



# WASHOE COUNTY

Integrity Communication Service  
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## STAFF REPORT

COMMITTEE MEETING DATE: September 19, 2024

**DATE:** August 15, 2023

**TO:** 911 Emergency Response Advisory Committee

**FROM:** Quinn Korbolic, IT Manager, Regional Services Division  
Technology Services Department  
775-328-2348, qkorbolic@washoecounty.gov

**THROUGH:** Behzad Zamanian, Chief Information Officer

**SUBJECT:** Recommendation to approve utilization of E911 funds, [\$281,044.40], necessary to execute change order one (1) to the contract between Washoe County and Intergraph Corporation through its Hexagon Safety, Infrastructure, & Geospatial division (“Hexagon”) for upgrade of the regional Computer Aided Dispatch and Law Enforcement Records Management systems; and, if approved, forward such recommendation to the Board of County Commissioners.

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### SUMMARY

Recommendation to approve utilization of E911 funds, [\$281,044.40], necessary to execute change order one (1) to the contract between Washoe County and Intergraph Corporation through its Hexagon Safety, Infrastructure, & Geospatial division (“Hexagon”) for upgrade of the regional Computer Aided Dispatch and Law Enforcement Records Management systems. The total cost of change order one (1) to the Hexagon contract is \$299,583.66. Of the \$299,583.66, \$281,044.40 are attributable to the Computer Aided Dispatch system and therefore, eligible for 911 funds. The remaining change order costs, \$18,579.27 attributable to the Records Management System, will be paid by the City of Reno (\$13,315.27), the City of Sparks (\$4,672.82), and Washoe County (\$591.18) as specified by the funding formula in the Hexagon Unified Computer Aided Dispatch and Records Management Suite HxGN OnCall Suite Governance Agreement between City of Reno, City of Sparks, Washoe County, and REMSA (“Agreement”).

The total change order cost, \$299,583.66, will be spread across five contract milestone payments and paid to Hexagon by the contract holder, Washoe County, as specified in the Agreement, in fiscal year 2024-2025. The change order is attached for reference.

Change Order 1 to the Hexagon contract adds a number of important software connectors that were not included in the original contract, including Karpel (District Attorney office case management software), Brazos eCrash, and Nevada Citation Report; and add licensing for Mobile Responder client software and for Hexagon’s Smart Advisor software which provides predictive analytics capabilities. Change Order 1 also removes a number of software connectors that are no longer being used or plan to be deprecated

AGENDA ITEM # \_\_\_\_\_

including ePro Scheduler, Brazos interfaces to e-Citation and e-Crash, and Geoshield, among other removals (see attached Change order for complete list). Additionally, Records Management System data conversion is removed.

<b>Change Order Summary</b>	
Additions:	\$508,461.75
Removals:	(\$208,878.09)
<b>Total Change Order Price:</b>	<b>\$299,583.66</b>

**PREVIOUS ACTION**

On January 12<sup>th</sup>, 2024, the Emergency Response Advisory Committee approved the fiscal year 2024/2025 E911 Budget which included funds appropriated for the unified regional Computer Aided Dispatch system.

On September 19<sup>th</sup>, 2023, the Board of County Commissioners approved the contract between Washoe County and Intergraph Corporation through its Hexagon Safety, Infrastructure, & Geospatial division (“Hexagon”) for upgrade of the regional Computer Aided Dispatch and Law Enforcement Records Management systems.

On September 19, 2023, the Board of County Commissioners moved to ratify the Hexagon Unified Computer Aided Dispatch and Records Management Suite HxGN OnCall Suite Governance Agreement between the City of Reno, City of Sparks, REMSA, and Washoe County.

On May 17, 2022, the Board approved the County Manager’s Capital Improvement Plan for Fiscal Years 2023-2027 which included capital improvement funds planned for a regional Computer Aided Dispatch and Records Management System.

On December 14, 2021, the Board adopted the Washoe County Regional 911 Master Plan update prepared by Federal Engineering, Inc., as recommended by the 911 Committee on September 28, 2021. The master plan update included cost estimates, projections, and recommendations for a regional Computer Aided Dispatch system.

**BACKGROUND**

Washoe County, the cities of Reno and Sparks, and other regional agencies currently utilize a CAD, RMS, and Jail Management System (JMS) that is owned, funded, and managed by the City of Reno. The current system, while functional, is no longer supported by the vendor with system updates or upgrades and no longer meets the growing technological needs of a regional Next Generation 911 system.

Washoe County, the Cities of Reno and Sparks, and REMSA are actively engaged in designing a dispatch and regional 911 call process that serves the community by prioritizing the user experience and the appropriate deployment of resources through a reduction in duplicated processes, improved use of technology and resources, and simplified governance. A primary goal of this process is to solve the issue of multiple agencies using disparate dispatch systems that do not allow for adequate information sharing and resource deployment to properly respond based on the needs of the particular 911 call or emergency. An upgrade of the regional CAD system addresses the issues of multiple disparate dispatch systems and reduces barriers to data sharing while also

providing current technology that will support a growing regional, Next Generation 911 dispatch system.

### **FISCAL IMPACT**

In the fiscal year 2024-2025 budget, the 911 Emergency Response Advisory Committee planned for expenditures related to the Computer Aided Dispatch project from the Enhanced 911 fund. There is sufficient budget authority to cover the increased cost of the change order, \$281,044.40, in Fiscal Year 2024 in the Enhanced 911 Fund (208) in To Public Works Construction (814092).

### **RECOMMENDATION**

It is recommended that the 911 Emergency Response Advisory Committee approve utilization of E911 funds, [\$281,044.40], necessary to execute change order one (1) to the contract between Washoe County and Intergraph Corporation through its Hexagon Safety, Infrastructure, & Geospatial division (“Hexagon”) for upgrade of the regional Computer Aided Dispatch and Law Enforcement Records Management systems; and, if approved, forward such recommendation to the Board of County Commissioners.

### **POSSIBLE MOTION**

Should the Committee agree with the staff’s recommendation, a possible motion would be:

“Move to approve utilization of E911 funds, [\$281,044.40], necessary to execute change order one (1) to the contract between Washoe County and Intergraph Corporation through its Hexagon Safety, Infrastructure, & Geospatial division (“Hexagon”) for upgrade of the regional Computer Aided Dispatch and Law Enforcement Records Management systems; and, if approved, forward such recommendation to the Board of County Commissioners.”

# CHANGE ORDER / CHANGE REQUEST



**CUSTOMER NAME:** Washoe County, NV  
**CUSTOMER ADDRESS:**

**HEXAGON ENTITY:** Safety, Infrastructure & Geospatial

**DATE:** August 30, 2024

**CHANGE ORDER NUMBER:** 1 Rev 1  
**CHANGE ORDER TITLE:** Interface Additions and Removals

**ORIGINAL PO / CONTRACT NUMBER:** 2023-54479

**CURRENT CONTRACT VALUE:** \$7,291,924.39 Includes Extended Warranty, excludes taxes

**REVISED CONTRACT VALUE:** \$7,591,508.05 Includes Extended Warranty, excludes taxes

**CHANGE ORDER PRICE:** 299,583.66  
**CURRENCY:** U.S. Dollars

**OTHER HEXAGON INFORMATION:**  
**QUOTE NUMBER:** 2024-67000  
**QUOTE & CHANGE REQUEST EXPIRATION DATE:** October 31, 2024  
**PROJECT MANAGER:** David Bonini  
**SALES CONTACT:** Andrew Sayko  
**PROJECT NUMBER:** RNV01

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

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

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

## I. DESCRIPTION OF CHANGE:

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

— Adds: New software, interfaces, services. New software and interfaces include one year warranty commencing at system cutover/go-live in purchase price.

- CAD Services to configure existing HxGN OnCall Dispatch CAD Link Interface to LowCode
- (RMSCUSTOM15) OnCall Records Interface to Karpel (DA's office system) - Qty: 1
- (IPS3209) HxGN OnCall Dispatch - Mobile Responder Client CC Licenses (Qty: 250) and (IPS3209TST) HxGN OnCall Dispatch - Mobile Responder Client CC Licenses - Test (Qty: 250)
- (IPS1223) HxGN OnCall Dispatch - Smart Advisor (Qty: 35); (IPS1223BCK) HxGN OnCall Dispatch - Smart Advisor - Backup (Qty: 35); (IPS1223TST) HxGN OnCall Dispatch - Smart Advisor- Test (Qty: 35TST)
- (IPS1233) HxGN OnCall Dispatch - Smart Advisor Mobile (Qty: 315); (IPS1233BCK) HxGN OnCall Dispatch - Smart Advisor Mobile - Backup (Qty: 315); (IPS1233TST) HxGN OnCall Dispatch - Smart Advisor Mobile - Test (Qty: 315)
- RMS Interface e-Crash (Brazos) Export
- RMS Interface - State of Nevada - Print Capability (MFR/OCR)

--- Remove the following CAD and RMS Custom Interfaces from the Order including one year warranty commencing at system cutover/go-live. All functional requirements, functionalities, and obligations of Hexagon pertaining to the Software identified below are deleted and removed from the SOW.

in the purchase price:

- CAD Services to configure HxGN OnCall Dispatch CAD Link Interface to Incident Management (GeoShield)
- CAD Services to configure HxGN OnCall Dispatch CAD Link Interface to Crime Analysis (GeoShield)
- CAD Services to configure HxGN OnCall Dispatch Notifications Interface to OnSolve CodeRed
- CAD Interface to ePro Scheduler
- Interface to Evidence and Video Repository and Collection (Axon)
- CAD Interface to Call Handling
- RMS Interface to Visionations
- RMS Interface to Kronos Telestaff (Staffing)
- RMS Interface to GeoShield (Crime Analysis)
- RMS Interface to e-Citation (Brazos)
- RMS Interface to e-Crash (Brazos ) Import

--- Discontinue: WhiteBox Data Conversion services are discontinued per Customer request. Attachment M-1 of the SOW is deleted. This Change Order discontinues any further data conversion effort of data being converted into the production target database and adds existing functionality and requested features to the existing White Box Archive Report Tool solution and includes two days of training on the use ART. Attachment M-2 is replaced by Attachment B to this Change Order.

--- Modification: Change Third Party connection point:

- HxGN OnCall Dispatch CAD Link Interface to Zoll ePCR will be changed to HxGN OnCall Dispatch CAD Link Interface to ESO ePCR
- HxGN OnCall Dispatch Fire Link Interface to Zoll FRMS will be changed to HxGN OnCall Dispatch Fire Link Interface to ESO FRMS

**Software Relinquishment:**

By executing this Change Order the Customer hereby: (i) relinquishes, surrenders, terminates, and disclaims, in perpetuity, its right to use, or allow the use in any manner, the Relinquished Licenses identified in the Table titled "Items Removed from Contract" in Section II below; (ii) agrees that it will uninstall and remove from any and all Customer's system(s) the Relinquished Licenses immediately; and (iii) acknowledges and agrees that all other terms and conditions of any prior written agreements regarding the Relinquished Licenses, including but not limited to Hexagon Safety & Infrastructure's End-User License Agreement, will remain in full force and effect, except for the grant of the license rights themselves. If Customer later decides to reinstate use and/or maintenance of the Relinquished Licenses, Customer must re-purchase the licenses at the then-current list price.

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

See Attachment A—Statement of Work (SOW); Attachment B-Statement of Work - Archive Report Tool (ART) - Enhanced Features

**General Assumption:** The new Statement of Work reflected in Attachment B supersedes the previous established Statement of Work for the Archive Report Tool solution and the data conversion Statement of Work

**Change Order delivery details**

<i>Delivery date</i>	<i>To be scheduled upon Change Order execution</i>
<i>Handling priority</i>	<i>No Change</i>
<i>Acceptance criteria</i>	<i>No Change</i>
<i>Required deliverables by Customer</i>	<i>No Change</i>
<i>Documentation and Training</i>	<i>See Attachment A—SOW Tasks; Attachment B—Statement of Work - Archive Report Tool (ART) - Enhanced Features</i>
<i>Changes to contract schedule</i>	<i>No Change</i>
<i>Guarantee and Warranty changes</i>	<i>No Change</i>
<i>Liability and reliability changes if any</i>	<i>No Change</i>

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

In addition to the original contract payment milestones, the Change Order total price will be added to the following upcoming Milestones:

- \$59,916.73 will be due at MS 6 - Upon Completion of Task 23 - OnCall Dispatch Configuration Consulting 1
- \$59,916.73 will be due at MS 7 - Upon Completion of Task 25 - OnCall Dispatch Configuration Consulting 3
- \$59,916.73 will be due at MS 8 - Upon Completion of Task 31: Mobile Unit Configuration Consulting 2
- \$59,916.73 will be due at MS 9 - Upon Completion of Task 59: Customer Functional Testing - OnCall Dispatch
- \$59,916.73 will be due at MS 10 - Upon Completion of Task 60: Customer Functional Testing - OnCall Records

**Check One**

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

**II. CHANGE ORDER DETAILS**

**Items Added to Contract:**

<b>Contract Line Item#</b>	<b>ITEM DESCRIPTION</b>	<b>Part #</b>	<b>QTY</b>	<b>UNIT COST</b>	<b>TOTAL COST</b>
	CAD Services to configure CAD Link to LowCode	SPRSVC9001	1	1,986.42	1,986.42
	OnCall Records Interface to Karpel (DA's office system) (includes one year warranty)	RMSCUSTOM15	1	64,855.96	64,855.96
	RMS Interface to Brazos eCrash Interface-Export (includes one year warranty)	RMSCUSTOM15	1	67,487.75	67,487.75
	Nevada Citation Report - Print Capability (includes one year warranty)	RMSCUSTOM15	1	38,787.33	38,787.33
	HxGN OnCall Dispatch - Mobile Responder Client CC (includes one year warranty)	IPS3209	250	1,049.37	262,342.50
	HxGN OnCall Dispatch - Mobile Responder Client CC - Test (includes one year warranty)	IPS3209TST	250	-	-
	HxGN OnCall Dispatch - Smart Advisor (includes one year warranty)	IPS1223	35	290.85	\$10,179.75
	HxGN OnCall Dispatch - Smart Advisor - Backup (includes one year warranty)	IPS1223BCK	35	-	\$0.00
	HxGN OnCall Dispatch - Smart Advisor - Test (includes one year warranty)	IPS1223TST	35	-	\$0.00
	HxGN OnCall Dispatch - Smart Advisor Mobile (includes one year warranty)	IPS1233	315	138.47	\$43,618.05
	HxGN OnCall Dispatch - Smart Advisor Mobile - Backup (includes one year warranty)	IPS1233BCK	315	-	\$0.00
	HxGN OnCall Dispatch - Smart Advisor Mobile - Test (includes one year warranty)	IPS1233TST	315	-	\$0.00
	CAD Services - Smart Advisor Implementation	SPRSVC9001	1	19,203.99	19,203.99
<b>Total of Items Added:</b>					<b>508,461.75</b>

**Items Removed from Contract:**

<b>Contract Line Item#</b>	<b>ITEM DESCRIPTION</b>	<b>Part #</b>	<b>QTY</b>	<b>UNIT COST</b>	<b>TOTAL COST</b>
	CAD Services to configure HxGN OnCall Dispatch CAD Link Interface to Incident Management (GeoShield)	SPRSVC9001	1	(704.69)	(704.69)
	CAD Services to configure HxGN OnCall Dispatch CAD Link Interface to Crime Analysis (GeoShield)	SPRSVC9001	1	(704.69)	(704.69)
	CAD Services to configure HxGN OnCall Dispatch Notifications Interface to OnSolve CodeRed	SPRSVC9001	1	(2,828.77)	(2,828.77)
	CAD Interface to ePro Scheduler (includes one year warranty)	IPSCUSTOM04	1	(19,656.00)	(19,656.00)
	Interface to Evidence and Video Repository and Collection (Axon) (includes one year warranty)	RMSCUSTOM15	1	(10,543.06)	(10,543.06)
	CAD Inerface to Call Handling (includes one year warranty)	IPSCUSTOM04	1	(22,926.37)	(22,926.37)

	RMS Interface to Visionations (includes one year warranty)	RMSCUSTOM15	1	(17,238.13)	(17,238.13)
	RMS Interface to Kronos Telestaff (Staffing) (includes one year warranty)	RMSCUSTOM15	1	(17,785.57)	(17,785.57)
	RMS Interface to GeoShield (Crime Analysis) (includes one year warranty)	RMSCUSTOM15	1	(15,587.50)	(15,587.50)
	RMS Interface to e-Citation (Brazos) (includes one year warranty)	RMSCUSTOM15	1	(15,000.51)	(15,000.51)
	RMS Interface to e-Crash (Brazos)-Import (includes one year warranty)	RMSCUSTOM15	1	(19,365.30)	(19,365.30)
	Discontinue White Box data conversion		1	(66,537.50)	(66,537.50)
					-
<b>Total of Items Removed:</b>					<b>(208,878.09)</b>

**III. SUMMARIES:**

CHANGE ORDER SUMMARY	
Additions:	508,461.75
Removals:	(208,878.09)
Project Credit Applied	-
<b>Total Change Order Price:</b>	<b>299,583.66</b>

Customer Credit Balance	
Balance after this Change Order:	
Adjustments:	
<b>Current Credit Balance:</b>	<b>-</b>

**IV. CHANGE ORDER APPROVAL:**

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

APPROVED BY:   
 \_\_\_\_\_  
**Authorized Signature**  
**Intergraph Corporation**

**Date:** September 3, 2024

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

**Date:** \_\_\_\_\_

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



## ATTACHMENT A – ADDITIONAL INTERFACES, SERVICES, MOBILE RESPONDER SOFTWARE, SMART ADVISOR SOFTWARE AND SERVICES

This statement of work (“SOW” or “Statement of Work”), together with the Change Order to which this SOW is attached (the “Change Order” or “CO”; together with the SOW, the “Order”), describes the software and/or services that will be provided in exchange for payment of the applicable amount set forth in the Change Order. Any capitalized terms used but not otherwise defined herein shall have the meanings ascribed to them in the original Contract, except as modified by the Change Order. Except as set forth below and/or in the Change Order, the terms and conditions of the original Contract shall: (i) remain unchanged and in full force and effect; and (ii) apply to this Order.

### Change Order Task 1 – HxGN OnCall Dispatch – Mobile Responder Client CC Software

Hexagon will deliver (Qty: 250) additional HxGN OnCall Dispatch - Mobile Responder Client CC licenses to Customer. No additional Hexagon services or training have been included in this Change Order.

- Customer will be responsible for installation and configuration of the additional HxGN OnCall Dispatch – Mobile Responder Client licenses.

### Change Order Task 2 – HxGN OnCall Dispatch - CAD Link Interface to LowCode

#### Task Description

Hexagon will configure new LowCode connection to existing HxGN OnCall Dispatch - CAD Link Interface.

#### Task Deliverables

- Configure connection to LowCode utilizing existing HxGN OnCall Dispatch – CAD Link Interface

#### Task Assumptions

- Hexagon assumes this is for the transfer of CAD event and unit data only to the specified systems.
- Additional services are required from the third-party vendor to consume and distribute the incident information provided via CAD Link.
- Hexagon assumes that the third-party vendor will be utilizing XML protocols for this interface.
- This is a one-way interface. CAD Link exports OnCall Dispatch incident-related data, but it does not import data. Any import is the responsibility of Customer or of the third-party vendor.

#### Constraints:

- OnCall Dispatch events must be closed before they are candidates for export by CAD Link.
- CAD Link does not provide features for obtaining "next available case numbers," "location verification," or any other OnCall Dispatch-related functionality or interface; it only provides export of specified event data for closed OnCall Dispatch events.

#### Hexagon Team Participation and Responsibilities

Hexagon shall:





- Configure CAD Link to output to a single location where the Customer is responsible for consuming the data

### **Customer Team Participation and Responsibilities**

Customer shall:

- Be responsible for any data mapping
- Provide a technical resource as well as any necessary subject matter experts
- Provide a test system for installation and testing
- Be responsible for ensuring that any third-party vendor technical resources are available to support the testing of this interface.

### **Task Completion Criteria**

This task is considered complete when the services have been performed to provide the HxGN OnCall Dispatch – CAD Link Interface connection to LowCode.



## Change Order Task 3 – State of Nevada Citation Report

### Task Description

Hexagon will provide services to create the State of Nevada citation report and make available in MFR and OnCall Records. From MFR, the 4 inch citation report will be provide and from OnCall Records, the 8.5 x 11 inch report will be provided

### Task Deliverables

- State of Nevada citation report available in MFR and OnCall Records.

### Task Assumptions

- No custom fields will be needed

### Hexagon Team Participation and Responsibilities

Hexagon shall:

- Create the State of Nevada citation report and make available in MFR and OnCall Records.

### Customer Team Participation and Responsibilities

Customer shall:

- N/A

### Task Completion Criteria

This task is considered complete when the services have been performed to provide the State of Nevada Citation Report.



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## Change Order Task 4 – Accident Report Export to Brazos

### Task Description

Hexagon will provide an Xalt function that will export new/modified/approved Accident information and send to Brazos. A configurable alert trigger will be created in the RMS environment that will determine when accident records are sent to the Brazos system (i.e. on final approval, record is added, record is modified, picklist value set to "Send to Brazos", etc). It is expected that the data will be provided in a common data format and exchanged via an API or local file share provided by Brazos. Hexagon will also provide logging that can be viewed by the customer via an application that shows logging messages by (1) interface (2) message type and (3) date range.

An Interface Control Document (ICD) will be provided for this accident export and must be agreed to and signed by the Customer before any development work can begin in order that complete workflow and technical details can be completely understood. The ICD formation process shall follow the process set forth in Task 6 (Custom Interface Requirements Gathering) as provided in the SOW.

- Direction: 1-Way Export from OnCall Records
- Module(s): Accident
- Format: XML
- Exchange: Web Service

In addition to the accident export, Hexagon will provide the ability to create a pdf of the Nevada Accident report (version 11/2020) from within OnCall Records

### Task Deliverables

- Interface Control Document (ICD)
- Accident Report export to Brazos

### Task Assumptions

- The ICD must be approved by Customer before any development work can begin

### Hexagon Team Participation and Responsibilities

Hexagon shall:

- Prepare draft ICD based upon the information provided in the Section entitled "Interface Description" and provide it to the Customer for review
- Incorporate reasonable Customer feedback into draft ICD that is consistent with the information provided in the Section entitled "Interface Description"
- Provide remote services to develop the Interface in accordance with the Final ICD.
- Provide remote services to deliver the Interface to the test environment
- Support Customer testing and provide issue resolution support
- Provide remote services to move the Interface to the production environment following testing



### **Customer Team Participation and Responsibilities**

Customer shall:

- Customer will promptly review all draft ICD submissions and provide comments, questions, or approval within five (5) business days of receipt
- Customer must agree to and sign the ICDs before any development work can begin. Failure to approve in a timely manner may impact Project Schedule and incur additional cost
- Provide a System Administrator to support the Hexagon implementer on an as-needed basis during the remote installation and configuration
- Provide a Customer Project Manager and SMEs to conduct testing
- Customer will conduct testing in the time allotted in the Project Schedule and report issues/errors back to Hexagon via the Siebel issue tracking system within ten (10) business days of receiving notification from Hexagon the Interface is ready for testing.

### **Task Completion Criteria**

This Task is considered complete upon delivery of the Accident Report Export to Brazos to the Customer's production system.



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## Change Order Task 5 – Bi-Directional Interface with the Karpel System

### Task Description

Hexagon will create Xalt interface necessary for a Bi-Directional Interface with the Karpel system that includes:

- Export from RMS
  - Hexagon will create an Xalt system that will have the ability to be triggered from the Arrest and/or Case Mgt modules. The exact criteria that would trigger the need for an export isn't known at this time but could be something as simple as a checkbox or picklist in the modules. When triggered, the interface will send information about the arrest and/or case, including certain attachments, in XML format to an API provided by the Karpel system.
- Import into RMS
  - Hexagon will create an Xalt system that connects to an FTP location provided by Karpel on a configurable interval (i.e. once per day). It is expected that the FTP location will contain XML files containing updated information about the arrest and/or case. Such information could be case disposition, charge updates or additional charges. RFI's from Karpel would come in and be created as "Tasks" in the Case Mgt module which would send a notification in the RMS product to the tasked officer. Custom fields may be added to the arrest module to capture charges filed by the CA
- Direction: Bi-Directional
- Module(s): Arrest, Case Mgt
- Format: XML
- Exchange: API, FTP

### Task Deliverables

- Interface Control Document (ICD)
- Bi-Directional Interface with the Karpel System

### Task Assumptions

- The ICD must be approved by Customer before any development work can begin

### Hexagon Team Participation and Responsibilities

Hexagon shall:

- Prepare draft ICD based upon the information provided in the Section entitled "Interface Description" and provide it to the Customer for review
- Incorporate reasonable Customer feedback into draft ICD that is consistent with the information provided in the Section entitled "Interface Description"
- Provide remote services to develop the Interface in accordance with the Final ICD.
- Provide remote services to deliver the Interface to the test environment
- Support Customer testing and provide issue resolution support
- Provide remote services to move the Interface to the production environment following testing



### **Customer Team Participation and Responsibilities**

Customer shall:

- Customer will promptly review all draft ICD submissions and provide comments, questions, or approval within five (5) business days of receipt
- Customer must agree to and sign the ICDs before any development work can begin. Failure to approve in a timely manner may impact Project Schedule and incur additional cost
- Provide a System Administrator to support the Hexagon implementer on an as-needed basis during the remote installation and configuration
- Provide a Customer Project Manager and SMEs to conduct testing
- Customer will conduct testing in the time allotted in the Project Schedule and report issues/errors back to Hexagon via the Siebel issue tracking system within ten (10) business days of receiving notification from Hexagon the Interface is ready for testing.

### **Task Completion Criteria**

This Task is considered complete upon delivery of the Bi-Directional Interface with the Karpel System to the Customer's production system.



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## Change Order Task 6 – OnCall Dispatch | Smart Advisor Workshop

### Task Description

During this Task, Hexagon will conduct a Smart Advisor Workshop. During the Smart Advisor Workshop, Hexagon will provide limited instruction on the use of OnCall and Smart Advisor and the use of the Smart Advisor configuration tools.

### Task Deliverables

- Smart Advisor Workshop

### Task Prerequisites

- OnCall Dispatch Configuration Consulting complete.

### Task Assumptions

- Customer attendees are familiar with OnCall Dispatch.
- Each Customer attendee will have access to their own Project Workstation.
- The Smart Advisor Workshop shall last no more than one (1) Business Day.

### Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide limited, focused instruction on the use of OnCall Dispatch and Smart Advisor Agents on functional areas such as:
  - Fine-tuned alerts and notifications

### Customer Participation and Responsibilities

Customer shall:

- Provide a Facility;
- Provide a Project Workstation for each attendee;
- Ensure appropriate members of the Dispatch Core Team attend the workshop; and
- Participate in discussions and engage with the Hexagon team member.

### Task Acceptance Criteria

This Task is complete upon conclusion of the Smart Advisor Workshop.



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## Change Order Task 7 – OnCall Dispatch | Smart Advisor Follow-up Workshop 1

### Task Description

Within thirty (30) days following Cutover for OnCall Dispatch, Hexagon will conduct a one (1) Day workshop with Customer to provide guidance to optimize Customer's specific Smart Advisor workflows ("Smart Advisor Follow-up Workshop 1").

### Task Deliverables

- Smart Advisor Follow-up Workshop 1

### Task Prerequisites

- Customer has Cutover OnCall Dispatch and obtained historical data

### Task Assumptions

- The Smart Advisor Follow-up Workshop 1 shall last no more than one (1) Business Day

### Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide guidance to Customer on use of Smart Advisor and Smart Advisor agent configurations

### Customer Participation and Responsibilities

Customer shall:

- Provide desired use cases for Smart Advisor at least ten (10) business days prior to the start of the workshop.
- Participate in the Smart Advisor Follow-up Workshop and
- Go through their experiences and current outputs from Smart Advisor.

### Task Acceptance Criteria

This Task is complete upon the earlier of: (i) completion of Smart Advisor Follow-up Workshop 1 or (ii) thirty (30) calendar days following Cutover for OnCall Dispatch.





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## Change Order Task 8 – OnCall Dispatch | Smart Advisor Follow-up Workshop 2

### Task Description

Following Smart Advisor Follow-up Workshop 1 and no later than sixty (60) calendar days after Cutover for Dispatch, Hexagon will conduct a second one (1)-day workshop with Customer about optimization of Customer's specific Smart Advisor workflows ("Smart Advisor Follow-up Workshop 2"). If Smart Advisor Follow-up Workshop 1 was not performed or is otherwise accepted in accordance with the Task Acceptance Criteria in that Task, then this Task will be omitted from the scope with neither Party having any obligation under this Task.

### Task Deliverables

- Smart Advisor Follow-up Workshop 2

### Task Prerequisites

- Customer has used Smart Advisor for sixty (60) days in a production environment.
- Smart Advisor Follow-up Workshop 1

### Task Assumptions

- The Smart Advisor Follow-up Workshop 2 shall last no more than one (1) Business Day.

### Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide guidance to customer on best use of Smart Advisor and Smart Advisor agent configurations

### Customer Participation and Responsibilities

Customer shall:

- Participate in workshop, bringing example use cases; and
- Go through their experiences and current outputs from Smart Advisor.

### Task Acceptance Criteria

Provided Smart Advisor Follow-up Workshop 1 was performed, this Task is complete upon the earlier of: (i) conclusion of the Smart Advisor Follow-up Workshop 2 or (ii) sixty (60) days after Cutover for OnCall Dispatch.



## ATTACHMENT B: STATEMENT OF WORK -ARCHIVE REPORT TOOL (ART)-ENHANCED FEATURES

**HEXAGON SAFETY AND INFRASTRUCTURE**  
**RENO-UNIFIED REGIONAL – STATEMENT OF WORK**  
**ARCHIVE REPORT TOOL (ART)-ENHANCED FEATURES**



**PROJECT NAME: RENO-UNIFIED REGIONAL- ART** **DATE: JULY 27, 2024**

This Statement of Work supersedes the previous ART Statement of Work and is made part of the Change Request submitted to Hexagon (number 01) and includes client requested additional functionality and features not included in the original Statement of Work. The following sets forth the roles and responsibilities, assumptions, scope, constraints (with an estimated schedule TBD) that will govern the project detailed below. The content of this document is intended to provide a framework for the project processes to ensure mutual understanding, clear expectations, and successful results. And is subject to the terms and conditions outlined in the Master Purchase Agreement dated May 10, 2021

**PRIMARY POINTS OF CONTACT:**

Hexagon: \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_  
 White Box: \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_

**PERIOD OF PERFORMANCE:** 7/27/24-to sixty days beyond Hexagons’ customers’ go live date

**PROJECT SUMMARY:** Convert Reno-Unified Regional legacy (Tiburon) data to a readable portable format to provide a searchable solution with the White Box Archive Reporting Tool (ART) to access legacy source data with an interface for queries, data lookups and report generation to the historical source information within the parameters specified below.

**Roles and responsibilities:**

**Hexagon**

- Implementation Manager and System Engineer
  - Assist with adherence to schedule, and issue resolution
  - Report conversion issues to White Box in a timely manner following a delivery, including necessary details to research and resolve

**Reno-Unified Regional**

- Legacy System Subject Matter Expert and IT Support
  - Work with White Box to retrieve data and layout information from legacy system in a usable format
  - Inform White Box of any issues impacting the project
  - Work with White Box to retrieve data and outline which queries are needed
  - Clarify and answer promptly any potential questions
  - Ensure prompt and accurate delivery of source data for building and testing solution
  - Review, provide feedback and approve any Mapping Document and iterations per schedule

**White Box**

- Project Manager
  - Manage project scope, schedule, and performance
- Data Analyst/Engineer
  - Retrieve and prepare source data and setup other applicable systems
  - Build, test, and run Archive Report Tool interface and deliver converted data

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- This project includes up to four test iterations and the final “go live”, consisting of the source data provided to White Box Technologies. Data must be in either a CSV, flat files with table header layouts or in a portable (e.g. SQL) format. And must match the same layout as previously provided.
- White Box will not be analyzing, populating, migrating, cleansing, or manipulating the converted SQL data into any Reno-Unified Regional production RMS/CAD or JMS system. Legacy data is static, no new data can be added to the ART application/database.
- White Box will deliver the converted data either via FTP or Hard Drive via mail.
- If hosting the solution on premise, Reno-Unified Regional is responsible to acquire the hardware and any software licenses to house the converted data; both the SQL Database(s) and the ART application. (If database size is under 10GIG then the free version of SQL Express can be utilized)
- Work performed under this SOW is under warranty by White Box for thirty (30) days following delivery of the final converted data and Archive Report Tool. White Box is not responsible for any source data issues and since no cleansing of data is included with this SOW, the source data will only be searchable in its existing form. WB is not responsible for the integrity or cleanliness of the source data. Errors or omissions in converted data that result from application, database, or source data changes by Reno-Unified Regional are not covered by this warranty. Any additional requested changes or fixes beyond the 30-day warranty period is a change request. This SOW grants Reno-Unified Regional a one-year license after the final delivery. Support will need to be added after the first year of use. Support, any additional licensing as well as any hosting solutions will be in a separate Work Order. (As of the date of this agreement, annual licensing is 15% year of total White Box work price per ART installation).
- Reno-Unified Regional will set up a test environment that White Box can utilize for testing purposes, as well as access to any required hardware or software, prior to production.
- A project schedule will be developed and mutually agreed to during the initiation of this project. Any delay in the delivery of milestones or related sub-steps to the schedule, which is the responsibility of Reno-Unified Regional, can result in a day-for-day delay in subsequent milestones that White Box is responsible for.
- Following a White Box deliverable, unless otherwise specified Reno-Unified Regional has 10 business days to report any issues. If White Box receives no response within that time, the deliverable will be considered accepted as delivered and if tied to a billable milestone, the deliverable will be invoiced. Issues reported after that period of time will be resolved on a case-by-case basis and may or may not be subject to additional charges and / or a change request.
- Training-White Box will provide two days of training to a representative of each agency or to a designated representative of Reno Regional to train each of the Agencies on the use ART..

**Estimated Key project milestones:**

Estimated Date	Milestone	Responsibility
Received	Deliver Source data and code tables to White Box	Reno-Unified Regional
TBD	Develop Technical Specifications/Requirements, fields to be queried	White Box/Reno-Unified Regional
	Finalize Mapping Doc	White Box/Reno-Unified Regional
	Deliver first iteration	White Box
	Review of iteration	Reno-Unified Regional
	Deliver second iteration	White Box
	Review of iteration	Reno-Unified Regional
	Deliver third iteration	White Box
	Review of iteration	Reno-Unified Regional
	Deliver fourth iteration	White Box
	Review of iteration	Reno-Unified Regional
	Deliver source data for go live	Reno-Unified Regional
	Deliver final converted data and interface build	White Box
	Cut off for reporting post ART development issues (30-day Warranty period)	Reno-Unified Regional

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**Source System:**

**Source: Tiburon**

**Work Scope:**

The base app is a tool for allowing staff without database experience to search for and view historical database records in a spreadsheet style environment.

The first step is to convert the legacy data to a SQL format. Then, the application will be built to query data from that SQL database converted from the legacy database. Data can be queried by name, incident number, permit number, property identifier, vehicle identifier, and/or location. The base app allows for records to be deleted (expunged) by a specified user. All queries or lookups and/or expungements will need to be done through the base application with a search from the Incident and/or Auto-Report System (ARS) report. Reno-Unified Regional may choose any existing hardware to house the data and the ART application if no hosted solution is chosen.

White Box recommends that customizable reports are the easiest way to view data that's based on an event and present that in a searchable, human readable format. Report(s) will have the capability to print, save, and save as and show attachments/mugshots that are linked to the selected record. The customizable report(s) have the capability to present all applicable data for a selected record based on sections being searched on and displayed number of fields with data.

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

The below table outlines the reports, the search parameters, the Federated Query Searches for that report type, the sections\* and fields included in the report.

\* A section on a report is a logical main header of data e.g. a general details section, involvement section etc

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**Customized Reports Included:**

Report	Search Categories	Federated Query Searches	Sections	Total Number Fields
Master Name	Demographics SMT Info	Name, Alias Name, Linked Vehicle, Address History	General Demographics, Flags, Arrest/Charges, Aliases and affiliated Info, SMT, Linked Vehicles, Phone History, Address History, Event Summaries	100
Incident	General, Property	Incident Location, Involvement Name, Involvement Address, Property Owner, Vehicle, vehicle owner	General Details, Admin Info, Involvements, vehicles, property, Modus Operandi, Narratives	110
Permit	General, Demographics	Name, Address, Employer Address	General Details, Demographics	40
Master Location	General	Address	General Details, Event Summaries	20
Master Vehicle	General	Vehicle, Recovered Location, Name Notified	General Details, Recovery Info, Towed	65
ARS *	General, Property	Event Location, Involvements (Arrestee, Victim, Missing Person, Runaway, Vehicle, Reporting Party, Other), Names, Involvement Addresses, Vehicle Recovered Location, Owner Name, IBRS Affiliated Name	General Details, Admin/Summary, IBRS, Officers, General Involvement, Arrestee Specific, Alias Info, Runaway Specific, Missing Person Specific, Victim Specific, Vehicles/Recovery/Owner, Vessels, Property, Modus Operandi, Narrative	310

\*ARS Report will also contain a prompt in ART interface for a redacted or full version

The above sections and total number of fields to be queried were based on the sample reports provided to White Box. Any additional search category, federated query searches, sections or fields to be searched on will be a change request.

All Data contained within the source legacy database will not be changed, manipulated or deleted and will only be transformed to a SQL format. Should Reno Unified need access to any other data for potential unforeseen legal obligations, and that is not contained in the above reports or ART search tiles, White Box can if required, provide additional tiles and/or reports to that information. Likewise if Reno Unified has the database expertise they can search within the database itself for that information. Any new search tiles added to ART or any new additional reports required will be a change request for both time and cost.

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**Additional Enhancements and Customized Features:**

Based on discussions with Reno Unified and their requirements, the following enhancements and features will also be added to the overall ART capability.

**Seal and Unseal Reports, Involvements, Property, Evidence, and Vehicles**

- Additional schema logic for determining if a user has seal/unseal authorization for a specific agency and filtering (Reports, Involvements, Property, Evidence, Vehicle) data appropriately.
- Functionality in software to allow authorized users to Seal/Unseal.
- ART Settings GUI to configure users to have authorization per agency for Seal/Unseal.

**Lock and Unlock Reports**

- Additional schema logic for determining if a user has lock/unlock authorization for a specific agency and filtering Reports appropriately.
- Additional schema logic for determining if a user is configured within a specific lock group and has read access to a locked report.
- Functionality in Software to allow authorized users to Lock/Unlock Reports.
- ART Settings GUI to configure users to have authorization per agency for Lock/Unlock within specific Lock Groups.
- ART Settings GUI that allows lock owner to designate who may view a locked report.

**Restore previous versions of Redacted Narratives**

- Additional schema to allow the storing/history of Narratives to be saved by record#, user and datetime.
- Saving the current Narrative each time a Narrative is modified and saved.
- Update the ART Redact GUI to allow the Viewing and Restoring of previous Narratives.

Additional custom interfaces, customizations, reports and enhancements can be developed if needed to perform searches, views and expungements, which will require a separate SOW for both time and cost.

**Accepted:**

Intergraph Corporation  
By and through its Safety, Infrastructure, and Geospatial  
Division

\_\_\_\_\_  
(Authorized Signature)

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**Accepted:**

White Box

\_\_\_\_\_  
(Authorized Signature)

Name: Derek Smith

Title: President

Date: July 21, 2024