptions and Constraints:

- This project includes one test iteration and the final “go live”, consisting of the source data provided to White Box Technologies. Data must be in either a CSV, flat files with table header layouts or in a portable (e.g., SQL) format. And must match the same layout as previously provided.
- White Box will not be analyzing, populating, migrating, cleansing, or manipulating any legacy data into any Waukesha production RMS, CAD, or JMS system. Legacy data is static, no new data can be added to the Archive Report Tool Solution.
- White Box will deliver the converted data either via FTP or Hard Drive via mail
- If hosting the solution on premise, Waukesha is responsible to acquire the hardware and any software licenses to house the converted data, SQL Database(s), and the ART application. (If database size is under 10GIG then the free version of SQL Express can be utilized). Hardware for the Application is minimal-any modern processor with approximately 100 MB of free space needed for the ART Solution. ART requires a Windows OS (Windows 10, Windows Server 2019, or newer) that supports .NET Framework 4.8. Once the project begins, White Box will confirm the SQL Server version Waukesha plans to use and ensure ART is compatible with it. As part of the ongoing support, White Box will work with Waukesha to ensure any future Windows and SQL Server releases are compatible with the ART Solution. While White Box strives to maintain compatibility, it cannot guarantee ART will work seamlessly with third-party software or hardware beyond its control. However, ongoing support will be provided to help Waukesha address any compatibility issues caused by external third-party changes. Hosted solutions are available as a separate option
- Work performed under this SOW is under warranty by White Box for thirty (30) days following delivery of any converted data and the Archive Report Tool Solution. White Box is not responsible for any source data issues and since no cleansing of data is included with this SOW, the source data will only be searchable in its existing form. White Box is not responsible for the integrity or cleanliness of the source data. Errors or omissions in converted data that result from application, database, or source data changes by Waukesha are not covered by this warranty.

- This Statement of Work grants Waukesha a one-year license after the final delivery/installation of the ART solution. Ongoing support/licensing will need to be added after the first year of use directly through White Box. Support and any additional licensing or hosting solutions will be in a separate Work Order/Licensing Agreement provided by White Box prior to the one-year anniversary of the ART installation. (As of the date of this agreement, annual licensing is 15% per year of the total White Box Work Order price per ART installation and may or may not be subject to change). Support shall include, but is not limited to, troubleshooting, issue resolution, and configuration assistance related to changes in Waukesha’s internal systems, such as network modifications, database upgrades, or DLL/software updates that may affect ART functionality. Any additional feature request, report or customization to the ART tool is not part of the support agreement and will be a change request. Support will be added to any additional features or requested changes/customizations made to the original ART deployment.
- For on-premise deployment, Waukesha will provision a pre-production testing environment for White Box's use during validation and development of the ART solution. This environment shall be available prior to delivery of the first test iteration and include access to all mutually agreed-upon hardware and software necessary for testing activities. Waukesha will coordinate with White Box to confirm configuration requirements in advance
- A project schedule will be developed and mutually agreed to during the initiation of this project. Any delay in the delivery of milestones or related sub-steps to the schedule, which is the responsibility of Waukesha, can result in a day-for-day delay in subsequent milestones that White Box is responsible for.
- All services and solutions provided by White Box Technologies under this Statement of Work shall comply with the CJIS Security Policy. White Box shall implement access controls, encryption, and secure storage practices consistent with CJIS requirements. White Box shall coordinate with Waukesha’s designated security personnel to ensure that all data handled during the implementation process remains secure
- Following a White Box deliverable, unless otherwise specified Waukesha has a set number of business days to report any issues. If White Box receives no response within that time, the deliverable will be considered accepted as delivered and if tied to a billable milestone, deliverable will be invoiced. Issues reported after that period of time will be resolved on a case by case basis and may or may not be subject to additional charges and / or a change request.

Estimated Key project milestones:

Milestone	Responsibility
Deliver Source data and code tables to White Box.	Central Square/Waukesha
Develop Technical Specs and fields to be queried	White Box/Waukesha
Deliver first iteration ART Solution	White Box

Review of test iteration	Waukesha/Central Square
Deliver source data for final production delivery	Waukesha
Deliver final production ART Solution	White Box
Cut off for reporting post conversion issues (30 day Warranty Period, after final delivery)	Waukesha/Central Square

Source System(s):

- H.T.E-Single Database

Work Scope:

The base app is a tool for allowing staff without database or technical programming experience to search for and view legacy historical data.

Once getting the data the first step is to confirm legacy data is in a readable SQL format and if required White Box will convert data to readable SQL format. Then, the application will be built to query data from the legacy SQL database. Data can be queried by the lookups configured in the included report. The base app allows for records to be sealed/unsealed by a specified user. Specific data (synopsis Queries) can be searched through the Central Square Base Package Message Switch as a stored procedure that includes: Person, Vehicle, Warrant, Incident Number and Location. Since ART is being installed on Premise, Central Square Message switch will access ART within the on premise environment. Any queries or lookups and/or sealing/unsealing will need to be done through the base application. Waukesha may choose any existing hardware to house the data and the Art application. Customizable reports provide an efficient and easy way to view the data that's based on an event and present that in a searchable, human readable format. Report(s) will have the capability to print, save, and save as and show attachments/images (if applicable) that are linked to the selected record. The customizable report(s) have the capability to display all applicable data for a selected record.

Two reports (e.g., Incident, Booking, Case etc.) are included with the Statement of Work from the source system data. Each report will contain no more than 80 fields, with each report pulling from up to 6 main sections*. The first step of the kickoff meeting will be to refine those data elements/sections to be included within the report as well as the report format. Sample reports are required prior to project start to validate all assumptions, anything contrary or different than the above scope will be a change request. (*A section is a logical main header of data e.g., a general details section, involvement section etc.)

This SOW assumes that all report values from the source data are static values stored in a database table and that there are no values in the report that are generated that White Box would have to spend time and effort to re-create the logic from the app, to generate those values for the report. It also assumes that the report doesn't have additional sections that are excluded due to the source tables being empty.

Any Word doc attachments converted to PDF for embedding will be a change request for time and cost. New custom interfaces, unique customizations, any additional reports or enhancements or any other

potential functionality made to ART, can be developed if needed, which will also require a separate Work Order for both time and cost.

All assumptions contained within this Statement of Work will need to be validated once receiving copy of source data and sample reports and may or may not be subject to a change request.

This SOW valid for 90 days from date of issuance.

In Scope Service:

The following outlines the services that are considered within the scope of this Statement of Work.

Baseline Services

Service	Definition
Data Conversion	Changing digital data from one format to another so it can be used in another software application. Converted data is delivered in the form of Mock/Test iterations, go live converted data and potential GAP conversions as per the scope above.
Data Standardization	Converting accepted (not misspellings) data values that represent the same information into a single unified, recognized, and accepted structure as required by the target system.
Data Defaulting	Based on predefined business rules, assigning a specific value to a field in the target database that is different than the corresponding value in the source database.
Documentation	All issues reported, fixes applied to issues, known issues that cannot be fixed, conversion rules, delivery dates, mapping, and logic as well as source tables being converted, and target modules populated is tracked and documented in White Box's on-line project management tool.

Out of Scope

The following outlines the services that are considered outside the scope of this Statement of Work.

Central Square/Waukesha is requested to submit a Change Request in order to include any of these optional services within the scope of this Statement of Work. Note that additional services may result in added cost and/or schedule delay.

Optional Services

Service	Definition
Additional Conversions/Go Lives	Re-run of the conversion process above and beyond those agreed to be within scope.
Address Validation	Validates and standardizes address against USPS database
Custom Reports	Reports to indicate data that meets a certain criterion provided by Central Square / Waukesha

Additional 3rd party Validation	Review and correction of legacy data through use of third party commercially available reference applications to provide assurance that data is adequate for its intended use
Data Cleansing	Amending, correcting, removing, or defaulting inaccurate, incomplete, duplicated, or improperly formatted source data beyond that which is required to load the data properly in the target application
Data Augmentation	Adding new or derived data necessary or desired in the target system but not available in the source. (Also called data enrichment). This includes changing the intent of the source data
Standard Name Merge	A Standard Name Merge consisting of merging the data based on the following criteria: DOB; with One of the following unique identifiers, SSN, DL Number/DL State, FBI #, or State ID #.
Convert to multiple databases	Option to convert data to more than one target database.
Financial Conversion	Any data that has financial components (fees, obligations, payments. interest etc.). that needs to be calculated, converted and populated into the target application.
Preliminary Run of Converted Data	Option to analyze and run the Names section only before full conversion run to validate cleanliness and number of potential duplicates.
Image Conversion	Converting digital images that were used in one application, for use in another software application. May also require changing the format of the images so that they function in the new application

This Statement of Work is Valid from 90 days from date of issuance

Central Square Technologies
City of Waukesha
Statement of Work- Archive Report Tool (ART)



Accepted:
CentralSquare Technologies

(Authorized Signature)

Name:
Ron Anderson

Title:
Chief Revenue Officer

Date:

Accepted:
City of Waukesha

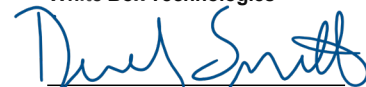
(Authorized Signature)

Name:

Title:

Date:

Accepted:
White Box Technologies



(Authorized Signature)

Name:
Derek Smith

Title:
President

Date:
10/24/25

Accepted:
City of Waukesha

(Authorized Signature)

Name:

Title:

Date:

12 Appendix F – Sample SOW Documentation

12.1 Overview

The following documents have been provided as sample documents in order to provide the Customer project team with an understanding of the various types of CST documents that will be used to implement the CAD and Mobile Enterprise systems and interfaces.

Date Sent	Document Description	Notes
	Contract Capture Negotiations	
5/9/2025	Contract Capture Management Plan	
	Contract Capture Scoping	
5/28/2025	Interface Workbook Summary, version 4	
	CentralSquare Contract Package	
5/30/2025	CentralSquare Solutions Agreement	
5/30/2025	Statement of Work, version 7	
5/30/2025	Price Proposal	
	Misc	
5/30/2025	Sample Project Schedule	
5/30/2025	Sample Resumes	
Zipped file dated 4-4-25	CAD Interfaces: Operational Scenario Documents (OSD) Functional Design Document (FDD)	
4/4/2025	RapidSOS Interface OSD	
4/4/2025	CAD to External Incident Data Transfer OSD	APX Data / Smart Map / SmartCapture
4/4/2025	CAD to External Incident Data Transfer OSD	ESO / NFIRS and Patient Care Reporting System
4/4/2025	CAD to External Incident Data Transfer OSD	Word Systems Technologies (WSI) / NICE
4/4/2025	ANI/ALI Interface OSD	
4/4/2025	Station Alert Interface OSD	
4/4/2025	ASAP Interface OSD	
4/4/2025	CAD to External Incident Data Transfer OSD	Axon RMS
5/9/2025	CAD to External Incident Data Transfer, version 2 dated 5-9-25 OSD	Axon RMS
5/27/2025	Paging Interface OSD	Konex AlertSense
5/28/2025	Flock ALPR FDD	
5/28/2025	External to CAD Premise Data Import Interface OSD	FirstDue

5/28/2025	Enterprise CAD Axon Evidence.com Data Extract OSD	
	<u>Interfaces that do not have Customer facing OSD's:</u> Standard EMD Integration Enterprise CAD Archive server view (PulsePoint)	
	CentralSquare GIS Documents	
4/4/2025	Enterprise GIS Questionnaire	
4/4/2025	Enterprise CAD Mobile GIS Requirements	
4/29/2025	Enterprise GIS Questionnaire, version 2	
	CentralSquare CAD/Mobile Enterprise System Information	
5/14/2025	System Planning Guide	
	CentralSquare Project Management Documents (Samples)	
5/30/2025	Project Management Plan	
5/30/2025	Status Meeting Agenda	
5/30/2025	Bi-weekly Status Report	
5/30/2025	Monthly Status Report	
5/30/2025	Task Completion Report (TCR) - No Invoice	
5/30/2025	Task Completion Report (TCR) - Invoice	
5/30/2025	Change Management Plan	
5/30/2025	Communication Plan	
5/30/2025	Risk Management Plan	
5/30/2025	Go Live Plan	
5/30/2025	Go Live Authorization Letter	
5/30/2025	Reliability Period Weekly Report	
	CAD/Mobile Training Agendas (Samples)	
5/30/2025	CAD Enterprise Operational and Administrative Review (OAR)	
5/30/2025	GISLink Training	
5/30/2025	CAD Enterprise Response Plan Workshop	
5/30/2025	CAD Enterprise Dispatch Supervisor Training	
5/30/2025	CAD Enterprise Call Taker/Dispatcher User Training	
5/30/2025	Mobile Enterprise Administration Training	
5/30/2025	Mobile Enterprise Train-the-Trainer Training	
	Records Interfaces: Operational Scenario Documents (OSD)	
10/02/2025	OSD - Enterprise RMS Report Publisher V1.6 (1).pdf	

10/02/2025	OSD - Wisconsin - DA PROTECT eReferral Integration v1.2.pdf
10/02/2025	OSD - Standard Arrest Publisher.pdf
10/02/2025	OSD - Standard Crash Publisher.pdf
10/02/2025	OSD - Records Enterprise Citation Importer Interface v1.1 (1).pdf
10/02/2025	Records Training Agendas (Samples)
10/02/2025	Records Enterprise Pre-Configuration Questionnaire
10/02/2025	Records Enterprise – Administration and Configuration Training
10/02/2025	Enterprise RMS – Incident, Arrest, and Case Management Workshop
10/02/2025	Records Enterprise – Crash, Citation, Other Event and Field Interview Workshop
10/02/2025	Records Enterprise Workshop Property and Evidence
10/02/2025	Records Enterprise - Records Administration Workshop
10/02/2025	Enterprise RMS – Output Designer
10/02/2025	Enterprise RMS – Report Writing
10/02/2025	Records Enterprise – Validation & Readiness Workshop
10/02/2025	Records Enterprise End User Training – Field Officer
10/02/2025	Records Enterprise End User Training – Investigator
10/02/2025	Records Enterprise User Training – Records
10/02/2025	Enterprise RMS User Training – Warrant
10/02/2025	Enterprise RMS User Training – Civil
10/02/2025	Records Enterprise End User Training – Property and Evidence
10/02/2025	Enterprise RMS – Post Go Live Optimization Workshop
	Analytics Enterprise Sample Training Plan
10/02/2025	Crime Analytics — Administration/Designer Training
10/02/2025	Crime Analytics Dashboard Train-the-Trainer
	Field Training Online Training
10/02/2025	FTO End User Training Agenda
10/02/2025	FTO Admin Training Agenda

13 Appendix G – Included Functionality

Functionality included with CAD Enterprise:

CAD Enterprise	Description
Name	Caller Location Query (CLQ)
Description	The Caller Location Query provides dispatchers with a tool to communicate in a non-traditional fashion with their community. The use of caller location query assists the dispatcher in gathering an additional data point for consideration of an emergency location. A caller's location coordinates can be sent to the call center upon request via an SMS to the device. Once the caller has verified the information presented is accurate, they simply hit send and coordinate data is processed back to the center.
Subsystem	CAD
Required for Go-Live	Yes

CAD Enterprise	Description
Name	Situational Awareness Manager (SAM)
Description	SAM is a robust web-based tool for monitoring and taking action within the Customer's CAD environment and includes features such as mail, call entry, queue monitoring, web map, AVL playback, and a reporting engine. (SAM replaced CAD Enterprise Browser).
Subsystem	CAD
Required for Go-Live	Yes

14 Appendix H - Listing of Non-Payment TCR Milestones

14.1 Overview

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

The table below lists non-payment TCR milestones that will be sent to the Customer by CentralSquare for signature. This list may be subject to change if the project scope is modified.

14.2 Non-Payment TCR Milestones

Non-Payment TCR Milestones
Project kickoff
Completion of CAD/Mobile Enterprise workshops
Completion of CAD/Mobile Enterprise end user training
GIS kickoff
GISLink training
Interface kickoff
Operational Scenario Document (OSD) for interfaces (acknowledgement of receipt of document)
Interface Configuration Document (ICD) for interfaces
Functional Acceptance Testing (Interfaces)
Data conversion kickoff
Data conversion specifications document
Data conversion, final review
System Integration Testing (SIT)
Records Enterprise Kickoff
Records Enterprise Interface Kickoff
Records Enterprise Operational Scenario Document (OSD) for interfaces (acknowledgement of receipt of document)
Records Enterprise Functional Acceptance Testing (Interfaces)
Records Data Conversion Kickoff
Records Data Conversion specifications document
Records Data Conversion, final review
Completion of Records Enterprise workshops
Completion of Records Enterprise end user training

Appendix J – CentralSquare Connectivity to Enterprise On-Premise Systems

Policy

Customer Managed On-Premise Systems

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

CentralSquare does not routinely distribute session recordings to customers. This policy is designed to mitigate the risk of exposing sensitive CJI that may be visible during remote support sessions. Dissemination of such recordings could violate CJIS regulations without additional safeguards, including encryption, access controls, and secondary dissemination tracking.

Should the Customer require access to a specific support session recording for investigative or audit purposes, an exception request may be submitted through the CentralSquare Community Portal. Each request will be reviewed in accordance with CJIS policy and internal data governance protocols and may require additional authorization or documentation to ensure compliance.

This policy reflects CentralSquare's commitment to secure support practices, operational efficiency, and regulatory compliance

15 Appendix I – Confidential Training Recording Agreement

Confidential Training Recording Agreement

The material and information presented in CentralSquare’s training courses is confidential and proprietary information. It is not intended for public disclosure or disclosure to third parties. Customer may videotape training sessions provided by CentralSquare staff solely for Customer’s internal use. Customer acknowledges and agrees to secure and limit access, copying, and/or distribution of CentralSquare training materials and information, accordingly, including recordings of CentralSquare training courses. Additionally, Customer agrees and acknowledges the content of the recording may become outdated due to changes in the applications, software updates, custom additions or any other modifications not in place at the time of the recording. The Customer is responsible for supplying, setting up, and removing all recording equipment.

Agency/Municipality Name: [Click or tap here to enter text.](#)

Signer’s Name: [Click or tap here to enter text.](#)

Signer’s Title: [Click or tap here to enter text.](#)

Signature

Date

16 Appendix Y – Workshop and Training Summary

Training/Go-Live Deliverable	Quantity	Training(s)/Workshop(s) Included	Remote/Onsite	Students
CAD Enterprise Operational and Administrative Review (OAR) *Prerequisites: 1) Client is responsible for supplying the requested data to CentralSquare no later than four (4) weeks prior to class to allow sufficient configuration time. 2) The centerline conversion should be completed no later than four (4) weeks prior to class. Delays will result in a cascading effect on the project timeline. *Attendees will learn how to manage/maintain the CAD system. Review of system build/configuration and handoff to Client to maintain going forward. *IT staff attend CentralSquare Identity portion of the training.	1	Three (3) day workshop	Onsite	10
GIS Link Training *Prerequisites: 1) System installation to include GIS-related components and initial map installation to include at least one CAD Enterprise console with the GISLink utility installed on it. 2) GIS knowledge and	1	Three (3) day training class for a maximum of four (4) participants.	Remote	4

Training/Go-Live Deliverable	Quantity	Training(s)/Workshop(s) Included	Remote/Onsite	Students
background; familiarity with ESRI tools.				
CAD Enterprise Response Plan Workshop *How to build response plans (the Response Plan Manager). Attendees should come prepared with response scenarios to build in class.	1	Two (2) day workshop	Remote	10
CAD Enterprise Functional Acceptance Testing *Prerequisites: Completion of the workshops above. FAT must be completed prior to End User Training. *Customer to determine who will actively participate in the testing event. Other staff are welcome to observe the testing.	1	One (1) day testing event	Remote	TBD
Enterprise System Administration Training *COW has 6 students, and they will also attend the CSU course	1	Four (4) hour workshop	Remote	6
CAD Enterprise Dispatch Supervisor Training *Training is two days of End User training, and the last day is for 'supervisory' topics.	1	Three (3) day training class	Onsite	10

Training/Go-Live Deliverable	Quantity	Training(s)/Workshop(s) Included	Remote/Onsite	Students
CAD Enterprise Call Taker/Dispatcher User Training *We do ask that either a Supervisor or someone from the build team attend each of the End User trainings (does not factor into the class size). Policy questions / agency decisions are often asked during training which the Consultant cannot/will not answer.	5	Two (2) day training classes	Remote	10
CAD/Mobile Enterprise Onsite Go-Live Support Services	1	Two (2) day Go-Live Support – 1 CentralSquare Consultant per 12-hour shift, 2 shifts per day	Onsite	N/A
Mobile Enterprise Functional Acceptance Testing *Prerequisites: Completion of the training above. FAT must be completed prior to Train-the-Trainer training. *Customer to determine who will actively participate in the testing event. Other staff are welcome to observe the testing.	1	Four (4) hour testing event	Remote	TBD
Mobile Enterprise Administration Training *Prerequisites: The CAD Enterprise system should be configured, GIS data present, and mobile devices	1	Three (3) day training class for a maximum of three (3) participants.	Remote	TBD

Training/Go-Live Deliverable	Quantity	Training(s)/Workshop(s) Included	Remote/Onsite	Students
for available for installation. Each participant should have a mobile device on the network for the practical exercise of installing the application on the Mobile device. *The class should not exceed more than 3 attendees due to the topics and content covered (we will teach HTML concepts). CentralSquare will use the installed Mobile server to teach attendees how to build/configure, maintain, and make all the tweaks/changes to their system. We are giving the Admin's the 'keys to the kingdom' to make changes, so that is another reason why the class size is limited. We will also show the attendees how to install the Mobile clients. *Customer to determine who will actively participate in the training event. Other staff are welcome to observe the training.				
Mobile Enterprise Train-the-Trainer Training *Prerequisites: 1) All attendees must have a mobile device with them to attend this class with the Mobile Enterprise	2	Four (4) hour training class	Remote	10

Training/Go-Live Deliverable	Quantity	Training(s)/Workshop(s) Included	Remote/Onsite	Students
application already installed. *This class is taught to agency trainers; they then create their own agency curriculum and train the remainder of their staff. We train how to use Mobile Enterprise, but the agency has to decide for themselves how they want to use the mobiles for their benefit (self-assign units, no self-assign units, etc.). *It is recommended that we have separate classes for Law and Fire/EMS.				
CAD and Mobile Enterprise System Integration Testing (SIT) *Prerequisites: All subsystems (CAD/Mobile) must pass their respective FAT. *Customer to determine who will actively participate in the testing event. Other staff are welcome to observe the testing.	1	Two (2) hour testing event	Remote	TBD
Enterprise System Administration Training	6 (per seat basis)	Forty (40) hours via virtual lab	Remote	6
Records Enterprise Pre-Configuration Questionnaire	1	One to two hour TEAMS meeting.	Remote	10

Training/Go-Live Deliverable	Quantity	Training(s)/Workshop(s) Included	Remote/Onsite	Students
<i>The Pre-Configuration Review helps CentralSquare, and the client identify existing operational practices that can be retained and highlights areas requiring Change Management for system alignment. The accompanying questionnaire and requested materials support system configuration, training development, and prioritization for go-live readiness.</i> <i>The CentralSquare Project Manager will schedule the event to ensure the Customer has sufficient time to complete the questionnaire and the Consultant can review it thoroughly before the TEAMS call for discussion.</i>				
Records Enterprise Administration Review and Training Workshop Participants should come prepared with expertise in the agency's Standard Operating Procedures. A personnel list with names, titles, and emails should be provided, preferably uploaded to Records Enterprise via Active Directory before the workshop. If available, an	1	Three (3) day workshop	Onsite	10

Training/Go-Live Deliverable	Quantity	Training(s)/Workshop(s) Included	Remote/Onsite	Students
extract of code tables from the current RMS should also be brought for reference. Users will be trained in how to configure the system including Users, Roles/Permissions, Configuration Settings, Code Table Management and an introduction to RMS Templates and workflow.				
Workshop – Template Creation <i>Prerequisites: Subject matter experts in Standard Operating Procedure regarding: Incident, Arrest, Case Management, Crash, Citation, Field Interview, and any other needed forms to be placed in Other Events. Attendees should have authority to make decisions regarding workflow and business practices. Basic windows skills required.</i> <i>Training will focus on configuring and completing key modules including Incident, Arrest, Case Management, Crash, Citation, Other Event, and Field Interview.</i>	1	Three (3) day workshop	Onsite	10
Workshop – Warrants	1	Three (3) day workshop	Onsite	10

Training/Go-Live Deliverable	Quantity	Training(s)/Workshop(s) Included	Remote/Onsite	Students
PREREQUISITES AND SKILLS Knowledge of the Standard Operating Procedures regarding the Warrant process; Familiarization with departmental policies and workflow approval requirements for Warrant data Entry; and Agency to provide sample Warrants for practical exercises. Training will focus on learning to enter Warrant records for reporting, tracking service activities and disposition history. Understand the workflow process for automatically generating Warrant Alerts and modifications that trigger updates to the master name record. This session should be attended by a group of your key personnel who will be training warrant personnel on the use of the Records Enterprise Warrant module.				
Workshop – Records Administration/State Reporting <i>Prerequisites include expertise in SOPs for</i>	1	Three (3) day workshop	Onsite	10

Training/Go-Live Deliverable	Quantity	Training(s)/Workshop(s) Included	Remote/Onsite	Students
<i>Incident, Arrest, and State Reporting, along with familiarity with policies on expungements, redaction, and record sealing.</i> <i>*Participants should have completed Records Enterprise Administration training and possess decision-making authority over workflows and business practices.</i> <i>Review, training and testing of the Records Administration tasks including the redaction, expungement, searching, validations, and State Reporting.</i>				
Workshop – P&E Workshop <i>*This session is recommended for personnel responsible for intaking and managing property and evidence. The course includes training on how to configure the Evidence Module.</i> <i>Prerequisites: Participants should have a basic understanding of computers and the Microsoft Windows environment, along with thorough knowledge of departmental evidence policies and procedures. Familiarity with the layout</i>	1	Three (3) day workshop	Onsite	10

Training/Go-Live Deliverable	Quantity	Training(s)/Workshop(s) Included	Remote/Onsite	Students
<i>and use of agency-specific Evidence Locations is essential. Barcode scanners and label printers should be installed and configured prior to training, if applicable.</i>				
Records Enterprise Output Designer Workshop <i>The Inform RMS Output Designer Workshop process allows for the creation of Output Reports in the SSRS Report Manager module.</i> <i>* Required attendees include IT personnel with access to the RMS Web database server, authority to configure IIS folders, and grant SSRS Report Writer access. They should also be able to troubleshoot network issues during the Output Designer workshop.</i> <i>Prerequisites: Attendees include staff with strong SSRS reporting skills, advanced Windows proficiency, and access to the RMS Web database server to configure IIS folders. They must be authorized to grant Report Writer access and capable of resolving network issues</i>	1	Three (3) day workshop	Onsite	5

Training/Go-Live Deliverable	Quantity	Training(s)/Workshop(s) Included	Remote/Onsite	Students
during the Output Designer workshop.				
Records Enterprise Report Writing Training <i>The RMS Web reporting workshop provides an overview to the integration of the SSRS Report Manager tool and RMS Web.</i> <i>Prerequisites: Central Square recommends that Agency and IT personnel with strong knowledge of Microsoft SQL SSRS Reporting tools attend this workshop. Their expertise will support effective participation in report development and system configuration.</i>	1	Three (3) day workshop	Onsite	10
Records Enterprise Validation & Readiness Workshop <i>Prerequisites: Participants should be well-versed in SOPs for Records, Patrol, and Investigations, have basic Windows skills, and preferably attended Workshops 1–3. Clients must also provide sample reports for Day 2 data entry.</i>	1	Three (3) day workshop	Onsite	10

Training/Go-Live Deliverable	Quantity	Training(s)/Workshop(s) Included	Remote/Onsite	Students
<i>After the system build, a Validation & Readiness workshop is held to assess templates, workflows, users, roles, code files, and configurations. It ensures system functionality and completeness and provides a forum to address final workflow questions before Functional Testing and End User Training.</i>				
Records Enterprise Functional Acceptance Testing <i>*Prerequisites: Completion of the training above. FAT must be completed prior to Train-the-Trainer training.</i> <i>*Customer to determine who will actively participate in the testing event. Other staff are welcome to observe the testing.</i>	1	Three (3) day workshop	Onsite	TBD
Records Enterprise System Integration Testing (SIT) <i>*Prerequisites: All subsystems (Records) must pass their respective FAT.</i> <i>*Customer to determine who will actively participate in the testing event. Other staff are welcome to observe the testing.</i>	1	Two (2) hour testing event	Remote	TBD

Training/Go-Live Deliverable	Quantity	Training(s)/Workshop(s) Included	Remote/Onsite	Students
Records Enterprise Train the Trainer Training - Field Officers/Investigators <i>Prerequisites: Participants should have a thorough understanding of the Records Department structure and policies related to Incidents, Arrests, Case Management, Investigations, and report approvals. Agencies must also supply sample reports for use in practical exercises.</i> <i>*This class is designed for agency trainers, who will use the material to develop customized internal curricula and train their staff.</i>	1	Three (3) day Training	Onsite	10
Records Enterprise Train the Trainer Training – Records <i>Prerequisites: Key personnel attending should be familiar with SOPs for Incidents, Arrests, and report approvals, as well as policies on expungements, redaction, and record sealing. Agencies must provide sample reports for exercises, and attendees should be those responsible for training Records Division staff on Records Enterprise.</i>	1	Three (3) day Training	Onsite	10

Training/Go-Live Deliverable	Quantity	Training(s)/Workshop(s) Included	Remote/Onsite	Students
<i>*This class is designed for agency trainers, who will use the material to develop customized internal curricula and train their staff.</i>				
Records Enterprise Train the Trainer Training - Property and Evidence <i>Prerequisites: Participants should have a working knowledge of Records Enterprise RMS, basic Windows skills, and a solid understanding of departmental evidence procedures. Property and Evidence settings, including labels, status, and location designations, must be configured, and barcode equipment installed if applicable.</i> <i>*This class is designed for agency trainers, who will use the material to develop customized internal curricula and train their staff.</i>	1	Two (2) day Training	Onsite	10
CrimeView and FireView Analytics Administrator/Designer Training <i>CentralSquare will provide hands-on training for those individuals who will be</i>	1	Six (6) hour training class	Remote	10

Training/Go-Live Deliverable	Quantity	Training(s)/Workshop(s) Included	Remote/Onsite	Students
<i>responsible for managing CrimeView Analytics users and creating and managing the dashboard content in the system.</i> <i>Prerequisites:</i> <i>General familiarity with agency data and operations in relation to CAD & Records Enterprise system.</i> <i>General understanding of departmental reporting and analytics needs</i>				
CrimeView and FireView Analytics Train-the-Trainer <i>PREREQUISITES AND SKILLS:</i> <i>Advanced computer and internet searching skills;</i> <i>Familiarity with the Microsoft operating system;</i> <i>and familiarity with Microsoft Windows Explorer, Firefox, and Google.</i> <i>The End User training package trains end users and/or the end user trainer (train-the-trainer) on the Crime Analytics Dashboard web-based user interface. The topics covered range from simple user interaction to more advanced ad hoc reporting and interactive data analysis, etc.</i>	1	Two (2) hour training class	Remote	10

Training/Go-Live Deliverable	Quantity	Training(s)/Workshop(s) Included	Remote/Onsite	Students
Citizen Reporting	1	Four (4) hours training class	Remote	10
<i>Field Training Online (FTO) – Admin</i> <i>PREREQUISITES: User can demonstrate basic windows skills; has been given applicable permissions, and Familiarity with agency policies and procedures. Samples of customer training program documentation (DOR's, checklists, standard evaluation guidelines, etc.) need to be delivered prior to training.</i> <i>FTO Admin training focuses on the necessary setup and configuration of the Field Training Online (FTO) Module. The course will include a detailed overview of how a fully setup module works to give participants context on the significance of the admin setup process. If participants are ONESolution customers, they will learn about employee integration with RMS/CAD. Additionally, all groups will learn the Inter-Agency group setup within the module, employee setup within the module, and how to use the tools within the module to create their training programs.</i>	1	Four (4) hours of training	Remote	10

Training/Go-Live Deliverable	Quantity	Training(s)/Workshop(s) Included	Remote/Onsite	Students
Field Training Online (FTO) – Train the Trainer <i>FTO End User training focuses on the day-to-day operations within the FTO Module, based on the users' role within the application. The course will include a detailed overview of how a fully setup module works to give participants context on the terminology and process that will be covered in detail later in the class. Additionally, participants will learn how to perform the daily management of all functions within the module</i> PREREQUISITES: <i>User can demonstrate basic Windows skills; User has been given necessary permissions Google Chrome installed on machine you will use to access the FTO module; Familiarity with agency policies and procedures; The coordinator from the agency that configured the program(s) in FTO should review their configuration with the trainer a few days prior to class to ensure everything is complete and ready for user training</i>	1	Four (4) hours of training	Remote	10
Centerline AI	2	One (1) hour train the trainer	Remote	10

17 Appendix Z – Data Conversions

17.1 CentralSquare CAD Enterprise Data Conversion

17.1.1. Data Conversion Overview

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

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

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

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

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

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

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

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

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

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

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

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

17.1.2. Data Conversion Modules

Modules for conversion are defined in the Sales Order and this Appendix:

Data Source 1	
Agency Name(s):	City of Waukesha, WI
Vendor:	Pro Phoenix
Database Type:	MS SQL
Module to be Converted	Definition of Module
Premise and Caution Notes	CAD Premise and Caution Notes
Incidents	Up to ten (10) years of historical Incident data

17.1.3. Data Conversion Process

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

Major Task	Description
Schedule	CentralSquare and Customer will schedule the data conversion tasks as part of the overall Project Schedule. CentralSquare CAD GIS training and build out of CAD code tables are prerequisites to any conversion mapping exercise.
Extraction	Customer will extract sample data in a format compatible with conversion and provide to CentralSquare
Configuration Documentation	CentralSquare will provide a configuration document to the Customer for the Incident Data Conversion Plan.
Review	An in-depth review between CentralSquare and Customer SME will be held. This meeting will be recorded, and Customer should be prepared to operate within the UI of the old system to provide examples and context
Setup	CentralSquare will configure servers and systems needed for the data conversion.
Premise and Caution Note Sample Conversion	A small Premise and Caution Notes conversion sample will be run to validate the mapping and the conversion process.
Review and Validation	A second in-depth review between CentralSquare and Customer SME will be held to review changes to the Incident Data Conversion Plan and validate Premise and Caution Notes sample data.
Bulk Incident Data Conversion	CentralSquare will bulk convert data into Customer's pre-production archive system approximately two (2) months prior to Go-Live.
Premise and Caution Note Conversion	Approximately one (1) month prior to Go-Live, the Premise and Caution Notes conversion is run into Customer's pre-production system. From this time onward Customer must maintain Premise and Caution Notes in their existing production system and the CentralSquare pre-production system.
Sign Off	Customer signs off on data conversion via a TCR.
Go-Live	The final extraction of Incident data and the final Incident delta data conversion is run as part of the Go-Live
Final Sign Off	Customer signs off on the final data conversion via a TCR.

Note: Customer must review and sign off at different intervals to continue the process.

17.1.3.1 CentralSquare Responsibilities

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

17.1.3.2 Customer Responsibilities

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

- m) Perform manual back entry of data saved after the final data cut if necessary.
- n) Perform data validation. Validate data converted is both complete and accurate. Report discrepancies during the implementation process. (System downtime may be required to complete the data conversion process).
- o) Use CentralSquare designated issue reporting system to report data conversion issues.
- p) Provide sign off of the converted data in a non-production environment.
- q) Provide sign off of the converted data set into the production environment.

17.2 White Box Technologies Records Enterprise Data Conversion

17.2.1. Data Conversion Overview

Data conversion is the implementation process of moving data from a legacy system or data files into your CentralSquare software product. Data conversion is a highly collaborative process between the Customer and CentralSquare Technologies, via partner White Box technologies.

The listed data conversion services in Further details are included in [Appendix E](#) and their associated costs are based on CentralSquare’s understanding of Customer's needs and current system. Any modules not explicitly listed in the Statement of Work are not part of the current project scope and will not be included in implementation. If additional module conversions are required, each one will come at an additional cost based on the scope of the work required for each.

Data Sources:

The Records Enterprise Data Conversion is scoped per data source. Additional sources can be added either as separate sources, or as separate modules (such as standalone Property and Evidence Systems). This breakdown is detailed in [Appendix E](#).

Data Delivery and Formats:

The Customer shall provide unencrypted data for conversion in one of the following compatible formats:

- MS SQL .bak files with database version and credential information
- MySQL .dump or .SQL files with database version and credential information
- PostgreSQL .SQL files with database version and credential information
- MS Access 2003 or newer .mdb files
- CSV files with column headers and relationship mapping documentation
- Oracle 10g or newer backup files

Attachments:

Attachments conversion, if scoped, is documented in [Appendix E](#).

Masters:

Address, Property and Vehicle information is converted as part of the associated module conversion. Information connected to a name is converted when that module is converted.

Master Names are converted from the Master Names source. Persons that exist in modules (incidents, arrests, warrants, etc.) which do not exist in the source master name table will be converted into their respective modules into the person section of the module, however they are not created in Master Names.

Options for handling these Names include:

- Customer can add missing Master Name records to the source Master Name table using the legacy UI to make the table ready for conversion.
- Customer approves CentralSquare to link the orphan names to the Unknown Person MNI in CentralSquare's Records Enterprise.
- Post Go Live the Customer can manually add the MNI through the Records Enterprise user interface
- Customer contracts with CentralSquare for a Change Order to add processing to add MNIs for module-level names which do not have MNIs.

When only Master names are converted to seed a system, only demographic information is included in the conversion. Module level data such as vehicle, drugs and guns would only be included if the modules to which they are associated are part of the conversion.

CentralSquare does not merge Master Names as part of the conversion.

Master Names does not support custom fields.

Master Location GEO Validation is not included in the conversion.

Summaries:

Several modules (Cases\Incidents, Arrests, Warrants, Citations, Civil, Field Interviews, Crash & Calls for Service) are conversions of Summaries Only. A Summary is an aggregate of all of the individual reports merged together. The individual reports are not converted into individual reports in Records.

State Reporting:

The Customer should complete all state reporting on data entered into the legacy system prior to the final extract for the Go-Live run. State reporting on converted data is not officially supported by CST.

All data manually entered into the Records Enterprise system via the user interface after Go-Live can be reported to the state using the new Records Enterprise system.

A conversion of legacy data into Records Enterprise does not entail any UCR to NIBRS conversion.

System Build of Templates:

All data conversion related fields must be finalized (for all agencies) within the Default Summary Templates prior to data conversion initiation. Changes to data conversion fields due to template changes after the sign off of the Data Conversion specifications document may involve a Change Order.

For multi-agency conversions from the same data source, it is assumed that the default summary templates built for the converted modules are used across all agencies. If agencies wish to customize the templates on a per-Customer basis, then per-Customer scope for Data Conversion will need to be scoped. If agencies from a single data source wish to have different default summary templates, then a Change Order will be required to scope additional data conversion effort.

Other Events (non-standard modules):

Other Event modules are modules built by the Customer with Consultant guidance. Other Event conversion modules are defined in [Appendix E](#).

Data Mapping:

Where no directly corresponding default element exists in Records Enterprise the CentralSquare Consultant will advise on options. Some legacy data elements may also be stored in a narrative if desired.

If Customer desires any modification to their original data in order to include it in a Records Enterprise record, they must fully document the transformation process used. All transformations so supplied must be able to be implemented via repeatable scripts vs. “human-interpretive” processes, or scripts requiring multiple passes or complicated parsing. These include but are not limited to names and addresses.

Data Cleanup:

The CentralSquare data conversion team will not perform any data cleanup, master name merging, or redact information during the conversion process. Any data cleanup must be performed by the Customer either before or after the data conversion process. CentralSquare can accommodate logically defined exceptions and limitations to data being converted (for example – list of incidents, persons which the Customer does not wish to convert).

Data Conversion Specifications:

White Box Technologies will provide a Data Conversion Specifications document prior to executing the data conversions. The Specifications document is a written plan for the conversion of the data, detailing source, and target elements. This must be approved by the Customer, White Box Technologies and CentralSquare and signed as part of a TCR in order to proceed with coding and iterations of data conversion. If changes are needed to the specifications or templates, the Customer will need to advise the project team for impact analysis.

Training:

CentralSquare personnel will train the Customer in the use of the Records Enterprise system. White Box Technologies will train the Customer on the use of tools for reporting data conversion issues.

Testing:

The Data Conversion Engineer QA tests the extracted data and utilizes data migration engine automated validation processes, and spot checks with the Consultant prior to release to the customer.

CentralSquare schedules a meeting between the Data Conversion Engineer, Consultant and Customer SMEs to perform a guided initial review of the data. The Customer is then responsible for continued review and approval of the converted data when released to them.

Review:

Timely review and issue logging is critical to the timeline of the Data Conversion, and the project as a whole. Review and issue reporting per iteration must be completed within three weeks of handoff of the converted data to the Customer. Appropriate personnel should be budgeted for and made available to conduct this task. If a longer review turnaround interval is needed this will need to be contracted for, either in this agreement or as a Change Order. White Box Technologies detail the Review procedures in [Appendix E](#).

If no issues are reported between Data Conversion Runs work on the Data Conversion is stopped until either issues are reported, or the Data Conversion is signed off.

Iterations:

The scope for the conversion includes iterations of the conversion as defined in [Appendix E](#). If further iterations are needed these can be added with a Change Order. An iteration is defined as a conversion of all modules per data source. Data Conversion iterations, including the Go-Live iteration, process the entire datetime range of data. There is no partial or delta conversion.

Further definitions and constraints on the data conversion process are defined in [Appendix E](#).

17.2.2. Data Conversion Modules

Modules for conversion are defined in [Appendix E](#):

17.2.3. Data Conversion Process

The Data Conversion process is the work that drives the configuration and implementation process. Below are the significant tasks included in this project. Further details are included in [Appendix E](#):

Major Task	Description
Schedule	CentralSquare, White Box Technologies and Customer will schedule the Data Conversion Tasks as part of the overall Project Schedule. Code Tables, configurations, and Templates must be built as part of the overall Project Schedule as a Prerequisite for Data conversion iterations to begin
Initial Data Delivery (Data Dump 1)	Customer will provide data in a format compatible with conversion and provide it to CentralSquare & White Box Technologies.
Setup	CentralSquare will configure servers and systems needed for the Data Conversion including the staging template database. CentralSquare must have a copy of the legacy database prior to this step to ensure that enough space and memory is assigned to the server to avoid issues during the conversion process.
System Walkthrough	An in-depth review between CentralSquare Consultant, White Box Technologies and Customer SME will be held. This meeting may be recorded, and Customer should be prepared to operate within the UI of the old system, or within the schema, to provide examples and context.
Template Finalization	Agency to finalize all data conversion related fields within each of their default summary templates in Records Enterprise. The agency signs the Template sign off TCR.
Data Conversion Specification Documents	White Box Technologies will draft the Data Conversion Specifications Document.
Specification Sign Off	CentralSquare, White Box Technologies and the Customer sign the Data Conversion Specification document TCR confirming that the Consultant has covered all the data conversion related fields. The specification document must be signed before CentralSquare can proceed with coding.
Data Conversion Development	Using the Data Conversion Specifications Document White Box Technologies Engineers will map the data to the target format and develop scripts to fulfill the Data conversion Specifications Document.
Data Extraction, Coding and Review iterations	These tasks are defined in Appendix E

Sign Off	Customer signs off on acceptance with the Data Conversion Verification Document.
Go-Live	The Final Data Conversion is re-run as part of the Go-Live into the Production environment.
Final Sign Off	Customer signs off on the Go-Live.

17.2.3.1 CentralSquare Responsibilities (Further Responsibilities outlined in [Appendix E](#))

- a) Work with Customer to identify, document and implement a comprehensive data conversion.
- b) Advise on possible conversion options.
- c) Advise on project milestone dates and Customer expectations.
- d) Provide training for Customer on using data mapping tools.
- e) Code data conversion.
- f) Perform data conversion iterations.
- g) Provide training for Customer on validating the data conversion for completeness and accuracy and reporting issues.
- h) Convert legacy data into corresponding elements in the CentralSquare system per the Data Conversion Plan.
- i) Perform final delivery of data conversion at Go Live.

17.2.3.2 Customer Responsibilities (Further Responsibilities outlined in [Appendix E](#))

- a) Provide subject matter experts to complete data conversion tasks, including providing expertise in source system data architecture, providing business processing logic for addressing data conversion and identifying and scheduling appropriate personnel to attend training.
- b) Provide data dumps in the prescribed format within thirty (30) days of Agreement signing.
- c) Provide routine data dumps throughout the implementation process.
- d) If needed, provide a temporary workstation for CentralSquare personnel.
- e) If needed, provide UI access to the legacy system or test system for CentralSquare personnel. Work with Consultant to build default summary templates.
- f) Provide a data dictionary or equivalent documentation (if available) to facilitate mapping data elements between the legacy system and the CentralSquare database(s).
- g) Configure code values outside the scope of the data conversion process. Build code tables in Records.
- h) Take responsibility for costs assessed by the legacy system or any other third party for providing the data dumps.

- i) Configure code values and complete code value data mapping using provided tools prior to data conversion processing.
- j) Perform manual back entry of legacy system data saved after the final data conversion at Go Live if necessary.
- k) Work with Consultant on Data Conversion Plan.
- l) Provide sign off of the Data Conversion Plan.
- m) Perform data validation. Validate data converted is both complete and accurate. Report discrepancies during the implementation process.
- n) Use CentralSquare designated issue reporting system to report data conversion issues.
- o) Provide sign off of the converted data in a non-production environment prior to Go Live.
- p) Provide sign off of the converted data set into the production environment at Go Live.

17.3 White Box Archive Report Tool (ART)

Refer to [Appendix E - Subcontractor Statement of Work](#)