

CONTRACT #2
RFS # 349.01-00235
Edison # Pending

**Department of Safety and
Homeland Security**

VENDOR:
Intergraph Corporation



**STATE OF TENNESSEE
DEPARTMENT OF SAFETY AND HOMELAND SECURITY**

**312 ROSA L. PARKS AVENUE
25TH FLOOR
NASHVILLE, TN 37243**

**BILL HASLAM
GOVERNOR**

**BILL GIBBONS
COMMISSIONER**

April 2, 2014

Jeff Spaulding, Director
Fiscal Review Committee
Rachel Jackson Building, 8th Floor
320 Sixth Avenue North
Nashville, TN 37243

Mike Perry, Chief Procurement Officer
Central Procurement Office
Department of General Services
Tennessee Tower, 3rd Floor
Nashville, TN 37243

Justin P. Wilson, Comptroller of Treasury
Comptroller Procurement Compliance
Suite 1400, James K. Polk Building
505 Deaderick Street
Nashville, TN 37243-1402

Dear Director Spaulding, CPO Perry, and Comptroller Wilson:

The Department of Safety and Homeland Security ("TDOSHS") is requesting sole source approval to establish a five (5) year contract with Intergraph to upgrade our Computer Aided Dispatch System ("CAD").

A hardware and software upgrade is required as soon as possible to bring the system to currency and assure on-going vendor support. Current system is using an outdated version of Oracle to store critical information. In addition, the current system does not provide full client application support in the Windows 7 environment.

An updated CAD system will allow for an enhanced response to public safety needs. Computer-Aided Dispatch (I/CAD) 9.3 system leverages next-generation communications, improves mobility and safety, and reduces the time and cost to deploy new technologies. It accelerates smarter decisions and speeds response while making the most of limited resources.

Intergraph is the vendor for the current system, which has become incompatible with current State standards. Budgetary constraints do not allow for replacement. It is much more cost effective to upgrade the current system than to purchase a new system

The Department of Safety and Homeland Security respectfully submits the above referenced procurement for consideration and approval.

Sincerely,

Sonya Hadley
Budget Director

cc: Kippine Smith, Procurement Supervisor

Supplemental Documentation Required for
Fiscal Review Committee

*Contact Name:	Kippine Smith	*Contact Phone:	615-251-5238		
*Presenter's name(s):	Paul Battenfield, Vicky Hutchings, Donald Aviles				
Edison Contract Number: <i>(if applicable)</i>		RFS Number: <i>(if applicable)</i>	34901-00235		
*Original or Proposed Contract Begin Date:	7/1/2015	*Current or Proposed End Date:	6/30/2020		
Current Request Amendment Number: <i>(if applicable)</i>	N/A				
Proposed Amendment Effective Date: <i>(if applicable)</i>	N/A				
*Department Submitting:	Safety and Homeland Security				
*Division:	Highway Patrol/Information Technology				
*Date Submitted:	4/2/2015				
*Submitted Within Sixty (60) days:	Yes				
<i>If not, explain:</i>					
*Contract Vendor Name:	Intergraph Corporation				
*Current or Proposed Maximum Liability:	\$ 1,941,879.00				
*Estimated Total Spend for Commodities:	\$0				
*Current or Proposed Contract Allocation by Fiscal Year: (as Shown on Most Current Fully Executed Contract Summary Sheet)					
FY:2016	FY:2017	FY:2018	FY:2019	FY 2020	FY
\$ 542,457.00	\$ 554,611.00	\$ 267,981.00	\$ 281,380.00	\$ 295,450.00	
*Current Total Expenditures by Fiscal Year of Contract: (attach backup documentation from Edison) Figures Based upon Edison 20811, and other one-time Purchases. Please see documentation					
FY:2010	FY:2011	FY:2012	FY:2013	FY 2014	FY 2015
49276.47	281159.32	206629.20	216201.72	172356.02	215,155.80
IF Contract Allocation has been greater than Contract Expenditures, please give the reasons and explain where surplus funds were spent:			N/A, Previous Contract expired in 9/30/2009. The Department has been paying yearly maintenance under a separate contract (Edison 20811) which expired on 11/30/2013, and has been using Sole Source one-time purchases since then. The new proposed contract would include both software upgrades and maintenance combined for the next 5 years.		

Supplemental Documentation Required for
Fiscal Review Committee

IF surplus funds have been carried forward, please give the reasons and provide the authority for the carry forward provision:	N/A, Previous Contract expired in 9/30/2009. Under Edison 20811, no surplus funds were carried over.
IF Contract Expenditures exceeded Contract Allocation, please give the reasons and explain how funding was acquired to pay the overage:	N/A, Previous Contract expired in 9/30/2009. Under Edison 20811, there was no overage.

Supplemental Documentation Required for
Fiscal Review Committee

*Contract Funding Source/Amount:			
State:	\$ 1,941,879.00	Federal:	
<i>Interdepartmental:</i>		<i>Other:</i>	
If “ <i>other</i> ” please define:			
If “ <i>interdepartmental</i> ” please define:			
Dates of All Previous Amendments or Revisions: <i>(if applicable)</i>		Brief Description of Actions in Previous Amendments or Revisions: <i>(if applicable)</i>	
N/A, Previous Contract expired in 9/30/2009			
Method of Original Award: <i>(if applicable)</i>		Previous contract was procured by RFP.	
*What were the projected costs of the service for the entire term of the contract prior to contract award? How was this cost determined?		N/A. Projected costs were not determined. The winning proposal of the original RFP was used to determine the budget for the contract.	
*List number of other potential vendors who could provide this good or service; efforts to identify other competitive procurement alternatives; and the reason(s) a sole-source contract is in the best interest of the State.		<ol style="list-style-type: none"> 1. EnRoute Emergency Systems 2. InterAct Public Safety Systems 3. Intergraph Public Safety 4. Logistic Systems Inc. 5. Northop-Grumman Corp. 6. Positron Public Safety Systems 7. Public Safety Systems, Inc. 8. SunGard Public Sector Inc. 9. Tiburon Inc. 10. TriTech Software Systems 11. VisionAIR <p>Intergraph is the sole provider of software for the current CAD system. Replacement was considered and several vendors provided demonstrations. However, budgetary constraints preclude the replacement of the system.</p>	



OIR Pre-Approval Endorsement Request E-Mail Transmittal

TO : Jane Chittenden, OIR Contracts
Department of Finance & Administration
E-mail : Mark.Rampey@tn.gov

FROM : Kippine Smith
E-mail : Kippine.K.Smith@tn.gov

DATE : 3/12/2014

RE : Request for OIR Pre-Approval Endorsement

Applicable RFS # 34901-00235

OIR Endorsement Signature & Date:

 3/20/15

Chief Information Officer

NOTE: Proposed contract/grant support is applicable to the subject IT service technical merit.

Office for Information Resources (OIR) pre-approval endorsement is required pursuant to procurement regulations pertaining to contracts with information technology as a component of the scope of service. This request seeks to ensure that OIR is aware of and has an opportunity to review the procurement detailed below and in the attached document(s). This requirement applies to any procurement method regardless of dollar amount.

Please indicate OIR endorsement of the described procurement (with the appropriate signature above), and return this document via e-mail at your earliest convenience.

Contracting Agency	Tennessee Department of Safety and Homeland Security
Agency Contact (name, phone, e-mail)	Vicky Hutchings, Vicky.Hutchings@tn.gov, 687-2327
<p>Attachments Supporting Request (mark all applicable)</p> <p>Note: The complete draft procurement document and the applicable documents listed below must accompany this request when submitted to OIR. Special Contract Requests and Amendment Requests without Agency Head signature are acceptable. OIR is aware that these documents will not have CPO signature when submitted with this request.</p> <p> <input checked="" type="checkbox"/> Solicitation Document <input checked="" type="checkbox"/> Special Contract Request <input type="checkbox"/> Amendment Request <input checked="" type="checkbox"/> Proposed Contract/Grant or Amendment <input type="checkbox"/> Original Contract/Grant and Previous Amendments (if any) </p>	

Applicable RFS # 34901-00235

Information Systems Plan (ISP) Project Applicability

To avoid delay of OIR pre-approval, the applicability of an ISP project to the procurement must be confirmed with agency IT staff prior to submitting this request to OIR. If necessary, agency IT staff should contact OIR Planning with questions concerning the need for an ISP project.

IT Director/Staff Name Confirming (required): Paul Battenfield

Applicable – Approved ISP Project# DI031204 “CAD Upgrade”

Not Applicable

Subject Information Technology Service Description

Provide a brief summary of the information technology services involved. Clearly identify included technologies such as system development/maintenance, security, networking, etc. As applicable, identify the contract or solicitation sections related to the IT services.

The Department is requesting to purchase the software and services required to provide an I/CAD and Mobile to MPS 9.2 upgrade, software and services for I/NetDispatcher, software and training for Map Admin Utility, services to setup Cold Backup Site and an I/CAD and MPS 9.3 upgrade. For more detail please see Section A of the attachment labeled Intergraph Review Draft Version 14.

The Department is also requesting to purchase five years of maintenance for the upgraded CAD system.

Special Contract Request

This form should be utilized to facilitate contract and procurement requests that require the Chief Procurement Officer's prior approval and that of the Comptroller of the Treasury, as applicable.

NOT required for a contract with a federal, Tennessee, or Tennessee local government entity or a grant.

Route a completed request, as one file in PDF format, via e-mail attachment sent to: agsprs.agsprs@tn.gov.

APPROVED		APPROVED	
CHIEF PROCUREMENT OFFICER	DATE	COMPTROLLER OF THE TREASURY	DATE

Request Tracking #	34901-000235
1. Contracting Agency	Tennessee Department of Safety and Homeland Security
2. Type of Contract or Procurement Method	<input type="checkbox"/> No Cost <input type="checkbox"/> Revenue <input checked="" type="checkbox"/> Sole Source <input type="checkbox"/> Proprietary <input type="checkbox"/> Competitive Negotiation <input type="checkbox"/> Other
3. Requestor Contact Information	Vicky Hutchings, Vicky.Hutchings@tn.gov, 687-2327
4. Brief Goods or Services Caption	Upgrade to Computer Aided Dispatch System
5. Description of the Goods or Services to be Acquired	CAD (Computer Aided Dispatch) software and hardware upgrade
6. Proposed Contractor	Intergraph Corporation

Request Tracking #	34901-000235
<p>7. Name & Address of the Contractor's principal owner(s) <i>- NOT required for a TN state education institution</i></p>	<p>Intergraph Corporation Mailing address: P.O. Box 240000 Huntsville, AL 35813, USA Street address: 305 Intergraph Way Madison, AL 35758, USA</p> <p>Toll Free Tel: 1.800.345.4856 Tel: 1.256.730.2000 fax: 1.256.730.2048</p>
<p>8. Proposed Contract Period – with ALL options to extend exercised <i>The proposed contract start date shall follow the approval date of this request.</i></p>	60 months
<p>9. Office for Information Resources Pre-Approval Endorsement Request <i>- information technology (N/A to THDA)</i></p>	<input type="checkbox"/> Not Applicable <input checked="" type="checkbox"/> Attached
<p>10. eHealth Pre-Approval Endorsement Request <i>- health-related professional, pharmaceutical, laboratory, or imaging</i></p>	<input checked="" type="checkbox"/> Not Applicable <input type="checkbox"/> Attached
<p>11. Human Resources Pre-Approval Endorsement Request <i>- state employee training</i></p>	<input checked="" type="checkbox"/> Not Applicable <input type="checkbox"/> Attached
<p>12. Are these goods or services currently available on a statewide contract? If YES, please explain why the current statewide contract is not being used for this procurement.</p>	<input checked="" type="checkbox"/> NO <input type="checkbox"/> YES,
<p>13. Maximum Contract Cost – with ALL options to extend exercised</p>	\$ 1,941,879.00
<p>14. Was there an initial government estimate? If so, what amount?</p>	<input checked="" type="checkbox"/> NO <input type="checkbox"/> YES, \$
<p>15. Cost Determination Used- How did agency arrive at the estimate of expected costs?</p>	Software upgrade and maintenance cost was derived from a quote provided by Intergraph
<p>16. Explanation of Fair and Reasonable Price- Explain how agency determined that price is fair and reasonable</p>	It is much more cost effective to upgrade the current system than to purchase a new system – difference between upgrade and replacement can be as much as \$15,000,000
<p>17. Documentation of Discussions with Contractor- How did agency document discussions with Contractor? Attach documentation to this request as applicable.</p>	Discussions were via conference calls and email. Documentation can be provided upon request.

Request Tracking #	34901-000235
18. Explanation of Need for or requirement placed on the State to acquire the goods or services	Hardware and software upgrade is required as soon as possible to bring the system to currency and assure on-going vendor support. Current system is using an outdated version of Oracle to store critical information. In addition, the current system does not provide full client application support in the Windows 7 environment.
19. Proposed contract impact on current State operations	Updated CAD system will allow for an enhanced response to public safety needs. Computer-Aided Dispatch (I/CAD) 9.3 system leverages next-generation communications, improves mobility and safety, and reduces the time and cost to deploy new technologies. It accelerates smarter decisions and speeds response while making the most of limited resources.
20. Justification – Specifically explain why the goods or services should be acquired through the procurement method or contract type selected.	Intergraph is the vendor for the current CAD (Computer Aided Dispatch) system – The current version is not compatible with state standards; Budgetary constraints do not allow for replacement.
For No Cost and Revenue Contracts Only	
21. What costs will the State incur as a result of this contract? If any, please explain.	N/A
22. What is the total estimated revenue that the State would receive as a result of this contract?	N/A
23. Could the State also contract with other parties interested in entering substantially the same agreement? Please explain.	<input type="checkbox"/> NO <input type="checkbox"/> YES
24. Summary of State responsibilities under proposed contract	N/A
For Sole Source and Proprietary Procurements Only	
25. Explanation of Need for or requirement placed on the State to acquire the goods or services	Hardware and software upgrade is required as soon as possible to bring the system to currency and assure on-going vendor support. Current system is using an outdated version of Oracle to store critical information. In addition, the current system does not provide full client application support in the Windows 7 environment.

Request Tracking #	34901-000235
26. Evidence of Contractor's experience & length of experience providing the goods or services to be procured.	<p>Founded in 1969 as M&S Computing, Inc, the company has assisted NASA and the US Army in developing systems that would apply digital computing to real-time missile guidance.</p> <p>They pioneered the development of computer graphics systems, which allowed engineers to display and interact with drawings and associated alphanumeric information using the language of their applications, rather than programming terminology.</p> <p>Intergraph technology enables customers to make the world safer and more prosperous. They create intelligent maps, manage assets and infrastructure, build and operate better plants and ships, and dispatch emergency services to those in need.</p> <p>Intergraph built and assisted in implementation of the State's current CAD system. They are also the current provider of maintenance.</p>
27. Has the contracting agency procured the subject goods or services before? If yes, provide the method used to purchase the goods or services and the name and address of the contractor.	<p><input type="checkbox"/> NO <input checked="" type="checkbox"/> YES,</p> <p>Method: RFP and Non Competitive Amendments</p> <p>Name/Address:</p> <p>Mailing address: P.O. Box 240000 Huntsville, AL 35813, USA</p> <p>Street address: 305 Intergraph Way Madison, AL 35758, USA</p> <p>Toll Free Tel: 1.800.345.4856 ☎</p> <p>Tel: 1.256.730.2000 ☎</p> <p>fax: 1.256.730.2048</p>
28. Contractor selection process and efforts to identify reasonable, competitive, procurement alternatives	<p>Intergraph is the sole provider of software for the current CAD system. Replacement was considered and several vendors provided demonstrations. However, budgetary constraints preclude the replacement of the system.</p>
Signature Required for all Special Contract Requests	



CONTRACT

(fee-for-service contract with an individual, business, non-profit, or governmental entity of another state)

Begin Date 7/1/2015	End Date 6/30/2020	Agency Tracking # 34901-00235	Edison Record ID		
Contractor Legal Entity Name Intergraph Corporation			Edison Vendor ID		
Service Caption (one line only) I/CAD and Mobile to MPS Upgrades					
Subrecipient or Vendor <input type="checkbox"/> Subrecipient <input checked="" type="checkbox"/> Vendor		CFDA #			
Funding —					
FY	State	Federal	Interdepartmental	Other	TOTAL Contract Amount
16			\$ 542,457.00		\$ 542,457.00
17			\$ 554,611.00		\$ 554,611.00
18			\$ 267,981.00		\$ 267,981.00
19			\$ 281,380.00		\$ 281,380.00
20			\$ 295,450.00		\$ 295,450.00
TOTAL:			\$ 1,941,879.00		\$ 1,941,879.00
American Recovery and Reinvestment Act (ARRA) Funding: <input type="checkbox"/> YES <input type="checkbox"/> NO					
Ownership/Control <input type="checkbox"/> African American <input type="checkbox"/> Asian <input type="checkbox"/> Hispanic <input type="checkbox"/> Native American <input type="checkbox"/> Female <input type="checkbox"/> Person w/Disability <input type="checkbox"/> Small Business <input type="checkbox"/> Government <input checked="" type="checkbox"/> NOT Minority/Disadvantaged <input type="checkbox"/> Other:					
Selection Method & Process Summary (mark the correct response to confirm the associated summary)					
<input type="checkbox"/> RFP	The procurement process was completed in accordance with the approved RFP document and associated regulations.				
<input type="checkbox"/> Competitive Negotiation	The predefined, competitive, impartial, negotiation process was completed in accordance with the associated, approved procedures and evaluation criteria.				
<input type="checkbox"/> Alternative Competitive Method	The predefined, competitive, impartial, procurement process was completed in accordance with the associated, approved procedures and evaluation criteria.				
<input checked="" type="checkbox"/> Non-Competitive Negotiation	The non-competitive contractor selection was completed as approved, and the procurement process included a negotiation of best possible terms & price.				
<input type="checkbox"/> Other	The contractor selection was directed by law, court order, settlement agreement, or resulted from the state making the same agreement with <u>all</u> interested parties or <u>all</u> parties in a predetermined "class."				
Budget Officer Confirmation: There is a balance in the appropriation from which obligations hereunder are required to be paid that is not already encumbered to pay other obligations.			OCR USE - FA		
Speed Chart (optional)		Account Code (optional)			

CONTRACT
BETWEEN THE STATE OF TENNESSEE,
DEPARTMENT OF SAFETY AND HOMELAND SECURITY
AND
INTERGRAPH CORPORATION

This Contract, by and between the State of Tennessee, **Department of Safety and Homeland Security**, hereinafter referred to as the 'State' and **Intergraph Corporation**, hereinafter referred to as the "Contractor," is for the provision of **I/CAD and Mobile to MPS Upgrade**, as further defined in the "SCOPE OF SERVICES."

The Contractor is **For-Profit Corporation**.

Contractor Place of Incorporation or Organization: Chicago, IL 60677-7001

Contractor Edison Registration ID # 1310

A. SCOPE OF SERVICES:

- A.1. The Contractor shall provide all service and deliverables as required, described, and detailed herein and shall meet all service and delivery timelines as specified by this Contract.
- a. Definitions shall be included on Exhibit A.
 - b. This Contract shall include two phases specifically known as Phase 1 and Phase 2.
 - c. Contractor shall complete each task in Phase 1 and Phase 2 as set forth in the order of this Contract. At the completion of each task, State shall complete Attachment D and submit to the Contractor.
- A.2. Contractor shall provide the software and services required for an I/CAD and Mobile to MPS 9.2 upgrade and 9.3 upgrade, software and services for I/NetDispatcher, software and training for Map Admin Utility, and services to setup Cold Backup Site.
- a. Unless specifically noted within this Contract, all software shall be the standard commercial off-the-shelf ("COTS") product.
 - b. During Phase 1, I/CAD and MPS will be upgraded to version 9.2. Six (6) months after completion, acceptance, and production use of upgrade to version 9.2, Phase 2 shall begin and I/CAD and MPS shall be upgraded to version 9.3.
 - c. The State is responsible for the purchase of all applicable database licenses/software. Attachment B: Public Safety System Specifications for the minimum specifications required for the database needed for the upgraded I/CAD version.
 - d. The State shall purchase and install any new hardware, including a new Operating System and MS SQL server, meeting Contractor's minimum configurations as needed for the fulfillment of this Contract. A required change in operating systems is needed for the upgraded I/CAD version. The State shall adhere to the Public Safety System Specifications as set out in Attachment B.
 - e. All hardware shall be staged and installed prior to scheduling of the upgrade services.
 - f. The State shall purchase and install database and Client Access Licenses ('CALs') software. The State shall provide the remote connection between its Communication Center and other facility locations.
 - g. Prior to upgrade implementation, the State shall verify the following:
The interface protocol, interface switches, interface functionality, and mobile infrastructure has not changed from the existing implementation.

- h. Specific start and end times of training sessions shall be coordinated prior to the commencement of training. Training sessions will be no more than seven and one-half (7.5) hours per day.
- i. State shall train all internal end users on the upgraded software.
- j. Contractor's system and training documentation shall be standard COTS documentation and help files, and shall not be customized to the State's site specific configuration. All documentation will be provided in electronic format only. The Contractor shall provide remote implementation services to setup Cold Backup.

A.3. Project Deliverables

- a. The Contractor shall designate a Project Manager ("PM") who will, at a minimum, direct the following activities:
 - 1. Act as single point of contact for the State from kick off through production.
 - 2. Determine, with State, a mutually agreed-upon conference call meeting schedule, during which project status and issues will be reviewed.
 - 3. Provide a mutually agreed-upon upgrade schedule in Microsoft Project 2010 format within thirty (30) days of execution of this Contract.
 - 4. Verify the Contractor product release schedule.
 - 5. Order Contractor software (if applicable).
 - 6. Resolve any issues that arise during the project implementation by coordinating with appropriate Contractor or State resources.
 - 7. Prepare a checklist of responsibilities and tasks to be completed during the Cutover Task approximately thirty (30) days prior to Cutover. Discuss the Cutover plan with State and the Contractor on-site team.
 - 8. Verify State activities related to this Contract have been completed in timely manner.
 - 9. Verify State-provided hardware meets Contractor specifications.
 - 10. Verify software configuration is ready for live Cutover.
 - 11. Work with the State to ensure third party vendors are available for support during live Cutover, if needed.
 - 12. Coordinate resolution of any post live Cutover issues with the State and Contractor.
 - 13. Be on-site during the upgrade week.
- b. Contractor shall provide software installation services as described in this Contract.
- c. Contractor shall conduct transition to live operations services as described in this Contract.
- d. Contractor shall provide training services as described in this Contract.
- e. The Contractor shall provide maintenance for the products listed below. The Contractor shall also provide software updates for these products as part of the CAD upgrade.
 - 1. Products on Maintenance

Site ID	Part Number	Product	Qty.
50000394	IPS0001	I/Executive	2
50000394	IPS0001TST	I/Executive - Test License	1
50000394	IPS0002	I/Dispatcher	34
50000394	IPS0002TST	I/Dispatcher - Test License	1
50000394	IPS0004	I/Informer	1

50000394	IPS0004	I/Informer City/County War IF	1
50000394	IPS0007	I/Executive 2	1
50000394	IPS0009	I/Mobile Data Terminal	1
50000394	IPS0015	I/Tracker	1
50000394	IPS0018	I/Telephone Device for Deaf - Zetron	1
50000394	IPS0035	I/Backup	1
50000394	IPS0038STE	I/Mobile – Site License	1
50000394	IPSCUSTOM04	Driver Licenses Imagery IF	1
50000394	IPS1163C	I/MapEditor CC - Component	1
50000394	SJBX690AA-C	GeoMedia Pro - CC - English - Component	1

2. The State's current I/Mobile product (IPS0038) shall be upgraded to Contractor's newest generation mobile client application - Mobile for Public Safety (MPS, part # IPS0080) via Contractor's special program SXMA0080 that facilitates this exchange. There is no maintenance cost difference between the I/Mobile product and the MPS product. There is not a functional parity between these two products. State acknowledges that an upgrade may not include some currently existing I/Mobile features as they are not a part of the MPS product, while the new MPS product contains new features and functions not in the I/Mobile product. To support transition, MPS and I/Mobile can run in tandem.
 3. The State's current I/Executive (IPS0001) and I/Executive 2 (IPS0007) products shall be upgraded to Contractor's new I/Executive High Availability (IPS0001HA) application via Contractor's special program (SXMA212) that facilitates this exchange.
 4. The State shall relinquish the six (6) Oracle Std ED One-Appl Spec Processor IPSF600AA-A, software licenses from maintenance.
- f. New software products to be implemented as part of this upgrade and included on maintenance:
1. BI Direct for CAD Bundle (SBND3080L) – 1
 2. Exchange I/Exec and I/Exec 2 for I/Executive for High Availability (SXMA212) - 1
 3. I/NetDispatcher – 15 concurrent users (IPS0045A) – 1
 4. I/Executive High Availability – Backup License (IPS0001HABCK) – 1
 5. I/Backup – Backup License (IPS0035BCK) – 1
 6. I/NetDispatcher - 15 concurrent users – Backup License (IPS0045ABCK) – 1
 7. I/Informer Backup License (IPS0004-ABCK) – 1
 8. I/Mobile Data Terminal – Backup License (IPS0009BCK) – 1
 9. I/Tracker – Backup License (IPS0015BCK) – 1
 10. I/Telephone Device for Deaf – Zetron – Backup License (IPS0018BCK) – 1
 11. Driver License Imagery Interface – Backup License (IPSCUSTOM04BCK) – 1
 12. I/Dispatcher – Backup License (IPS0002BCK) – 34
 13. Map Admin Utility – NL Licenses (IPS0082) – 1
 14. Maintenance for new Contractor software products begins upon production use.
 15. Maintenance for new Business Intelligence (BI) software products begins upon acceptance by the State
 16. Business Intelligence maintenance begins upon acceptance of the license by the State.

- g. State shall create and provide a polygon file (.ply file) that contains the shapes of rotational towing areas.
- h. Contractor shall provide implementation services for I/NetDispatcher standard COTS configuration.
- i. Contractor shall provide implementation services for setup of Cold Backup Server.
 - 1. The Contractor shall provide remote implementation services to setup Cold Backup.

A.4. Phase 1: Server Software Staging

Contractor shall install and configure the I/CAD system software on the server hardware designated by the State to be used for upgrade activities. All work for this task shall be performed remotely. Hardware designated by the State for the I/CAD upgrade shall be solely for upgrade staging and shall not be used for any other function. .

- a. Prior to the hardware upgrade, State shall confirm that: :
 - 1. Upgrade staging hardware is fully installed, racked, cabled, powered, and on the network.
 - 2. Operating system is fully installed, updated, configured, and joined to the State domain.
 - 3. Hard disk configuration is per Contractor requirements.
 - 4. State specific/enterprise applications are installed and configured (remote management, anti-virus, etc.)
 - 5. Contractor domain user account(s) is created and provided with local administrative privileges on all server hardware to be staged under this task.
 - 6. Remote access enabled on all servers are for the Contractor user account(s).
 - 7. VPN credentials and client (if needed) are provided to the Contractor Project Manager.
 - (I) Not required if State is using SecureLink.

b. Verify Server Setup

- 1. Contractor resources shall remotely connect to the servers and verify the server set up according to the Contractor setup standards. If no discrepancies from the server setup standards are found, software installation shall proceed. If discrepancies from the server setup standards are found, Contractor will correct any discrepancy that affects task completion.

c. Software Installation

Contractor shall remotely install the following software components on the State designated server hardware.

1. Database Server #1

- (I) <Database Software –SQL Server>
- (II) I/Executive High Availability (including I/CAD Net)
- (III) Contractor Core
- (IV) Contractor Service Manager
- (V) Contractor CAD Database Manager (CADDDBM)
- (VI) I/Dispatcher (for testing purposes)
- (VII) I/Calltaker (for testing purposes, if applicable)

2.Database Server #2

- (I) <Database Software –SQL Server>
- (II) I/Executive High Availability (including I/CAD Net)
- (III) Contractor Core
- (IV) Contractor Service Manager
- (V) Contractor CAD Database Manager (CADDDBM)

3.Communications/Interface Server #1

- (I) I/Executive High Availability (including I/CAD Net)
- (II) Contractor Core
- (III) Contractor Service Manager
- (IV) Contractor CAD Database Manager (CADDDBM)
- (V) I/Mobile Data Terminal
- (VI) I/Tracker
- (VII) I/Informer – CAD to City/County WarIF
- (VIII) I/Informer – CAD to NCIC/FCIC
- (IX) I/Telephone Device for Deaf - Zetron
- (X) Driver License Imagery interface

d. Server Software Staging Completion Criteria

Server Software Staging shall be complete when all designated I/CAD software has been installed and software is performing to the satisfaction of the State.

A.5. Phase 1: Migrate I/CAD Oracle DB to SQL Server

The Contractor shall migrate the State's current Oracle database to SQL Server using the Microsoft SQL Server Migration Assistant for Oracle. Oracle 10 is the current version of Oracle being used by the State and Contractor understands that this is a deprecated version no longer supported by Sun Systems.

The upgrade process shall include a migration from the RADO method of database high availability to database vendor high availability, specifically SQL Server Database Mirroring. All work for this task will be performed remotely.

The State shall provide Contractor with a recent full backup of their existing Oracle production database or read access to the production database is available via the Oracle client.

Any custom programmability options (triggers, stored procedures, functions) created in the Oracle database by the State will be the responsibility of the State to migrate to SQL Server.

Any custom views created in the Oracle database by the State will be the responsibility of the State to migrate to SQL Server.

- a. Contractor shall use the Microsoft SQL Server Migration Assistant (SSMA) for Oracle to migrate the State's I/CAD database schema and data to SQL Server. Using the SSMA the Contractor shall connect to an Oracle instance that contains the State's Oracle I/CAD database. Using defined data mapping criteria Contractor shall configure the SSMA to generate scripts which will create the SQL Server schema.

- b. The SSMA shall report any potential problems with schema conversion which will be investigated and remedied immediately by Contractor.
- c. Once the SQL Server schema has been created, Contractor shall use the SSMA to migrate the data from the Oracle database to the SQL Server database.
 - 1. If data fails to migrate, Contractor shall have processes in place to address this issue.
 - 2. If a data conversion failure is encountered that cannot be remedied, Contractor shall develop an acceptable solution to State's satisfaction.
- d. Migrate I/CAD Oracle DB to SQL Server Completion Criteria
Migration of the I/CAD Oracle DB to SQL Server shall be deemed completed when the database schema and data has been successfully migrated from Oracle to SQL Server and, when basic testing by the Contractor has been completed and the database is ready to be upgraded to the CAD version 9.2.

A.6. Phase 1 : I/CAD Database Upgrade

Contractor shall upgrade the I/CAD database to the I/CAD database schema using the I/CAD Database Utility. The upgrade process shall include a migration of the database schema from the RADO method of database high availability to database vendor high availability, specifically SQL Server Database Mirroring. All work for this task shall be performed remotely.

- a. Prior to beginning the I/CAD database upgrade, the State shall provide Contractor with a recent full backup of the existing production database.
- b. Once the I/CAD database full backup, which shall be used for the upgrade staging activity, has been completed, the State shall implement a change freeze on the production CAD system. If a change freeze is not possible, the State shall replicate any and all changes performed to the production CAD system to the upgrade staging CAD system. Change freeze shall be in place prior to beginning this task. Change freeze means:
 - a. No changes to the graphical user interface (GUI).

- b. No changes to static data including but not limited to:
 - i. Personnel
 - ii. Event types
 - iii. Dispositions
 - iv. Number Table
 - v. Agencies
 - vi. Units
 - vii. Vehicles
 - viii. Response Plans
 - ix. Deployment Plans
 - x. Map data
 - xi. Configuration Parameters
 - xii. Pagers
 - xiii. ORI's
 - xiv. Towing
 - xv. Rotational Services
 - xvi. Special Addresses
 - xvii. Special Situations
- c. Due to new functionality which involves changes to password hashing, ALL USER PASSWORDS shall be reset to a State defined default value and ALL USERS shall be required to change their passwords at the first logon.
- d. Contractor shall use State provided staging hardware to perform the upgrade.
- e. The schema upgrade is an incremental process by which changes between all versions are applied to the State database one version at a time. The ending version for Phase I shall be I/CAD Version 9.2.
- f. During the upgrade process, Contractor shall fix data anomalies and inconsistencies that may violate the structure of the new I/CAD database schema. None of these changes shall alter the fundamental content of the database and no State data shall be altered other than to correct errors necessary for the upgrade to process. Contractor shall document all data issues addressed as part of the upgrade scripts and report those back to the State.
- g. If it is necessary for the State to provide information to the Contractor in order to fix data issues, State shall comply. If it is not obvious how to fix a data inconsistency or discrepancy, the Contractor will seek guidance from the State. Contractor and State agree that time is of the essence when information is sought due to the upgrades being incremental in nature and therefore best efforts shall be used for timely responses to all inquiries. .
- h. Once Contractor has completed the I/CAD database schema upgrade, it shall be transferred from the SmartCloud to the State's staging system, unless the upgrade was performed provided staging hardware on the State provided staging hardware thus requiring no transfer.
- i. I/CAD Database Schema Upgrade Completion Criteria

The I/CAD database schema upgrade shall be deemed completed when the upgraded database is loaded onto the State's staging hardware, basic testing by the Contractor has been performed and all necessary services start and run without error,

A.7. Phase 1: Graphic User Interface (GUI) Upgrade

Contractor shall migrate State modifications from the current I/CAD version graphical user interface to the new I/CAD version graphical user interface. All work for this task shall be performed remotely.

- a. Prior to beginning this task, the State shall provide the Contractor with a copy of all change control documentation, this shall include a list of all State changes to the graphical user interface since the Contractor's last deployment of the system, either original implementation or the last upgrade. Lack of proper change documentation may result in lost configuration. Contractor will not be responsible for lost configuration items due to lack of documentation.
- b. The State shall provide the Contractor with the visual studio projects that contain the source for the GUI(s) currently in production use.
 1. **NOTE:** It is **not possible to de-compile a dynamic linked library (DLL) into its source code**. If the State does not have access to production versions of the visual studio projects, a change order to re-implement those changes will be required.
 2. Includes all ICALLRES, DBMRES, DefaultAddInRes, and BIPRES projects currently in use at the State site.
- c. Contractor shall replicate all detected and documented GUI changes to the new version of the respective project sources.
- d. Contractor shall use comparison software to identify all the changes between the current version configured project sources and the current default version of the project sources. The changes which are detected shall be replicated in the new version of the project sources.
- e. GUI Upgrade Completion Criteria

Contractor shall be deemed to have completed the GUI Upgrade when Contractor has delivered the updated version compiled resource dynamic link library (DLL) with the State's configuration items applied and runs for a period of time (30 days?) error-free. The State shall be provided with a task completion signature form (Attachment D) to confirm that the task has been completed and the remaining tasks can proceed.

A.8. Phase 1: Interface Upgrades

Contractor shall upgrade the current version I/CAD interface configurations to the new version of software. All work for this task will be performed remotely.

- a. Prior to beginning this task, the State shall provide the Contractor with a copy of all change control documentation, this shall include a list of all State changes to the graphical user interface since the Contractor's last deployment of the system, either original implementation or last upgrade. Lack of proper change documentation may result in lost configuration. Contractor shall not be responsible for lost configuration items due to lack of documentation.
- b. Prior to beginning this task, the following items must be complete and fully deployed:
 1. Server Software Staging
 2. Migrate I/CAD Oracle DB to Microsoft SQL Server
 3. I/CAD Database Upgrade
 4. The State will provide the Contractor with the visual studio projects that contain the source for the GUI(s) currently in production use.
 1. **NOTE:** It is **not possible to de-compile a dynamic linked library (DLL) into its source code**. If the State does not have access to production versions of the visual studio projects, a change order to re-implement those changes will be required.

- II. Includes all MAINRES and FORMRES I/Mobile projects currently in use at the State site.
- c. If there are interfaces the State has in production which are not covered under the current maintenance agreement with the Contractor, the Contractor shall provide all upgrades at no additional cost to the State.
- d. Interface configurations are contained in multiple areas on a communications/interface server depending on the specific interface. These configurations shall be stored in the Windows registry, ASP files, interface specific executable configuration files (*.exe.config), the CAD database in the form of table data and/or parameter data, or any combination thereof.
- e. Contractor resources shall preserve this configuration information and migrate it to the new version of the corresponding interface where appropriate.
- f. It is not uncommon for some functionality to be deprecated or replaced with newer enhanced functionality. When that applies, the respective changes to the interface configurations shall not be replicated to the new version. Occasions where this statement applies shall be documented by the Contractor and relayed to the State.
- g. Interface Upgrades Completion Criteria

Interface upgrades shall be considered complete when all I/CAD interface configurations have been preserved, and migrated to the upgrade staging system, and are configured for use with the new version.

A.9. Phase 1: MPS Configuration Workshop (See Attachment C-2 for more detail)

- a. Single, three (3) day workshop for configuration of the new MPS shall take place either at the State's Nashville training facility or at the State's Nashville headquarters Tuesday through Thursday.
- b. Session hours shall be from 8:00am to 4:30pm including breaks.
- c. Workshop day shall consist of no more than five and one-half (5.5) hours of interactive discussion followed by two (2) hours of configuration work conducted by the Contractor.
- d. Attendance by State personnel will be limited to no more than twelve (12) people and shall consist of field users and stakeholders capable of making finalized decisions about product behavior and functionality.
- e. Any configuration request that cannot be fulfilled via the native MPS configurability options shall be treated as an enhancement and will not be covered under this Contract.
- f. The configuration requests are limited to the time allotted in this week (24 Hours). The Contractor shall help the State identify a time estimate to complete requested changes. The State shall be asked to prioritize those configuration requests so items are configured in their order of importance. Contractor shall provide a list of configuration options that are available.
- g. Server Software Staging, I/CAD Database Upgrade, and GUI Upgrade tasks shall be completed prior to beginning this task.

- h. The State's mobile hardware must be compliant with the requirements for MPS as defined in Attachment B.
 - 1. I/Mobile and MPS cannot reside on the same machine
- i. State mobile hardware shall be ready for installation of MPS.
- j. Sufficient wireless/wired network infrastructure (private, commercial, etc.) shall exist to support MPS operations.
- k. MPS Configuration Workshop Completion Criteria

This task shall be complete when Contractor has conducted the on-site MPS configuration workshop.

A.10. Phase 1: MPS Configuration Workshop – Follow Up

The Contractor shall complete remaining configuration items not completed during the onsite workshop conducted during the prior task and provide a final delivery for the State. All work associated with this task shall be conducted remotely.

- a. The Server Software Staging, I/CAD Database Upgrade, GUI Upgrade, and MPS Configuration Workshop tasks must be complete before work can begin on this task.
- b. Configuration requests that were not completed during the MPS configuration workshop will be completed and delivered to the State during this task.
- c. The Contractor shall work from a documented list of incomplete configuration requests and complete them based on the priority assigned by the State for each request.
- d. MPS Configuration Workshop – Follow Up Completion Criteria

This task shall be considered complete when Contractor has delivered the completed MPS configuration and installation package and the MPS configuration document containing the requested and agreed-upon configurations.

A.11. Phase 1: I/CAD Delta Training

- a. Contractor shall conduct a delta training session for State-designated personnel on the differences in functionality between the State's current version and the new version. Contractor shall provide training as specified within Attachment C-1. The Server Software Staging, I/CAD Database Upgrade, GUI Upgrade, and Interface Upgrade tasks must be complete before work can begin on this task.
- b. During the delta training session, the Contractor shall present the functional and feature changes that have occurred with each version of CAD between the State's current version and the newest upgrade included in this Contract.
- c. Delta training shall be designed to highlight the major user facing, system administrator level changes, or additions to the software.
- d. Delta training sessions are not configuration sessions and discussion of the new functionality will be in its COTS/default state.
- e. The State shall install and configure at least one (1) workstation for use by the Contractor's designated instructor during the sessions.
- f. The State shall install and configure at least one (1) workstation per student attending the session

- g. The State shall provide an appropriate training room setup with the workstation from A.11.e, at least one LCD projector, a display screen or other appropriate surface to display a projected image, and a white-board space or other ability to take notes and record questions.
- h. Single, four (4) day workshop will take place on-site at either the State's Nashville training center or the Nashville headquarters, Tuesday through Friday.
- i. The maximum training day is seven and one half (7.5) hours in length, including breaks.
- j. Session is a formal training presentation based on the COTS version.
- k. State training personnel shall attend to address questions about workflow, policy, or State specific procedure/configuration.
- l. I/CAD Delta Training Completion Criteria
Contractor shall have completed the Delta Training when the Contractor has performed the I/CAD Delta training session to the State.

A.12. Phase 1: "Train-the-Trainer" Training MPS for Trainers

- a. Contractor shall teach the State's training personnel the Mobile for Public Safety (MPS) product. The session shall provide State's trainers with the knowledge to teach the MPS product to State's personnel. Contractor shall State shall make available at least one (1) workstation for use by each attendee and one (1) workstation for the instructor.
- b. State shall provide an appropriate training room with workstations referenced in Section A.12.a and at least one LCD projector, a display screen or other appropriate surface to display a projected image, and a white-board space or other ability to take notes and record questions.
- c. Training attendees shall have the responsibility of training the State's end users.
- d. State shall assign at least one person who has been through I/CAD Essentials and I/CAD Delta training to perform necessary dispatching and other I/CAD functions.
- e. State shall be provided with electronic copies of the COTS MPS documentation for review. State trainers are free to edit the COTS documentation to meet the State's needs and to match with the configuration chosen by the State.
- f. The functionality presented as part of this session shall be that configuration chosen and agreed to by the representatives present for the MPS Configuration Workshop held previously in this project.
- g. "Train-the-Trainer" Training MPS for Trainers Completion Criteria

Contractor shall have completed MPS for Trainers Session when it has delivered the MPS for Trainer's session to the State.

A.13. Phase 1: Acceptance Testing

The State shall conduct internal acceptance testing of the upgraded system. .

- a. The State shall conduct acceptance testing with remote support from Contractor.
- b. The State shall file a service request ("SR") in the Siebel State Portal for all issues encountered as part of testing. SRs shall contain all information required as specified in the Trouble Reporting Guide ("TBR") (Attachment E.). SR's may be filed for, but are not limited to:
 - 1. Errors

2. Anomalies
 3. Defects
 4. Questions
- c. All SR's filed as part of the acceptance testing for the upgrade shall have a summary that begins with "CAD UPGRADE:"
 - d. The Contractor shall respond and the issue shall be resolved based upon the SR priority levels as defined in the Attachment E Section 5 -Service Request Priority Levels, Response Time & Resolution Targets.
 - e. The State shall respond as quickly as possible to inquiries from Contractor assigned to work reports of trouble.
 - f. Contractor shall provide a sample acceptance test plan during implementation. Contractor shall not edit the sample acceptance test plan for State.
 - g. The Contractor shall make every effort to ensure that all prior configurations are carried forward to the upgraded version.
 - h. When the State has notified Contractor that acceptance testing is complete and Contractor has completed the issue resolution tasks, a readiness review shall be conducted to ensure the system and the State are ready for cutover to production use. This shall be a remote meeting conducted via teleconference.
 - i. Acceptance Testing Completion Criteria

When the State provides written notification to Contractor that the system has passed acceptance testing and is ready for production use, then the task shall be deemed completed

A.14. Phase 1: Acceptance Testing Issue Resolution

During this task Contractor shall review issues filed via Siebel by the State as a result of the State's testing. Contractor shall resolve all outstanding issues. All work for this task shall be conducted remotely.

- a. State shall have dedicated representatives scheduled and available for contact by the Contractor working on issue resolution.
- b. Issue resolution is defined as either:
 1. Issue resolved with additional configuration via the COTS product tools; or,
 2. Defect has been filed with the Contractor product center for review and classification.
- c. Issues that cannot be resolved by the Contractor's Public Safety services resources (implementation) shall be tracked via Siebel.
- d. If the issue discovered is a Priority Level 2 or higher level of priority as indicated in Attachment E, it may qualify for a patch request.
- e. If the State requests, a patch request will be filed for the I/CAD Version: 9.2.
- f. During acceptance testing issue resolution, the Contractor shall respond to those technical or functional problems the State has encountered or answer functionality questions submitted by the State.
- g. Contractor shall rely on the State to report detailed and accurate information on the problems encountered including but not limited to:
 1. A complete and accurate description of the problem using Contractor COTS terminology.

2. A complete workflow description that allows the problem to be reproduced.
3. The name and contact information for the person reporting the issue.

h. Acceptance Testing Completion

Written notification to Contractor that the system has passed acceptance testing and is ready for production use shall be deemed completion of Acceptance Testing for the Contractor. This shall not mean that the system has been accepted by the State.

A.15. Readiness Review

- a. During this task Contractor, including the Contractor's project manager, and the State team shall meet remotely via WebEx or conference call and determine if the upgraded system is ready for production use. Prior to work beginning on this task, Contractor shall have resolved all non-defects Priority Level 2as determined by Attachment E.
- b. The readiness review meeting shall ensure all involved with the I/CAD upgrade have review the system status and verify it is ready for production use.
- c. During the meeting, a readiness review checklist shall be provided by Contractor (?) and followed to ensure all necessary aspects of the system are addressed.

d. Readiness Review Completion

When the readiness review has been conducted and all parties agree that the system is ready for production use, the readiness review shall be deemed completed.

A.16. Phase I: Cutover to Production Use

During this task, the production system shall be cutover to the new version of I/CAD and MPS.

- a. Contractor shall have two resources at the State's dispatch headquarters (?) for the week of cutover to production use.
- b. Cutover to production use shall take place on the date and time designated by the State
- c. During the Cutover process, the following tasks shall be completed:
 1. Production use of the existing version I/CAD system shall be terminated.
 2. The existing version I/CAD database shall be upgraded again to the new version. This is done to capture the entire event and unit history data which has been generated since the full system backup was taken in the I/CAD Database Upgrade task.
 3. Upgraded parameter settings, configuration files, and other system configuration data shall be re-applied to the newly upgraded I/CAD database. System access shall be restored and basic testing performed by Contractor to ensure all components are functional.
 4. Production use of the system shall be restored.

d. Cutover Completion Criteria

When the successful Cutover to live operations on the new version of I/CAD and MPS system has taken place, Cutover shall be deemed complete.

A.17. Post-Cutover Support

Contractor shall provide support for the State who has cut over to an upgraded I/CAD and MPS system. The first week of post-cutover support shall be provided on-site. The second week of post-cutover support shall be provided as remote services but with dedicated personnel assigned.

- a. Post-Cutover support shall be provided Monday-Friday during normal business hours. Standard after-hours emergency support procedures remain the same.
- b. Issues shall be reported via the Siebel State Portal and contain all information required as specified in the TBR.
- c. Post-Cutover support shall be designed to provide the State with dedicated, quickly accessible support for problems, questions, or errors encountered in the 10 days following the Cutover to production use of the upgraded system.
- d. During this task, Contractor, working remotely, shall be assigned all SRs that are filed by the State against the upgraded system(s). Contractor shall work to identify and remedy the cause of the trouble reported.
- e. Should the trouble discovered be categorized as a defect, the Contractor shall file a change request defect ("CR-D") with the Contractor product center. Any CR-D filed by the Contractor becomes the responsibility of the Contractor product center and shall not stop full system acceptance unless the priority of that CR-D is determined to be a Priority Level One (1) or Two (2). The priority levels shall be determined by the specifications in the in the Attachment E.
- f. The Post-Cutover support period is not a configuration period. Requests for new configurations that are not related to resolving an error condition cannot be supported during this time frame in order to ensure the stability of the system delivered and to remain focused on errors or problems.
- g. Any SRs that remain open in Siebel at the end of the post-cutover support period shall remain the responsibility of Contractor for resolution unless those SRs are linked to a change request defect (CR-D) or a change request enhancement (CR-E).
- h. Post Cutover Support Completion
Post Cutover Support shall be complete when the ten 10 day Post-Cutover period has expired and all open issues have been resolved, or categorized as defects and filed with the product center.

A.18. I/CAD Reassessment (See Attachment C-4 for more detail)

Contractor shall conduct an I/CAD Reassessment.

- a. I/CAD Reassessment shall be a single, four (4) day workshop to take place on site, Tuesday through Friday.
- b. The maximum training day shall be seven and one half (7.5) hours in length, including breaks.
- c. The purpose of this I/CAD Reassessment session shall be to review the I/CAD system, its administration, and usage to find any areas for improvement. The Contractor shall meet with agency personnel in a formal setting to kick off the reassessment and then make a series of checks and observations including but not limited to:
 - 1. System administration
 - 2. System Health
 - 3. I/CAD System usage and workflow (Dispatcher & Call taker Observation)

At the completion of the reassessment, the Contractor resource shall meet with the State to review findings and make any configuration related changes which the State wishes to take advantage of in the time remaining.

d. I/CAD Reassessment Completion Criteria

I/CAD Reassessment shall be considered complete when the I/CAD Reassessment has been conducted on site with the State.

A.19. Phase 1 - Map Roll Consulting for I/CAD Systems

Contractor shall provide map roll consulting and training to help migrate the map development workflow from Oracle to SQL Server. Contractor shall follow specifications as set out in Attachment C-5 of this Contract.

- a. Map roll consulting and training shall be a single, four (4) day workshop to take place on site, Tuesday through Friday.
- b. The maximum training day is seven and one half (7.5) hours in length, including breaks.
- c. During this task Contractor shall review the existing map production workflow and recommend adjustments to further streamline the workflow, migrate it to SQL Server, and document the changes to the workflow. Training description is detailed in Attachment C. This task also includes one week of follow-up time to be provided remotely to assist the State in an additional map roll after the training has been completed.
- d. Map Roll Consulting for I/CAD Systems Completion Criteria
Map Roll Consulting for I/CAD Systems shall be considered complete when the map roll consulting has been provided to the State onsite.

A.20. Phase 1: Map Maintenance for I/CAD Systems (See Attachment C-6 for more detail)

Contractor shall provide training on how to maintain the I/CAD map long term and in between map rolls. Contractor shall follow specification of Attachment C-6 as set out in this Contract.

- a. Map Maintenance for I/CAD Systems training shall be a single, four (4) day workshop to take place on site, Tuesday through Friday on the dates of State's choice.
- b. The maximum training day shall be seven and one half (7.5) hours in length, including breaks.
- c. During this task Contractor shall teach the basics of I/CAD map maintenance to the State's mapping administrators.
- d. Map Maintenance for I/CAD Systems Completion Criteria
Map Maintenance for I/CAD Systems shall be considered complete when the map maintenance training has been provided to the State onsite.

A.21. Phase 1: I/NetDispatcher for Users

Contractor shall conduct an I/NetDispatcher for Users training course for personnel responsible for I/CAD operations. This course will familiarize personnel with the commands used in the I/NetDispatcher application during event entry and inquiry operations. This course is required for proper system operation with I/NetDispatcher. Contractor shall follow specifications as set forth in Attachment C-7 of this Contract.

- a. I/NetDispatcher for Users training shall be a one (1) day workshop to take place on-site.
- b. The maximum training day is seven and one half (7.5) hours in length, including breaks.
- c. Contractor shall provide I/NetDispatcher user training as described in the course outline for IPST2401 in Attachment C.
- d. I/NetDispatcher for Users Completion Criteria
I/NetDispatcher for Users shall be considered complete when the I/NetDispatcher course has been conducted onsite with the State.

A.22. Phase 1: Map Admin Utility for User (See Attachment C-8 for more detail)

Contractor shall conduct a Map Admin Utility for User training course for personnel responsible for I/CAD operations. This course will familiarize personnel with the commands used in the Map Admin Utility application during event entry and inquiry operations. This course is required for proper system operation with the Map Admin Utility. Contractor shall follow specifications as set forth in Attachment C-8 of this Contract.

- a. Map Admin Utility for User training shall be a four (4) hour workshop conducted remotely via an interactive WebEx session.
- b. Each student shall have access to a workstation that has internet access and is able to reach <http://intergraph.webex.com>
- c. During this task, Contractor shall provide Map Admin Utility user training as described in the course outline for IPST4001 in Attachment C. Training shall be limited to a maximum of six (6) students.
- d. Map Admin Utility for User Completion Criteria
Map Admin Utility for User shall be considered complete when the Map Admin Utility course has been conducted remotely for the State.

A.23. Phase 1: I/CAD and Mobile to MPS 9.2 Upgrade Acceptance Criteria

The upgrade shall be considered accepted with written authorization by the State. Six (6) months after completion and acceptance of the I/CAD and Mobile to MPS 9.2 Upgrade, Phase 2 shall begin.

A.24. Phase 2-- I/CAD and MPS 9.3 Upgrade: Server Software Staging

Contractor shall install and configure the I/CAD system software on the server hardware designated by the State to be used for upgrade activities. All work for this task may be performed remotely.

- a. The following items must be completed by the State and fully deployed prior to beginning this task:
- b. Upgrade staging hardware fully installed, racked, cabled, powered, and on the network.
- c. Operating system fully installed, updated, configured, and joined to the State domain.
- d. Hard disk configuration per Contractor requirements.
 1. State specific/enterprise applications installed and configured (remote management, anti-virus, etc.)
 2. Contractor domain user account(s) created and provided with local administrative privileges on all server hardware to be staged under this task.
- e. Remote access enabled on all servers for the Contractor user account(s).
- f. VPN credentials and client (if needed) provided to the Contractor Project Manager.
 1. Not required if State is using SecureLink.

A.25. Phase 2: I/CAD Database Upgrade

Contractor shall process an upgrade to the I/CAD database schema using the I/CAD Database Utility. This upgrade process shall include a migration of the database schema from the RADO method of database high availability to database vendor high availability, specifically SQL Server Database Mirroring. All work for this task shall be performed remotely.

- a. Prior to beginning this task, the State shall provide Contractor with a recent full backup of existing production database.
- b. Once the I/CAD database full backup, , has been completed, the State shall implement a change freeze on the production CAD system. If a change freeze is not possible, the State shall be responsible for replicating any and all changes performed to the production CAD system to the upgrade staging CAD system. Change freeze must be in place prior to beginning this task. This Change freeze means:
 1. No changes to the graphical user interface (GUI).
 2. No changes to static data including but not limited to:
 - i. Personnel
 - ii. Event types
 - iii. Dispositions
 - iv. Number Table
 - v. Agencies
 - vi. Units
 - vii. Vehicles
 - viii. Response Plans
 - ix. Deployment Plans
 - x. Map data
 - xi. Configuration Parameters
 - xii. Pagers
 - xiii. ORI's
 - xiv. Towing
 - xv. Rotational Services
 - xvi. Special Addresses
 - xvii. Special Situations
- c. Due to new functionality which involves changes to password hashing, ALL USER PASSWORDS shall be reset to a State defined default value and ALL USERS shall be required to change their password at the first logon.
- d. At the State's option, the Contractor shall restore the full I/CAD database backup provided by the State into the Contractor SmartCloud. Contractor shall process the database schema upgrade using the I/CAD Database Utility. Alternately, Contractor may use State provided staging hardware to perform the upgrade.
- e. The schema upgrade is an incremental process by which changes between all versions are applied to the State database one version at a time. During the upgrade process it shall be necessary to fix data anomalies and inconsistencies that would violate the structure of the new I/CAD database schema. None of these changes shall alter the fundamental content of the database and no State data shall be altered other than to correct errors necessary for the upgrade to process. Contractor shall document all data issues that were addressed as part of the upgrade scripts and report those back to the State.
- f. Once completed with the I/CAD database schema upgrade, Contractor shall transfer the upgraded database from the SmartCloud to the State's staging system. If the State provided staging hardware and the upgrade work was done there, no transfer shall be required.

- g. No map rolls shall take place in the Version 9.2 during the span of the I/CAD.9.3 Version upgrade.
- h. I/CAD Database Schema Upgrade Process Completion Criteria
I/CAD Database Schema Upgrade Process shall be considered complete when:
 1. The I/CAD database schema upgrade process has been finished and the upgraded database loaded onto the State staging hardware.
 2. Basic testing by the Contractor has been completed and all necessary services start and run without error.

A.26. Phase 2: Graphic User Interface (GUI) Upgrade

During this task Contractor shall migrate State modifications from the current I/CAD version graphical user interface to the new I/CAD version graphical user interface. All work for this task will be performed remotely.

- a. Prior to beginning this task, the State shall provide the Contractor with a copy of all change control documentation, this shall include a list of all State changes to the graphical user interface since the Contractor's last deployment of the system.
 1. Either original implementation or last upgrade
 2. Lack of proper change documentation may result in lost configuration. Contractor will not be responsible for lost configuration items due to lack of documentation.
- b. Prior to beginning this task, the State shall provide the Contractor with the visual studio projects that contain the source for the GUI(s) currently in production use.
 1. **NOTE:** It is **not possible to de-compile a dynamic linked library (DLL) into its source code**. If the State does not have access to production versions of the visual studio projects, a change order to re-implement those changes will be required.
 2. Includes all ICALLRES, DBMRES, DefaultAddInRes, and BIPRES projects currently in use at the State site.
- c. Contractor resources shall replicate all detected and documented GUI changes to the new version of the respective project sources.
- d. Graphic User Interface (GUI) Upgrade includes upgrading one each of the following visual studio projects:
 1. Icallres (Contains the I/Dispatcher and I/Calltaker environment)
 2. Bipres (Contains the background inquiry process environment)
 3. Dbmres (Contains the CADDBM environment)
- e. Graphic User Interface (GUI) Upgrade is done by using comparison software to identify all the changes between the current version configured project sources and the current default version of the project sources. The changes which are detected will be replicated in the new version of the project sources.
- f. Graphic User Interface (GUI) Upgrade Completion Criteria

Graphic User Interface (GUI) Upgrade shall be completed when Contractor deliver the updated version compiled resource dynamic link library (DLL) with the State's configuration items applied.

A.27. Phase 2: WPF Monitor Configuration

During WPF Monitor Configuration Contractor shall duplicate the State's existing legacy monitor configurations into the WPF environment. All work shall be done remotely.

- a. The State shall provide screenshots of each monitor in use in the current system, being sure to include all required columns to be displayed in WPF monitors.
- b. This is a time boxed task. All requested configuration changes may not be possible within the 24 hours allotted. If additional time is required above the 24 hours allotted, this additional time shall be provided at no additional cost to the State.
- c. Extensible Application Markup Language (XAML) templates will be created by Contractor for the State's specific configuration. The XAML templates dictate the default column order, the default sort order, the default sort direction, and the default column widths.
- d. The State must be sure to include all columns its staff may need access to in the screenshots provided as the operators can no longer add a column that isn't already present in the XAML template.
- e. WPF Monitor Configuration Completion Criteria

WPF Monitor Configuration shall be completed when Contractor delivers the configured DefaultAddInresources.dll which contains the State's configured WPF monitor templates and the system has been configured to load the new templates upon startup.

A.28. Phase 2: Interface Upgrades

Contractor shall upgrade the current version I/CAD interface configurations to the new version of software. All work for this task will be performed remotely.

- a. Prior to beginning this task, the State shall provide the Contractor with a copy of all change control documentation, this will include a list of all State changes to the graphical user interface since the Contractor's last deployment of the system.
 - 1. Either original implementation or last upgrade.
 - 2. Lack of proper change documentation may result in lost configuration. Contractor will not be responsible for lost configuration items due to lack of documentation.
- b. Prior to beginning this task, the State will provide the Contractor with the visual studio projects that contain the source for the GUI(s) currently in production use.
- c. Contractor shall store configurations in the Windows registry, ASP files, interface specific executable configuration files (*.exe.config), the CAD database in the form of table data and/or parameter data, or any combination thereof.
- d. Contractor shall preserve the configuration information and migrate it to the new version of the corresponding interface where appropriate.
- e. Interface Upgrades Completion Criteria

Interface Upgrades shall be considered complete when all I/CAD interface configurations have been preserved, and migrated to the upgrade staging system, and are configured for use with the new version.

A.29. Phase 2: MPS Upgrade

MPS Upgrade consists of the Contractor upgrading the existing MPS configurations to the newer version. All work for this task shall be done remotely.

- a. Prior to beginning this task, the State shall provide the Contractor with a copy of all change control documentation, this shall include a list of all State changes to the MPS configuration since the Contractor's last deployment of the system.
 - 1. Either original implementation or last upgrade.

2. Lack of proper change documentation may result in lost configuration. Contractor shall not be responsible for lost configuration items due to lack of documentation.
- b. The State's mobile hardware shall be compliant with the requirements for MPS as defined in Exhibit 9.2 and 9.3.
- c. The State's mobile hardware (laptops) shall be ready for installation of MPS.
- d. The State shall provide sufficient wireless/wired network infrastructure (private, commercial, etc.) to support MPS operations.
- e. The Contractor shall upgrade the State's current MPS configurations to the current version. Contractor shall use comparison software to detect the changes the State has made and replicate, where possible, those changes to the current version of MPS.
- f. If certain features or functions are deprecated in newer releases, Contractor shall notify the State of any such occurrences in its upgrade of MPS.
- g. Upgrade of MPS Completion Criteria

Upgrade of MPS shall be considered complete when the Contractor has delivered the upgraded MPS configuration to the State.

A.30. Phase 2: I/CAD Delta Workshop

The Contractor shall deliver a delta presentation for State personnel on the differences in functionality between the prior software version and 9.3 or latest version. New functionality that has been added to the I/CAD software shall also be covered. The I/CAD Delta Workshop shall be conducted as a presentation using a commercial off the shelf (COTS) delivery of the I/CAD version to which the State is upgrading. State specific configurations, customizations, or workflows are not part of the presentation. The State's subject matter experts will be expected to apply relevance of presented functionality to the State specific environment and other State personnel as appropriate. Contractor shall adhere to specifications as set forth in Attachment C-1 of this Contract.

- a. The session shall be presented using the COTS version using a virtual machine provided by the Contractor.
- b. Agency training personnel shall attend scheduled presentations to address questions about workflow, policy, or agency specific procedure/configuration.
- c. No more than 12 students, with a maximum of one student per workstation.
- d. The Contractor shall be on-site for four days.
- e. The State shall provide an appropriate training room.
- f. The training shall cover the functional and feature changes that have occurred between the prior version and the current version to which the State will be upgrading. This session is designed to highlight the major user facing and system administrator level changes or additions to the software.
- g. I/CAD Delta Workshop Completion Criteria

I/CAD Delta Workshop shall be complete when Contractor has delivered the I/CAD Delta Workshop to the State.

A.31. Phase 2: State Upgrade Configuration Testing

State shall conduct internal testing of the upgraded system and its configuration. The Contractor shall not provide testing of upgraded systems. All testing shall be the sole responsibility of the State.

- a. The State will conduct upgrade configuration testing with remote support from Contractor
- b. The State shall file a SR in the Siebel State Portal for all issues encountered as part of testing. SR's must contain all information required as specified on the TBR. SR's can be filed for, but not limited to
 1. Errors
 2. Anomalies
 3. Questions
 4. Defects
- c. All SR's filed as part of the configuration testing for the upgrade shall have a summary that begins with "CAD UPGRADE:" – this is required to ensure the issue is properly routed to the Contractor.
- d. The State shall make every effort to respond as quickly as possible to inquiries from Contractor.
- e. Contractor shall make every effort to ensure that all prior configurations are carried forward to the upgraded version. Contractor shall put its products through rigorous quality assurance testing to avoid software errors.
- f. During upgrade configuration testing, the State is solely responsible for making sure that the system is acceptable and ready for production use. When the State has notified the Contractor that testing is complete and the Contractor has completed the issue resolution tasks, Contractor shall perform a readiness review to ensure the system and the State are ready for cutover to production use.
- g. State Upgrade Configuration Testing Completion Criteria

State Upgrade Configuration Testing will be complete when the State provides written notification to the Contractor that the system has passed upgrade configuration testing and is ready for production use.

A.32. Upgrade Configuration Testing

- a. Contractor shall review issues filed via Siebel by the State as a result of the State testing conducted in the Upgrade Configuration Testing. Contractor shall resolve all outstanding issues. The State shall have dedicated representatives scheduled and available for contact by the Contractor r working on issue resolution.
- b. Issue resolution is defined as either:
 1. The issue has been resolved with additional configuration via the COTS product tools.
 2. In the case of product defects, an appropriate change request, defect has been filed with the Contractor product center for review and classification.
- c. All issues shall be tracked via Siebel.

- d. If the issue discovered is a priority 2 or higher, it may qualify for a patch request.
- e. A patch request shall be filed for the version being implemented.
- f. Delivery of a patch shall not be guaranteed and shall be at the sole discretion of the Contractor.
- g. Requests for new configuration that were not part of the prior version are not considered issues and are not guaranteed deliverables.
- h. During upgrade configuration testing issue resolution the Contractor shall respond to those technical or functional problems the State has encountered or answer functionality questions the State has submitted.
- i. The Contractor shall rely on the State to report detailed and accurate information about the problems encountered including but not limited to:
- j.
 - 1. A complete and accurate description of the problem using Intergraph COTS terminology.
 - 2. A complete workflow description that allows the problem to be reproduced.
 - 3. The name and contact information for the person reporting the issue.
- k. Contractor is scheduled for performance of issue resolution three (3) to four (4) weeks after the system upgrade has been completed. This timing allows for the State to conduct its tests and report issues via Siebel. The testing time frame and duration will be clearly reflected in the project plan delivered to the State by the Contractor's project manager.

l. State Upgrade Configuration Testing Completion Criteria

State Upgrade Configuration Testing shall be complete when the State provides written notification to the Contractor that the system has passed upgrade configuration testing and is ready for production use

A.33. Phase 2: Readiness Review

Contractor, the Contractor's project manager, and the State team will meet and determine if the upgraded system is ready for production use. This meeting will take place remotely via WebEx and/or conference call.

- a. Prior to work beginning on this task, all non-defect Priority Level 2 or higher issues have been resolved
- b. The readiness review meeting shall ensure all parties involved with the I/CAD upgrade review the system status and verify it is ready for production use.
- c. During the meeting a readiness review checklist shall be provided and followed to ensure all necessary aspects of the system are addressed.

d. Readiness Review Completion Criteria

Readiness Review shall be complete when the readiness review has been conducted and all parties agree that the system is ready for production use.

A.34. Phase 2: Cutover to Production Use

The production system will be cutover to the new version of I/CAD and MPS.

- a. Contractor shall have two resources on-site for the week of cutover to production use.
- b. Cutover to production use shall take place on the day and time designated by the State but will occur no later than Tuesday of the week designated for cutover.
- c. If Cutover cannot take place due to issues solely within the control of the State, there shall be no additional cost associated with re-scheduling the upgrade cutover.
- d. The Cutover to production use is the culmination of the tasks that comprise this Scope of Services. During the Cutover process, the following tasks shall be completed.
 1. Production use of the existing version I/CAD system shall be stopped. Downtime is generally less than 4 hours. Interface downtime can be far longer depending on circumstances surrounding the cutover.
 2. If new hardware was purchased to run the upgraded I/CAD system, the database will be cleaned of all test data.
 3. If new hardware was purchased to run the upgraded I/CAD system, the number tables between old version and new version shall be synchronized to avoid any gaps in event and/or case numbers.
 4. If new hardware was purchased to run the upgraded I/CAD system, operators may connect to and begin using the upgraded system.
 - I. The system shall be absent of any historical unit and event data until the backfill of data has been completed.
 5. The old version I/CAD database shall be upgraded again to the new version. This is done to capture the entire event and unit history data which has been generated since the full system backup was taken for the I/CAD Database Upgrade task.
- e. Cutover to Production Use Completion Criteria

Cutover to Production Use shall be complete when the successful Cutover to live operations on the new version of I/CAD and I/CAD Interfaces has taken place and is in stable operation.

A.35. Phase 2: Post Cutover Support

Contractor shall provide support for the State who has cut over to an upgraded I/CAD and I/CAD interfaces system. Contractor shall provide the first week of post-cutover support on-site.

- a. Contractor shall provide the second week of post-cutover support as remote services but with dedicated personnel assigned.
- b. State shall report any P1 system down issue immediately to the Contractor project manager who will coordinate a proper response from Contractor
- c. Contractor shall perform Post-Cutover support Monday-Friday during normal business hours. After hours support is provided for P1 system down issues only. All non P1 system down issues should be reported to State designated resources and logged as an SR as soon as practical. Contractor resources will address open SR's in order by priority.
- d. Issues shall be reported via the Siebel State Portal and contain all information required as specified in the TBR
- e. The State designated system administrator shall be primary point of contact and initial troubleshooting step for all issues during this task.

- f. The State designated system administrator shall maintain responsibility for core system administration tasks.
- g. The Post-Cutover support shall provide the State with dedicated, quickly accessible support for problems, questions, or errors encountered in the 10 business days following the Cutover to production use of the upgraded system.
- h. Contractor, will be assigned all SR's that are filed by the State against the upgraded system(s). Contractor shall work to identify and remedy the cause of the trouble reported.
- j. If the issue discovered is categorized as a defect, the Contractor shall file a CR-D with the Contractor. Any CR-D filed by the Contractor becomes the responsibility of the Contractor and shall not stop full system acceptance unless the priority of that CR-D is determined to be a Priority Level One (1) or Two (2). The priority levels shall be determined by the specifications in the TBR.
- i. The Post-Cutover support period is not a configuration period. Requests for new configurations that are not related to resolving an error condition cannot be supported during this time frame. This is done to ensure the stability of the system delivered and that focus remains on errors or problems rather than the introduction of new opportunities for errors or problems.
- k. Post-Cutover Support Completion Criteria
 Post Cutover Support shall be complete when the 10 business day Post-Cutover period has expired and all open issues have been resolved, or categorized as defects and filed with the product center.

A.36. Phase 2: Acceptance Criteria of CAD-MPS 9.3 Upgrade

The I/CAD-MPS 9.3 Upgrade shall be considered accepted by written authorization by the State

A.37. Warranties

Contractor represents and warrants that throughout the applicable warranty period, the upgrade will conform to the Acceptance Criteria. If Contractor receives notice of a defect during the warranty period, then Contractor shall correct the defect, at no additional charge. The warranty period for purposes of upgrade shall be ninety (90) days following Acceptance, provided that the warranty period will be extended by the aggregate time State is unable to effectively use the product during the warranty period as a result of a defect.

Contractor represents and warrants that all services will be performed and the upgrade will be prepared in a timely and professional manner, by qualified and skilled individuals, in conformity with standards generally accepted in Contractor's industry. If Contractor fails to provide the upgrade as warranted, then Contractor will re-provide the upgrade at no additional charge. If Contractor is unable or unwilling to re-provide the upgrade as warranted, then State shall be entitled to recover the fees paid to Contractor for the deficient upgrade.

A.38. Relinquishing due to Exchange of Software License or Software Product

- a. Should State wish to exchange one Contractor software license type for another (such as nodelocked for concurrent) or exchange one Contractor software product for another (such as GeoMedia® for GeoMedia Professional), The State must relinquish rights for the license being exchanged, and must uninstall and remove from State's system the relinquished licenses ("Relinquished Licenses").

- b. The State must complete the “Software Exchange Relinquishment Agreement” (see Attachment F) and return the document to the Contractor. By signing this agreement, the State hereby relinquishes, surrenders, terminates and disclaims, in perpetuity, its right to use, or allow the use in any manner, the Relinquished Licenses. The State hereby agrees that it will uninstall and remove from any and all State’s system(s) the Relinquished Licenses.
- c. Once the Contractor receives and accepts the completed and signed agreement and the Contractor will provide to the State a new license authentication code (“LAC”) for the new license if the State is exchanging one product for another, or the Contractor will modify the existing LAC to allow the State to generate the new type of license if the State is exchanging one license type for another of the same product.

B. TERM OF CONTRACT:

This Contract shall be effective on **July 1, 2015** (“Effective Date”) and extend for a period of **sixty (60) months** after the Effective Date (“Term”). The State shall have no obligation for goods or services provided by the Contractor prior to the Effective Date.

C. PAYMENT TERMS AND CONDITIONS:

C.1. Maximum Liability. In no event shall the maximum liability of the State under this Contract exceed **One Million Nine Hundred Forty-One Thousand Eight Hundred Seventy-Nine Dollars** (\$1,941,879.00) (“Maximum Liability”). This Contract does not grant the Contractor any exclusive rights. The State does not guarantee that it will buy any minimum quantity of goods or services under this Contract. Subject to the terms and conditions of this Contract, the Contractor will only be paid for goods or services provided under this Contract after a purchase order is issued to Contractor by the State or as otherwise specified by this Contract.

C.2. Compensation Firm. The payment methodology in Section C.3. of this Contract shall constitute the entire compensation due the Contractor for all goods or services provided under this Contract regardless of the difficulty, materials or equipment required. The payment methodology includes all applicable taxes, fees, overhead, and all other direct and indirect costs incurred or to be incurred by the Contractor.

C.3. Payment Methodology. The Contractor shall be compensated based on the payment methodology for goods or services authorized by the State in a total amount as set forth in Section C.1.

- a. The Contractor’s compensation shall be contingent upon the satisfactory provision of goods or services as set forth in Section A.

- b. The Contractor shall be compensated based upon the following payment methodology:

Item Description By Functional Use	Qty	Unit Price	Total Price
CAD Database Server #1			
Exchange I/Exec and I/Exec 2 for I/Executive for High Availability (SXMA212) (see A.3.e.4)	1	- Included at no additional cost	
CAD Backup Server (cold standby)			
I/Executive High Availability - Backup License (IPS0001HABCK)	1	- Included at no additional cost	

(see A.3.f.3)			
I/Backup - Backup License (IPS0035BCK) (see A.3.f.4)	1	- Included at no additional cost	
I/NetDispatcher - 15 concurrent users - Backup License (IPS0045ABCK) (see A.3.f.5)	1	- Included at no additional cost	
CAD Archive / Reports Server			
I/NetDispatcher - 15 concurrent users (IPS0045a) (see A.3.f.2) payable upon the State's written approval	1	\$ 69,563	\$ 69,563
BIDirect for CAD Bundle (SBND3080L) (see A.3.f.1) payable upon the State's written approval	1	\$ 18,000	\$ 18,000
Interface / Communications Backup Server (cold standby)			
I/Informer Backup License (IPS0004-ABCK) (see A.3.f.6)	1	- Included at no additional cost	
I/Mobile Data Terminal - Backup License (IPS0009BCK) (see A.3.f.7)	1	- Included at no additional cost	
I/Tracker - Backup License (IPS0015BCK) (see A.3.f.8)	1	- Included at no additional cost	
I/Telephone Device for Deaf - Zetron - Backup License (IPS0018BCK) (see A.3.f.9)	1	- Included at no additional cost	
inPURSUIT RMS Interface/Report Server #1			
Driver Licenses Imagery Interface - Backup (IPSCUSOMT04BCK) (see A.3.f.10)	1	- Included at no additional cost	
I/CAD Administrator / Map Maintenance Workstations			
Map Administration Utility (IPS0082) (see A.3.f.12) payable upon the State's written approval	1	\$ 10,500	\$ 10,500
I/CAD Backup Workstations			
I/Dispatcher - Backup License (IPS0002BCK) (see A.3.f.11)	34	- Included at no additional cost	
Mobile Data Computers			
Exchange I/Mobile CC for Mobile for Public Safety CC (Site License) (SXMA0080) (see A.3.e.3)	1	- Included at no additional cost	
Services			
Project Management Services (A.3.a) payable for the first two (2) years of the contract	24	\$ 2,125 per month	\$ 51,000
CAD Implementation Services (A.4 through A.7) payable upon the State's written approval	1	\$ 104,766	\$ 104,766
CAD Services - Tow Rotation (A.3.h) payable upon the State's written approval	1	\$ 9,000	\$ 9,000
CAD Services - NetDispatcher Implementation (A.3.i) payable upon the State's written approval	1	\$ 6,436	\$ 6,436
CAD Services - Cold Backup Setup and Implementation (A.3.j) payable upon the State's written approval	1	\$ 8,581	\$ 8,581
Mapping Services payable upon the State's written approval	1	\$ 7,747	\$ 7,747
CAD Interfaces Implementation Services (See A.8) payable upon the State's written approval	1	\$ 65,969	\$ 65,969

Training Services			
I/CAD Reassessment (IPST2006) (see A.18) <i>payable upon the State's written approval</i>	1	\$ 11,750	\$ 11,750
I/NetViewer - I/NetDispatcher for Users (IPST2401) (see A.21) <i>payable upon the State's written approval</i>	1	\$ 6,650	\$ 6,650
I/CAD Delta Training (IPST5001) (see A.11) <i>payable upon the State's written approval</i>	1	\$ 11,750	\$ 11,750
Map Maintenance for I/CAD Systems (IPST8003) (see A.20) <i>payable upon the State's written approval</i>	1	\$ 11,750	\$ 11,750
Map Roll Consulting for I/CAD Systems (IPST8004) (see A.19) <i>payable upon the State's written approval</i>	1	\$ 11,750	\$ 11,750
MPS Workflow and Configuration Workshop (IPST2502) (see A.9) <i>payable upon the State's written approval</i>	1	\$ 10,050	\$ 10,050
MPS for Trainers (IPST2503) (see A.12) <i>payable upon the State's written approval</i>	1	\$ 8,350	\$ 8,350
Map Admin Utility Training (IPST4000) (see A.22) <i>payable upon the State's written approval</i>	1	\$ 170	\$ 170
Phase 2: CAD Core Upgrade from Version 9.2 to 9.3			
Upon completion of Phase 2: Task 1 - Server Software Staging (See A.24) <i>payable upon the State's written approval</i>	1	\$ 70,000	\$ 70,000
Upon completion of the Phase 2: Task - 8 I/CAD Delta Training Class (See A.31) <i>payable upon the State's written approval</i>	1	\$ 52,500	\$ 52,500
Upon acceptance of CAD-MPS 9.3 (See A.36) <i>payable upon the State's written approval</i>	1	\$ 52,500	\$ 52,500
First Year Software Maintenance			
First Year Software Maintenance (See A.3.e.1)	12	18,508.50 per month	\$ 222,102
First Year Software Maintenance I/NetDispatcher - 15 concurrent users (See A.3.f.2)	12	\$ 1198 per month	\$ 14,376
First Year Software Maintenance BIDirect for CAD Bundle (See A.3.f.15)	12	\$ 358 per month	\$ 4,296
Map Administration Utility See A.3.f.12)	12	\$ 191 per month	\$ 2,292
Second Year Software Maintenance			
Second Year Software Maintenance (See A.3.e.1)	12	\$ 19,434.00 per month	\$ 233,208
Second Year Software Maintenance I/NetDispatcher - 15 concurrent users and Map Administration Utility (See A.3.f.2 and See A.3.f.12)	12	\$ 1,458.42 per month	\$ 17,501
Second Year Software Maintenance BI Direct (See A.3.f.15)	12	\$ 375.92 per month	\$ 4,511
Third Year Software Maintenance			
Third Year Software Maintenance (See A.3.e.1)	12	\$ 20,405.67 per month	\$ 244,868
Third Year Software Maintenance I/NetDispatcher - 15 concurrent users and Map Administration Utility (See A.3.f.2 and See A.3.f.12)	12	\$ 1,531.33 per month	\$ 18,376
Third Year Software Maintenance BI Direct (See A.3.f.15)	12	\$ 394.75 per month	\$ 4,737
Fourth Year Software Maintenance			
Fourth Year Software Maintenance (See A.3.e.1)	12	\$ 21,425.92 per month	\$ 257,111
Fourth Year Software Maintenance I/NetDispatcher - 15 concurrent users and Map Administration Utility (See A.3.f.2 and See A.3.f.12)	12	\$ 1,607.92 per month	\$ 19,295
Fourth Year Software Maintenance BI Direct (See A.3.f.15)	12	\$ 414.50 per month	\$ 4,974
Fifth Year Software Maintenance			
Fifth Year Software Maintenance (See A.3.e.1)	12	\$ 22,497.25 per	\$ 269,967

		month	
Fifth Year Software Maintenance I/NetDispatcher - 15 concurrent users and Map Administration Utility (See A.3.f.2 and See A.3.f.12)	12	\$ 1,688.33 per month	\$ 20,260
Fifth Year Software Maintenance BI Direct (See A.3.f.15)	12	\$ 435.25 per month	\$ 5,223

C.4. Travel Compensation. The Contractor shall not be compensated or reimbursed for travel time, travel expenses, meals, or lodging.

C.5. Invoice Requirements. The Contractor shall invoice the State only for goods delivered and accepted by the State or services satisfactorily provided at the amounts stipulated in Section C.3., above. Contractor shall submit invoices and necessary supporting documentation, no more frequently than once a month, and no later than thirty (30) days after goods or services have been provided to the following address:

Sonya Hadley
State of Tennessee Department of Safety and Homeland Security
1144 Foster Ave
Nashville, TN 37210
Phone: (615) 251-5292
Email: Sonya.Hadley@tn.gov

a. Each invoice, on Contractor's letterhead, shall clearly and accurately detail all of the following information (calculations must be extended and totaled correctly):

- (1) Invoice number (assigned by the Contractor);
- (2) Invoice date;
- (3) Contract number (assigned by the State);
- (4) Customer account name: **TNDOSHS, Information Systems**
- (5) Customer account number (assigned by the Contractor to the above-referenced Customer);
- (6) Contractor name;
- (7) Contractor Tennessee Edison registration ID number;
- (8) Contractor contact for invoice questions (name, phone, or email);
- (9) Contractor remittance address;
- (10) Description of delivered goods or services provided and invoiced, including identifying information as applicable;
- (11) Number of delivered or completed units, increments, hours, or days as applicable, of each good or service invoiced;
- (12) Applicable payment methodology (as stipulated in Section C.3.) of each good or service invoiced;
- (13) Amount due for each compensable unit of good or service; and
- (14) Total amount due for the invoice period.

b. Contractor's invoices shall:

- (1) Only include charges for goods delivered or services provided as described in Section A and in accordance with payment terms and conditions set forth in Section C;
- (2) Only be submitted for goods delivered or services completed and shall not include any charge for future goods to be delivered or services to be performed;
- (3) Not include Contractor's taxes, which includes without limitation Contractor's sales and use tax, excise taxes, franchise taxes, real or personal property taxes, or income taxes; and
- (4) Include shipping or delivery charges only as authorized in this Contract.

- c. The timeframe for payment (or any discounts) begins only when the State is in receipt of an invoice that meets the minimum requirements of this Section C.5.
- C.6. Payment of Invoice. A payment by the State shall not prejudice the State's right to object to or question any payment, invoice, or other matter. A payment by the State shall not be construed as acceptance of goods delivered, any part of the services provided, or as approval of any amount invoiced.
- C.7. Invoice Reductions. The Contractor's invoice shall be subject to reduction for amounts included in any invoice or payment that is determined by the State, on the basis of audits conducted in accordance with the terms of this Contract, to not constitute proper compensation for goods delivered or services provided.
- C.8. Deductions. The State reserves the right to deduct from amounts, which are or shall become due and payable to the Contractor under this or any contract between the Contractor and the State of Tennessee, any amounts that are or shall become due and payable to the State of Tennessee by the Contractor.
- C.9. Prerequisite Documentation. The Contractor shall not invoice the State under this Contract until the State has received the following, properly completed documentation.
 - a. The Contractor shall complete, sign, and present to the State an "Authorization Agreement for Automatic Deposit Form" provided by the State. By doing so, the Contractor acknowledges and agrees that, once this form is received by the State, all payments to the Contractor, under this or any other contract the Contractor has with the State of Tennessee, shall be made by automated clearing house.
 - b. The Contractor shall complete, sign, and present to the State a "Substitute W-9 Form" provided by the State. The taxpayer identification number in the Substitute W-9 Form must be the same as the Contractor's Federal Employer Identification Number or Tennessee Edison Registration ID.

D. MANDATORY TERMS AND CONDITIONS:

- D.1. Required Approvals. The State is not bound by this Contract until it is duly approved by the Parties and all appropriate State officials in accordance with applicable Tennessee laws and regulations. Depending upon the specifics of this Contract, this may include approvals by the Commissioner of Finance and Administration, the Commissioner of Human Resources, the Comptroller of the Treasury, and the Chief Procurement Officer. Approvals shall be evidenced by a signature or electronic approval.
- D.2. Communications and Contacts. All instructions, notices, consents, demands, or other communications required or contemplated by this Contract shall be in writing and shall be made by certified, first class mail, return receipt requested and postage prepaid, by overnight courier service with an asset tracking system, or by email or facsimile transmission with recipient confirmation. All communications, regardless of method of transmission, shall be addressed to the respective Party at the appropriate mailing address, facsimile number, or email address as stated below or any other address provided in writing by a Party.

The State:

Donald Aviles
Project Management Office (PMO), Manager
Information Technology Division
Tennessee Department of Safety and Homeland Security
1144 Foster Ave
Nashville, TN 37249
Donald.Aviles@tn.gov

Telephone # 615-251-6319

The Contractor:

Contractor Contact Name & Title

Contractor Name

Address

Email Address

Telephone # Number

FAX # Number

All instructions, notices, consents, demands, or other communications shall be considered effective upon receipt or recipient confirmation as may be required.

- D.3. Modification and Amendment. This Contract may be modified only by a written amendment signed by all Parties and approved by all applicable State officials.
- D.4. Subject to Funds Availability. The Contract is subject to the appropriation and availability of State or federal funds. In the event that the funds are not appropriated or are otherwise unavailable, the State reserves the right to terminate this Contract upon written notice to the Contractor. The State's exercise of its right to terminate this Contract shall not constitute a breach of Contract by the State. Upon receipt of the written notice, the Contractor shall cease all work associated with the Contract. If the State terminates this Contract due to lack of funds availability, the Contractor shall be entitled to compensation for all conforming goods requested and accepted by the State and for all satisfactory and authorized services completed as of the termination date. Should the State exercise its right to terminate this Contract due to unavailability of funds, the Contractor shall have no right to recover from the State any actual, general, special, incidental, consequential, or any other damages of any description or amount.
- D.5. Termination for Convenience. The State may terminate this Contract for convenience without cause and for any reason. The State shall give the Contractor at least thirty (30) days written notice before the termination date. The Contractor shall be entitled to compensation for all conforming goods delivered and accepted by the State or for satisfactory, authorized services completed as of the termination date. In no event shall the State be liable to the Contractor for compensation for any goods neither requested nor accepted by the State or for any services neither requested by the State nor satisfactorily performed by the Contractor. In no event shall the State's exercise of its right to terminate this Contract for convenience relieve the Contractor of any liability to the State for any damages or claims arising under this Contract.
- D.6. Termination for Cause. If the Contractor fails to properly perform its obligations under this Contract in a timely or proper manner, or if the Contractor materially violates any terms of this Contract ("Breach Condition"), the State shall have the right to immediately terminate the Contract and withhold payments in excess of compensation for completed services or provided goods. Notwithstanding the above, the Contractor shall not be relieved of liability to the State for damages sustained by virtue of any Breach Condition and the State may seek other remedies allowed at law or in equity for breach of this Contract.
- D.7. Assignment and Subcontracting. The Contractor shall not assign this Contract or enter into a subcontract for any of the goods or services provided under this Contract without the prior written approval of the State. Notwithstanding any use of the approved subcontractors, the Contractor shall be the prime contractor and responsible for compliance with all terms and conditions of this Contract. The State reserves the right to request additional information or impose additional terms and conditions before approving an assignment of this Contract in whole or in part or the use of subcontractors in fulfilling the Contractor's obligations under this Contract.

- D.8. Conflicts of Interest. The Contractor warrants that no part of the Contractor's compensation shall be paid directly or indirectly to an employee or official of the State of Tennessee as wages, compensation, or gifts in exchange for acting as an officer, agent, employee, subcontractor, or consultant to the Contractor in connection with any work contemplated or performed under this Contract.

The Contractor acknowledges, understands, and agrees that this Contract shall be null and void if the Contractor is, or within the past six (6) months has been, an employee of the State of Tennessee or if the Contractor is an entity in which a controlling interest is held by an individual who is, or within the past six (6) months has been, an employee of the State of Tennessee.

- D.9. Nondiscrimination. The Contractor hereby agrees, warrants, and assures that no person shall be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of this Contract or in the employment practices of the Contractor on the grounds of handicap or disability, age, race, creed, color, religion, sex, national origin, or any other classification protected by federal or state law. The Contractor shall, upon request, show proof of nondiscrimination and shall post in conspicuous places, available to all employees and applicants, notices of nondiscrimination.

- D.10. Prohibition of Illegal Immigrants. The requirements of Tenn. Code Ann. § 12-3-309 addressing the use of illegal immigrants in the performance of any contract to supply goods or services to the state of Tennessee, shall be a material provision of this Contract, a breach of which shall be grounds for monetary and other penalties, up to and including termination of this Contract.

- a. The Contractor agrees that the Contractor shall not knowingly utilize the services of an illegal immigrant in the performance of this Contract and shall not knowingly utilize the services of any subcontractor who will utilize the services of an illegal immigrant in the performance of this Contract. The Contractor shall reaffirm this attestation, in writing, by submitting to the State a completed and signed copy of the document at Attachment A, semi-annually during the Term. If the Contractor is a party to more than one contract with the State, the Contractor may submit one attestation that applies to all contracts with the State. All Contractor attestations shall be maintained by the Contractor and made available to State officials upon request.
- b. Prior to the use of any subcontractor in the performance of this Contract, and semi-annually thereafter, during the Term, the Contractor shall obtain and retain a current, written attestation that the subcontractor shall not knowingly utilize the services of an illegal immigrant to perform work under this Contract and shall not knowingly utilize the services of any subcontractor who will utilize the services of an illegal immigrant to perform work under this Contract. Attestations obtained from subcontractors shall be maintained by the Contractor and made available to State officials upon request.
- c. The Contractor shall maintain records for all personnel used in the performance of this Contract. Contractor's records shall be subject to review and random inspection at any reasonable time upon reasonable notice by the State.
- d. The Contractor understands and agrees that failure to comply with this section will be subject to the sanctions of Tenn. Code Ann. § 12-3-309 for acts or omissions occurring after its effective date.
- e. For purposes of this Contract, "illegal immigrant" shall be defined as any person who is not: (i) a United States citizen; (ii) a Lawful Permanent Resident; (iii) a person whose physical presence in the United States is authorized; (iv) allowed by the federal Department of Homeland Security and who, under federal immigration laws or regulations, is authorized to be employed in the U.S.; or (v) is otherwise authorized to provide services under the Contract.

- D.11. Records. The Contractor shall maintain documentation for all charges under this Contract. The books, records, and documents of the Contractor, for work performed or money received under this Contract, shall be maintained for a period of five (5) full years from the date of the final payment and shall be subject to audit at any reasonable time and upon reasonable notice by the State, the Comptroller of the Treasury, or their duly appointed representatives. The financial statements shall be prepared in accordance with generally accepted accounting principles.
- D.12. Monitoring. The Contractor's activities conducted and records maintained pursuant to this Contract shall be subject to monitoring and evaluation by the State, the Comptroller of the Treasury, or their duly appointed representatives.
- D.13. Progress Reports. The Contractor shall submit brief, periodic, progress reports to the State as requested.
- D.14. Strict Performance. Failure by any Party to this Contract to require, in any one or more cases, the strict performance of any of the terms, covenants, conditions, or provisions of this Contract shall not be construed as a waiver or relinquishment of any term, covenant, condition, or provision. No term or condition of this Contract shall be held to be waived, modified, or deleted except by a written amendment signed by the Parties.
- D.15. Independent Contractor. The Parties shall not act as employees, partners, joint venturers, or associates of one another. The Parties are independent contracting entities. Nothing in this Contract shall be construed to create an employer/employee relationship or to allow either Party to exercise control or direction over the manner or method by which the other transacts its business affairs or provides its usual services. The employees or agents of one Party are not employees or agents of the other Party.
- D.16. Patient Protection and Affordable Care Act. The Contractor agrees that it will be responsible for compliance with the Patient Protection and Affordable Care Act ("PPACA") with respect to itself and its employees, including any obligation to report health insurance coverage, provide health insurance coverage, or pay any financial assessment, tax, or penalty for not providing health insurance. The Contractor shall indemnify the State and hold it harmless for any costs to the State arising from Contractor's failure to fulfill its PPACA responsibilities for itself or its employees.
- D.17. Limitation of State's Liability. The State shall have no liability except as specifically provided in this Contract. In no event will the State be liable to the Contractor or any other party for any lost revenues, lost profits, loss of business, decrease in the value of any securities or cash position, time, money, goodwill, or any indirect, special, incidental, punitive, exemplary or consequential damages of any nature, whether based on warranty, contract, statute, regulation, tort (including but not limited to negligence), or any other legal theory that may arise under this Contract or otherwise. The State's total liability under this Contract (including any exhibits, schedules, amendments or other attachments to the Contract) or otherwise shall under no circumstances exceed the Maximum Liability. This limitation of liability is cumulative and not per incident.
- D.18. Limitation of Contractor's Liability. In accordance with Tenn. Code Ann. § 12-3-701, the Contractor's liability for all claims arising under this Contract shall be limited to an amount equal to two (2) times the Maximum Liability amount detailed in Section C.1. and as may be amended, PROVIDED THAT in no event shall this Section limit the liability of the Contractor for intentional torts, criminal acts, fraudulent conduct, or omissions that result in personal injuries or death.
- D.19. Hold Harmless. The Contractor agrees to indemnify and hold harmless the State of Tennessee as well as its officers, agents, and employees from and against any and all claims, liabilities, losses, and causes of action which may arise, accrue, or result to any person, firm, corporation, or other entity which may be injured or damaged as a result of acts, omissions, or negligence on the part of the Contractor, its employees, or any person acting for or on its or their behalf relating to this Contract. The Contractor further agrees it shall be liable for the reasonable cost of attorneys for the State to enforce the terms of this Contract.

In the event of any suit or claim, the Parties shall give each other immediate notice and provide all necessary assistance to respond. The failure of the State to give notice shall only relieve the Contractor of its obligations under this Section to the extent that the Contractor can demonstrate actual prejudice arising from the failure to give notice. This Section shall not grant the Contractor, through its attorneys, the right to represent the State in any legal matter, as the right to represent the State is governed by Tenn. Code Ann. § 8-6-106.

- D.20. HIPAA Compliance. The State and Contractor shall comply with obligations under the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”), Health Information Technology for Economic and Clinical Health (“HITECH”) Act and any other relevant laws and regulations regarding privacy (collectively the “Privacy Rules”). The obligations set forth in this Section shall survive the termination of this Contract.
- a. Contractor warrants to the State that it is familiar with the requirements of the Privacy Rules, and will comply with all applicable requirements in the course of this Contract.
 - b. Contractor warrants that it will cooperate with the State, including cooperation and coordination with State privacy officials and other compliance officers required by the Privacy Rules, in the course of performance of the Contract so that both parties will be in compliance with the Privacy Rules.
 - c. The State and the Contractor will sign documents, including but not limited to business associate agreements, as required by the Privacy Rules and that are reasonably necessary to keep the State and Contractor in compliance with the Privacy Rules. This provision shall not apply if information received or delivered by the parties under this Contract is NOT “protected health information” as defined by the Privacy Rules, or if the Privacy Rules permit the parties to receive or deliver the information without entering into a business associate agreement or signing another document.
 - d. The Contractor will indemnify the State and hold it harmless for any violation by the Contractor or its subcontractors of the Privacy Rules. This includes the costs of responding to a breach of protected health information, the costs of responding to a government enforcement action related to the breach, and any fines, penalties, or damages paid by the State because of the violation.
- D.21. Tennessee Consolidated Retirement System. Subject to statutory exceptions contained in Tenn. Code Ann. §§ 8-36-801, *et seq.*, the law governing the Tennessee Consolidated Retirement System (“TCRS”), provides that if a retired member of TCRS, or of any superseded system administered by TCRS, or of any local retirement fund established under Tenn. Code Ann. §§ 8-35-101, *et seq.*, accepts State employment, the member's retirement allowance is suspended during the period of the employment. Accordingly and notwithstanding any provision of this Contract to the contrary, the Contractor agrees that if it is later determined that the true nature of the working relationship between the Contractor and the State under this Contract is that of “employee/employer” and not that of an independent contractor, the Contractor, if a retired member of TCRS, may be required to repay to TCRS the amount of retirement benefits the Contractor received from TCRS during the Term.
- D.22. Tennessee Department of Revenue Registration. The Contractor shall comply with all applicable registration requirements contained in Tenn. Code Ann. §§ 67-6-601 – 608. Compliance with applicable registration requirements is a material requirement of this Contract.
- D.23. Debarment and Suspension. The Contractor certifies, to the best of its knowledge and belief, that it, its current and future principals, its current and future subcontractors and their principals:
- a. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any federal or state department or agency;

- b. have not within a three (3) year period preceding this Contract been convicted of, or had a civil judgment rendered against them from commission of fraud, or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or grant under a public transaction; violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification, or destruction of records, making false statements, or receiving stolen property;
- c. are not presently indicted or otherwise criminally or civilly charged by a government entity (federal, state, or local) with commission of any of the offenses detailed in section b. of this certification; and
- d. have not within a three (3) year period preceding this Contract had one or more public transactions (federal, state, or local) terminated for cause or default.

The Contractor shall provide immediate written notice to the State if at any time it learns that there was an earlier failure to disclose information or that due to changed circumstances, its principals or the principals of its subcontractors are excluded or disqualified.

- D.24. Force Majeure. "Force Majeure Event" means fire, flood, earthquake, elements of nature or acts of God, wars, riots, civil disorders, rebellions or revolutions, acts of terrorism or any other similar cause beyond the reasonable control of the Party except to the extent that the non-performing Party is at fault in failing to prevent or causing the default or delay, and provided that the default or delay cannot reasonably be circumvented by the non-performing Party through the use of alternate sources, workaround plans or other means. A strike, lockout or labor dispute shall not excuse either Party from its obligations under this Contract. Except as set forth in this Section, any failure or delay by a Party in the performance of its obligations under this Contract arising from a Force Majeure Event is not a default under this Contract or grounds for termination. The non-performing Party will be excused from performing those obligations directly affected by the Force Majeure Event, and only for as long as the Force Majeure Event continues, provided that the Party continues to use diligent, good faith efforts to resume performance without delay. The occurrence of a Force Majeure Event affecting Contractor's representatives, suppliers, subcontractors, customers or business apart from this Contract is not a Force Majeure Event under this Contract. Contractor will promptly notify the State of any delay caused by a Force Majeure Event (to be confirmed in a written notice to the State within one (1) day of the inception of the delay) that a Force Majeure Event has occurred, and will describe in reasonable detail the nature of the Force Majeure Event. If any Force Majeure Event results in a delay in Contractor's performance longer than forty-eight (48) hours, the State may, upon notice to Contractor: (a) cease payment of the fees until Contractor resumes performance of the affected obligations; or (b) immediately terminate this Contract or any purchase order, in whole or in part, without further payment except for fees then due and payable. Contractor will not increase its charges under this Contract or charge the State any fees other than those provided for in this Contract as the result of a Force Majeure Event.
- D.25. State and Federal Compliance. The Contractor shall comply with all applicable state and federal laws and regulations in the performance of this Contract.
- D.26. Governing Law. This Contract shall be governed by and construed in accordance with the laws of the State of Tennessee. The Tennessee Claims Commission or the state or federal courts in Tennessee shall be the venue for all claims, disputes, or disagreements arising under this Contract. The Contractor acknowledges and agrees that any rights, claims, or remedies against the State of Tennessee or its employees arising under this Contract shall be subject to and limited to those rights and remedies available under Tenn. Code Ann. §§ 9-8-101 - 407.
- D.27. Entire Agreement. This Contract is complete and contains the entire understanding between the Parties relating to its subject matter, including all the terms and conditions of the Parties' agreement. This Contract supersedes any and all prior understandings, representations, negotiations, and agreements between the Parties, whether written or oral.

- D.28. Severability. If any terms and conditions of this Contract are held to be invalid or unenforceable as a matter of law, the other terms and conditions of this Contract shall not be affected and shall remain in full force and effect. The terms and conditions of this Contract are severable.
- D.29. Headings. Section headings of this Contract are for reference purposes only and shall not be construed as part of this Contract.
- D.30. Incorporation of Additional Documents. Each of the following documents is included as a part of this Contract by reference. In the event of a discrepancy or ambiguity regarding the Contractor's duties, responsibilities, and performance under this Contract, these items shall govern in order of precedence below:
- a. any amendment to this Contract, with the latter in time controlling over any earlier amendments;
 - b. this Contract with any attachments or exhibits (excluding the items listed at subsections c. through f., below);
 - c. any clarifications of or addenda to the Contractor's proposal seeking this Contract;
 - d. the State solicitation, as may be amended, requesting responses in competition for this Contract;
 - e. any technical specifications provided to proposers during the procurement process to award this Contract; and,
 - f. the Contractor's response seeking this Contract.

E. SPECIAL TERMS AND CONDITIONS:

- E.1. Conflicting Terms and Conditions. Should any of these special terms and conditions conflict with any other terms and conditions of this Contract, the special terms and conditions shall be subordinate to the Contract's other terms and conditions.
- E.2. Insurance. The Contractor shall carry adequate liability and other appropriate forms of insurance.
- a. The Contractor shall maintain, at minimum, the following insurance coverage:
 - (1) Workers' Compensation/ Employers' Liability (including all states coverage) with a limit not less than the relevant statutory amount or one million dollars (\$1,000,000) per occurrence for employers' liability whichever is greater.
 - (2) Comprehensive Commercial General Liability (including personal injury & property damage, premises/operations, independent contractor, contractual liability and completed operations/products) with a bodily injury/property damage combined single limit not less than one million dollars (\$1,000,000) per occurrence and two million dollars (\$2,000,000) aggregate.
 - (3) Automobile Coverage (including owned, leased, hired, and non-owned vehicles) with a bodily injury/property damage combined single limit not less than one million dollars (\$1,000,000) per occurrence.
 - (4) Errors and Omission Coverage with a limit of not less than one million dollars (\$1,000,000) per claim and two million dollars (\$2,000,000) aggregate.
 - b. The Contractor shall provide a valid Certificate of Insurance naming the State as an additional insured and detailing Coverage Description; Insurance Company & Policy Number; Exceptions and Exclusions; Policy Effective Date; Policy Expiration Date; Limit(s) of Liability; and Name and Address of Insured. Contractor shall obtain from Contractor's insurance carrier(s) and will deliver to the State waivers of the subrogation rights under the respective policies. Failure to provide required evidence of insurance coverage shall be a material breach of this Contract.

E.3. Confidentiality of Records. Strict standards of confidentiality of records and information shall be maintained in accordance with applicable state and federal law. All material and information, regardless of form, medium or method of communication, provided to the Contractor by the State or acquired by the Contractor on behalf of the State that is regarded as confidential under state or federal law shall be regarded as "Confidential Information." Nothing in this Section shall permit Contractor to disclose any Confidential Information, regardless of whether it has been disclosed or made available to the Contractor due to intentional or negligent actions or inactions of agents of the State or third parties. Confidential Information shall not be disclosed except as required or permitted under state or federal law. Contractor shall take all necessary steps to safeguard the confidentiality of such material or information in conformance with applicable state and federal law.

The obligations set forth in this Section shall survive the termination of this Contract.

E.4. State Ownership of Goods. The State shall have ownership, right, title, and interest in all goods provided by Contractor under this Contract including full rights to use the goods and transfer title in the goods to any third parties.

E.5. Ownership of Software and Work Products.

a. Definitions.

- (1) "Contractor-Owned Software," shall mean commercially available software the rights to which are owned by Contractor, including but not limited to commercial "off-the-shelf" software which is not developed using State's money or resources.
- (2) "Custom-Developed Application Software," shall mean customized application software developed by Contractor solely for State.
- (3) "Rights Transfer Application Software," shall mean any pre-existing application software owned by Contractor or a third party, provided to State and to which Contractor will grant and assign, or will facilitate the granting and assignment of, all rights, including the source code, to State.
- (4) "Third-Party Software," shall mean software not owned by the State or the Contractor.
- (5) "Work Product," shall mean all deliverables exclusive of hardware, such as software, software source code, documentation, planning, etc., that are created, designed, developed, or documented by the Contractor exclusively for the State during the course of the project using State's money or resources, including Custom-Developed Application Software. If the deliverables under this Contract include Rights Transfer Application Software, the definition of Work Product shall also include such software. Work Product shall not include Contractor-Owned Software or Third-Party Software.

b. Rights and Title to the Software

- (1) All right, title and interest in and to the Contractor-Owned Software shall at all times remain with Contractor, subject to any license granted under this Contract.
- (2) All right, title and interest in and to the Work Product, and to modifications thereof made by State, including without limitation all copyrights, patents, trade secrets and other intellectual property and other proprietary rights embodied by and arising out of the Work Product, shall belong to State. To the extent such rights do not

automatically belong to State, Contractor hereby assigns, transfers, and conveys all right, title and interest in and to the Work Product, including without limitation the copyrights, patents, trade secrets, and other intellectual property rights arising out of or embodied by the Work Product. Contractor and its employees, agents, contractors or representatives shall execute any other documents that State or its counsel deem necessary or desirable to document this transfer or allow State to register its claims and rights to such intellectual property rights or enforce them against third parties.

- (3) All right, title and interest in and to the Third-Party Software shall at all times remain with the third party, subject to any license granted under this Contract.
 - c. The Contractor may use for its own purposes the general knowledge, skills, experience, ideas, concepts, know-how, and techniques obtained and used during the course of performing under this Contract. The Contractor may develop for itself, or for others, materials which are similar to or competitive with those that are produced under this Contract.
- E.6. State Furnished Property. The Contractor shall be responsible for the correct use, maintenance, and protection of all articles of nonexpendable, tangible personal property furnished by the State for the Contractor's use under this Contract. Upon termination of this Contract, all property furnished by the State shall be returned to the State in the same condition as when received, less reasonable wear and tear. Should the property be destroyed, lost, or stolen, the Contractor shall be responsible to the State for the fair market value of the property at the time of loss.
- E.7. Work Papers Subject to Review. The Contractor shall make all audit, accounting, or financial analysis work papers, notes, and other documentation available for review by the Comptroller of the Treasury or his representatives, upon request, during normal working hours either while the analysis is in progress or subsequent to the completion of this Contract.
- E.8. Prohibited Advertising or Marketing. The Contractor shall not suggest or imply in advertising or marketing materials that Contractor's goods or services are endorsed by the State. The restrictions on Contractor advertising or marketing materials under this Section shall survive the termination of this Contract.
- E.9. Lobbying. The Contractor certifies, to the best of its knowledge and belief, that:
- a. No federally appropriated funds have been paid or will be paid, by or on behalf of the Contractor, to any person for influencing or attempting to influence an officer or employee of an agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with the awarding of any federal contract, the making of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement.
 - b. If any funds other than federally appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with any contract, grant, loan, or cooperative agreement, the Contractor shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
 - c. The Contractor shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into and is a prerequisite for making or entering into this transaction imposed by 31 U.S.C. § 1352.

- E.10. Intellectual Property. The Contractor agrees to indemnify and hold harmless the State of Tennessee as well as its officers, agents, and employees from and against any and all claims or suits which may be brought against the State concerning or arising out of any claim of an alleged patent, copyright, trade secret or other intellectual property infringement. In any such claim or action brought against the State, the Contractor shall satisfy and indemnify the State for the amount of any settlement or final judgment, and the Contractor shall be responsible for all legal or other fees or expenses incurred by the State arising from any such claim. The State shall give the Contractor notice of any such claim or suit and full right and opportunity to conduct the Contractor's own defense thereof, however, the failure of the State to give such notice shall only relieve Contractor of its obligations under this Section to the extent Contractor can demonstrate actual prejudice arising from the State's failure to give notice. This Section shall not grant the Contractor, through its attorneys, the right to represent the State of Tennessee in any legal matter, as provided in Tenn. Code Ann. § 8-6-106.
- E.11. Partial Takeover of Contract. The State may, at its convenience and without cause, exercise a partial takeover of any service that the Contractor is obligated to perform under this Contract, including any service which is the subject of a subcontract between Contractor and a third party (a "Partial Takeover"). A Partial Takeover of this Contract by the State shall not be deemed a breach of contract. The Contractor shall be given at least thirty (30) days prior written notice of a Partial Takeover. The notice shall specify the areas of service the State will assume and the date the State will be assuming. The State's exercise of a Partial Takeover shall not alter the Contractor's other duties and responsibilities under this Contract. The State reserves the right to withhold from the Contractor any amounts the Contractor would have been paid but for the State's exercise of a Partial Takeover. The amounts shall be withheld effective as of the date the State exercises its right to a Partial Takeover. The State's exercise of its right to a Partial Takeover of this Contract shall not entitle the Contractor to any actual, general, special, incidental, consequential, or any other damages irrespective of any description or amount.
- E.12. Unencumbered Personnel. The Contractor shall not restrict its employees, agents, subcontractors or principals who perform services for the State under this Contract from performing the same or similar services for the State after the termination of this Contract, either as a State employee, an independent contractor, or an employee, agent, subcontractor or principal of another contractor with the State.
- E.13. Survival. The terms, provisions, representations, and warranties contained in this Contract which by their sense and context are intended to survive the performance and termination of this Contract, shall so survive the completion of performance and termination of this Contract.

IN WITNESS WHEREOF,

INTERGRAPH CORPORATION:

CONTRACTOR SIGNATURE

DATE

PRINTED NAME AND TITLE OF CONTRACTOR SIGNATORY (above)

TENNESSEE DEPARTMENT OF SAFETY AND HOMELAND SECURITY:

Bill Gibbons, Commissioner

DATE

Definitions

Cold Backup Server- Back up Server (replica of existing CAD Server)ready for use.

Cold Backup Site – Disaster recovery system or backup site where duplicate CAD Server/Dispatch workstations are available on standby mode – Users would come in power on systems & begin working.

COTS – Custom Off the Shelf Software

CR-D – Change Request – Defect – Change Request to delivered software which is designated a “Defect” if code is not working as designed.

Data Schema Upgrade – Existing CAD Database is progressively upgraded from current version 8.1 - 9.2/9.3

Defect—code not working properly

Delta Training – Training that provides the changes (Deltas) in the different versions of the COTS Software from existing Software version 8.1 to 9.2./9.3

Graphic User Interface Upgrade – (GUI) – The Dispatch/Mobile Screen the end user sees/and uses to operate the software

I/Net Dispatcher – Web Based Dispatch product

ICAD – Intergraph Computer Aided Dispatch

Live Operation Services – Services provided for Dispatch Center –

Map Admin Utility – Map Administration Utility used to assist in updating the CAD (I/Dispatch/I/Mobile Map)

Mobile to MPS – I/Mobile is the existing Dispatch system used by THP in Cars. MPS is Mobile for Public Safety is the upgraded product name for I/Mobile

MPS – Mobile for Public Safety

On site--State's Nashville training facility or Nashville headquarters

Project Manager – Project Manager is the Intergraph employee assigned at the beginning of the Project to manage Project from beginning to end of Upgrade project.

Tow Rotation –Module included in I/Dispatch System – allows Centers to rotate use of Tow Companies based on Agency defined Operations Procedures.

Upgrade Staging- Setting up servers & associated equipment in preparation for Upgrade –(OS & DB Software configuration)

ATTESTATION RE PERSONNEL USED IN CONTRACT PERFORMANCE

SUBJECT CONTRACT NUMBER:	
CONTRACTOR LEGAL ENTITY NAME:	
FEDERAL EMPLOYER IDENTIFICATION NUMBER: (or Social Security Number)	

The Contractor, identified above, does hereby attest, certify, warrant, and assure that the Contractor shall not knowingly utilize the services of an illegal immigrant in the performance of this Contract and shall not knowingly utilize the services of any subcontractor who will utilize the services of an illegal immigrant in the performance of this Contract.

CONTRACTOR SIGNATURE

NOTICE: This attestation MUST be signed by an individual empowered to contractually bind the Contractor. If said individual is not the chief executive or president, this document shall attach evidence showing the individual's authority to contractually bind the Contractor.

PRINTED NAME AND TITLE OF SIGNATORY

DATE OF ATTESTATION

Public Safety System Specifications

General Notes:

This document provides the specifications for hardware and software. The below specifications reflect technology that is currently considered standard and is routinely available from hardware vendors and should be used when purchasing new equipment. For those customers with existing hardware and planning on a software upgrade, these specifications are intended to serve as a guide for determining whether existing equipment should be upgraded or replaced to support a mission-critical configuration. These specifications apply to servers in any form factor, including rack mounted, blade, or standalone tower servers.

I/CAD Virtual Environment Requirements:

All I/CAD servers have been certified to run in a virtual environment with VMware vSphere 5, provided the dedicated resources meet or exceed the hardware CPU, memory, and disk space requirements detailed in this document. These specifications apply to servers in any form factor, including rack mounted, blade servers, or standalone servers.

Licensing of the Windows Server OS, SQL Server, and especially Oracle have unique licensing requirements under VMware. Use of Oracle with VMware is typically very expensive to license and often makes that configuration cost prohibitive to implement.

For Communication / Interface servers, virtualizing the interface/ communication server is supported. If there are any serial RS232 interfaces on the Communication / Interface server, then a serial-to-IP conversion device at the host level will be required since a virtualized interface server has no RS232 port. For a Serial-over-IP device Intergraph recommends the Digi PortServer® TS serial server.

http://store.digi.com/index.cfm?fuseaction=category.display&category_id=116

There are currently no plans to certify I/CAD clients with virtualization.

CAD / SAN Recommendations:

Intergraph recommends that customers follow Microsoft / Oracle best practices when configuring database storage for both performance and availability. The CAD 911 database is write intensive but typical IO rates will vary widely across implementations depending upon the number of users and number of applications accessing the system. For all customers, Intergraph requires implementing dedicated LUNs and RAID10 groups specifically for the CAD database files with as many fast spindles as your storage subsystem will allow. CAD 1 and CAD 2 databases must be on separate LUN groups within the SAN to insure optimal CAD system availability and performance. Customers should not implement RAID5 or RAID6 for the CAD database servers.

This document is Intergraph Knowledge Base Article ID 6706 and is available online at:
<http://trueblue.intergraph.com/Support/KnowledgeBase/kb.asp>

1. System Hardware Specifications

CAD Database Servers, including Web and Archive/Report Servers

The specifications are organized by I/CAD System size in effective seats. Effective seats are computed via the following formula:

Effective seats = # of I/Dispatcher Clients + # of I/Calltaker Clients + (# of I/MDT Clients)/5 + (# of I/NetViewer Clients)/10 + (# of I/NetDispatcher clients)/2

As an example, a customer site with:

- ▶ 10 - I/Dispatcher Seats
- ▶ 5 - I/Calltaker Seats
- ▶ 100 – MDT Clients
- ▶ 50 - NetViewer Users
- ▶ 10 - NetDispatcher Users

Would equate to: $(10+5) + (100)/5 + (50)/10 + (10)/2 = 45$ Effective Seats

Small Configuration: 1-50 Effective Seats

Item	Specification
Processors	2 Quad-Core, 2.5 GHz or better
Memory	32GB
Disk Qty: (10) RAID10 15K RPM SAS for database files plus (2) RAID1 15K RPM SAS for OS and log files	(2) -146GB 15K disks ¹ (10) – 146GB 15K disks ¹
Windows Server 64bit	Standard Edition
RDBMS 64bit	Enterprise Edition
Example Hardware	Dell PowerEdge R720

Medium Configuration: 51-250 Effective Seats

Item	Specification
Processors	2 Six-Core, 2.5 GHz or better
Memory	48GB ²
Disk Qty: (14) RAID10 15K RPM SAS for database files plus (2) RAID1 15K RPM SAS for OS and log files	(2) -146GB 15K disks ¹ (14) – 146GB 15K disks ¹
Windows Server 64bit	Enterprise Edition
RDBMS 64bit	Enterprise Edition
Example Hardware	Dell PowerEdge R720

Large Configuration: 251-500 Effective Seats

Item	Specification
Processors	2 eight-Core, 2.5 GHz or better
Memory	64GB ²
Internal Disk Qty: (24) RAID10 15K RPM SAS for database files plus (2) RAID1 15K RPM SAS for OS and log files	(2) -146GB 15K disks ¹ (24) – 146GB 15K disks ¹
Windows Server 64bit	Enterprise Edition
RDBMS 64bit	Enterprise Edition
Example Hardware	Dell PowerEdge R720xd

¹ Hard drive size selection and total storage needs are dependent on call/report volume and data retention plans– high volume customers may require larger capacity disks.

² Windows Server Enterprise Edition required for server memory greater than 32GB

The usable storage capacity of a RAID 1+0 array is $(N/2) \cdot S_{min}$, where N is the total number of drives in the array and S_{min} is the capacity of the smallest drive in the array. It is recommended to use same size drive in the array.

Storage capacity examples:

24 - 146 GB drives with RAID 10 = 1752 GB total storage

Interface-Communication Servers

- ▶ Two Quad-core Xeon processors
- ▶ 16 GB Memory
- ▶ 6 - 146GB 15K RPM RAID disk drives
- ▶ Dual 1GB NIC Cards
- ▶ DVD drive
- ▶ 17" Flat Panel monitor, keyboard, and mouse (may be configured one per rack)
- ▶ Windows Server 2008 Standard Edition

Off Site Backup CAD Servers

Configure the CAD off-site backup Servers identically to their production counterparts.

Test / Training / Archive CAD Database Servers

Configure the Test/Training servers identically to their production counterparts, except the operating system and database can be Standard Edition. If you want your Test and Training server performance to be identical to your Production servers, then all systems should be licensed consistently.

Test and/or Training Interface Communications Servers

Configure the test/training servers identically to their production counterparts

CAD Dispatcher / Calltaker Workstations

- ▶ 2GHz or faster dual-core Intel processor, 64bit OS
- ▶ 6 GB Memory
- ▶ 250GB disk drive
- ▶ Dual 21" Flat Panel Display
- ▶ Multiple Monitor Support
- ▶ Monitor Sound Bar or External Speakers
- ▶ DVD drive
- ▶ Single 1GB NIC Card
- ▶ Tower configuration

Mapping Workstation Specifications

General Map Dataset Size Guidelines:

Small to Medium dataset

- ▶ Small to medium city or rural county
- ▶ Estimated street centreline count is less than 200,000 and address point count is less than 200,000

Large dataset

- ▶ Highly urbanized city/county, multi-county, or state
- ▶ Estimated street centreline count is greater than 200,000 or address point count is greater than 200,000

Type 1 Configuration – Small to Medium Dataset, database is local on map workstation

- Operating System (OS) – Window 7 Pro 64bit
- Quad Core Intel Xeon 2.4GHz or better
- 6GB, 1333MHz, DDR3 RAM or better
- 4 Hard Drive Configuration
 - C: 250 GB 7200rpm HD or better for OS and Apps
 - E: 250 GB 7200rpm HD or better for GeoMedia project folder
 - F: 250 GB 7200rpm HD or better for SQL Server Map Staging Database
 - G: 250GB 7200rpm HD or better for SQL Server log file and primary page file
- 256MB Graphics Card or better
- Gigabit Network Card or better

Type 2 Configuration – Small to Medium Dataset, database is Client / Server

- Operating System (OS) – Windows 7 Pro 64bit
- Quad Core Intel Xeon 2.4GHz or better
- 6GB RAM or better
- 500GB 7200rpm Hard Drive or better
- 256MB Graphics Card or better
- Gigabit Network Card or better

Type 3 Configuration – Large Dataset, database is local on map workstation

- Operating System (OS) – Window 7 Pro 64bit
- Quad Core Intel Xeon 2.5GHz or better
- 12GB, 1333MHz, DDR3 RAM or better
- 4 Hard Drive Configuration
 - C: 500 GB 7200rpm HD or better for OS and Apps
 - E: 500 GB 7200rpm HD or better for GeoMedia project folder

- F: 500 GB 7200rpm HD or better for SQL Server Database
- G: 500 GB 7200rpm HD or better for SQL Server log file and primary page file
- 256MB Graphics Card or better
- Gigabit Network Card or better

Type 4 Configuration – Large Dataset, database is Client / Server

- Operating System (OS) – Windows 7 Pro 64bit
- Quad Core Intel Xeon 2.5GHz or better
- 12GB RAM or better
- 256GB Solid State Hard Drive or better
- 256MB Graphics Card or better
- Gigabit Network Card or better

Mobile Data Computers / Laptops

- ▶ Ruggedized IBM PC compatible
- ▶ Dual Core processor
- ▶ 4 GB of RAM
- ▶ 80 GB hard drive
- ▶ RS-232 for radio connection and also for AVL if desired
- ▶ 1024X768 resolution display
- ▶ Centronics Port for printing, if appropriate
- ▶ Network connection if to be docked on the network
- ▶ Touch screen is preferred

GPS Units

Note: Intergraph AVL products only support the protocols listed below. Devices that support one of these protocols should be compatible with the Intergraph I/Tracker product.

Protocols supported

- ▶ NMEA (National Marine Electronics Association)
- ▶ TAIP (Trimble ASCII Interface Protocol)
- ▶ OpenSky Subscriber Application Interface (M/A-COM Tyco Electronics – Revision 1.3)
- ▶ BlueTree (IO Management and Event Reporting for the BlueTree 4000 and 5000 Series – Version 1.0)

2. System Software Specifications

CAD Version 9.2.x

High Availability systems using SQL Server Mirroring or Oracle Data Guard

Operating system – CAD servers

- Windows Server 2008 R2 SP1 x64 – for either Oracle or SQL Server
- Windows Server 2008 SP2 x64 – for either Oracle or SQL Server

Operating system – Interface / Comm servers

- Windows Server 2008 R2 SP1 x64

- Windows Server 2008 SP2 x64

Database Software

- SQL Server 2008 R2 SP1, x64; For the Witness - SQL Server 2008 R2 SP1 (Express Edition or greater)

Client Operating Systems

- Windows 7 SP1 Professional (32 bit and 64 bit)

Browser: IE8, IE9, IE10, Firefox version 4, Safari for iPad

All CAD servers were certified in a virtual environment with VMware vSphere 5.

Appendix A

Operating System Best Practices

Overview:

How the operating system is configured can greatly impact the installation and setup of the Intergraph specific applications downstream. Taking steps early in the setup of the server to ensure a proper configuration will make later software installation and configuration far easier.

Machine Names:

Every computer is given a name that can be used to access resources on that machine. This is often referred to as the node name, NetBIOS name, or machine name. This is probably the one aspect of standard server configuration that is likely to be dictated by the customer. It is not uncommon for large IT organizations to have naming conventions in place (Called UNC – Universal Naming Convention) that they want applied to all devices within the span of their control.

The following table shows the desired server name conventions for a standard I/CAD installation should the customer have no preference:

Purpose	Suggested Node Name	Notes
Primary CAD Database	CAD01	
Secondary CAD Database	CAD02	
Primary Com/Interface	CADCOM01	
Additional Com/Interface	CADCOM02	Increment number as needed (CADCOM03, etc.)
CAD Training Server	CADTRAIN01	
CAD Test Server	CADTEST01	
Mapping Server	CADMAP01	

Machine names should be finalized before the database applications are installed. This is far more important in an Oracle setup than in SQL Server but is best to have the names cemented before application installation and setup occurs.

Domain:

If the customer is using an existing domain, the machines will have to be joined to the domain by a customer who has a domain administrator account. Intergraph does not generally provide domain setup for customers. If your site is standing up a domain for the first time, and Intergraph is responsible for its configuration, consult the domain setup document created by Intergraph for use in public safety.

***Important* Note:** If you are going to use SQL Server Database Mirroring as your high availability solution, it is important to obtain a domain login that can be used as a service account for running the database related services. The account will need administrator privileges on the local machines running the database applications, but do not need to be domain administrator accounts. The passwords should be set to never expire.

User Accounts:

The only user account Intergraph should configure on the server is the local administrator account. The password should be conveyed to Intergraph services staff. This allows all Intergraph staff working on the project to know a definitive way to access administrator privileges on the machine.

If the customer has a domain and the machines are joined to the domain, the customer may choose to create domain level logins for Intergraph personnel. If this is the case, then each Intergraph domain account should be added to the local administrator user group on each server and workstation in the I/CAD system. Intergraph personnel should not accept a domain administrator account from a customer. These accounts carry significant ability to alter core parts of the customers active directory structure, and we should avoid being in a position to have those responsibilities.

Training Course Descriptions

Contractor will provide training services as outlined below.

State Responsibilities:

1. The State will be responsible for providing a training area with a white board, projector, and sufficient workstations for the participating students. Intergraph recommends a maximum of one student per workstation, unless otherwise noted in the course description.
2. The State will be responsible for loading all client software on training workstations and ensuring that all workstations are connected to the training LAN and database.
3. The State must ensure that all training workstations and servers are operational prior to the agreed start of training classes. Intergraph will remotely VPN into the State network and check the training workstations to ensure they are functionally ready for training sessions. The State will provide VPN or secured remote connectivity to these workstations.
4. The State will provide internal training to users that are unable to attend the Intergraph provided training.

I/CAD Delta Training (IPST5001)

I/CAD Delta Training (IPST5001)	
<p>I/CAD Delta training is presented to customer staff that is responsible for local agency supervision and/or training. This intensive course familiarizes customer-selected staff primarily with new features of the I/CAD I/Calltaker and I/Dispatcher applications and includes a brief review of current procedures as needed. It also allots time to cover changes in I/CAD configuration or administration with the System Administrator(s).</p> <p>The complete Delta Training agenda is a combination of user related and system administration related topics. The System Administrator is required to attend all portions of the course, while the I/CAD user attendees need only participate in the User portion. The agenda for the class will be customized according to the versions upgrading from/to and according to any specific topic requests by the customer. Since this class is typically done in an expedited manner and in fewer days than the original classes, it is essential that the attendees already have a mastery of their current I/CAD version in their areas of interest, either as supervisors or trainers. It is not recommended for personnel not familiar with I/CAD.</p>	
Major Topics	
<p><i>Delta User topics:</i></p> <ul style="list-style-type: none"> ⇒ Brief review of current Intergraph CAD operations as related to new functionality ⇒ New Intergraph CAD Functionality/Commands <p><i>Delta Sysadmin topics:</i></p> <ul style="list-style-type: none"> ⇒ Changes to Software Configuration Options, such as Parameters, Command Line, GUI ⇒ Changes to Administrator Utilities, such as CADDDBM and DBRecover ⇒ Database Schema Updates ⇒ Other Administrative Functions, as needed 	
Prerequisites	
<ul style="list-style-type: none"> ⇒ Responsibility for system administration, supervision or training on a current Intergraph I/CAD system 	
Method	Conducted on-site by Intergraph Personnel
Task Classifications	System Administrator, Other Support, Key I/CAD Users and Supervisors, and Training Personnel
Project Phase	After completion of upgrade of the I/CAD Test/Training system, with adequate time to prepare and train on new features in time for cutover
Duration	4 days
Student Capacity	12, with a maximum of one student per workstation

MPS Workflow and Configuration Workshop (IPST2502)

MPS Workflow and Configuration Workshop (IPST2502)	
<p>During MPS implementation, accomplishing certain parts of a customer's workflow with MPS may not be immediately evident to the customers themselves. This session dedicates Intergraph consultants to helping the customer define their workflows using MPS. Before and during this process, specific configuration needs will become apparent, including graphical user interface adjustments, report formats, and other special configuration tasks that may be required to accomplish the customer's operational requirements. These configuration tasks will be designed and possibly completed during this session. Upon completion, the intent is for the customer to proceed with their MPS user training with the configuration and workflow definition as close as possible to the final, to ensure their users are comfortable and competent with the system.</p> <p>It will be necessary during this session to have at least one Dispatcher who is familiar with I/CAD and its use present to perform dispatching and other I/CAD tasks as necessary.</p>	
Major Topics	
<ul style="list-style-type: none"> ⇒ Overview of MPS Features and Functions ⇒ MPS Workflow Definition ⇒ Graphical User Interface Design and Configuration ⇒ Report Format Design and Configuration ⇒ MPS Administrative Functions ⇒ Other Configuration Settings as Needed 	
Prerequisites	
<ul style="list-style-type: none"> ⇒ Responsibility for mobile computing operations ⇒ Completion of I/CAD Essentials (for Trainers) training ⇒ Identification and documentation of all MPS workflows requiring special attention 	
Method	Conducted on-site by Intergraph Personnel
Task Classifications	System Administrator, Senior Field User and/or Supervisor, Field Training, and Management Personnel
Project Phase	<p>During initial project implementation, best after I/CAD Essentials for Trainers is complete, but with adequate time to accomplish all necessary configuration changes before I/Mobile user training commences</p> <p>If done during an upgrade implementation, early in the upgrade process before the Delta training is best, so that any identified configuration changes may be incorporated into the upgrade</p>
Duration	3 days
Student Capacity	Based on the customer's requirements, and available hardware

Mobile for Public Safety for Trainers (IPST2503)

Mobile for Public Safety for Trainers (IPST2503)	
<p>Mobile for Public Safety training is designed to train field trainers in the use and training of the Mobile for Public Safety product.</p> <p>(Note: Mobile Administration is included during the System Administrator training. This session is designed for field trainers.)</p>	
Major Topics	
<ul style="list-style-type: none"> ⇒ Use of Mobile for Public Safety on MDCs, or laptops ⇒ Unit Status Changes ⇒ Inquiries ⇒ Sending and Receiving Messages ⇒ Updating Unit Properties ⇒ Updating Events ⇒ Trainer Guidelines and Techniques for Mobile 	
Prerequisites	
<ul style="list-style-type: none"> ⇒ Responsibility for mobile computing training ⇒ Assignment of at least one person who has been through I/CAD Essentials training, to perform necessary dispatching and other I/CAD functions ⇒ Availability of customer specific Mobile configuration ⇒ Availability of test or training Mobile PCs for use in class 	
Method	Conducted on-site by Intergraph Personnel
Task Classifications	Field User Trainers
Project Phase	After I/CAD Essentials training is complete, and before cutover
Duration	2 days on site
Student Capacity	12, with a maximum of one student per workstation

I/CAD Reassessment Training (IPST2006)

I/CAD Reassessment Training (IPST2006)	
<p>The I/CAD Reassessment session is designed to bring the users and managers of the I/CAD system together with Intergraph system consultants experienced in center operations. The consultant will conduct structured group sessions to clarify the original goals of the project and will then review present operations on-site and assess how goals and objectives are being met. This information is the core of additional group sessions and helps to determine if progress is satisfactory or if adjustments must be made to goals and priorities. Recommendations will be made as to any configuration changes that should be performed to accomplish the goals and objectives, or other requests as they arise. These recommended system modifications may be accomplished during the week, depending on the scope and complexity of each item. Further implementation work may be required to perform more complicated configuration tasks, and these will be part of follow-on work provided during subsequent visits or contact.</p>	
Major Topics	
<ul style="list-style-type: none"> ⇒ Review of Existing Utilities ⇒ Instruction on New Utilities ⇒ Use of Existing Functionality to Optimize the Operation of the Center ⇒ Creation of a Current and Functional Computer Utilization Plan ⇒ GUI, Command Line, or Other Configuration Changes ⇒ Customized Training or Retraining of Specific Areas 	
Prerequisites	
<ul style="list-style-type: none"> ⇒ I/CAD System in live operation for a minimum of two months 	
Method	Conducted on-site by Intergraph Personnel
Task Classifications	System Administrator, Key I/CAD Users, Training, and Management Personnel
Project Phase	<p>If done during an initial implementation, three to six months after cutover is ideal</p> <p>If done during an upgrade implementation, early in the upgrade process before the Delta training is best, so that any identified configuration changes may be incorporated into the upgrade</p>
Duration	4 days
Student Capacity	12

Map Roll Consulting for I/CAD Systems Training (IPST8004)

Map Roll Consulting for I/CAD Systems Training (IPST8004)	
<p>The map roll consulting is conducted on-site in the presence of the relevant mapping personnel (responsible for the creation and maintenance of the I/CAD street map). As part of the consulting participants will witness the map roll procedure using source data from their GIS provider to create new map data and a CAD-ready map file. The consulting will involve little to no customer hands-on and will be mostly focused on design discussions, working through customer specific data issues and evaluating the use of various applications and tools in the map roll process. Due to the time available and the size of the customer's map data it is not guaranteed that a full map dataset will be processed during the class. If the mapping/admin machine is configured this should be utilized, otherwise the work will be performed using Intergraph machine, preferably with a projector.</p>	
Major Topics	
<ul style="list-style-type: none"> ⇒ Map Data Conversion Using New Source Data ⇒ Data Validation ⇒ Street Network Creation ⇒ Special Address Point Table Population ⇒ Polygon-based ESZ's (as needed) ⇒ Map Publishing ⇒ Showmap Application ⇒ Alter appearance of CAD Map for Agency Specific Uses (can include creation of a mobile map) ⇒ Copy Map Files to Customer System ⇒ Roll Map Tables to Customer Server(s) ⇒ Deployment of Map Data and Files to User Workstations and Databases 	
Prerequisites	
<ul style="list-style-type: none"> ⇒ Responsibility for data entry and/or map editing ⇒ Knowledge of basic I/CAD terminology and data tables ⇒ Familiarity with GeoMedia Pro recommended ⇒ Familiarity with area geography and operational requirements 	
Method	Conducted on-site by Intergraph Personnel
Task Classifications	System Administrator, Mapping Support, Database Support, and Training Personnel
Project Phase	Second Intergraph map roll, normally prior to end user CAD training
Duration	4 days
Student Capacity	6

Map Maintenance for I/CAD Systems Training (IPST8003)

Map Maintenance for I/CAD Systems Training (IPST8003)	
<p>The Map Maintenance course familiarizes and emphasizes the map maintenance workflow to be carried out at the particular customer site. It will be a highly customized class, with subject matter depending on several important variables, such as whether the agency is maintaining its own map data, whether a local GIS provider is maintaining the map (and in what format), whether translation software is needed to make the workflow easier, and the frequency with which updates will be completed. It is expected that during this session the customer will modify the relevant MapEditor Training documentation where needed, to conform to their data and site conditions (share names, feature class names, attribute names colors, custom SQL scripts etc). At the end of the week, attendees of the class will update this document to include a complete description of the mapping process used to produce their map data for CAD. This helps to ensure that the customer has good understanding of their map production process and that the final documented process is specific to the customer rather than a generic one. The class will be conducted using the designated map maintenance workstation, and all required mapping software must be installed and functional.</p>	
Major Topics	
<ul style="list-style-type: none"> ⇒ Collection and Entry of Data ⇒ Format of Source Data ⇒ Mapping Workflow Details ⇒ GeoMedia Pro Warehouse Connections ⇒ Projections and Units of Measurement ⇒ Map Data Validation and Manipulation ⇒ Street Network Building ⇒ Address Point Table Population ⇒ Quality Control ⇒ Map Publishing ⇒ Map Data Deployment Discussion 	
Prerequisites	
<ul style="list-style-type: none"> ⇒ System Administration and/or responsibility for map creation/maintenance ⇒ Complete familiarity with the process of map creation as it relates to the customer's data, including knowledge of basic terminology and data tables ⇒ Familiarity with relevant software, such as GeoMedia Pro, I/Map Editor, ESRI, FME, MicroStation 	
Method	Conducted on-site by Intergraph Personnel
Task Classifications	System Administrator and Mapping Support (Possible involvement by Database Support, and Project Management Personnel)
Project Phase	After the method and theory of the customer's actual map maintenance has been resolved
Duration	4 days
Student Capacity	6, with a maximum of one student per workstation (though only the designated maintenance machine can be used for certain workflows, in which case a projector would be required)

I/NetViewer-I/NetDispatcher for Users (IPST2401)

I/NetViewer-I/NetDispatcher for Users (IPST2401)	
<p>I/NetViewer and I/NetDispatcher training is presented directly to personnel responsible for operations, either I/CAD or I/CAD at a remote facility. It familiarizes personnel with the commands used in the I/NetViewer and/or I/NetDispatcher application during event entry and inquiry operations. Laboratory exercises are included with each module to provide additional experience in workstation operation. This course is required for proper system operation with I/NetViewer and/or I/NetDispatcher and can also be taught by graduates of the I/CAD or I/CAD Train-the-Trainer courses.</p>	
Major Topics	
<ul style="list-style-type: none"> ⇒ Event Entry Operations ⇒ Inquiry Commands ⇒ Unit or Crew Operations ⇒ Setting User Preferences ⇒ Other Utilities 	
Prerequisites	
<ul style="list-style-type: none"> ⇒ Knowledge of appropriate public safety terminology ⇒ Knowledge and familiarity with Windows user interface ⇒ Knowledge and familiarity with latest version of Internet Explorer 	
Method	Conducted on-site or at an Intergraph Certified Training Facility by Intergraph Personnel
Task Classifications	Operator, System Administrator, Mapping Support, Database Support, Training, and Management Personnel
Project Phase	Should be complete with adequate time to prepare for cutover
Duration	1 day
Student Capacity	12, with a maximum of one student per workstation

Map Admin Utility - Remote Training (IPST4001)

Map Admin Utility - Remote Training (IPST4001)	
Four (4) Hours: Map Administration utility installation/configuration and training services.	
Prerequisites	
<ul style="list-style-type: none"> The Map Administration Utility has been certified for use with CAD version 9.0.0 or higher. For Customers that are on CAD versions prior to 9.0, the installation and training services will be deferred to a later date after the Customer has upgraded to a certified CAD version. 	
Method	Remote training conducted by Intergraph Personnel
Task Classifications	System Administrator and Mapping Support (Possible involvement by Database Support, and Project Management Personnel)
Project Phase	Should be complete with adequate time to prepare for cutover
Duration	4 hours



PROJECT DELIVERABLE SIGN OFF FORM

CUSTOMER NAME, ANYWHERE USA – PROJECT NAME

Submission Date:	Month/Day/Year	Sign-Off Target Date:	Month/Day/year
Submitted By:	Intergraph Contact Name	Submitted To:	Customer Contact Name
Customer Contract #:	Customer Contract Number	Customer/Project #:	Intergraph Project Number

TYPE OF DELIVERABLE

SOW Tasks Payments Plans/Designs Training

DELIVERABLE INFORMATION

DELIVERABLE DESCRIPTION
THIS SECTION DESCRIBES THE DELIVERABLE

\$AMOUNT OF PYMT
(If applicable)

With the deliverable described above complete, the Customer shall have five (5) working days to either sign-off that the deliverable has been met or state in writing to Intergraph the reason the deliverable has not been met.

Sign-off of the deliverable shall be based solely upon the deliverable meeting the requirements stated in the Agreement between Intergraph and CUSTOMER NAME dated Month/Day/Year and shall be indicated by the Customer signing the Project Deliverable Sign-off Form. If the Customer does not provide such sign-off or rejection within the five day working period then the deliverable will be deemed to have been signed off.

The signature below acknowledges that the deliverable described in the Agreement and listed above meets all of the appropriate criteria and supersedes all prior requirements for this item.

Customer acknowledges completion of this payment milestone according to the Contract Payment Milestone Schedule and provides authorization to invoice this milestone.

Authorized Customer Representative

Customer Contact Name

SIGNATURE

DATE



**TENNESSEE DEPARTMENT OF SAFETY
AND HOMELAND SECURITY**

Customer Support and Trouble Reporting Guide

Security, Government and Infrastructure a Division of Intergraph Corporation

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1. Customer Support

Intergraph's Public Safety (IPS) Customer Support team is a group of technical support professionals that provide assistance with the CAD, LEADS, Mobile, Security, and Video Analyst suite of products. Customer Support serves as a central point-of-contact and provides the first level of direct support for all products purchased from Intergraph.

In an effort to effectively and efficiently provide our customers with the level of service they deserve and expect, we request that the customer's System Administrator serve as the primary interface between Intergraph and the end-users. The System Administrator should provide first-line support by conducting preliminary troubleshooting in order to verify a problem's existence before contacting Customer Support. This fosters a central point-of-contact for each site and ensures that the customer contact has knowledge of the IPS software, network, operating system and any user/password information that may be needed to resolve the issue. When the System Administrator is unavailable, a designated backup should contact Customer Support.

2. Requesting Knowledge Management User Accounts

In order to submit a Service Request, the user must have an account in Intergraph's Knowledge Management system. The customer will provide the Intergraph Project Manager with the names of individuals that require access to submit SR's thru the KM Support Portal. The Project Manager will be responsible for supplying Customer Support (sgisiebelssupport@intergraph.com) with the 2 or 3 names authorized to submit Service Requests. At the same time the customer will be responsible for submitting the form with individual information to create the User ID's. This can be done from our website Home Page, clicking the link "*Not a Registered User?*".

If there are additional users that would benefit from searching the knowledge base and/or user forums this can also be done by filling out the "*Not a Registered User?*" form, requesting Access to support website articles only.

3. VPN Site Access

It is recommended that customers provide access to their system via modem and/or VPN software to allow support personnel to effectively troubleshoot critical or complex problems in order to expedite resolution of such issues. The customer's System Administrator should be available to assist Customer Support as needed during this entire process. Customer Support will not access the customer's system without the knowledge and consent of the customer.

4. Knowledge Management - Service Requests / Change Requests

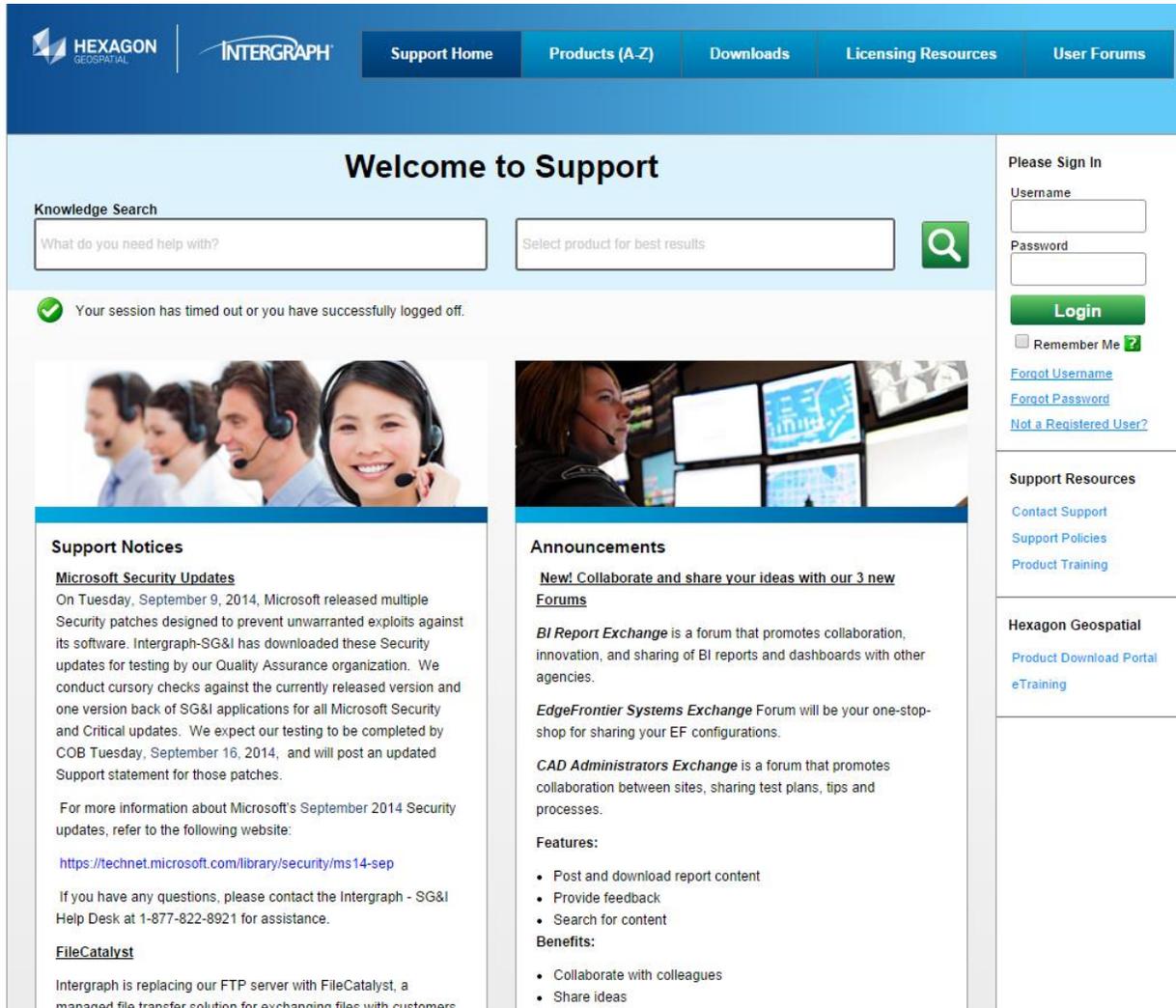
Service Requests (SRs) may be submitted via the KM Support Portal web site. The link for this site is: <https://sgisupport.intergraph.com>. Service Requests may also be submitted by calling Customer Support at 1-877-822-8921.

Information needed for troubleshooting a Service Request may be attached by the customer to the SR, such as log files, email updates, and any additional findings after the Service Request has been opened. Customers may also check the progress of their Service Requests by viewing the KM Support Portal. Additionally, email notifications are sent to the customer when updates to a Service Request occur.

In addition to filing, managing, and reporting on Service Requests (SR), customers can now query Change Requests (CR) from the KM Support Portal to get current status information for a specific CR as well as CRs for a given product or product class. Customers can query defects or enhancements, perform full-text keyword searches on summary and description, query open or closed CRs, and view CRs reported or resolved in a specific version.

Example Knowledge Management screenshots:

Knowledge Management Login page (<https://sgisupport.intergraph.com>)



HEXAGON GEOSPATIAL | **INTERGRAPH**

Support Home | Products (A-Z) | Downloads | Licensing Resources | User Forums

Welcome to Support

Knowledge Search

What do you need help with?

Select product for best results

Your session has timed out or you have successfully logged off.

Support Notices

Microsoft Security Updates

On Tuesday, September 9, 2014, Microsoft released multiple Security patches designed to prevent unwarranted exploits against its software. Intergraph-SG&I has downloaded these Security updates for testing by our Quality Assurance organization. We conduct cursory checks against the currently released version and one version back of SG&I applications for all Microsoft Security and Critical updates. We expect our testing to be completed by COB Tuesday, September 16, 2014, and will post an updated Support statement for those patches.

For more information about Microsoft's September 2014 Security updates, refer to the following website:

<https://technet.microsoft.com/library/security/ms14-sep>

If you have any questions, please contact the Intergraph - SG&I Help Desk at 1-877-822-8921 for assistance.

FileCatalyst

Intergraph is replacing our FTP server with FileCatalyst, a managed file transfer solution for exchanging files with customers.

Announcements

New! Collaborate and share your ideas with our 3 new Forums

BI Report Exchange is a forum that promotes collaboration, innovation, and sharing of BI reports and dashboards with other agencies.

EdgeFrontier Systems Exchange Forum will be your one-stop-shop for sharing your EF configurations.

CAD Administrators Exchange is a forum that promotes collaboration between sites, sharing test plans, tips and processes.

Features:

- Post and download report content
- Provide feedback
- Search for content

Benefits:

- Collaborate with colleagues
- Share ideas

Please Sign In

Username

Password

Remember Me 

[Forgot Username](#)

[Forgot Password](#)

[Not a Registered User?](#)

Support Resources

[Contact Support](#)

[Support Policies](#)

[Product Training](#)

Hexagon Geospatial

[Product Download Portal](#)

[eTraining](#)

Knowledge Management – Support Home Page after logging in

The screenshot shows a web browser window with the URL <https://sgisupport.intergraph.com/infocenter/index?page=home>. The page features a blue header with the Hexagon Geospatial and Intergraph logos, and a navigation menu with buttons for Support Home, Products (A-Z), Downloads, Licensing Resources, and User Forums. The main content area is titled "Welcome to Support" and includes a "Knowledge Search" section with two input fields: "What do you need help with?" and "Select product for best results", accompanied by a search icon. Below the search section are two columns of content. The left column, titled "Support Notices", features a photo of customer support agents and a notice about "Microsoft Security Updates" dated September 9, 2014. The right column, titled "Announcements", features a photo of a support agent at a computer and lists three new forums: "BI Report Exchange", "EdgeFrontier Systems Exchange", and "CAD Administrators Exchange". A right-hand sidebar contains a "Welcome Teresa" message with a "Log Out" button, a "My Support" section with links to user profile, account information, and service requests, a "Support Resources" section with links to contact support, policies, and training, and a "Hexagon Geospatial" section with links to a product download portal and eTraining.

→ ↻ 🏠 <https://sgisupport.intergraph.com/infocenter/index?page=home> ★ ☰

HEXAGON GEOSPATIAL | **INTERGRAPH**

Support Home | Products (A-Z) | Downloads | Licensing Resources | User Forums

Welcome to Support

Knowledge Search

What do you need help with?

Select product for best results



Support Notices

Microsoft Security Updates

On Tuesday, September 9, 2014, Microsoft released multiple Security patches designed to prevent unwarranted exploits against its software. Intergraph-SG&I has downloaded these Security updates for testing by our Quality Assurance organization. We conduct cursory checks against the currently released version and one version back of SG&I applications for all Microsoft Security and Critical updates. We expect our testing to be completed by COB Tuesday, September 16, 2014, and will post an updated Support statement for those patches.

For more information about Microsoft's September 2014 Security

Announcements

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EdgeFrontier Systems Exchange Forum will be your one-stop-shop for sharing your EF configurations.

CAD Administrators Exchange is a forum that promotes collaboration between sites, sharing test plans, tips and

Welcome Teresa

Log Out

My Support

- My User Profile
- Account Information
- Submit Service Request
- Manage Service Requests
- View Change Requests
- Submit SR Survey
- Recommend KM Article

Support Resources

- Contact Support
- Support Policies
- Product Training

Hexagon Geospatial

- Product Download Portal
- eTraining

Knowledge Management – Submit Service Request (Step1)

[Support Home](#) [Products \(A-Z\)](#) [Downloads](#) [Licensing Resources](#)

Submit Service Request

Step 1: Enter Brief Problem Description

Enter Problem Summary * required field

Product*
Select product from the displayed list.

Problem Summary*
(255 character limit)

Enter a brief problem summary, you will be able to enter additional details later.

[Next »](#) [Cancel](#)

Knowledge Management – Submit Service Request (Step 2)

Step 2: Review Possible Answers

Problem Summary

test

[Next](#)

Review Possible Answers

-  [Map Testing procedures](#)
Map_testing .doc
-  [Lost SVRCMDS with their last upgrade. Needs the program to test on training system.](#)
That has caused us to use a somewhat non-standard format for the numbers. For example, the next number in the table for Altoona fire is ALF05 043823. Because of all this, I'm wanting to get started with some **testing** of svrcmds on the training server, tpolicad1, and see if it will work to do the updates, or if I need to figure something else out.
-  [test |](#)
test
-  [This is a test |](#)
This is a test
-  [CAD |](#)
CAD by dccole This is a **test** 0 1 year 2 weeks ago by dccole n/a
-  [HELP!!! Custom icallres won't load |](#)
HELP!!! Custom icallres won't load I have a **test** machine, connected to the **test** environment. When I start I/Dispatcher only the default icallres dll loads.
-  [Error Loading a CAD File |](#)
Error Loading a CAD File Hello, I did some more **tests** . The files with the information are dgn files.
-  [Add/Change Event Types for EMD Upgrade |](#)
Add/Change Event Types for EMD Upgrade 1) Setup my Training/ **Testing** database with the new event types/subtypes necessary, included deleting the "old." 2) On go-live date, used the Bulk Loader to import the new event types/subtypes to our Live side, while using the Data Control Matrix to delete the old items.
-  [CADTools Training Guide](#)
_Toc66784213 _Toc96241937 _Toc228158953New Map Testing This document details some of the testing that should be performed after a new map has been created and before the map is rolled to the live dispatch system. _Toc228158954Section 1. Showmap
-  [Hit detection not going out properly.](#)
They have put in two entries in the Hit_detect_ **test** table that have the same **test** _set_id. There are two of them with the id of 2 - 'MKE/PROTECTION ORDER' and 'PROTECTION ORDER'.

[Next](#)

[« Previous](#) Did an answer above solve your problem? [Yes](#) [No »](#)

Knowledge Management – Submit Service Request (Step 3)

Submit Service Request

Step 3: Submit Service Request * Do Not Use Your Browser's "Back" Button On This Page!

Service Requests

Account:	<input type="text" value="Intergraph Public Safety Incorporated IPSHSV"/>
Priority:	<input type="text" value="3-Med (Limited Problem Sco..."/>
Product:*	<input type="text" value="I/Dispatcher"/>
Version:*	<input type="text"/>
Build Found:	<input type="text"/>
Environment:*	<input type="text" value="Production"/>
Customer Ref Number:	<input type="text"/>
End User Account:	<input type="text"/>
Summary:*	<input type="text" value="test"/>
Description:	<div style="border: 1px solid #ccc; padding: 5px; min-height: 40px;"><p><small>An attachment will be created for Descriptions over 2000 characters.</small></p><p><small>Characters Remaining: 0</small></p></div>
# of Attachments:	<input type="text" value="0"/>

You can enter a reference # for tracking in your own system if desired.
Distributors and Regional Support Use Only!

Knowledge Management – Manage Service Requests




Support Home
Products (A-Z)
Downloads
Licensing Resource

Manage Service Requests

Request Account Changes | * Do Not Use Your Browser's "Back" Button On This Page!

Filter Service Requests
1 of 1+

Account: <input type="text"/>				Show Only Waiting on Customer: <input type="checkbox"/>
SR Number: <input type="text"/>	Created Between: <input type="text"/>	AND: <input type="text"/>		Show Only Mine: <input checked="" type="checkbox"/>
End User Account: <input type="text"/>	Updated Between: <input type="text"/>	AND: <input type="text"/>		Include Closed: <input type="checkbox"/>
Ext CR #: <input type="text"/>	Closed Between: <input type="text"/>	AND: <input type="text"/>		
Product: <input type="text"/>	Status: <input type="text"/>			
Version: <input type="text"/>	Sub Status: <input type="text"/>			
Customer Ref #: <input type="text"/>	Keywords: <input type="text"/>			Clear Filter

Reports
1 - 2 of 2

SR Number		Opened	Account	Status	Sub-Status
1-582899851		8/28/2014 09:35 AM	Intergraph Public Safety Incorporated	CR - Defect	CR - Filed
1-562046371		6/27/2014 11:48 PM	Intergraph Public Safety Incorporated	Open	Customer Update

Knowledge Management – Reports

Manage Service Requests

[Request Account Changes](#) | * Do Not Use Your Browser's "Back" Button On This Page!

Run Report ✕

Report Name: ▼

Custom Name:

Output Type: ▼

Report Locale: ▼

Filter Service Requests

Account: Show Onl

SR Number: Created Between: AND:

End User Account: Updated Between: AND:

Ext CR #: Closed Between: AND:

Product: Status:

Version: Sub Status:

Customer Ref #: Keywords:

Reports 1 - 10 of 10			
SR Number		Opened	Account
1-215436281		2/20/2006 02:02 PM	Intergraph Public Safety Incorporated
1-215393161		2/17/2006 11:40 AM	Intergraph Public Safety Incorporated
1-215392529		2/17/2006 08:24 AM	Intergraph Public Safety Incorporated
1-215362678		2/16/2006 07:52 AM	Intergraph Public Safety Incorporated
1-215258063		2/14/2006 01:29 PM	Intergraph Public Safety Incorporated
1-214544225		1/9/2006 04:42 PM	Intergraph Public Safety Incorporated
1-214146347		11/21/2005 01:29 PM	Intergraph Public Safety Incorporated
1-213483011	☑	8/31/2005 06:00 PM	Intergraph Public Safety Incorporated
1-18619680	☑	5/20/2005 03:58 PM	Intergraph Public Safety Incorporated
1-17650251		11/10/2004 12:02 AM	Intergraph Public Safety Incorporated

Knowledge Management – View Change Requests

HEXAGON
GEOSPATIAL

INTERGRAPH

Support Home
Products (A-Z)
Downloads
Licensing Resource

View Change Requests

* Do Not Use Your Browser's "Back" Button On This Page!

Filter Change Requests

Summary:

Description:

Account:

Product:

Type:

Version Fixed:

Version Found:

Show Only Mine:

Include Closed:

Clear Filter

Account Change Requests

All Change Requests

	CR Number	Summary	Product	Type	Status	Version Found	Version Fixed
+	1-50S7DU	Enhancement Request for...	I/Executive	Enhancement	Open	08.01.00	
+	1-52QJU1	add merge map document...	I/Executive	Doc Enhancement	Open	09.00.01	
+	1-5I53V1	Config Param Utility does ...	I/Executive	Enhancement	Open	09.01.00	
+	1-6HUFNC	db_config_history missing...	I/Executive	Doc Defect	Open	09.02.00	
+	1-7IKDVX	RecommendUnitService s...	I/Executive	Product Defect	Open	09.01.01	
+	1-8LBP6T	Please make the databas...	I/Executive	Doc Enhancement	Open	09.02.00	
+	1-8WLSQQ	CADDBM CR or Doc defect	I/Executive	Product Defect	Open	09.02.00	
+	1-9B6KBI	Need minor change to Sin...	I/Executive	Doc Defect	Open	09.03.00	
+	1-9CM2XX	Suggest Recommend Unit...	I/Executive	Enhancement	Open	09.03.00	
+	1-9PI0JT	Invalid column name whe...	I/Executive	Product Defect	Open	09.03.00	
+	1-3WRJ2	Enhancement to display ...	I/Dispatcher	Enhancement	Open	07.09.05	
+	1-329HZ6	Field events are being cre...	I/Dispatcher	Enhancement	Open	09.01.01	
+	1-32909B	Rotational Service Polygo...	I/Dispatcher	Enhancement	Open	08.00.02	
+	1-3290AO	Not able to restrict access...	I/Dispatcher	Enhancement	Open	08.00.01	
+	1-433GSO	Would like to be able to m...	I/Dispatcher	Enhancement	Open	08.00.02	
+	1-46KLTB	Rotational Services not ho...	I/Dispatcher	Enhancement	Open	08.01.00	
+	1-4A05KD	Request addition of End o...	I/Dispatcher	Enhancement	Open	08.01.02	
+	1-4BL3YZ	Change Operator Progres...	I/Dispatcher	Enhancement	Open	08.00.00	
+	1-4EOST3	Trim trailing spaces in Su...	I/Dispatcher	Enhancement	Open	08.01.01	
+	1-4FY2JB	When AVL or MDT unit lo...	I/Dispatcher	Enhancement	Open	08.01.02	

5. Service Request Priority Levels, Response & Resolution Targets

Service Request Priority Levels, Response Time & Resolution Targets			
Priority	Problem Description	Response Time	Resolution
Level One (Critical)	<ul style="list-style-type: none"> ▶ Loss of data ▶ Data corruption ▶ Productive use prohibited ▶ No workaround available ▶ Aborts 	<ul style="list-style-type: none"> ▶ M-F, 7:00AM-7:00PM Central Time – Immediate* ▶ Other (after hours and holidays) – Within 30 minutes of notification 	<ul style="list-style-type: none"> ▶ 12 hours – Program code correction or a procedural workaround (regardless of time of day reported)
Level Two (High)	<ul style="list-style-type: none"> ▶ Primary purpose compromised ▶ Productive use significantly impacted ▶ Workaround generally not available 	<ul style="list-style-type: none"> ▶ M-F, 7:00AM-7:00PM Central Time – Immediate* ▶ Other (after hours and holidays) – Within one business hour of notification 	<ul style="list-style-type: none"> ▶ 48 hours – Program code correction or a procedural workaround
Level Three (Medium)	<ul style="list-style-type: none"> ▶ Productive, but incomplete operation ▶ Workarounds generally available 	<ul style="list-style-type: none"> ▶ M-F, 7:00AM-7:00PM Central Time – Immediate* ▶ Other – Within 8 business hours of notification 	<ul style="list-style-type: none"> ▶ One week – Procedural workaround ▶ Program code correction in a future software release
Level Four (Low)	<ul style="list-style-type: none"> ▶ Productive, mainly cosmetic in nature ▶ Workarounds or configurable options generally available 	<ul style="list-style-type: none"> ▶ M-F, 7:00AM-7:00PM Central Time – Immediate* ▶ Other – Within 8 business hours of notification 	<ul style="list-style-type: none"> ▶ One week – Procedural workaround ▶ Program code correction in a future software release

*It is our goal to take our customers' calls direct when you call in. Responsiveness goals apply in cases when we are unable to take your call immediately or when you log the issue through the Intergraph Customer Support web site.

6. Primary Steps in the Life of a Customer Support Issue

a. Notify SG&I support of product issue or question

A problem or need is identified and reported to the support team for action. When reporting an issue, please include:

- a brief description of the problem and its impact to your site
- any steps you can provide to help the support analyst reproduce the problem
- your current assessment of the cause of the problem and any particular resolution you may be seeking (e.g. needed in next fixes release)

You may be asked to provide diagnostic log files in specific situations. Since many times, problems can be tracked by reviewing these log files, it is extremely useful to report the particular event, case, incident, tag number, person's name, etc. being manipulated at the time that the problem was seen; exactly what was being done at the time the problem was seen; and the time and date that the problem was seen.

All issues worked by the SG&I Customer Support team will be tracked as Service Requests (SR) in our tracking system, regardless of which of the following options is chosen to log them.

Option 1: Customer logs a Service Request (SR) through the KM Support Portal.

Customer opens SR directly from KM Support Portal web page using the login already provided or by requesting one through the KM Support Portal web page. Customers can search for possible solutions without having to even open a SR.

This SR logging mechanism is best for normal priority problems or questions. High priority problems should be called directly into the SG&I Customer Support Center to insure they receive top priority attention.

Option 2: Customer logs Service Request (SR) by calling SG&I Customer Support

Customer calls SG&I Customer Support and reports the problem. SG&I Customer Support opens a SR for the customer, documenting the problem as reported. SRs opened by SG&I on behalf of a customer are also viewable through the following web page,

<https://sgisupport.intergraph.com>.

After-hours pager calls for critical issues will have a SR opened for them by the analysts who takes the call, although the SR may be opened on the following work day.

b. SG&I Customer Support analysts work to provide a resolution to the issue logged in the SR

SG&I Customer Support analysts are assigned new Service Requests by selecting them in the order in which they were logged, always selecting any top priority call first. The customer is notified by email when a SR is assigned to an analyst and can track the work activities through the KM Support Portal.

What product versions does SG&I Customer Support Center support?

Customer Support analysts attempt to reproduce on an environment as closely matching the customer's as possible, including product version. Development support of code fixes is for n and n-1 only (e.g., 7.9, 7.8 or 9.4, 9.33). Customer support will also investigate the n-2 versions as required to help provide workarounds. Support of n-3 or older product versions can be done but typically requires staging a system prior to working the issue and thus may take longer to resolve. This type of extraordinary support will be provided when the issue is severe.

The SR is considered open and in work until set to one of the following 3 states - Closed, CR-Defect Filed, CR-Enhancement Filed

Closed

Customer is notified of the proposed SR resolution and recommendation to close. If the customer agrees the SR is closed, information provided to work the issue may be **added to the Knowledge Base database for future knowledge searches.**

CR-Defect Filed

If the issue is reproducible in a supported release, a CR Defect (CR-Defect) is opened and assigned an internal priority based on the following criteria:

P1

- Problem causes loss of data or data corruption
- Crash or abnormal exit of the product
- Problem prohibits productive execution of the product and no workaround is available
- Security breaches that result in ability to view secure data customer critical issues (usually logged by Support, Development or Implementation)

P2

- Problem significantly impacts productive execution of the product, workaround is available but unacceptable
- Reports are incorrect or incomplete

P3

- Product produces invalid or incomplete results
- Problem restricts productive execution of the product, workaround is available

P4

- Problem is in a function that is not a major requirement for product execution
- Problem has a simple and acceptable workaround

CCB Reviews all CR-Defects

Product Change Control Boards (CCB) review all CR-Defects opened since the last CCB meeting. If the problem is a P1 or P2, it is considered for the next maintenance release for either the n or n-1 product release. If scheduled, the CCB Version field is used to denote the specific release scheduled for the fix. If the CR-Defect can be worked around and its fix would introduce an overall de-stabilizing impact, it may be deferred to the next major release.

If the problem is a P3 or P4, it is considered for the next fixes releases but not likely to be included unless it is known that the customer will be moving to that release soon. Otherwise, it is left in an Open Reviewed status as a candidate for the next major release. Information about what the customer's expectations for time frame for the fix should be included in each CR-Defect to facilitate informed scheduling decisions.

CR-Enhancement Filed

If the issue requires an enhancement to existing product capabilities or requests new functionality be added, a Change Request Enhancement (CR-Enhancement) is opened.

Product Planning reviews CR-Enhancements

Product Planning coordinates internal reviews of CR-Enhancements and uses this and other input to build a product plan for releases. Decisions regarding the inclusion of CR-Enhancements in future releases are based on many factors, and far more CR-Enhancements are always requested of a software company than can reasonably be implemented, so the logging of a CR-Enhancement should not be viewed as a promise to implement that change. CR-Enhancements are not typically introduced immediately, as the planning process is forward looking to future releases.

7. Primary Steps in the Life of a Customer Support Issue

In addition to a new look, our updated customer support web site includes information related to:

- Customer Topics (My Topics)
- Customer Subscriptions (My Subscriptions)
- Customer Contributions (My Contributions)
- Customer Recommendations (My Recommendations)
- Submit SR Survey
- Recommend KM Article

Example of User Registration form

New User Registration

Level of Access*	<input checked="" type="checkbox"/> Access to support web site articles <input type="checkbox"/> Access to file service requests
First Name*	<input type="text"/>
Last Name*	<input type="text"/>
Address*	<input type="text"/>
Address 2	<input type="text"/>
Company*	<input type="text"/>
City*	<input type="text"/>
State/Province	<input type="text"/>
Country*	<input type="text"/> If other, please specify country: <input type="text"/>
Telephone*	<input type="text"/>
Email*	<input type="text"/>
Validate Email*	<input type="text"/>
Which product families do you use?*	Available: Business Intelligence for Public Safety Camera Systems Digital Cartographic Suite ECW / ECW SDK ERDAS APOLLO ERDAS ER Mapper ERDAS Extensions for ArcGIS® ERDAS IMAGINE® ERDAS Other Selected: <input type="text"/>
Comments (255 char limit)	<input type="text"/>
<input type="checkbox"/> By clicking the checkbox, you are authorizing us to process your request	
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>	

8. General Maintenance Agreement Coverage and Exclusions

A.1.1 Premium Service

For critical Customer applications, Premium Service provides support to the Customer twenty-four hours per day, seven days per week (24x7), including Intergraph-observed holidays.

Premium Service will include and be limited to the following for Security, Government & Infrastructure software products listed on the Quote as having Premium level support under the Agreement:

- (a) Out-of-the-box functionality support via the Help Desk (telephone or eService via Intergraph's web site) Phone support for all priority levels of software errors is available on normal business days from 7AM – 7PM Central Time, excluding Intergraph-observed holidays. When the software error is considered to be Critical (meaning production is down), then phone support is available after-hours and on Intergraph-observed holidays.
- (b) Access to all published software Upgrades, updates, fixes and enhancements
- (c) Twenty-four-hour-per-day/seven-day-per-week access to problem Knowledge Base, an on-line self-help tool
- (d) Complete problem diagnostic support (This often extends to data related problems that have nothing to do with Intergraph software issues. It should be noted that when Intergraph solves a data related problem, it will provide the instructions for solving the problem to the customer but not the actual solution. For example, if a customer has difficulty in performing a bundle adjustment due to a data problem, Intergraph will instruct the customer on the proper steps to solve the problem, but will not, in general, provide the results of the adjustment.)

Services are limited to the specific Security, Government & Infrastructure products listed on the Quote and functioning on the appropriate Intergraph-supported operating system.

Intergraph will notify Customer when Upgrades are made available for any Covered Products for which Premium Service has been purchased. Upgrades are shipped upon Customer request.

Premium Service is only available for the current version and the one version prior to the current version of a particular Security, Government & Infrastructure software product.

Premium Service may not be available for all software products.

A.2 EXCLUDED SOFTWARE SERVICES

Services are limited to specific software products listed on the Quote and functioning on the appropriate Intergraph supported operating system. Support for the following is outside the scope of this Exhibit and may be available under a different category of Service or through a separate agreement:

- (a) Software malfunctions from causes other than through the ordinary and intended use of the software
- (b) Installation of any software, Upgrades, fixes or releases
- (c) Network configuration
- (d) System-level tuning and optimization
- (e) Programming or software development
- (f) Installation of Custom Interface Software
- (g) Product training

9. Escalation Process

At any time should there be a need to escalate resolution of a Service Request or CR-Defect, please contact the Public Safety Product Support Manager or SG&I Director of Support.

Public Safety & Security Product Support Manager – David Hall

256-730-8912 (office)

256-653-3689 (mobile)

david.hall@intergraph.com

Security, Government and Infrastructure Vice President of Support – Jim Gibson

256-730-8836 (office)

256-527-2231 (mobile)

jim.gibson@intergraph.com

Software Exchange Relinquishment Agreement
0814 rev. 3 / March 2011



Relinquishing due to Exchange of Software License or Software Product

Should a customer of Intergraph Corporation Security, Government & Infrastructure (SG&I) Division's products ("Customer") wish to a)exchange one Intergraph software license type for another (such as nodelocked for concurrent) or b)exchange one Intergraph software product for another (such as GeoMedia® for GeoMedia Professional), Customer must relinquish rights for the license being exchanged, and must uninstall and remove from Customer's system the relinquished licenses ("Relinquished Licenses").

Customer must complete the information requested, sign, and return the Agreement to SG&I. By signing this Agreement, Customer hereby relinquishes, surrenders, terminates and disclaims, in perpetuity, its right to use, or allow the use in any manner, the Relinquished Licenses. Customer hereby agrees that it will uninstall and remove from any and all Customer's system(s) the Relinquished Licenses.

Once Intergraph receives and accepts the completed and signed Agreement and purchase order (PO), if applicable, Intergraph will provide to Customer a new license authentication code (LAC) for the new license if Customer is exchanging one product for another, or Intergraph will modify the existing LAC to allow Customer to generate the new type of license if Customer is exchanging one license type for another of the same product.

* = Required Fields (Missing information will result in delays in processing.)
*1. Customer Information (all fields required):
Customer Name:
Requestor Name:
E-mail Address:
Street Address:
City, State, Country, Zip/Postal Code
*2. License Authentication Code(s) (LAC) for license being exchanged:
3. PO number for license exchange (if applicable):

