

# CHANGE ORDER / CHANGE REQUEST



**CUSTOMER NAME:** City of Aurora Illinois Police Department  
**CUSTOMER ADDRESS:** 1200 E. Indian Trail Road  
Aurora, Illinois 60505

**HEXAGON ENTITY:** Hexagon Safety & Infrastructure

**DATE:** March 22, 2018

**CHANGE ORDER NUMBER:** 5 Rev 1  
**CHANGE ORDER TITLE:** Informer Queries ,ASAP to PSAP, Powerphone

**ORIGINAL PO / CONTRACT NUMBER:** Agreement dated 12/23/15 & PO's 281741 & 28744

**CURRENT CONTRACT VALUE:** \$4,934,170.11 Includes Extended Warranty, excludes taxes

**REVISED CONTRACT VALUE:** \$5,027,612.31 Includes Extended Warranty, excludes taxes

**CHANGE ORDER PRICE:** 93,442.20  
**CURRENCY:** US Dollars

**OTHER HEXAGON INFORMATION:**

**QUOTE NUMBER:** 2017-56456 rev. 2  
**QUOTE & CHANGE REQUEST EXPIRATION DATE** May 31, 2018  
**PROJECT MANAGER:** Jim Santaferarra  
**SALES CONTACT:** John Whitehead  
**PROJECT NUMBER:** AURA7

**WHEREAS,** the customer named above (hereafter "Customer") and the Intergraph Corporation d/b/a Hexagon Safety & Infrastructure (hereafter "Hexagon") have entered into the agreement named above for products and/or services (hereafter "Agreement");

**WHEREAS,** the Customer and Hexagon desire to amend the Agreement, as set forth below in this Change Order/Change Request (hereafter "Change Order" or "Change Request"), in consideration for good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged;

**NOW THEREFORE,** the parties intending to be legally bound, hereby agree as follows:

**I. DESCRIPTION OF CHANGE:**

**This Change Order makes the following revisions to this contract:**

Hexagon submitted Change Order 5, dated January 25, 2018 and Change Order 5 was not executed. Change Order 5 Rev 1 cancels and replaces Change Order 5.

This Change Order adds the Services for additional Informer Queries, an Interface to PowerPhone CACH, an EdgeFrontier CAD Interface for ASAP and associated software maintenance.

The milestone value for Change Order 4 Rev 2 is also adjusted to match the contract value added in Change Order 4 Rev 2.

The customer is electing to apply a portion of the customer credit created in Change Order 3 Rev 2 to this new scope and new milestones are created for the difference in the credit amount and the new scope price.

**The detailed technical or functional revisions to the contract are described below or in the separately attached Statement of Work (SOW):**

See the attached SOW "I/INFORMER QUERIES, ASAP CAD EDGEFRONTIER INTERFACE, CAD INTERFACE TO POWERPHONE CACH"

**Change Order delivery details**

<i>Delivery date</i>	<i>Upon Change Order Execution</i>
<i>Handling priority</i>	<i>No change</i>
<i>Acceptance criteria</i>	<i>See attached SOW</i>
<i>Required deliverables by Customer</i>	<i>See attached SOW</i>
<i>Documentation and Training</i>	<i>See attached SOW</i>
<i>Changes to contract schedule</i>	<i>See Attachment A - Project Schedule</i>
<i>Guarantee and Warranty changes</i>	<i>No change</i>
<i>Liability and reliability changes if any</i>	<i>No change</i>

**Milestone payments as a result of this change order are revised as follows:**

This Change order corrects a milestone addition error in Change Order 4 Rev 2. The milestones totaled \$350,038.81 while the Change Order totaled \$350,068.11, a difference of \$29.40. As a result, this Change Order modifies the final milestone added in Change Order 4 Rev 2. - 25% of value of Change Order 4 Rev 2 due upon Completion of the 30 day Reliability Test period from \$87,509.70 to \$87,539.00.

New milestones:

50% of the value of Change Order 5 due upon Change Order Execution -\$46,721.10

50% of the value of Change Order 5 due upon Acceptance as defined in the SOW \$46,721.10

Check One

- This Change Order does affect the contract value. All other Terms and Conditions remain unchanged and all Intellectual Property Rights covered by this Order/Request remain with Intergraph.
- This Change Order does not affect the contract value. Funds in the Customer Credit Balance may be used toward the purchase of future Intergraph software or services. All other Terms and Conditions remain unchanged and all Intellectual Property Rights covered by this Order/Request remain with Intergraph.

**II. CHANGE ORDER DETAILS**

**Items Added to Contract:**

Contract Line Item#	ITEM DESCRIPTION	Part #	QTY	UNIT COST	TOTAL COST
	Informer Query Development Services	IPSCUSTOM04	1	25,840.00	25,840.00
	Informer Queries ICD Update	IPSCUSTOM04	1	5,440.00	5,440.00
	Informer Queries Implementation Services	SPRSVC9001IMP	1	16,836.00	16,836.00
	CAD Interface to PowerPhone CACH	IPSCUSTOM04	1	25,000.00	25,000.00
	CAD Interface to PowerPhone Implementation Services	SPRSVC9001IMP	1	12,650.00	12,650.00
	ASAP CAD EF Interface	PSA1002	1	9,900.00	9,900.00
	ASAP Interface (custom development services for state adapter)	IPSCUSTOM04	1	7,305.01	7,305.01
	ASAP CAD EF Interface Implementation Services	SPRSVC9001IMP	1	10,560.00	10,560.00
					-
<b>Total of Items Added:</b>					<b>113,531.01</b>

**Maintenance (or Extended Warranty) of Items Added Above: (if applicable)**

Contract Line Item#	ITEM DESCRIPTION	Part #	QTY	UNIT COST	TOTAL COST
	Informer Query Development Services	IPSCUSTOM04	1	5,168.00	5,168.00
	Informer Queries ICD Update	IPSCUSTOM04	1	1,088.00	1,088.00
	CAD Interface to PowerPhone CACH	IPSCUSTOM04	1	5,000.00	5,000.00
	ASAP CAD EF Interface	PSA1002	1	2,184.00	2,184.00
	ASAP Interface (custom development services for state adapter)	IPSCUSTOM04	1	1,461.00	1,461.00
					-
<b>Total Software Maintenance:</b>					<b>14,901.00</b>

**Items Removed from Contract:**

Contract Line Item#	ITEM DESCRIPTION	Part #	QTY	UNIT COST	TOTAL COST
					-
					-
<b>Total of Items Removed (Project Credit were applicable) :</b>					<b>-</b>

**Maintenance (or Extended Warranty) of Items Removed Above: (if applicable)**

Contract Line Item#	ITEM DESCRIPTION	Part #	QTY	UNIT COST	TOTAL COST
					-
					-
<b>Total Software Maintenance:</b>					<b>-</b>

**III. SUMMARIES:**

CHANGE ORDER SUMMARY	
Additions:	128,432.01
Removals:	-
Credit Application	(34,989.81)
Total Change Order Price:	93,442.20

Customer Credit Balance	
Balance after C/O 4 Rev 2:	93,087.36
Adjustments:	(34,989.81)
Balance after C/O 5 Rev 1:	58,097.55

**IV. CHANGE ORDER APPROVAL:**

IN WITNESS WHEREOF, the parties hereto have signed this Change Order/Change Request as of the date written above.

APPROVED BY: *Majdi Zahar* Date: 3/27/2018  
 Business Unit: Public Safety Operations  
 Hexagon Safety and Infrastructure

APPROVED BY: *Debra Thuser* Date: 03.27.18  
 Authorized Signature  
 Hexagon Safety and Infrastructure

APPROVED BY: \_\_\_\_\_ Date: \_\_\_\_\_  
 Customer Authorized Signature

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This Agreement may be executed in one or more counterparts, each of which shall be deemed to be original, and all of which together shall constitute one and the same Agreement. A signature delivered by facsimile shall be deemed to be an original signature and shall be effective upon receipt thereof by the other party.

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## Aurora, IL Project Schedule Intergraph CAD/MPS/RMS

ID	Task Name	Duration	% Complete	
1	<b>Aurora, IL CAD/MPS/RMS Implementation</b>	<b>768 days</b>	<b>88%</b>	1
2	Contract Approval and Project Kick-off	102 days	100%	
3	Contract Approved	0 days	100%	
4	Overall Project Kickoff Meeting - All Subsystems	15 days	100%	
18	<b>CAD/MPS</b>	<b>662 days</b>	<b>88%</b>	
19	CAD System Design and Project Documentation	416 days	100%	
20	Provide Acceptance Test Plans (I/CAD + MPS)	11 days	100%	
23	Cut-Over Plan (I/CAD and MPS)	25 days	100%	
26	Hardware Design and Procurement	38 days	100%	
45	<b>System Preliminary Phase</b>	<b>662 days</b>	<b>72%</b>	
46	CAD Data Conversion Analysis	13 days	100%	
47	CAD Data Conversion Analysis Workshop - Travel	1 day	100%	
48	CAD Data Conversion Analysis Workshop	2 days	100%	
49	Analyze Data and Document Findings	2 days	100%	
50	Analyze Data and Document Findings	3 days	100%	
51	Deliver Data Conversion Analysis Document	0 days	100%	
52	<b>Initial I/CAD Map Development</b>	<b>45 days</b>	<b>100%</b>	
53	Customer Compiles GIS Data to Intergraph Specifications	7 days	100%	
54	Customer Provides Translatable Map Data to Intergraph	0 days	100%	
55	Initial look at Map #1 Data	1 day	100%	
56	Intergraph Converts Data into Initial I/CAD Map (Map Build 1) - Remote	5 days	100%	
57	Load Initial Map in I/CAD and Test - Remote	2 days	100%	
58	<b>I/CAD Interface Development</b>	<b>661 days</b>	<b>67%</b>	
59	Custom ICD for Informer to MPI	5 days	100%	
60	Custom ICD for Informer to FireHouse	5 days	100%	
61	Custom ICD for Informer to State & Nested Queries	5 days	100%	
62	Custom ICD for Informer to State & Nested Queries	5 days	100%	
63	I/CAD Interface WebEx for Edge Frontier ICD Development	5 days	100%	
64	I/CAD Interface Edge Frontier ICD Development	5 days	100%	
65	I/CAD Interface Edge Frontier ICD Development	5 days	100%	
66	I/CAD Interface Edge Frontier ICD Development	5 days	100%	
67	I/CAD Interface Edge Frontier ICD Development	4 days	100%	
68	<b>Develop, Install and Unit Test CAD Custom Interfaces</b>	<b>532 days</b>	<b>51%</b>	
69	<b>I/Informer Interfaces</b>	<b>152 days</b>	<b>100%</b>	
70	State LEADS/NCIC	5 days	100%	
71	State LEADS/NCIC	5 days	100%	
72	State LEADS/NCIC	5 days	100%	
73	State LEADS/NCIC Testing	5 days	100%	
74	State LEADS/NCIC - Nested Queries	5 days	100%	
75	State LEADS/NCIC - Nested Queries	5 days	100%	
76	State LEADS/NCIC - Nested Queries	5 days	100%	
77	inPURSUIT RMS	5 days	100%	
78	Informer to FireHouse FireRMS	5 days	100%	
79	<b>EdgeFrontier Interfaces</b>	<b>35 days</b>	<b>0%</b>	
80	Harris Radio GPS Radio (on hold - possibly post go live)	5 days	0%	
81	Harris Radio GPS Radio (on hold - possibly post go live)	5 days	0%	
82	Harris Radio GPS Radio (on hold - possibly post go live)	5 days	0%	
83	CAD Import from ERP (on hold)	5 days	0%	
84	CAD Import from ERP (on hold)	5 days	0%	
85	CAD I/F with OSL (not scheduled)	5 days	0%	
86	CAD Interface for ExecuTime (on hold)	4 days	0%	
87	CAD-to-CAD (on hold)	5 days	0%	
88	CAD-to-CAD (on hold)	5 days	0%	
89	<b>CAD System Staging Phase</b>	<b>39 days</b>	<b>100%</b>	
108	<b>CAD System Configuration Phase</b>	<b>184 days</b>	<b>100%</b>	
109	<b>Interfaces Build 1 (Standard Interfaces)</b>	<b>46.5 days</b>	<b>100%</b>	
125	CAD System Configure 1 - Travel	1 day	100%	
126	CAD System Configure 1	4 days	100%	
127	CAD System Configure 1 - Follow-up	5 days	100%	
128	CAD System Configure 2 - Travel	1 day	100%	
129	CAD System Configure 2	4 days	100%	
130	CAD System Configure 2 - Follow-up	5 days	100%	
131	Mobile for Public Safety Configuration Workshop 1 (IPST2502) - Travel	1 day	100%	
132	Mobile for Public Safety Configuration Workshop 1 (IPST2502) - Police	4 days	100%	
133	Customer Testing of MPS Configurations	20 days	100%	
134	MPS Post-Workshop 1 Follow-up - Police - Remote	2 days	100%	
135	Mobile for Public Safety Configuration Workshop 1 (IPST2502) - Fire/EMS - Travel	1 day	100%	
136	Mobile for Public Safety Configuration Workshop 1 (IPST2502) - Fire/EMS	4 days	100%	
137	Customer Testing of MPS Configurations	20 days	100%	
138	MPS Post-Workshop 1 Follow-up - Fire - Remote	2 days	100%	
139	CAD System Configure 3 - Travel	1 day	100%	

## Attachment A - Project Schedule

## Aurora, IL Project Schedule Intergraph CAD/MPS/RMS

ID	Task Name	Duration	% Complete	
140	CAD System Configure 3	4 days	100%	1
141	Technical Health Check	3 days	100%	
142	CAD System Configure 3 - Follow-up	5 days	100%	
143	<b>Milestone - Completion of CAD System Configure 3</b>	<b>0 days</b>	<b>100%</b>	
144	Mobile for Public Safety Configuration Workshop 2 (IPST2502) - Fire/EMS - Travel	1 day	100%	
145	Mobile for Public Safety Configuration Workshop 2 (IPST2502) - Fire/EMS	4 days	100%	
146	Customer Testing of MPS Configurations	20 days	100%	
147	MPS Post-Workshop 2 Follow-up - Fire/EMS - Remote	2 days	100%	
148	Mobile for Public Safety Configuration Workshop 2 (IPST2502) - Police - Travel	1 day	100%	
149	Mobile for Public Safety Configuration Workshop 2 (IPST2502) - Police	4 days	100%	
150	Customer Testing of MPS Configurations	20 days	100%	
151	MPS Post-Workshop 2 Follow-up - Police - Remote	2 days	100%	
152	MPS System Pilot - Police (Remote Support)	5 days	100%	
153	MPS System Pilot - Police (Remote Support)	5 days	100%	
154	MPS System Pilot - Fire (Remote Support)	5 days	100%	
155	MPS System Pilot - Fire (Remote Support)	5 days	100%	
156	Mobile for Public Safety Configuration Workshop 3 (IPST2502) - Police - Travel	1 day	100%	
157	Mobile for Public Safety Configuration Workshop 3 (IPST2502) - Police	4 days	100%	
158	<b>Milestone - Completion of Mobile for Public Safety Configuration Workshop 3 for Law Enforcement</b>	<b>0 days</b>	<b>100%</b>	
159	Mobile for Public Safety Configuration Workshop 3 Follow-up - Police	2 days	100%	
160	Mobile for Public Safety Configuration Workshop 3 (IPST2502) - Fire/EMS - Travel	1 day	100%	
161	Mobile for Public Safety Configuration Workshop 3 (IPST2502) - Fire/EMS	4 days	100%	
162	Mobile for Public Safety Configuration Workshop 3 Follow-up - Fire/EMS	3 days	100%	
163	<b>I/Sight and Video Responder Staging and Implementation Phase</b>	<b>256 days</b>	<b>100%</b>	
172	<b>Mobile Responder</b>	<b>138 days</b>	<b>100%</b>	
179	<b>BI Direct - Training to occur after Go Live</b>	<b>325 days</b>	<b>44%</b>	
180	Installation and Unit Testing - Remote	4 days	100%	
181	Business Intelligence Direct (BI Direct): Training - Travel	1 day	0%	
182	Business Intelligence Direct (BI Direct): System Administration Training (IPST7008)	1.5 days	0%	
183	Business Intelligence Direct (BI Direct): User Training (IPST7009)	2.5 days	0%	
184	<b>Incident Analyst - Training to occur after Go Live</b>	<b>13 days</b>	<b>0%</b>	
185	I/Incident Analyst Configuration & Administration (IPST6001) - Travel	1 day	0%	
186	I/Incident Analyst Installation	1 day	0%	
187	I/Incident Analyst Configuration & Administration (IPST6001)	3 days	0%	
188	I/Incident Analyst End User Training (IPST6002) - Travel	1 day	0%	
189	I/Incident Analyst End User Training (IPST6002)	3 days	0%	
190	<b>Interim I/CAD Map Development</b>	<b>95 days</b>	<b>100%</b>	
191	Map Basics for I/CAD Systems (IPST8001) - Travel	1 day	100%	
192	Map Basics for I/CAD Systems (IPST8001)	4 days	100%	
193	Interim Map Build #2 - Map Data Review - Remote	1 day	100%	
194	Map Build 2 - Remote	5 days	100%	
195	Map Maintenance for I/CAD Systems (IPST8003) - Travel	1 day	100%	
196	Map Maintenance for I/CAD Systems (IPST8003) (Mon - Thurs)	4 days	100%	
197	Map Build 2 - Remote (rescheduled)	5 days	100%	
198	<b>CAD System Deployment Phase</b>	<b>388 days</b>	<b>85%</b>	
199	<b>MR (Maintenance Release) Update</b>	<b>5 days</b>	<b>100%</b>	
200	Install current MR release	5 days	100%	
201	<b>Execute I/CAD &amp; MPS Acceptance Test Plans</b>	<b>245 days</b>	<b>99%</b>	
202	I/CAD, MPS and Interface Functional Acceptance Testing - Prep	5 days	100%	
203	I/CAD, MPS and Interface Functional Acceptance Testing - Travel	1 day	100%	
204	I/CAD, MPS and Interface Functional Acceptance Testing	4 days	100%	
205	I/CAD, MPS and Interface Functional Acceptance Testing Support - Remote	5 days	100%	
206	System Integration Acceptance Testing - Travel	1 day	100%	
207	System Integration Acceptance Testing 1	4 days	100%	
208	System Integration Acceptance Testing - Follow-up	5 days	100%	
209	System Integration Acceptance Testing - Travel	1 day	100%	
210	System Integration Acceptance Testing 2	4 days	100%	
211	<b>Milestone - Completion of CAD, MPS and CAD Integration Testing</b>	<b>0 days</b>	<b>0%</b>	
212	I/CAD, MPS and IF SR Review	5 days	100%	
213	I/CAD, MPS and IF SR Review	5 days	100%	
214	I/CAD, MPS and IF SR Review	5 days	100%	
215	I/CAD SR Review	4 days	100%	
216	MPS and IF SR Review	5 days	100%	
217	I/CAD SR Review	5 days	100%	
218	MPS and IF SR Review	2 days	100%	
219	I/CAD SR Review	5 days	100%	
220	MPS and IF SR Review	5 days	100%	

## Attachment A - Project Schedule

## Aurora, IL Project Schedule Intergraph CAD/MPS/RMS

ID	Task Name	Duration	% Complete	1
221	I/CAD, MPS and IF SR Review	5 days	100%	
222	I/CAD, MPS and IF SR Review	5 days	100%	
223	I/CAD, MPS and IF SR Review	5 days	100%	
224	<b>Disaster Recovery Site</b>	<b>5 days</b>	<b>100%</b>	
229	<b>CAD and MPS Tune-up</b>	<b>25 days</b>	<b>100%</b>	
234	<b>Final I/CAD Map Development</b>	<b>215 days</b>	<b>100%</b>	
242	<b>Train-the-Trainer Training</b>	<b>50 days</b>	<b>100%</b>	
257	<b>End User Training</b>	<b>190 days</b>	<b>100%</b>	
274	<b>Final Hardware Procurement and Installation</b>	<b>31 days</b>	<b>100%</b>	
275	<b>Order Required CAD and RMS Server Hardware &amp; Software (BI, Test and Training)</b>	20 days	100%	
276	Server Hardware Received On Site	0 days	100%	
277	Customer Installs and Configures Equipment	10 days	100%	
278	Customer Provides IP Addresses/Node Names for Equipment	1 day	100%	
279	Customer Verifies System Configuration	2 days	100%	
280	Server Hardware Installed On Site	0 days	100%	
281	<b>Order / Install CAD Workstations</b>	<b>30 days</b>	<b>100%</b>	
286	<b>Cutover for Live I/CAD + MPS Operations</b>	<b>49 days</b>	<b>48%</b>	
287	I/CAD and MPS Cutover Readiness Review - Travel	1 day	100%	
288	I/CAD and MPS Cutover Readiness Review	3 days	100%	
289	<b>Commence Cutover of I/CAD and MPS System - Travel</b>	<b>1 day</b>	100%	
290	<b>Commence Cutover of I/CAD and MPS System</b>	<b>5 days</b>	100%	
291	<b>Milestone - Cutover of I/CAD and MPS Subsystems to Production Use</b>	<b>0 days</b>	0%	
292	Cutover Support Week 1 - On-Site - Travel	1 day	100%	
293	Cutover Support Week 1 - On-Site	4 days	100%	
294	Cutover Support Week 2 - Remote	5 days	100%	
295	I/CAD and MPS 30 Day Reliability Test Period	22 days	0%	
296	<b>Milestone - Completion of Thirty (30) Day Reliability Period for CAD/MPS</b>	<b>0 days</b>	0%	
297	<b>Reassessment and Follow-up Training after Cutover</b>	<b>55 days</b>	<b>0%</b>	
298	MPS Reassessment (IPST2007) - Travel	1 day	0%	
299	MPS Reassessment (IPST2007) - Police	4 days	0%	
300	MPS Post-Reassessment Support - Remote	5 days	0%	
301	MPS Reassessment (IPST2007) - Travel	1 day	0%	
302	MPS Reassessment (IPST2007) - Fire	4 days	0%	
303	MPS Post-Reassessment Support - Remote	5 days	0%	
304	I/CAD Reassessment (IPST2006) - Travel	1 day	0%	
305	I/CAD Reassessment (IPST2006)	4 days	0%	
306	I/CAD Reassessment (IPST2006) Follow-up	3 days	0%	
307	Prepare for Intergraph Customized Training (IPST4000) - Six Mth Refresher	1 day	0%	
308	Intergraph Customized Training (IPST4000) - Six Mth Refresher - Travel	1 day	0%	
309	Intergraph Customized Training (IPST4000) - Six Mth Refresher	4 days	0%	
310	<b>inPURSUIT RMS/FBR Implementation</b>	<b>671 days</b>	<b>75%</b>	
311	<b>REQUIREMENTS ANALYSIS &amp; DOCUMENTATION</b>	<b>671 days</b>	<b>75%</b>	
312	<b>BUSINESS PROCESS ANALYSIS</b>	<b>39 days</b>	<b>100%</b>	
313	BPA Preparation	5 days	100%	
314	BPA On-Site Session 1 - Travel	1 day	100%	
315	BPA On-Site Session 1	4 days	100%	
316	BPA On-Site Session 2 - Travel	1 day	100%	
317	BPA On-Site Session 2	4 days	100%	
318	Provide Draft BPA Document	5 days	100%	
319	Customer Review of Document	10 days	100%	
320	Incorporate Customer Comments & Deliver Final Document	4 days	100%	
321	<b>INTERFACE SPECIFICATION DESIGN AND REVIEW</b>	<b>143 days</b>	<b>100%</b>	
336	<b>Development of Custom Interfaces</b>	<b>557 days</b>	<b>61%</b>	
337	IL State Citation Module	5 days	100%	
338	IL State Citation Module	5 days	100%	
339	IL State Citation Module	5 days	100%	
340	IL State Citation Module	5 days	100%	
341	IL State Citation Module	5 days	100%	
342	IL State Citation Module	5 days	100%	
343	IL State Citation Module	5 days	100%	
344	IL State Citation Module	5 days	100%	
345	IL State Citation Module	5 days	100%	
346	IL State Citation Module	5 days	100%	
347	IL State Citation Module	5 days	100%	
348	IL State Citation Module	5 days	100%	
349	IL State Citation Module	5 days	100%	
350	IL State Citation Module - Implementation and Testing	5 days	100%	
351	IL State Citation Module - Implementation and Testing	5 days	100%	
352	IL State Citation Module - Implementation and Testing	5 days	100%	
353	EdgeFrontier Interface to Aurora Municipal & Circuit Courts-Receive Arrest Information (on hold)	5 days	0%	

Attachment A - Project Schedule

**Aurora, IL Project Schedule  
Intergraph CAD/MPS/RMS**

ID	Task Name	Duration	% Complete	
354	EdgeFrontier Interface to Aurora Municipal & Circuit Courts-Receive Arrest Information (on hold)	5 days	0%	1
355	EdgeFrontier Interface to Aurora Municipal & Circuit Courts-Receive Arrest Information (on hold)	5 days	0%	
356	EdgeFrontier Interface to Aurora Municipal & Circuit Courts-Receive Arrest Information (on hold)	5 days	0%	
357	EdgeFrontier Interface to Aurora Municipal & Circuit Courts-Receive Arrest Information (on hold)	5 days	0%	
358	EdgeFrontier Interface to MorphoTrust LiveScan TPE5900	5 days	100%	
359	EdgeFrontier Interface to MorphoTrust LiveScan TPE5900	5 days	100%	
360	EdgeFrontier Interface to MorphoTrust LiveScan TPE5900	4 days	100%	
361	EdgeFrontier Interface to MorphoTrust LiveScan TPE5900	5 days	0%	
362	EdgeFrontier Interface to MorphoTrust LiveScan TPE5900	5 days	0%	
363	EdgeFrontier Interface to PictureLink (on hold)	5 days	0%	
364	EdgeFrontier Interface to OSL (on hold - possibly post go live)	5 days	0%	
365	EdgeFrontier Interface to OSL (on hold - possibly post go live)	5 days	0%	
366	EdgeFrontier Interface to OSL (on hold - possibly post go live)	5 days	0%	
367	EdgeFrontier Interface to OSL (on hold - possibly post go live)	5 days	0%	
368	EdgeFrontier Interface to OSL (on hold - possibly post go live)	5 days	0%	
369	EdgeFrontier Interface to OSL (on hold - possibly post go live)	5 days	0%	
370	EdgeFrontier Interface to 1Mage Document Imaging	5 days	100%	
371	EdgeFrontier Interface to 1Mage Document Imaging	5 days	100%	
372	EdgeFrontier Interface to 1Mage Document Imaging	5 days	100%	
373	<b>FIREHOUSE WEB RECORDS MANAGEMENT SYSTEM</b>	<b>279 days</b>	<b>100%</b>	
374	<b>Project Initiation Phase</b>	<b>120 days</b>	<b>100%</b>	
375	Project Kick-off	1 day	100%	
376	<b>Order / Install Server Hardware and Software</b>	<b>51 days</b>	<b>100%</b>	
377	Order Required FireHouse Hardware & Software	9 days	100%	
378	Server Hardware Received On Site	0 days	100%	
379	Customer Installs and Configures Equipment	10 days	100%	
380	Customer Verifies System Configuration	5 days	100%	
381	Server Hardware Installed On Site	0 days	100%	
382	<b>FireHouse Software Installed</b>	<b>0 days</b>	<b>100%</b>	
383	330001 - FH Web-Bundled System	0 days	100%	
384	320001 - FH Enterprise-Test System	0 days	100%	
385	390011 - FH Web Staff Scheduling Module	0 days	100%	
386	350014 - FH Sketch Preplan Drawing Module	0 days	100%	
387	350021 - FH Analytics-3 User	0 days	100%	
388	360040 - FH Desktop Maps	0 days	100%	
389	350016 - FH Inspector for iPad	0 days	100%	
390	<b>Solution Confirmation Phase</b>	<b>224 days</b>	<b>100%</b>	
391	Pilot Workshop	5 days	100%	
392	Configuration / Testing Activities	126 days	100%	
393	<b>Data Conversion</b>	<b>221 days</b>	<b>100%</b>	
394	Receive legacy data	5 days	100%	
395	Legacy data review and intital conversion	25 days	100%	
396	Legacy data issue review	98 days	100%	
397	Final Data Conversion into FireHouse Database	1 day	100%	
398	<b>Implementation Phase</b>	<b>79 days</b>	<b>100%</b>	
399	Initiate acceptance testing to validate functional requirements	5 days	100%	
400	System Administration Training	2 days	100%	
401	Administration Configuration Training	2 days	100%	
402	Trin the Trainer Training	2 days	100%	
403	Aurora conducts End User Training	30 days	100%	
404	<b>FireHouse System Cutover to Live Operations</b>	<b>4 days</b>	<b>100%</b>	
405	<b>Milestone - Cutover of FireRMS (Firehouse) to Production Use</b>	<b>0 days</b>	<b>100%</b>	
406	<b>PROJECT CLOSE OUT</b>	<b>2 days</b>	<b>0%</b>	
407	Conduct Project Close Out Review	1 day	0%	
408	Close Out Project	1 day	0%	

# CITY OF AURORA, ILLINOIS

## STATEMENT OF WORK

**I/INFORMER QUERIES  
ASAP CAD EDGEFRONTIER INTERFACE  
CAD INTERFACE TO POWERPHONE CACH**

**PRESENTED TO:**

City of Aurora, IL

**PRESENTED BY:**

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January 16, 2018





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## INTRODUCTION

This Statement of Work (SOW) is subject to the attached Change Order, which serves to modify the agreement referenced therein (the "Agreement"), by and between Intergraph Corporation d/b/a Hexagon Safety & Infrastructure ("Hexagon") and City of Aurora, IL ("Customer").

Should the Customer decide to proceed with this purchase, it will be processed as a change order to Agreement dated 12/23/15; PO's 281741 & 28744, the terms and conditions of which will govern this SOW.

Functionality not identified in this SOW may be included at additional cost with appropriate revisions to the SOW.

## GENERAL ASSUMPTIONS

- Hexagon and Customer will review the SOW and determine a mutually agreeable date for the services to be performed. Notwithstanding the foregoing, services shall begin within six months of execution of the SOW. Note: The Customer must execute and issue a PO (if applicable) prior to any tentative dates being confirmed.
- Hexagon's pricing and level of effort is predicated upon its understanding of the Customer's system and its configurations are based upon configurations Hexagon made for the Customer during the most recent upgrade to the system. Configurations made by the Customer that affect the scope, schedule, or level of effort required to complete the project are not included in the scope of this SOW.
- Customer is responsible for the purchase, installation, configuration and administration of its network infrastructure. The Network Infrastructure meet the defined System Specifications, and the Customer must ensure connectivity between servers and clients.
- Customer is responsible for having current backups of their system.
- Hexagon shall have timely access to Customer project staff. The Customer shall make additional personnel available on a priority basis, as needed, to provide subject matter expertise to complete this project.
- Customer shall provide Hexagon with access to all relevant data, documents, plans, reports, and analyses related to the scope of work and responsibilities of this project.
- All Software will be electronically delivered.
- The EdgeFrontier Runtime Engine License (IPS3042) is required to run/deploy any custom-built EdgeFrontier configurations/interfaces.
- This SOW assumes the Customer has the EdgeFrontier Runtime Engine License on a Hexagon maintenance or warranty agreement.
- If the design for the EdgeFrontier Custom Alarm Interface is dependent on documentation or software to be provided by another vendor, those items will be completed and provided prior to Hexagon scheduling the ICD creation.
- Customer shall have at least one System Administrator available to perform and/or support all Customer Responsibilities and respond to Hexagon requests.
- Customer shall have technical resource(s) and subject matter expert(s) ("SME") available with the skills necessary to perform and/or support all Customer Responsibilities and respond to Hexagon requests.

- Upon Customer request, Hexagon personnel may undergo a criminal background check consisting of biographical information necessary to initiate an NCIC query and fingerprinting. To the extent the Customer requires Hexagon personnel to undergo the criminal background check, it shall arrange for such criminal background check and fingerprinting and be responsible for any and all costs associated with the criminal background check and fingerprinting. Any remote personnel shall only be required to provide biographical information necessary to initiate a NCIC query and a fingerprint card completed any law enforcement agency.
- Customer shall grant Hexagon personnel system administrator level access with unique log-in credentials to all servers, networks, databases, and workstations that will be involved in the Project. Unrestricted system and VPN access via SecureLink is required for Hexagon developers and implementers who will need to have access to multiple infrastructure platforms at the same time. Hexagon personnel will be provided individualized system access credentials by Customer. Customer shall allow Hexagon authorized resources VPN access 24 hours a day, seven days a week for the duration of the Project.
- Customer shall provide Hexagon Project Manager with contact information for a Customer resource to resolve any issues that should arise from Hexagon's access of the Customer's System during working and non-working hours.
- Hexagon will require external VPN access while on site to access various Hexagon resource libraries.
- After completion of this Project, Hexagon will VPN using SecureLink in to the live System only at the Customer's request and will follow the Customer's required VPN access procedures.
- Once Hexagon provides the Customer a task completion form, the Customer shall within ten (10) business days execute the same indicating the task is complete and/or accepted or the Customer shall identify in writing why the task is not complete in light of the task completion criteria. If the Customer fails to provide either written response within ten (10) business days, the task shall be deemed accepted.
- Customer shall schedule and coordinate with third-party technical resources with the skills necessary to perform and/or support all Customer Responsibilities, respond to Hexagon requests and support the testing of interfaces, as required.
- Customer will coordinate and facilitate any discussions with third-party vendors and ensure they are available for support during live Cutover, if needed.
- The Customer and the third-party vendor will be responsible for developing and implementing any software required to consume and distribute the incident information provided via Intergraph's CAD interface to the third-party application.
- The Customer shall ensure that any third-party technical resources are available to support the testing of this interface.
- Customer shall provide Hexagon with any and all information requested by Hexagon necessary for it to perform its tasks set forth herein.
- Customer must be under an active software maintenance contract throughout the duration of the Project.
- Customer is on I/CAD 9.2 version ("Current Version") or higher.
- Standard Hexagon error logging and notifications will be used.
- The Hexagon Project Manager will serve as the primary point of contact and will coordinate all project related activities between the Hexagon implementation team and the Customer.
- Hexagon and Customer will ensure the applicable resources are available as per the mutually agreed to project schedule.

- All services provided under this SOW are remote.
- Customer will promptly review all draft design documents and provide comments, questions or approval within 10 business days of receipt.
- Customer shall assign a single, duly authorized representative to act as the Customer Project Manager. Hexagon assumes that the assigned project manager shall have the authority to approve deliverables, change requests, invoices, and other official project documents.
- Customer shall provide a single point of contact for coordination with the Hexagon Project Manager. Hexagon assumes that the assigned Customer point of contact shall have the authority to allocate and schedule the necessary Customer resources and facilities required to work on and support this project.
- Customer shall provide Hexagon with access to all relevant data, documents, plans, reports, and analyses related to the scope of work and responsibilities of this project.
- Customer shall provide 24 x 7 VPN connectivity or secured remote connectivity (including a logon and password) to all servers and workstations requiring installation/configuration by Hexagon.
- Customer shall provide a test system for installation and testing of the effort described in this SOW.
- Customer shall conduct testing in a timely manner and report any issues/errors back to Hexagon via the Siebel issue tracking system within 10 business days of receiving notification from Hexagon that testing can begin.

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## PROJECT DELIVERABLES

- Remote Project Management Services: The Project Manager will, at a minimum, direct the following activities:
  - Act as single point of contact for the Customer.
  - Determine, with Customer, a mutually agreed-upon schedule, during which project status and issues will be reviewed.
  - Verify the Intergraph product release schedule.
  - Order Intergraph software (if applicable).
  - Resolve any issues that arise during the project implementation by coordinating with appropriate Hexagon or Customer resources.
  - Process Change Orders (if applicable).
  - Verify Customer activities related to the Statement of Work have been completed in timely manner.
  - Verify Customer-provided hardware meets Hexagon specifications.
  - Work with the Customer to ensure third-party vendors are available for support during live Cutover, if needed.
- Interface Control Documents (ICDs) for Informer Queries and the CAD PowerPhone and ASAP to PSAP Interfaces
- New I/Informer Queries will be added to Customer's Maintenance Agreement as part of this SOW:
  - I/Informer Query: CQH - Criminal History Inquiry (IPSCustom04) – Qty: 1
  - I/Informer Query: CQR1-Criminal History Inquiry - Rap with Illinois State ID (IPSCustom04) – Qty: 1
  - I/Informer Query: CQR - Criminal History Inquiry - Rap w/Out of State ID or FBI Number (IPSCustom04) – Qty: 1
  - I/Informer Query: FZF - FOID by Name (NAM/SEX/DOB) (IPSCustom04) – Qty: 1
  - Informer Query: FZF - FOID by Number (FIN) (IPSCustom04) – Qty: 1
  - I/Informer Query: CWQ - Concealed Carry License Inquiry (IPSCustom04) – Qty: 1
  - I/Informer Query: LZX2 – Soundex (IPSCustom04) – Qty: 1
  - I/Informer Query: LFR.ADMHCREQ-IL Hit Confirmation Request (IPSCustom04) – Qty: 1
  - I/Informer Query: LFR.ADMHCRES-IL Hit Confirmation Response (IPSCustom04) – Qty: 1
  - I/Informer Query: LFR.ADM - Admin Message within IL (IPSCustom04) – Qty: 1
  - I/Informer Query: LFR.ADMN-Admin message outside IL (IPSCustom04) – Qty: 1
  - I/Informer Query: YQ-NCIC Hit Request (Request type field has 9 choices: SA, SB, SG, SL, SP, SV, MP, WP, SS) (IPSCustom04) – Qty: 1
    - Syntax will be needed if LEADS does not send this to NCIC
  - I/Informer Query: YR-NCIC Hit Response (IPSCustom04) – Qty: 1
    - Syntax will be needed if LEADS does not send this to NCIC
  - I/Informer Query: LEW/LEW1 - Wanted Person Entry LEADS/NCIC (IPSCustom04) – Qty: 1

- New customizations will be added to Customer's Maintenance Agreement as part of this SOW:
  - ASAP CAD EdgeFrontier Interface (PSA1002) – Qty 1
  - CAD Interface to PowerPhone CACH (IPSCUSTOM04) – Qty 1
  - First year maintenance beginning at production use
- Remote Project Implementation Services (SPRSVC9001IMP)

## PROJECT TASKS

### TASK – INTERFACE CONTROL DOCUMENT (ICD)

Hexagon shall:

- Prepare draft Interface Control Document (ICDs) for the Informer Queries and the PowerPhone and ASAP CAD Interfaces and submit to Customer for feedback.
- Incorporate Customer feedback into draft ICD.
- Finalize Interface Control Document for Customer review and approval.
- Development of the interface shall not commence until the signed/approved ICD is returned to Hexagon. Failure to approve in a timely manner may impact project schedule and incur additional cost.

Customer Shall:

- Customer will promptly review all draft ICD submissions and provide comments, questions or approval within 10 business days of receipt.
- Customer must agree to and sign the ICD before any development work can begin. Failure to approve in a timely manner may impact project schedule and incur additional cost.

Completion Criteria:

This task will be complete upon delivery of the draft ICD to Customer.

## TASK - I/INFORMER QUERIES

During this task, Hexagon resources will develop the following I/Informer queries:

### 1. CQH - Criminal History Inquiry

- CQH.ORI.OPR/AS.PUR/C.REQ/CHARLES SMITH.NAM/BROWN,ROBERTB.SEX/M.RAC/W.DOB/061465.
- The following combinations are valid in the legacy system
  - ORI, OPR, PUR, REQ, NAM, SEX, RAC, DOB
  - ORI, OPR, PUR, REQ, NAM, SEX, RAC, DOB, SOC
  - ORI, OPR, PUR, REQ, NAM, SEX, RAC, DOB, MNU
  - ORI, OPR, PUR, REQ, NAM, SEX, RAC, DOB, SID
  - ORI, OPR, PUR, REQ, NAM, SEX, RAC, DOB, FBI
  - ORI, OPR, PUR, REQ, NAM, SID
  - ORI, OPR, PUR, REQ, NAM, SOC
  - ORI, OPR, PUR, REQ, NAM, MNU
  - ORI, OPR, PUR, REQ, NAM, FBI

### 2. CQR1 - Criminal History Inquiry - Rap with Illinois State ID

- CQR1.ORI.OPR/AS.PUR/C.REQ/CHARLES SMITH.FBI/153362S5.DPT/SPRINGFIELD.ATN/OFC CHARLES SMITH.ADR/PO BOX 3.CIS/SPRINGFIELD,IL.ZIP/62701.
- The following combinations are valid in the legacy system (BLD is not required)
  - ORI, OPR, PUR, REQ, SID, ATN
  - ORI, OPR, PUR, REQ, FBI, ATN
  - ORI, OPR, PUR, REQ, FBI, DPT, ATN, BLD, ADR, CIS, ZIP
  - ORI, OPR, PUR, REQ, SID, DPT, ATN, BLD, ADR, CIS, ZIP

### 3. CQR - Criminal History Inquiry - Rap w/ Out of State ID or FBI Number

- CQR.ORI.OPR/AS.PUR/C.REQ/CHARLES SMITH.FBI/153362S5.DPT/SPRINGFIELD.ATN/OFC CHARLES SMITH.ADR/PO BOX 3.CIS/SPRINGFIELD,IL.ZIP/62701.
- The following combinations are valid in the legacy system (BLD is not required)
  - ORI, OPR, PUR, REQ, FBI, DPT, ATN, BLD, ADR, CIS, ZIP
  - ORI, OPR, PUR, REQ, SID, DPT, ATN, BLD, ADR, CIS, ZIP

### 4. FZF - FOID by Name (NAM/SEX/DOB)

- FZF.NAM/REED, KATHY D.SEX/F.DOB/040859.

### 5. FZF - FOID by Number (FIN) \*NOTE that the legacy system has FID and not FIN.

- FZF.FID/123456

### 6. CWQ – Concealed Carry License Inquiry

- This is a new inquiry not in our documentation so we need the syntax.



7. LZX2 – Soundex

- LZWS.NAM/ADADMS,KENT R.SEX/M.RAC/W.

8. LFR.ADMHCREQ - IL Hit Confirmation Request

- I (shows it is IL)
- MSG NR
- ADDR
- ATN
- INT
- ORA
- AUTH
- TEXT
- LDS OR NIC
- OCA
- RECORD IDENTIFIERS
- HELD
- ADDL TEXT

9. LFR.ADMHCRES - IL Hit Confirmation Response

- I (shows it is IL)
- MSG NR
- ADDR
- ATN
- INT
- ORA
- AUTH
- TEXT
- LDS OR NIC
- OCA
- RECORD IDENTIFIERS
- RECORD STATUS
- ADDL TEXT

10. LFR.ADM – Admin message within IL

- MSG NR
- ADDR
- ATN
- INT
- ORA
- AUTH
- TEXT

11. LFR.ADMN – Admin message outside IL

- MSG NR
- ADDR
- ATN
- INT
- ORA
- AUTH
- TEXT

12. YQ - NCIC Hit Request (Request type field has 9 choices; SA, SB, SG, SL, SP, SV, MP, WP, SS)

13. YR – NCIC Hit Response

14. LEW/LEW1 - Wanted Person Entry LEADS/NCIC

- LEW.
- Minimum of 12 Identifiers in order

With Vehicle Description	Without Vehicle Description
OFF,DOW	OFF, DOW
NAM, SEX, RAC, POB,	NAM, SEX, RAC, POB
DOB, AGE, HGT, WGT, HAI, EYE, SKN	DOB, AGE, HGT, WGT, HAI, EYE, SKN
FBI, SID, FPC, SOC	FBI, SID, FPC, SOC
DLS, DLN, DLY, MNU, SMT	DLS, DLN, DLY, MNU, SMT
MIS	MIS
CIL, GEO	CIL, GEO
VCO, VYR, VMA, VMQ, VST	VIN
LIM, LIY, LIS, LIT, LIC	OCA
OCA	ORA
ORA	ENT, OPR
ENT, OPR	

Requests to configure any new queries not listed above will be priced as a separate SOW.

**Assumptions:**

In addition to the General Assumptions noted above, the following assumptions will apply:

- Customer must have required security in place for I/Informer Transactions.
- Customer is responsible for ensuring that a connection to the state's NCIC/CJIS switch is available for use by Hexagon and that transactions received by the system in a test environment are in the same format and contain the same information to those received in a production environment.

- Customer is responsible for ensuring that documentation detailing the formatting, development/design, and connection information (IP, protocol, credentials, etc.) is provided to Hexagon either by the State or by the Customer. If this information is not provided by the State the Customer is responsible for collecting/determining this information and providing it to Hexagon. If the documentation is not provided to Hexagon, additional services/charges may be incurred by the Customer.
- To the extent Hexagon requires additional information, switch availability or access from the State related to the States' NCIC/CJIS switch, the Customer shall be responsible for obtaining such information or access from the State as reasonably requested by Hexagon.
- Per CJIS security policy, customers who wish to access US national databases using mobile devices must use data encryption that is FIPS 140-2 certified and meets other CJIS requirements. The Customer is responsible for ensuring that their data communications infrastructure and devices comply with CJIS and applicable State requirements.

### Task Completion Criteria

This task will be considered complete when the I/Informer queries have been tested by both Hexagon and the Customer and installed in production environment.

## TASK – I/INFORMER QUERIES IMPLEMENTATION SERVICES

### Hexagon shall:

- Update the Interface Control Document for I/Informer to include fourteen (14) new queries listed in the proceeding task. The updated ICD will be reviewed and signed by both parties prior to the start of any development work for the interface. NOTE: Changes to the Interface Control Document that are beyond the scope in this SOW will be quoted at the time such changes are requested by the Customer.
- Remote services to develop the new I/Informer Queries.
- Remote services to install the I/Informer queries in the test environment for client testing.
- Provide testing support services.

### Customer shall:

- Provide Project Manager and Subject Matter Experts to participate in Project Kick-Off Conference Call.
- Provide Aurora System Administrator to support the Hexagon Consultant on an as-needed basis during the remote installation and configuration.
- Provide Project Manager and Subject Matter Experts to conduct testing.
- Be responsible for obtaining any necessary information from and engaging with the State of Illinois as needed by Intergraph to facilitate the development, creation, and testing of this interface.
- Customer will conduct testing in a timely manner and report any issues/errors back to Hexagon via the Siebel issue tracking system within 10 business days of receiving notification from Hexagon that the interface is ready for testing.

### Task Completion Criteria

This task shall be considered complete once testing has been completed by both Hexagon and the Customer and the I/Informer queries have been installed for production use.

## TASK – CAD INTERFACE TO POWERPHONE CACH

The Customer has decided to use PowerPhone instead of APCO Meds, and has requested a CAD interface to PowerPhone Computer Aided Call Handling (“CACH”).

### Task Assumptions:

In addition to the General Assumptions, the following assumptions will apply:

- The CAD PowerPhone Interface will be compatible with I/CAD version 9.3.
- No customizations will be made to the output of this interface.
- The purchase, installation and testing of any third-party software required to support this interface.

### Hexagon shall:

- Develop a custom I/CAD interface to PowerPhone CACH. Following functionality will be provided:
  - Method to start a PowerPhone CACH application.
    - A button will be provided on the main CAD dialog.
  - On start, the following information will be transferred to CACH, if available:
    - Event Location (Mandatory).
    - Caller Name, Address and Phone number (optional).
  - The following information will be transferred from CACH to CAD:
    - Event Type (Dispatch) recommendation.
    - Call Question and Answer script.
  - The interface will contain the following configurable item to facilitate bi-directional exchange of critical information:
    - Translation table between PowerPhone Event Types and CAD event types.
    - List of CACH data that can be extracted and written to Event Comments.
- Remotely install the PowerPhone interface on the Customer’s test server.
- Support Customer testing and provide issue resolution.
- Provide remote support to install the PowerPhone interface to the Production server following testing.

### Customer shall:

- Provide points of contacts who are knowledgeable of the workflow and data requirements for Customer hardware and software component with which Hexagon deliverables will interface.
- Provide access to all servers requiring installation/configuration by Hexagon during normal business hours. Hexagon will be provided a logon and password. After-hours work needs to be coordinated and agreed upon by both Hexagon and the customer, as needed.
- Manage relationships with all third-party sources, procuring additional information/services from them, and ensuring that any third party technical resources are available to support the testing and cutover of this interface.

### Task Completion Criteria

This task will be considered complete when the PowerPhone Interface has been tested by both Hexagon and the Customer and installed in production environment.

## TASK – ASAP CAD EDGEFRONTIER INTERFACE (PSA1002)

Hexagon will provide an ASAP CAD EdgeFrontier Interface between the alarm monitoring Companies and Public Safety Answering Point (“PSAP”) as per the ASAP Association of Public-Safety Communications Officials (“APCO”) specifications. In summary the interface provides for the following:

- Initial notification of an alarm event by an alarm monitoring company to a PSAP.
- Update of status by the PSAP’s CAD system to the alarm monitoring company.
  - Alarm Notification Accepted, call-for-service created.
  - Alarm Notification Reject due to invalid alarm location address or invalid event type.
- Bi-directional update of other events between an alarm monitoring company and a PSAP
  - Requests for cancellation by the alarm monitoring company
  - Updates concerning key-holder information by the alarm monitoring company
  - Notice by the PSAP that the primary response agency has been dispatched
  - Notice by the PSAP that the primary response agency has arrived on scene
  - Notice by the PSAP that the event has been closed (with a disposition if applicable)
  - Updates from the PSAP dispatcher or field resource requesting additional information such as an estimated time of arrival for the key-holder
- The messages are sent from Alarm Monitoring Companies via NLETS. The messages are in XML format. The transport method between NLETS (NCIC Switch) and PSAP is TCP/IP.

Hexagon will provide custom development for the EdgeFrontier Alarm Interface to create the message handler for the State Message Switch Alarm Transactions.

### Hexagon shall:

- Remotely install the EdgeFrontier interface on the Customer’s test server.
- Support Customer testing and provide issue resolution.
- Provide remote support to install the EdgeFrontier interface to the Production server following testing.

### Customer shall:

- Provide points of contacts who are knowledgeable of the workflow and data requirements for Customer hardware and software component with which Hexagon deliverables will interface.
- Provide access to all servers requiring installation/configuration by Hexagon during normal business hours. Hexagon will be provided a logon and password. After-hours work needs to be coordinated and agreed upon by both Hexagon and the customer, as needed.
- Manage relationships with all third-party sources, procuring additional information/services from them, and ensuring that any third party technical resources are available to support the testing and cutover of this interface.

### Task Completion Criteria

This task will be considered complete when the ASAP CAD EdgeFrontier Interface has been tested by both Hexagon and the Customer and installed in the production environment.

## ACCEPTANCE CRITERIA

All software and services shall be accepted with either written authorization by the Customer or upon installation of the queries and interfaces to the production system, whichever comes first.

Note: If a delay in final acceptance is caused by another vendor or a state agency's ability to provide required deliverables and lasts for more than 30 days after the interface has been delivered by Hexagon, as ready to be placed into production, the interface shall be deemed accepted.

## SCHEDULE

Scheduling of Hexagon's services will occur upon the receipt of the executed Change Order.

Hexagon and Customer will determine a mutually agreeable schedule for completion of the deliverables as described in this SOW.