



ProPhoenix Corporation

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New Haven Public Safety Management System Software 12-26-22 (Appendix A)

Proposal

New Haven Police Dept
Attention: Lt. Sean Maher

1 Union Ave
New Haven, CT 06519
Phone# **203-946-6333**

Proposal# 22-000289

Date : 12/26/2022

Valid Until : 04/30/2023

Submitted By:

Bucceri, Mike
Phone# **609-257-1888 X1302**
E-Mail:
mike.bucceri@prophoenix.com

Dear Lt. Sean Maher,

On behalf of ProPhoenix Corporation, we are pleased to present this proposal for various components of the Phoenix Public Safety Solution Suite. The attached proposal details the required software modules and associated support services in order to successfully implement the proposed solution. If hardware is being proposed and/or recommended, please take note of the specific operating requirements outlined in the Proposal Notes and/or Terms section.

Phoenix represents a major "paradigm shift" in the value provided to Public Safety agencies throughout the United States. There are several differentiating benefits realized by an agency when implementing Phoenix Software. Highlights include;

- ✓ Deep horizontal and vertical integration throughout the entire software suite
- ✓ Integration of 3rd party tools which are transparent to the end user
- ✓ A complete, end-to-end, Public Safety lifecycle suite deployable throughout the entire agency
- ✓ Complete design, development, deployment, and maintenance conducted by ProPhoenix personnel
- ✓ Fiscal responsibility for both the initial procurement as well as ongoing sustainability
- ✓ An "all-inclusive" module philosophy within the major application offerings, e.g., CAD, RMS, Mobile, Fire, Corrections
- ✓ Continual incorporation of the latest in tools and technology to stay ahead of the technology curve
- ✓ Business Intelligence (B/I) capabilities providing "actionable insight" for enhancing decision making in support of Intelligence Led Policing (ILP) initiatives
- ✓ Adherence to National information sharing standards, e.g. National Information Exchange Model (NIEM) based of Global Justice Extensible Mark-up Language (GJXML)

The Phoenix Public Safety Software Suite embraces our "i3" design philosophy of "Integrated, Intuitive, Innovative". By implementing these tenets, our goal is to maximize an agency's effectiveness and optimize its efficiency through the use of our software. We are confident in our ability to exceed your operational expectations, and are grateful for the opportunity to compete for, and earn your business. Should you have any questions, please do not hesitate to contact us.

Please have an authorized officer sign below and return a copy to me. Upon execution by both parties, this proposal and its terms and conditions will become a binding agreement.

Acceptance:

By: New Haven Police Dept

ProPhoenix Corporation

Signature

Date

Signature

Date

Print Name

Title

Print Name

Title



ProPhoenix Corporation

ProPhoenix Corporation ("Company") proposal contains information and data, which are privileged, confidential and/or proprietary to the Company. This information and data is commercially sensitive and/or financial in nature and is not made available for public review. This information is submitted on a confidential basis only in response to a specific customer request. The information contained herein is protected, among other things by the Trade Secrets Act, as codified, and any improper use, distribution, or reproduction is specifically prohibited unless otherwise required by law. No license or right of any kind whatsoever is granted to any third party to use the information contained herein unless a written agreement exists between Company and the third party which desires access to the information. The information contained herein is submitted for purposes of review and evaluation in connection with Company's response to the specific request denoted herein. No other use of the information and data contained herein is permitted without the express written permission of the Company. Under no condition should the information contained herein be provided in any manner whatsoever to any third party without first receiving the express written permission from the Company unless otherwise required by law.

Total Solution Cost :

| | |
|--|------------------------|
| Cost | \$ 2,216,820.00 |
| Discount | -\$ 212,500.00 |
| Final Proposal Amount | \$ 1,979,320.00 |
| Annual Support, Maintenance and AWS Hosting | \$ 338,468.10 |

Cost Summary:

*A.S.M: Annual Support & Maintenance

| Category | Cost | Discount | Total Price | A.S.M |
|--------------------------|---------------------|--------------------|---------------------|-------------------|
| ProPhoenix Items | | | | |
| Application Software | 1,034,700.00 | 12,500.00 | 1,022,200.00 | 185,871.00 |
| Citizen Services | 3,900.00 | 0.00 | 3,900.00 | 2,400.00 |
| Interface | 495,045.00 | 0.00 | 495,045.00 | 89,732.10 |
| Installation | 66,600.00 | 0.00 | 66,600.00 | 3,780.00 |
| Conversion | 200,800.00 | 0.00 | 200,800.00 | 0.00 |
| 3rd Party Software | 15,000.00 | 0.00 | 15,000.00 | 15,000.00 |
| Project Management | 212,000.00 | 0.00 | 212,000.00 | 0.00 |
| Training | 152,775.00 | 0.00 | 152,775.00 | 5,685.00 |
| Discount | 0.00 | -225,000.00 | 0.00 | 0.00 |
| Hosting Services | 36,000.00 | 0.00 | 36,000.00 | 36,000.00 |
| Custom Job | 0.00 | 0.00 | 0.00 | 0.00 |
| ProPhoenix Items Total : | | | 1,979,320.00 | 338,468.10 |
| <hr/> | | | | |
| Proposal total | 2,216,820.00 | -212,500.00 | 1,979,320.00 | 338,468.10 |

Customer Signature

Date



Item Details:

| | Item Name | Qty |
|------------------------------------|--|-----|
| <u>Hosting Services</u> | | |
| HOST-AWS-DR | Cloud Hosting - AWS Disaster Recovery (East to West viceversa) | 1 |
| <u>Application Software</u> | | |
| WDA-SER-POL | WDA (Mobile) Server - Police | 1 |
| WDA-CLI-POL-SITE | WDA (Mobile) Client - Police (Site License) | 1 |
| PNX-IA-LAW | IA - Phoenix Internal Affairs (IA)-Site License (Law) | 1 |
| | Separate server is required to house IA. | |
| CAD-CLI-MJ-SITE | CAD Client - MultiJuris - Police/Fire/EMS (Site License) | 1 |
| CAD-SER-MJ | CAD Server - Multi-Juris Police/Fire/EMS/OEM/DPW | 1 |
| CAD-STA-SITEP | CAD Status Client - Police/Sheriff (Site License) | 1 |
| PNX-ANI-MOD | Phoenix Animal Control Module | 1 |
| WDA-MJSER-APPPD | WDA - PD Multi Juris App Server License for Tablet and Phone | 1 |
| RMS-SER-MJ | RMS Server - MultiJuris - Police | 1 |
| CMS-MUNI-LOCKUP | CMS - Municipal Lock Up Module | 1 |
| RMS-CLI-MJ-P-SIT | RMS Client - MultiJuris - Police (Site License) | 1 |
| | Based on 425 sworn. FTO module will be an added feature at no cost. New Haven PD will beta test and assist ProPhoenix to enhance it. | |
| PNX-FTO-MOD | FTO - Phoenix Field Training Officer Program | 1 |
| | Field Training Officer Module to be developed. Specifications to be determined. | |
| <u>Interface</u> | | |
| INT-KGIS-NET | Interface - Key Global Information Sharing | 1 |
| | ProPhoenix Data Sharing with other ProPhoenix customers who opted in. | |
| INT-911-NEXTGEN | Interface - E911 Next Gen Features | 1 |
| | Required Interface | |
| INT-RAPIDSOS-II | Interface - RapidSOS CAD Interface | 1 |
| INT-ESRI-BUNDLE | Interface - ESRI Bundle (Phoenix CAD Map, RMS Map and Geo Sync) | 1 |
| NCI-SER | Interface - NCIC Server TCP/IP | 1 |
| | Required Interface: CJIS | |
| INT-IDEM-NIST | Interface - Idemia LiveScan NIST Interface | 3 |
| | Required Interface. | |
| INT-ALARM-CRYWOL | Interface - Central Square Cry Wolf Alarm Management and Billing | 1 |



Required Interface: Alarm Permits & False Alarm processing - vendor Cry Wolf

| | | |
|------------------|--|---|
| INT-POWERPHONE | Interface - PowerPhone | 1 |
| | Required Interface | |
| INT-CAD-PAGEGATE | Interface - PageGate SMS Message Interface | 1 |
| INT-ECITA-CT | Interface - Connecticut e-Citation | 1 |
| | Required Interface | |
| INT-ADASHI-MDT | Interface - Adashi FirstResponse MDT Software | 1 |
| INT-CT-COLLECT | Interface - Connecticut COLLECT System | 1 |
| INT-EVERBRIDGE | Interface - Everbridge Critical Event Notification Program | 1 |
| INT-CT-CISS | Interface - Connecticut Information Sharing System | 1 |
| INT-LENELS2 | Interface - Lenel S2 Access Control and Security Management | 1 |
| INT-CAD-TXT2-LS | Interface - Text2Dispatch and LiveStream to Dispatch | 1 |
| INS-GPS-CONFIG | Interface - Parsing UDP data directly from a GPS device | 1 |
| | Confirmed that Modems are Cradle Point RBR900 | |
| INT-TASER-AXON | Interface - Configuration of Axon Body Camera Video | 1 |
| | We understand "auto tagging" as auto push from the job server every 8 hours. The 6 agencies that have this interface have it schedule for every 8 hours. We can set the default time to what your agency requires. Interface to include both body and dash cam data. | |
| INT-SHOTSPOTTER | Interface - ShotSpotter Gunshot Detection System | 1 |
| INT-NAV-LINX | Interface - LInX/D-DEx | 1 |
| INT-LEXIS-CRASH | Interface - LexisNexis Buy Crash Reporting Service | 1 |
| INT-CRASH-PR1 | Interface to Connecticut Crash Reporting System | 1 |
| INT-UOF-CT | Interface - Connecticut State Use Of Force Data Export | 1 |
| | Use Of Force | |
| INT-CTRP3-CT | Interface - Connecticut Racial Profiling Collection Center | 1 |
| INT-FIRSTDUE-RMS | Interface - Phoenix CAD to First Due Fire RMS | 1 |
| INT-PROQA-FD-EMS | Interface - Priority Dispatch Pro QA Bundle for Fire and EMS | 1 |
| INT-VID-MILE | Interface - Milestone Video | 1 |
| INT-TELE | Interface - Telestaff (two way exchange) | 1 |
| | Yale has for Scheduling | |
| INT-LOGISYS-CAD | Interface - Logisys CAD | 1 |



Requires a Two-Way Interface to AMR

Citizen Services

| | | |
|--------------|--|---|
| CIT-SETUP-SJ | Citizen Services - Initiation and Setup - Single Agency Based on New Haven Pop. 595k. | 1 |
|--------------|--|---|

| | | |
|---------|--|---|
| CIT-SUP | Citizen Services (Crime View) - Annual Subscription Police for New Haven. | 1 |
|---------|--|---|

Custom Job

| | | |
|-------------|--|---|
| CUS-FORM-PD | Custom Forms - Police All future Connecticut State Forms will be Updated when required or Newly Built when issued, at No Cost to New Haven. | 1 |
|-------------|--|---|

Installation

| | | |
|----------------|---|---|
| PNX-INS | Installation - Phoenix Software | 1 |
| GOOG-MAP-SETUP | Installation - Google Map Setup and Configuration | 1 |
| INS-SER-TEST | Installation - Components/Licensing for Test Server | 1 |
| INT-IBR-CONFIG | Interface - NIBRS Module Configuration and Set Up NIBRS is in RMS. | 1 |

| | | |
|-----------------|---|---|
| POWERBI-ENT-CFG | Power BI Configuration for SQL Enterprise or Standard | 1 |
| PNX-CMS-IMPLEM | Implementation Services - Municipal CMS Module | 1 |
| INS-CELL-CONFIG | Installation - Set up and Configuration of Phoenix Cell Check App | 1 |

Conversion

| | | |
|--------|---|---|
| CON-GC | Populate Geo (Address) Has a GIS Dept. who will supply data. | 1 |
|--------|---|---|

| | | |
|---------|---|---|
| CON-TRI | Data Conversion - Tri Tech RMS Name associations to incident reports from the legacy system will be converted as part of the name/incident data conversion. ProPhoenix will add legacy PDF files from incident reports to the attachment tab as part of the incident report data conversion. As part of citation conversion – related name or Driver's name, DOB, driver demographics, police district and location are converted. | 1 |
|---------|---|---|

| | | |
|------------------|--|---|
| CON-CRASH-REPORT | Data Conversion - Crash Reports ProPhoenix will convert PNG.file Crash Diagrams into the attachment tab of the Crash Entry. | 1 |
|------------------|--|---|

| | | |
|----------|---------------------------------|---|
| CON-OSSI | Data Conversion - Sunguard OSSI | 1 |
|----------|---------------------------------|---|



Name associations to incident reports from the legacy system will be converted as part of the name/incident data conversion. ProPhoenix will add legacy PDF files from incident reports to the attachment tab as part of the incident report data conversion. As part of citation conversion – related name or Driver's name, DOB, driver demographics, police district and location are converted.

| | | |
|-------------|---|---|
| CON-CMS-SYS | Data Conversion - Corrections Management Jail RMS Conversion | 1 |
|-------------|---|---|

Training

| | | |
|-------------|--------------------------------------|----|
| TRN-ONS-TTT | Training - On-Site Train the Trainer | 33 |
|-------------|--------------------------------------|----|

Includes travel, meals and lodging. A minimum of 3 training days per visit. Day sessions are up to 8 hours Monday-Friday 8am-5pm. Recommended class size is 8. Unused sessions will be banked indefinitely. Please note, if 2 trainers work a training day, 2 training days expire. If this is Multi Juris, centralized training is required.

| | | |
|-------------|--|----|
| TRN-REM-WEB | Training - Off-Site On-Line (WEB and/or Telephone) | 19 |
|-------------|--|----|

WebEx training is up to 4 hours per session. Ideal for specific modules that may have just a handful of users such as Inventory, Fleet, Scheduling and more. Maximum recommended class size is 8. Monday - Friday 8am - 5pm availability.

| | | |
|-------------|----------------------------|---|
| TRN-GO-LIVE | Training - On-Site Go Live | 3 |
|-------------|----------------------------|---|

Includes travel, meals and lodging. A minimum of 3 training days per visit. Day sessions are up to 8 hours Monday-Friday 8am-5pm. Recommended class size is 8. Unused sessions will be banked indefinitely. Please note, if 2 trainers work a training day, 2 training days expire. If this is Multi Juris, centralized training is required.

| | | |
|---------------|---------------------------------|---|
| TRN-POST-LIVE | Training - On-Site Post Go Live | 3 |
|---------------|---------------------------------|---|

Includes travel, meals and lodging. A minimum of 3 training days per visit. Day sessions are up to 8 hours Monday-Friday 8am-5pm. Recommended class size is 8. Unused sessions will be banked indefinitely. Please note, if 2 trainers work a training day, 2 training days expire. If this is Multi Juris, centralized training is required.

| | | |
|------------------|---|---|
| TRN-PREGOLIVEREF | Training - Pre Go Live Refresher and Overview | 2 |
|------------------|---|---|

Includes travel, meals and lodging. A minimum of 3 training days per visit. Day sessions are up to 8 hours Monday-Friday 8am-5pm. Recommended class size is 8. Unused sessions will be banked indefinitely. Please note, if 2 trainers work a training day, 2 training days expire. If this is Multi Juris, centralized training is required.

| | | |
|-----------------|---------------------------------------|---|
| TRN-TTT-REFRESH | Training - 6 Month Refresher Training | 3 |
|-----------------|---------------------------------------|---|



| | | |
|-----------------|--|---|
| | <p>Includes travel, meals and lodging. A minimum of 3 training days per visit. Day sessions are up to 8 hours Monday-Friday 8am-5pm. Recommended class size is 8. Unused sessions will be banked indefinitely. Please note, if 2 trainers work a training day, 2 training days expire. If this is Multi Juris, centralized training is required.</p> | |
| TRN-ADMIN-CONF | <p>Training - Annual Administrator Training</p> <p>Includes travel, meals and lodging. A minimum of 3 training days per visit. Day sessions are up to 8 hours Monday-Friday 8am-5pm. Recommended class size is 8. Unused sessions will be banked indefinitely. Please note, if 2 trainers work a training day, 2 training days expire. If this is Multi Juris, centralized training is required.</p> | 3 |
| TRN-ONS-SPECIAL | <p>Training - On-Site Specialized Training Administrators</p> <p>Includes travel, meals and lodging. A minimum of 3 training days per visit. Day sessions are up to 8 hours Monday-Friday 8am-5pm. Recommended class size is 8. Unused sessions will be banked indefinitely. Please note, if 2 trainers work a training day, 2 training days expire. If this is Multi Juris, centralized training is required.</p> | 5 |
| TRN-ONS-SPECAD | <p>Training - On-Site Specialized Training CAD</p> <p>Includes travel, meals and lodging. A minimum of 3 training days per visit. Day sessions are up to 8 hours Monday-Friday 8am-5pm. Recommended class size is 8. Unused sessions will be banked indefinitely. Please note, if 2 trainers work a training day, 2 training days expire. If this is Multi Juris, centralized training is required.</p> | 3 |
| TRN-ONS-IA | <p>Training - On-Site Specialized Training Internal Affairs</p> <p>Includes travel, meals and lodging. A minimum of 3 training days per visit. Day sessions are up to 8 hours Monday-Friday 8am-5pm. Recommended class size is 8. Unused sessions will be banked indefinitely. Please note, if 2 trainers work a training day, 2 training days expire. If this is Multi Juris, centralized training is required.</p> | 3 |
| TRN-PROP-ENDU | <p>Training - On-Site Specialized Training Property and Evidence</p> <p>Includes travel, meals and lodging. A minimum of 3 training days per visit. Day sessions are up to 8 hours Monday-Friday 8am-5pm. Recommended class size is 8. Unused sessions will be banked indefinitely. Please note, if 2 trainers work a training day, 2 training days expire. If this is Multi Juris, centralized training is required.</p> | 2 |
| TRN-ONS-SYSADM | <p>Training - On-Site System Administrator Training</p> | 3 |



| | | |
|----------------------------------|---|-----|
| | Includes travel, meals and lodging. A minimum of 3 training days per visit. Day sessions are up to 8 hours Monday-Friday 8am-5pm. Recommended class size is 8. Unused sessions will be banked indefinitely. Please note, if 2 trainers work a training day, 2 training days expire. If this is Multi Juris, centralized training is required. | |
| TRN-RECORDS | Training - On-Site Specialized Training Records Division | 3 |
| | Includes travel, meals and lodging. A minimum of 3 training days per visit. Day sessions are up to 8 hours Monday-Friday 8am-5pm. Recommended class size is 8. Unused sessions will be banked indefinitely. Please note, if 2 trainers work a training day, 2 training days expire. If this is Multi Juris, centralized training is required. | |
| TRN-RPT-ONS | Training - Phoenix DB and Crystal Rpt Dev (On-Site) | 1 |
| | Includes travel, meals and lodging. A minimum of 3 training days per visit. Day sessions are up to 8 hours Monday-Friday 8am-5pm. Recommended class size is 8. Unused sessions will be banked indefinitely. Please note, if 2 trainers work a training day, 2 training days expire. If this is Multi Juris, centralized training is required. | |
| TRN-ONS | Training - On-Site | 1 |
| | All training should be in connection with Yale Police at a mutually agreed upon training environment. | |
| TRN-ONS-CMS | Training - CMS On-Site Train the Trainer | 2 |
| | Includes travel, meals and lodging. A minimum of 3 training days per visit. Day sessions are up to 8 hours Monday-Friday 8am-5pm. Recommended class size is 8. Unused sessions will be banked indefinitely. Please note, if 2 trainers work a training day, 2 training days expire. If this is Multi Juris, centralized training is required. | |
| TRN-ONSITE-BI | Training - On-Site Specialized Training Power BI Dashboards | 2 |
| | Includes travel, meals and lodging. A minimum of 3 training days per visit. Day sessions are up to 8 hours Monday-Friday 8am-5pm. Recommended class size is 8. Unused sessions will be banked indefinitely. Please note, if 2 trainers work a training day, 2 training days expire. If this is Multi Juris, centralized training is required. | |
| <u>Project Management</u> | | |
| PM-GEN | Project Management and Professional Services | 1 |
| <u>3rd Party Software</u> | | |
| GOOG-MAP-SAAS | Google Map Subscription | 200 |
| <u>Discount</u> | | |
| PNX-DISC-STFIRST | Discount - First in State | 1 |



Terms & Conditions

Hosting Services

Cloud Hosting - AWS Disaster Recovery (East to West viceversa)

Pricing is Estimate only. Must get updated pricing from AWS when contract is signed.

ProPhoenix will manage the billing and payment for the hosting services with AWS. Customer agrees to pay the estimated annual cost for the upcoming year. The initial estimate will be billed and required to be paid upon signing the contract and thereafter added to the maintenance and support invoice. Annually, it will be reviewed against the actual usage and a new estimate will be provided and the amount adjusted on the support invoice. Any overage will be adjusted against the upcoming billing cycle and any under payment will be billed to the Customer in accordance with ProPhoenix's standard invoice procedure.

Dedicated hosting. Customer can access the servers similar to on-premise installation.

Specifications:

1. Site-to-site VPN: 2 Site-to-site VPN Connections DT Inbound 1024GB /month, DT Outbound 1024GB/month

2. Staging VPC

EC2 Instances for CAD:

Instance Size: m5a.small C:\200 GB; and D:\200 GB (Elastic Block Storage)

EC2 Instances for RMS:

Instance Size: m5a.small C:\200 GB, and D:\200 GB (Elastic Block Storage)

EC2 Instances for SQL Standard:

Instance Size: m5a.small C:\200 GB, D:\1000 GB - Data, E:\1000 GB - Log, F:\100 GB - TempDB (Elastic Block Storage)

3. Target VPC : Ondemand usage when DR drill is performed or during Disaster

EC2 Instances for CAD:

Instance Size: r5a.large 2 vCPUs, 16GB RAM, C:\200 GB; and D:\200 GB (Elastic Block Storage)

EC2 Instances for RMS:

Instance Size: r5a.large 2 vCPUs, 16GB RAM, C:\200 GB, and D:\200 GB (Elastic Block Storage)

EC2 Instances for SQL Standard:

Instance Size: r5.2xlarge (8 vCPUs, 64GB RAM, C:\200 GB, D:\1000 GB - Data, E:\1000 GB - Log, F:\100 GB - TempDB (Elastic Block Storage)

4. Storage Accounts:

Data written to AWS Storage by Agency

1,024 GB per Month Capacity -

Volume Storage 1024 GB with retention period for Days, Months, Years.

Backups

VM Backups- Continuous Backups for point-in-time Recovery (PITR)

VM Backups - Application-consistent backup.

5. AWS AD: Standard directory objects (1) Domain Controller - Secondary

6. AWS CloudWatch Metrics: Metrics requested (50); API requests (50) (Data Ingested, Standard Logs (30 GB), Cloudwatch Logs (30 GB), S3 (10GB)

Business Support: 24/7 phone, chat, and email access to cloud Support Engineers for unlimited contacts, with a response time of less than 1 hour.

***** Optional services: (will have additional charges approx 1000\$/month) - can be added as ondemand programmable services in the future.**

Web application Firewall, Network Firewall

NAT Gateway: NAT Gateways (1) - while running Full DR

Application Software

WDA (Mobile) Server - Police



WDA works with IP based communication link. Customer is required to procure the necessary hardware, software and service to establish the secure TCP/IP communication channel between wireless client and the Phoenix WDA server. ProPhoenix recommends NetMotion Mobility Software to satisfy CJIS requirements such as compliance with *FIPS 140-2* Encryption Requirements.

Minimum system requirements change frequently due to technological improvements by ProPhoenix and other Hardware and Software Manufacturers. Please check with your Sales Representative or Account Manager for the most current requirements.

To use third party Map functions, the appropriate Mapping licenses are required.

WDA (Mobile) Client - Police (Site License)

WDA works with IP based communication link. Customer is required to procure the necessary hardware, software and service to establish the secure TCP/IP communication channel between wireless client and the Phoenix WDA server. ProPhoenix recommends NetMotion Mobility Software

Any GPS device that can be connected via serial port or USB which output's data in NMEA2 format can be used with WDA. WDA will automatically detect the GPS existence with no configuration.

Minimum system requirements change frequently due to technological improvements by ProPhoenix and other Hardware and Software Manufacturers. Please check with your Sales Representative or Account Manager for the most current requirements.

To use third party Map functions, the appropriate Mapping licenses are required..

IA - Phoenix Internal Affairs (IA)-Site License (Law)

ProPhoenix Internal Affairs is a full featured solution designed to support the standards held by most law enforcement agencies. Using the latest Microsoft Technologies, and configured with an independent SQL database that does not allow access outside of an authorized IA user list.

Built on the same .NET and browser based technologies as our ProPhoenix suite of products, any authorized user can access this system anytime, anywhere.

- Independent product with no access from regular CAD and RMS users
- Easy to understand User Interface
- Complaint Entry – Anywhere, Anytime
- Case Management
- Effective Notification and Early Warning Systems
- Full Reporting System
- Automated Correspondences and Statistical Reports
- Phoenix integrated Video Interview Module is compatible with IA (Optional)

Subscription (Cloud) Accounts: Because the IA module does not contain NCIC access, ProPhoenix utilizes the standard Microsoft Azure Cloud service and not the NCIC required Government Cloud Service.

CAD Client - MultiJuris - Police/Fire/EMS (Site License)

Must meet the hardware requirements and be connected to Phoenix CAD server on a high speed IP LAN. Installation of Microsoft .Net 4.5 as part of the Windows O/S is required.

Minimum system requirements change frequently due to technological improvements by ProPhoenix and other Hardware and Software Manufacturers. Please check with your Sales Representative or Account Manager for the most current requirements.

To use third party Map functions the appropriate Mapping licensing is required. Onsite will require travel costs that are the responsibility of the customer and will be billed upon completion.

CAD Server - Multi-Juris Police/Fire/EMS/OEM/DPW

Customer is responsible to provide server and client hardware with minimum requirements and be connected to Phoenix CAD server on a high speed IP LAN. Installation of Microsoft .Net 4.5 as part of the Windows O/S is required.

Minimum system requirements change frequently due to technological improvements by ProPhoenix and other Hardware and Software Manufacturers. Please check



with your Sales Representative or Account Manager for the most current requirements.

To use third party Map functions the appropriate Mapping licensing is required.

CAD Status Client - Police/Sheriff (Site License)

Must meet the hardware requirements and be connected to Phoenix CAD server on a high speed IP LAN. Installation of Microsoft .Net 4.5 as part of the Windows O/S is required.

Minimum system requirements change frequently due to technological improvements by ProPhoenix and other Hardware and Software Manufacturers. Please check with your Sales Representative or Account Manager for the most current requirements.

To use third party Map functions the appropriate Mapping licensing is required.

Phoenix Animal Control Module

Enter, track, and maintain all records associated with running an animal control facility. Animal records are maintained similar to human names with all descriptive characteristics and incident history. Once an animal name is created it will not need to be recreated for subsequent incidents involving the same animal. Data fields include: species, breed, sex, color, height, weight, length, pedigree name, DOB, chip ID, licenses, tags, expiration date, rabies shot info, collar/halter info, vet name (and associated contact info). Users can also capture the demeanor, observations regarding adequate food, water and shelter and ability to log multiple resolutions, warnings and/or summons issued for a case. Document all information relating to any incident involving an animal bite including multiple victims or multiple animals at the same location. Animal Control Officers can add narratives, reports and case details. Users can track all medical care while the animal is housed at facility. Users can attach scanned documents and photos to cases or animal records.

WDA - PD Multi Juris App Server License for Tablet and Phone

WDA App works with IP based communication. Customer is required to procure the necessary hardware, software, and service to establish the secure TCP/IP communication channel between wireless client and the Phoenix WDA App server. ProPhoenix recommends NetMotion Mobility Software.

Minimum system requirements change frequently due to technological improvements by ProPhoenix and other Hardware and Software Manufacturers. Please check with your Sales Representative or Account Manager for the most current requirements.

To use third party Map functions, the appropriate Mapping licenses are required. App server supports iPad, Android and Windows Surface Pro

RMS Server - MultiJuris - Police

Minimum system requirements change frequently due to technological improvements by ProPhoenix and other Hardware and Software Manufacturers. Please check with your Sales Representative or Account Manager for the most current requirements.

To use third-party Map functions, the appropriate Mapping licenses are required.

Included with an RMS License:

| | | |
|---------------------------------------|---------------------------------|--------------------------------|
| Accounting | e-Attachment Capabilities | Pawn Entry |
| Accreditation Assistance | Employment Application Tracking | Parking citations |
| Activity Log | e-Signature Capabilities | PDF Form Support |
| Alarms | Expungement | Permits |
| Arrest Entry | False Alarm Billing | Personnel Management |
| Attachments | Field Interview | Personnel Scheduling |
| Barcoding | Fleet Maintenance | Property Room |
| CAD Details | Gangs Module | Records |
| Camera Interface | GEO Management | Redaction Features |
| Case Management | Global Text Search | Report Entry and Approval |
| Citation Tracking | Help Desk Module | Social Media Profile Tracking |
| Citizen Services (Internal functions) | Incidents | SOR/Career Criminal Registry |
| Civil Process | Inventory | SSRS Reporting Capabilities |
| Clery Reporting (if applicable) | K-9 | Stop Profile |
| CompStat Report | Mapping | Towing |
| Contacts | Master Search | Traffic |
| Crash Reports | MS Excel Export | Training |
| Crime Analysis BI | Mugshot and Line Ups | UCR and/or NIBRS |
| Details Worked Billing | Municipal Jail Cell Checks | Use of Force |
| Document Management | Name Mining | Vehicle (Plates, VIN, etc.) |
| Domestic Violence Tracking | Names | Warrants and Protective Orders |
| Drug Overdose | Notification Features | |



RMS Client - MultiJuris - Police (Site License)

Hardware and all the necessary system software, along with it's installation & configuration, are the responsibility of the customer unless otherwise specifically stated. System specifications must meet the minimum requirements.

Minimum system requirements change frequently due to technological improvements by ProPhoenix and other Hardware and Software Manufacturers. Please check with your Sales Representative or Account Manager for the most current requirements.

To use third party Map functions, the appropriate Mapping licenses are required. Onsite will require travel costs that are the responsibility of the customer and will be billed upon completion.

FTO - Phoenix Field Training Officer Program

Development module. Specs to be determined.

Interface

Interface - Key Global Information Sharing

KGIS.Net interface provides the access to share certain information securely among other Phoenix users without duplicating the data (including index replication). Customer will have to open read-only access to Company KGIS Server. Customer has some options to limit the amount of detail information that can be shared. Data communication is based on GJXML schema.

No data is stored, or viewed by ProPhoenix. We simply provide a message switch to direct queries between agencies.

Interface - E911 Next Gen Features

Next Gen 911 specifications not yet finalized by APCO. This item will be for development of text to CAD if not done through the 911 phone vendor. If done through the phone vendor this interface will accept the phone vendor text data.

Interface - RapidSOS CAD Interface

RapidSOS provides life-saving multimedia, health profile, and real-time incident data from connected devices directly to 9-1-1 and first responders. RapidSOS works closely with mobile device manufacturers such as Apple and Android to get accurate location information along with emergency data when a 9-1-1 cell call is made.

- Automatically show RapidSOS data in a separate browser when a 9-1-1 call is received.
- Retrieve current device coordinates (Latitude and Longitude) from RapidSOS using a web service.
- Plot the incident location on the map in CAD and Mobile using the obtained coordinates.
Set up an automatic rebid process with CAD to continuously update the location on the map such as while riding with Uber.
- Phoenix Enhanced CAD Interface Capabilities offers integration with Phoenix CAD. Emergency data associated with the cell number is sent to Rapid SOS, retrieved and stored from within CAD as part of the call. Pertinent data field will be saved and searchable. Phone vendors and other Rapid SOS partners may not allow all data to be passed to CAD via the Rapid SOS API. ProPhoenix can only display data provided by the Rapid SOS API.
 - Due to privacy considerations with Apple and Google medical information will no longer be integrated into the CAD history.

Please see <https://info.rapidsos.com/prophoenix> for more information.

Interface - ESRI Bundle (Phoenix CAD Map, RMS Map and Geo Sync)

1. Auto update new Addresses from ESRI into Phoenix
2. CAD and WDA will use ESRI map in place of a 3rd party mapping product.
3. RMS: ESRI map is used any place we show map such as Geo Analysis, AVL Replay, Master name etc)
4. RMS: ESRI layers can be pulled into RMS directly from ESRI which avoids duplicate layer creation in Phoenix

Interface - NCIC Server TCP/IP

New development



NCIC will take a minimum of 3 months to complete from the time of the meeting with the state and Customer.

Customer Responsibilities:

- Initiate conference call between State, Customer & ProPhoenix
- Determine the customer NCIC/CAD server & State server Nat Map IPs (State IP & CAD IP Map)
- NCIC/CAD server should be able to Ping the State IP & Port#. The same way state needs to communicate back to NCIC/CAD Server.
- Customer & State need to confirm the IP communication between Customer server and State Server.
- Provide transaction query list confirmation to ProPhoenix and to the State

ProPhoenix Development Responsibilities:

- NCIC communication channel between state IP & Port# and customer server
- Transaction query list (provided by customer as per above) - plate query, DL, name query & III. Transaction query list should contain around 12 to 18 queries. The State can limit the amount and types of queries allowed to be submitted through the interface.
- CAD & RMS need to add necessary UI based on transaction query list and business process such as follow up query based on NCIC response.
- Demonstrate to customer if customer is satisfied then notify the state.
- State Approval for production
- State will pick up the date for review and approval and organize the conference call to the State, customer & ProPhoenix.
- State will ask customer to run each query and the state will verify the NCIC response.
- If anything goes wrong the State will reschedule.

NCIC Go live to be approved by the state and ProPhoenix does not have any control over this.

Interface - Idemia LiveScan NIST Interface

The customer is responsible to contact/contract their Livescan provider for them to perform any interface related tasks to interface ProPhoenix to their system.

ProPhoenix will send a NIST file including all Biometric details and Mugshots to a shared folder in which the Livescan device will pull the file and provide the full details in the Livescan device to be transferred to state.

Interface - Central Square Cry Wolf Alarm Management and Billing

This interface will transfer the necessary information from Fire and/or Police RMS to Cry Wolf Solutions to accommodate Alarm billing. Expected data will be call information and CFS codes

Interface - PageGate SMS Message Interface

This will relay user-defined incident information to pagers associated with dispatched units as well as other designated pagers. It is an interface between CAD and alphanumeric paging encoders.

Interface - Connecticut e-Citation

Connecticut traffic citation form generation, Phoenix RMS Traffic Module population, and electronic submission to the State of Connecticut (if available). Customer must assist with submission testing and data certification with the state. There is NO per ticket



fee association with our interface.

ProPhoenix supports the e-seek M260 DL swipper (or current model e-seek DL scanning device supported by ProPhoenix). for auto population of data.

If a non-supported device is currently in use. ProPhoenix will attempt to configure the device to work with our software and develop drivers to allow for the scanning features. This work will be at additional cost and software drivers will be necessary at separate purchase.

Customer must assist with creation of the citation form and providing State contacts to set up and test the submissions (if applicable)

Interface - Adashi FirstResponse MDT Software

Push of CAD data to watch folder for Adashi to consume. Customer must assist with configuration, testing and coordination with vendors.

Interface - Connecticut COLLECT System

One direction push of request information to the State COLLECT System. Customer must assist with configuration and testing with the State.

Interface - Everbridge Critical Event Notification Program

Transfer of CAD data to Everbridge Event Notification Specs TBD. Customer required to assist with implementation and testing of this interface.

Interface - Connecticut Information Sharing System

Transfer of RMS data to the State of Connecticut Information Sharing System (CISS) Specs TBD Customer must assist with configuration and testing with the State.

Interface - Lenel S2 Access Control and Security Management

Bi directional interface to Lenel S2 system designed to transfer employee photos and other identifying information. Customer must assist with configuration and testing.

Interface - Text2Dispatch and LiveStream to Dispatch

Unless provided by ProPhoenix the agency must purchase a phone number from our partner, Twilio, and set up an account with them.

ProPhoenix will manage the billing and payment for the Txt2CAD interface with Twilio. Customer agrees to pay the estimated annual cost for the upcoming year. The initial estimate will be billed separately and thereafter added to the maintenance and support invoice. Annually, it will be reviewed against the actual usage and a new estimate will be provided and the amount adjusted on the support invoice. Any overage will be adjusted against the upcoming billing cycle and any under payment will be billed to the Customer in accordance with ProPhoenix's standard invoice procedure

In a multi-juris configuration each PSAP gets its own phone number. You can also port your own local number into Twilio at no cost.

The agency purchases from ProPhoenix the appropriate Text2Dispatch license (single or multi-juris)

ProPhoenix will configure the interface and enable the license.

Each phone number currently costs \$1 per month

Each text message currently costs \$0.0075 per message. (Example - 200 message/day will cost \$45.00 + \$1 = \$46/month.

Prices from Twilio may change so for current price information please check: <https://www.twilio.com/pricing>

Interface - Parsing UDP data directly from a GPS device

This GPS Server configuration will allow the GPS Service to parse UDP data directly from a GPS device.

When GPS data comes from the vehicle's modem, the GPS Server will parse that data. The system will look at the **Antenna ID** recorded for that Fleet vehicle in RMS and check if any unit is associated with that vehicle, and then update the Lat/Long of the vehicle in CAD.



Interface - Configuration of Axon Body Camera Video

A CSV File will be created containing the following fields –

Event_ID (Call #)
Officer_Badge_ID
Officer_Dispatched_DateTime
Officer_Cleared_DateTime
Report_Number (Case #)
Category
Tag
Title
Street
City
State
ZIP_Code

ProPhoenix is sending the information of Prime Officer, date, time, IR number etc to Axon by scheduled job interval. They are attaching this info to their video file so agencies can search in the Axon system using Phoenix information. Currently, they can look up video by officer or date and time. This allows them to look up video with Case Number Prime officer locations, etc.

No information is saved to the ProPhoenix database.

Interface - ShotSpotter Gunshot Detection System

When a gunshot event is detected ShotSpotter will send a payload of information containing data elements such as date, time, location, GPS coordinates and comments (if added) to the ProPhoenix CAD/WDA system. ProPhoenix will present a pop up window in CAD (WDA with permission) with the information and options to view, create, or cancel a call.

Customer must work with ShotSpotter and ProPhoenix to facilitate installation, assist with technical details and test the interface prior to installation on the production server.

Interface - LiNX/D-DEX

Law Enforcement Information Exchange (LiNX) is transforming the way it shares the law enforcement information with its federal, state and local law enforcement partners to exchange of criminal justice information that is complete, accurate, and timely to prevent the crime and systematically improve the investigation and prosecution of criminal activity.

This release of the Linx/D-DEX is based on the NIEM Template Requirements document and contains written documentation, sachers, instance documents, style sheet, a mapping spreadsheet, and additional documentation. The Linx/D-DEX will promote a standard for information sharing on a national level for law enforcement and criminal justice entities.

Interface - LexisNexis Buy Crash Reporting Service

ProPhoenix will create a job for job server to send a daily batch of Crash Reports to LexisNexis Buy Crash via XML for sale of reports to the public.

Interface includes discussions with LexisNexis, development, testing, and training.

Interface - Phoenix CAD to First Due Fire RMS

The information ProPhoenix will be pushing to First Due RMS is:

- Call Type
- Address
- Caller Info
- Apparatus with Response Times



- CAD Notes
- Time/ Number

Final data requirement TBD

Interface - Priority Dispatch Pro QA Bundle for Fire and EMS

Certified Interfaces to Pro QA. This would provide the dispatcher the correct protocol for handling EMS medical emergencies and Fire Department dispatching and provide (via ProQA) the information to assist with Emergency Medical and Fire Dispatching.

Interface - Telestaff (two way exchange)

Interface which imports roster information from Telestaff. RMS will support a 2 way transfer and personnel information between RMS and Telestaff.

Interface - Logisys CAD

ProPhoenix develops and "grabs" this information from an XML file. Logisys would have development costs and that figure must come from them. Car to car/car to dispatch center chat wouldn't be available, however since the information is populated. The call times and call number information, any individual activity will be available when officer logs on ProPhoenix RMS.

Citizen Services

Citizen Services - Initiation and Setup - Single Agency

Citizen Services is a subscription service hosted by ProPhoenix Corp. The minimum term is 1 year which is renewed annually unless cancelled in writing 60 days prior to expiration. {agencyname}.prophoenix.com will be established and hosted by the Company. Citizen Services allows the public to access the website to perform various online reporting functions.

Citizen Services (Crime View) - Annual Subscription

Citizen Services is a subscription service hosted by ProPhoenix Corp. The minimum term is 1 year which is renewed annually unless cancelled in writing 60 days prior to expiration. {agencyname}.prophoenix.com will be established and hosted by the Company. Citizen Services allows the public to access the website to perform various online reporting functions.

Custom Job

Custom Forms - Police

All future Connecticut State Forms will be Updated when required or Newly Built when issued, at No Cost to New Haven.

Installation

Installation - Phoenix Software

Server Hardware and System Software must be installed, configured, and available before installation can begin. Customer must provide remote access with full Administrator privilege to the server. Each CAD client PC's should be available on the network with the minimum recommended configuration. Installation will be done remotely using Remote Desktop access.

Optional on-site installation requests will require travel and personnel costs that are the responsibility of the customer and will be billed upon completion. Estimates of cost will be provided if on-site installation is desired and will be based on our actual cost for personnel, travel and accommodations. Meals and incidentals will be actual cost not to exceed the IRS per diem. Contact ProPhoenix to discuss the minimum hardware requirement and various configuration options.

Installation - Google Map Setup and Configuration

Enable Google map integration with either RMS, CAD and WDA for either Police or Fire usage. Annual Subscription is required which may be listed as a separate line item.

Google no longer supports IE9 and users must upgrade to IE10 or higher to properly display Google Mapping.

Installation - Components/Licensing for Test Server

Setup and Install Test Database on Customer Server. ProPhoenix recommends a test server and test database be used to qualify new releases before moving the new version to the production database.

Interface - NIBRS Module Configuration and Set Up



Requirements for assisting customer with submitting live NIBRS information to the State. NIBRS Module Mapping of Charge Codes, Review and configuration of CFS Codes, Training, State Certificate and Configuration of NIBRS functionality in the ProPhoenix applications. Includes the necessary set up of the connections with the State for successful test submissions, and preparation and testing for live submissions. No additional servers or hardware are required. This will be installed with the Phoenix Records Management System.

Power BI Configuration for SQL Enterprise or Standard

ProPhoenix will configure the database for BI, setup all the supplied dashboards and enable them from within RMS. This set up includes 2 Power BI Pro licenses if Customer does not use SQL Enterprise version.

Implementation Services - Municipal CMS Module

Installation, Configuration, Training, and overall Implementation of the Phoenix Municipal Corrections Management System

Conversion

Populate Geo (Address)

Customer is responsible for providing the required Geo data based on the ProPhoenix data layout in the GEO spreadsheet or pay for the purchase the address only data from online sources. Intersections cannot be obtained from these online sources and must be provided by customer in spreadsheet format, or hand entered. If Lat/Long information is not provided by customer, Company will populate the Latitude and Longitude for addresses based on the match found in the 3rd party Map applications used by ProPhoenix and will generate a report of all the addresses not found in these programs.

Customer will be required to correct addresses, or manually update the latitude/longitude, for any missing entries. Customer is responsible to verify and update GEO data in the spreadsheets before Company inserts the GEO data.

Data Conversion - Tri Tech RMS

Data Conversion is one of the most significant elements for a successful migration from one public safety system to another. Differences in data base design, structure, layouts, nomenclature, codes, tables, etc., as well as the legal ramifications of one vendor touching another vendor's system, makes it a daunting task to execute and manage. Thus, a very close working relationship with the client is necessary in order to ensure the task of Data Conversion is successful. Client and Vendor collaboration is essential to identify that all meaningful data is converted or made available to protect years of valuable historical information. The identification of what key and critical data is "meaningful", and what can and should be converted, as well as what alternative retrieval strategies might be used, such as some data being stored as attached documents, is a work process we are prepared to undertake with your assistance. Unless otherwise specified, data conversion consists of:

- **Name Module:** Jacket, Non-Jacket, Alias, Address, Flags, Associates, Family Info, Employee/School, Gang, Name Activity, Pictures, Comments, Attachments, and Gun Permits.
- **Incident Module:** Call Detail, Case Detail, Unit History, CAD Comments, Vehicles, Names, Attachments, Call Summary, and Report Narratives (only the actual existing narratives).
- **Arrest Module:** Arrest Data, Charge Info, Mugshots, Arrest Comments, Vehicles, and Attachments.
- **Property Module:** Location, Vehicles, Status, Property Room Data, Attachments, and Property History.
- **Citation Module:** Violation Data, Vehicle Info, Attachments and Comments.
- **Personnel Module:** Names, Employee#, Address, Email, User Name, Phone #, Sex, Race, Ethnicity, DOB, Hire Date, PF Type, Rank, Badge.
- **Crash Module Optional:** If included in proposal, conversion includes Crash Data, Vehicle, Violation and Driver Info., and Narrative.

In order to support this effort, the customer is required to perform the actual task of providing a copy of the database or performing data extraction in ASCII (with guidance and assistance from ProPhoenix), delimited format or in SQL format.

Our Conversion Manager will work closely with your designated personnel. We will install a temporary conversion database that will be utilized until the data conversion process is complete. We will use the copy of your database to conduct the preliminary field mapping and conversion to be review by your staff. Following Go Live on Phoenix software, we will require a final copy of the source database(s), perform the conversion, allow some time for your staff to review and then insert the data into the Live database. The assigned ProPhoenix Project Manager will work closely with your team and our conversion team to make sure the project stays on track and deadlines are met for this and all aspects of the implementation.

A separate, temporary Conversion database is created. All converted data must be reviewed and certified by a member of the Agency team most familiar with the current department records. Once certified and inserted into the Production database, changes will not be possible. Timely responses (within 10 days of requests) is necessary to keep the conversion timeline and process on track. Delays will affect project timelines.

Most of the data conversion occurs following Go Live and once the Agencies have stopped using their current software. However, in order to prepare for Go Live and a smooth migration from one system to another, three parts will be converted and available in the Phoenix system before transition.

All history associated to the above conversions and remaining information such as incidents, arrests, etc. would be completed once the current software is no longer being updated and the data is copied and presented to ProPhoenix to complete the final conversion.

Data Conversion - Crash Reports



Data Conversion is one of the most significant elements for a successful migration from one public safety system to another. Differences in data base design, structure, layouts, nomenclature, codes, tables, etc., as well as the legal ramifications of one vendor touching another vendor's system, makes it a daunting task to execute and manage. Thus, a very close working relationship with the client is necessary in order to ensure the task of Data Conversion is successful. Client and Vendor collaboration is essential to identify that all meaningful data is converted or made available to protect years of valuable historical information. The identification of what key and critical data is "meaningful", and what can and should be converted, as well as what alternative retrieval strategies might be used, such as some data being stored as attached documents, is a work process we are prepared to undertake with your assistance. Unless otherwise specified, data conversion consists of:

- **Crash Module:** Conversion includes Crash Data, Vehicle, Violation, Driver Information, and Narrative.

In order to support this effort, the customer is required to perform the actual task of providing a copy of the database or performing data extraction in ASCII (with guidance and assistance from ProPhoenix), delimited format or in SQL format.

Our Conversion Manager will work closely with your designated personnel. We will install a temporary conversion database that will be utilized until the data conversion process is complete. We will use the copy of your database to conduct the preliminary field mapping and conversion to be review by your staff. Following Go Live on Phoenix software, we will require a final copy of the source database(s), perform the conversion, allow some time for your staff to review and then insert the data into the Live database. The assigned ProPhoenix Project Manager will work closely with your team and our conversion team to make sure the project stays on track and deadlines are met for this and all aspects of the implementation.

A separate, temporary Conversion database is created. All converted data must be reviewed and certified by a member of the Agency team most familiar with the current department records. Once certified and inserted into the Production database, changes will not be possible. Timely responses (within 10 days of requests) is necessary to keep the conversion timeline and process on track. Delays will affect project timelines.

Most of the data conversion occurs following Go Live and once the Agencies have stopped using their current software. However, in order to prepare for Go Live and a smooth migration from one system to another, three parts will be converted and available in the Phoenix system before transition.

All history associated to the above conversions and remaining information such as incidents, arrests, etc. would be completed once the current software is no longer being updated and the data is copied and presented to ProPhoenix to complete the final conversion.

Data Conversion - Sunguard OSSII

Data Conversion is one of the most significant elements for a successful migration from one public safety system to another. Differences in data base design, structure, layouts, nomenclature, codes, tables, etc., as well as the legal ramifications of one vendor touching another vendor's system, makes it a daunting task to execute and manage. Thus, a very close working relationship with the client is necessary in order to ensure the task of Data Conversion is successful. Client and Vendor collaboration is essential to identify that all meaningful data is converted or made available to protect years of valuable historical information. The identification of what key and critical data is "meaningful", and what can and should be converted, as well as what alternative retrieval strategies might be used, such as some data being stored as attached documents, is a work process we are prepared to undertake with your assistance. Unless otherwise specified, data conversion consists of:

- **Name Module:** Jacket, Non-Jacket, Alias, Address, Flags, Associates, Family Info, Employee/School, Gang, Name Activity, Pictures, Comments, Attachments, and Gun Permits.
- **Incident Module:** Call Detail, Case Detail, Unit History, CAD Comments, Vehicles, Names, Attachments, Call Summary, and Report Narratives (only the actual existing narratives).
- **Arrest Module:** Arrest Data, Charge Info, Mugshots, Arrest Comments, Vehicles, and Attachments.
- **Property Module:** Location, Vehicles, Status, Property Room Data, Attachments, and Property History.
- **Citation Module:** Violation Data, Vehicle Info, Attachments and Comments.
- **Crash Module Optional:** If included in proposal, conversion includes Crash Data, Vehicle, Violation and Driver Info., and Narrative.

In order to support this effort, the customer is required to perform the actual task of providing a copy of the database or performing data extraction in ASCII (with guidance and assistance from ProPhoenix), delimited format or in SQL format.

Our Conversion Manager will work closely with your designated personnel. We will install a temporary conversion database that will be utilized until the data conversion process is complete. We will use the copy of your database to conduct the preliminary field mapping and conversion to be review by your staff. Following Go Live on Phoenix software, we will require a final copy of the source database(s), perform the conversion, allow some time for your staff to review and then insert the data into the Live database. The assigned ProPhoenix Project Manager will work closely with your team and our conversion team to make sure the project stays on track and deadlines are met for this and all aspects of the implementation.

A separate, temporary Conversion database is created. All converted data must be reviewed and certified by a member of the Agency team most familiar with the current department records. Once certified and inserted into the Production database, changes will not be possible. Timely responses (within 10 days of requests) is necessary to keep the conversion timeline and process on track. Delays will affect project timelines.

Most of the data conversion occurs following Go Live and once the Agencies have stopped using their current software. However, in order to prepare for Go Live and a smooth migration from one system to another, three parts will be converted and available in the Phoenix system before transition.

All history associated to the above conversions and remaining information such as incidents, arrests, etc. would be completed once the current software is no longer being updated and the data is copied and presented to ProPhoenix to complete the final conversion.



Data Conversion - Corrections Management

Customer is responsible to provide the data in ASCII data or in SQL along with its data layout, if requested. ProPhoenix will work with the Customer and attempt to convert as much of the meaningful data listed as possible. Only data that can be brought over to the existing Phoenix modules can be converted. Customer must validate the data for accuracy. ProPhoenix not responsible for this validation. Activity Name: Name Mapping Name Master, Address, Phone, Physical Name Conversion testing Booking Details Mapping SPN#, Booking Details, Booking Conversion Testing Booking Charge Mapping

Training

Training - On-Site Train the Trainer

Onsite training consists of:

- 8 hour day including setup and QA period. - typically using a train-the-trainer approach
- Customer Provides the training location, workstations and projection equipment for students and instructor
- Up to 12 students maximum
- On any topic the customer chooses based on training agendas developed by ProPhoenix
- Primary focus of Training for new implementations will focus on Core Modules needed for go-live
- Recommended agendas are established for project implementation and train-the-trainer sessions
- Specialized Training for specific topics such Alarms Billing, Evidence Management, Document Management, Fleet Management, etc.
- Advanced training is for users that are responsible for managing the system and users
- Onsite Support is treated the same as training and is design the new customer get through the initial go-live and field questions as they come up
- Post Go-Live training is used to review areas that the customer is having some doubts and to provide training on specialized modules
- Per Diem and Travel expenses billed to customer unless otherwise specified in the agreement
- Provided training is to be held between 8AM and 5PM Monday thru Friday (later hours may be available at additional cost)

Training - Off-Site On-Line (WEB and/or Telephone)

The price is \$125 per hour and there is a one hour minimum for on-line training.

The time be rounded up to the next half hour. Example: 1 hour and 47 minutes is rounded up to 2 hrs.

There is no limit to the number of students, but care must be used by customer to arrange effective class sizes taking into account the size of the screen for the on-site viewing.

Training - On-Site Go Live

Onsite training consists of:

- 8 hour day including setup and QA period. - typically using a train-the-trainer approach
- Customer Provides the training location, workstations and projection equipment for students and instructor
- Up to 12 students maximum
- On any topic the customer chooses based on training agendas developed by ProPhoenix
- Primary focus of Training for new implementations will focus on Core Modules needed for go-live
- Recommended agendas are established for project implementation and train-the-trainer sessions
- Specialized Training for specific topics such Alarms Billing, Evidence Management, Document Management, Fleet Management, etc.
- Advanced training is for users that are responsible for managing the system and users
- Onsite Support is treated the same as training and is design the new customer get through the initial go-live and field questions as they come up
- Post Go-Live training is used to review areas that the customer is having some doubts and to provide training on specialized modules
- Per Diem and Travel expenses billed to customer unless otherwise specified in the agreement.

Training - On-Site Post Go Live

Onsite training consists of:

- 8 hour day including setup and QA period. - typically using a train-the-trainer approach
- Customer Provides the training location, workstations and projection equipment for students and instructor
- Up to 12 students maximum
- On any topic the customer chooses based on training agendas developed by ProPhoenix
- Primary focus of Training for new implementations will focus on Core Modules needed for go-live
- Recommended agendas are established for project implementation and train-the-trainer sessions
- Specialized Training for specific topics such Alarms Billing, Evidence Management, Document Management, Fleet Management, etc.
- Advanced training is for users that are responsible for managing the system and users
- Onsite Support is treated the same as training and is design the new customer get through the initial go-live and field questions as they come up
- Post Go-Live training is used to review areas that the customer is having some doubts and to provide training on specialized modules
- Per Diem and Travel expenses billed to customer unless otherwise specified in the agreement.



Training - Pre Go Live Refresher and Overview

Prior to Go-Live Refresher training and Go Live Prep is provided to ensure a smooth transition.

Training - 6 Month Refresher Training

If travel expenses are not specifically listed as included in this proposal, they will be additional and the responsibility of the customer.

Training - Annual Administrator Training

High level off site administrator training and updates. Training held at a Company location.

Training - On-Site Specialized Training Administrators

On-Site Specialized Advanced Training. If travel expenses are not listed as included in this proposal they will be additional and the responsibility of the customer.

Training - On-Site Specialized Training CAD

On-Site Specialized Advanced CAD Training. If travel expenses are not listed as included in this proposal they will be additional and the responsibility of the customer.

Training - On-Site Specialized Training Internal Affairs

Overview of the Internal Affairs module and specialized training and set up for authorized staff

Training - On-Site System Administrator Training

Onsite training consists of:

- 8 hour day including setup and QA period. - typically using a train-the-trainer approach
- Customer Provides the training location, workstations and projection equipment for students and instructor
- Up to 12 students maximum
- On any topic the customer chooses based on training agendas developed by ProPhoenix
- Primary focus of Training for new implementations will focus on Core Modules needed for go-live
- Recommended agendas are established for project implementation and train-the-trainer sessions
- Specialized Training for specific topics such Alarms Billing, Evidence Management, Document Management, Fleet Management, etc.
- Advanced training is for users that are responsible for managing the system and users
- Onsite Support is treated the same as training and is design the new customer get through the initial go-live and field questions as they come up
- Post Go-Live training is used to review areas that the customer is having some doubts and to provide training on specialized modules
- Per Diem and Travel expenses billed to customer unless otherwise specified in the agreement.

Training - On-Site Specialized Training Records Division

Specialized Records Division Training

Training - Phoenix DB and Crystal Rpt Dev (On-Site)

Maximum 10 students per class. Duration of the class is expected to be 4 days depending on class size. Students must have prior knowledge of Crystal Reports XI. All information to create custom reports in Phoenix will be provided. Electronic Database layout will be provided. Class will cover Phoenix database structure and the relationship. A basic database knowledge is required to attend this class. Crystal Report training is not provided. It is necessary that attendee has Crystal Report XI or higher knowledge and that knowledge will be used to explain how it applies to the Phoenix data base. This training takes place in customer State at customer provided site. Students must have individual PC's and access to Phoenix Software. Travel costs not included unless otherwise stated in this proposal.

Training - On-Site

Unless otherwise stated, On-site training will require travel costs that are the responsibility of the customer and will be billed upon completion.

Training - CMS On-Site Train the Trainer

If travel expenses are not specifically listed as included in this proposal, they will be additional and the responsibility of the customer.

Training - On-Site Specialized Training Power BI Dashboards

Onsite training consists of:

- 8 hour day including setup and QA period. - typically using a train-the-trainer approach



- Customer Provides the training location, workstations and projection equipment for students and instructor
- Up to 12 students maximum
- Primary focus of Training for use of, configuration and assignments of Power BI Dashboards
- Per Diem and Travel expenses billed to customer unless otherwise specified in the agreement.

Project Management

Project Management and Professional Services

ProPhoenix has developed a project management methodology based on best practices and on Project Management Institute (PMI) recommendations. All new projects are divided into the following six distinctive project phases.

1. Initiation: Establish initial communication with the customer, set up internal systems, on-site analysis and initiation of the planning stage.
2. Planning: Conduct site visit if applicable, finalize project plan, and prepare internal team.
3. Implementation: Manage and coordinate with installation team to Install and configure software, conduct system administration training (if contracted), and execute a sample data conversion (if contracted)
4. User Training: If any training days purchased, manage train the trainer training, assist end user training, and prepare to go live.
5. Go-Live: Go live, conduct post go-live training, and perform data conversion (if contracted).
6. Closing: Conduct final review and project close-out. At completion, transfer project management to technical support staff.

3rd Party Software

Google Map Subscription

Customer must open access to Google Map service from the server and all clients. Google cost is the total number of vehicles assigned to the Police and/or Fire fleet. CAD client and/or RMS access to Google Map is covered under this umbrella at no additional charge.

Google License Fee is an annual fee. First fee will be invoiced and subsequent year's license fees will be billed with the annual support.

Google no longer supports IE9 and users must upgrade to IE10 or higher to properly display Google Mapping.

Google map subscription is accessed via the internet and may affect data usage. Check with your provider to see if Google Map data consumption may increase data plan costs.