

June 30, 2016

E26015A

Capt. Tony Sajor  
Technical Services Division  
Stockton Police Department  
22 E. Market St  
Stockton, CA 95202

Subject: Change Proposal (CP) 01 - Add Fire to Total Command CAD

Reference: Agreement Between the City of Stockton and Tiburon, Inc a subsidiary of TriTech Software Systems, dated December 9, 2015 ("Agreement")

Dear Captain Sajor:

Tiburon, Inc., a TriTech Software Systems company is pleased to present the City of Stockton – (hereinafter, “Client”) with this Change Proposal to add Fire to the Total Command CAD implementation. (hereinafter, referred to as the “Proposal”).

Scope Description and Responsibilities

The attached Exhibit 1, Statement of Work (“SOW”) describes the project tasks, responsibilities of each party and defined completion criteria.

Price Description

- 1) Original Firm fixed price: \$461,493.50
- 2) Upon achievement of the completion criteria set forth in the SOW the Tiburon Annual Maintenance Fee will increase by \$48,937.50.
- 3) This Change Order does not include:
  - Warranty
  - Documentation
  - Hardware or third party products or services
- 4) Client shall be responsible for any taxes levied by a government agency, if any.

Effective Date and Payment Schedule

- 1) The work described herein will be scheduled to commence at a mutually agreeable date after Client’s acceptance of this Change Order.
- 2) Payment Schedule: Upon completion of
  - 25% Task 1 -Project Initiation.

- 25% Task 2- Business Practice Review
  - 25% Task 6- Fire Specific Code Table
  - 25% Task 8- Cutover
- 3) Client's acceptance of this Change Order in the signature block provided below, authorizes Tiburon to proceed with the work described herein and confirms funding will be obligated. Any requisite contractual documents required by Client's purchasing procedures are the responsibility of the Client.
- 4) The terms and conditions of the above referenced Agreement, and this Change Order prevail regardless of any conflicting or additional terms and conditions on any Purchase Order or other correspondence. Any contingencies or additional terms obtained on any Purchase Order are not binding upon Tiburon. All Purchase Orders are subject to approval and acceptance by Tiburon.

Upon review and acceptance of this Change Order, please have a duly authorized person sign below and return the signed copy of the Change Order to Bob Brown by email at: [Bob.brown@tritech.com](mailto:Bob.brown@tritech.com). If you have any questions or require further information, please contact Bob Brown, at your convenience.

Sincerely,



Carol Mosconi  
Sr. Director, Operations

Attachment:  
Exhibit 3 - Statement of Work  
Interface Control Documents  
Standard CAD to CAD Developers Guide  
Standard CAD to CAD configuration Guide

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By this signature, Client accepts this Change Order:

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Signature

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Date

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Printed Name / Title

**Exhibit 3**  
**Statement of Work (SOW)**

**for**

**Add Stockton Fire Department to Total Command  
CAD**

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## INTRODUCTION

This Statement of Work (SOW) defines the principle activities and responsibilities of the Client and Tiburon, Inc. (Tiburon) for the implementation of Tiburon applications (the “Project”) defined below.

The Tiburon applications described below will be deployed in a Microsoft Windows environment.

## ASSUMPTIONS

- Stockton Fire Department (“Client”) will be an add on agency and single service add to the City of Stockton’s CommandCAD V2.9 system.
- No additional server hardware is needed to add onto City of Stockton’s CommandCAD system
- Client is responsible for procurement of all workstations needed.
- City of Stockton will send a representative with knowledge of the system and configuration to attend all Tiburon provided training.
- Data Warehouse and SSRS Training is not included and will be administered by the City of Stockton.
- Data Conversion is not included.
- Code Table management and File Maintenance Training will cover only Fire specific items. All other CAD maintenance will be administered by the City of Stockton.
- GIS Training and mapping responsibilities are not included in this proposal and assumed to be administered by the City of Stockton as only one geofile can be used for CAD (with as many map layers as the City determines it wants to build).

The Statement of Work tasks are not always completed sequentially and some tasks may be concurrent. The completion and acceptance of any task is not necessarily contingent upon completion of the preceding task.

The Tiburon applications to be deployed in accordance with this Statement of Work include:

- CommandCAD 2.9
  - Additional Agency License – Additional Service for Fire
  - Workstations – 6 licenses
  - 911 Mapping – 6 licenses
- MobileCOM
  - MobileCOM – 23 licenses
  - Mobile Map – 23 licenses
- Interfaces
  - Fire Station Alerting / Tone Encoder for Zetron 26
  - Rip and Run Fire Station Printing
  - Tablet Command
  - Cradle Point Integration
  - Advanced Standard CAD to CAD interface with Modesto AMR
  - Paramount ProQA – 6 licenses

- CAD UDS (XML) includes Zoll, ESO and PulsePoint – 1 site install (Firehouse)

Development and approval of Client-specific application-related documentation will occur as follows:

- Tiburon will deliver a baseline specification document in electronic format for each Tiburon application that will be delivered under this project prior to the development of Client-specific tailoring and configuration parameters.
- As part of the Business Practice Review (BPR) task, Tiburon and the Client will review Client-specific parameters and field tailoring, which Tiburon will document in an Application Tailoring Document (ATD). Tiburon will prepare and deliver the ATD in electronic format to the Client for review and approval.
- The baseline specification document(s) together with the approved ATD(s) will become the blueprint for configuring the Tiburon applications for delivery under this Statement of Work.

Attachment A.1 is an Interface Deliverable List. Tiburon will deliver a baseline version in electronic format describing the interfaces and thereafter referred to as the Interface Control Document (ICD).

## PROJECT MANAGEMENT COMMITMENT

The Client and Tiburon shall each designate a project manager to oversee the project and support the following:

### **Tiburon Responsibilities:**

- a. Maintain project communications with the Client's Project Manager.
- b. Schedule all Tiburon staff and subcontractor support to ensure project progress and completion in accordance with the project schedule.
- c. Conduct status meetings with the Client's Project Manager as required.
- d. Provide responses to Client inquiries within ten (10) business days.

### **Client Responsibilities:**

- a. Maintain project communications with Tiburon's Project Manager.
- b. Coordinate and facilitate all Client staff and third-party (vendors and/or agencies) support to ensure project progress and completion in accordance with the project schedule.
- c. Participate in status meetings with Tiburon's Project Manager.
- d. Provide written responses to Tiburon inquiries, task completion letters, and document submittals within ten (10) business days.
- e. Ensure Tiburon (Cisco) VPN remote access including dedicated high speed (T1 (1.544mb/s) or greater bandwidth). Access to Client servers on Client site(s) must be interactive, including but not limited to PC Anywhere, Remote Desktop, VNC, telnet, secure shell (SSH), and application-level TCP/IP socket connectivity as determined necessary by Tiburon. Access provided to Tiburon must include local administrative control of all servers involved in the Tiburon implementation. In addition, Tiburon requires the ability to dynamically upload/download files to the server(s) without third-party intervention.
- f. Ensure workspace is available at the Client's project site for Tiburon's Project Manager. This space should include desks, chairs, and electrical connections.
- g. Ensure telephones are located at each of the workspaces and adjacent to the central processor for the duration of the project. Tiburon will be responsible for all Tiburon-initiated long-distance charges while on site.

## **TASK 1      PROJECT INITIATION CALL**

### **Task Description:**

A project initiation call will be scheduled on a mutually agreed to date and conducted by Tiburon. The objectives of this event include:

- Client and Tiburon personnel introductions;
- Review project scope;
- Review Client and Tiburon roles and responsibilities;
- Establish a clear chain of communication and authority;
- Review the initial project schedule; and
- Review the process, agenda, and the resource and scheduling requirements for the BPR.

### **Tiburon Responsibilities:**

- a. Coordinate with the Client's Project Manager to establish a schedule and agenda for the meeting.
- b. Conduct the project initiation meeting.
- c. Deliver one (1) complete set of baseline specification documents in electronic format for each Tiburon application listed above.

### **Client Responsibilities:**

- a. Coordinate with Tiburon's Project Manager to establish a schedule and agenda for the meeting.
- b. Ensure that all appropriate Client personnel attend and actively participate in the project initiation meeting.

### **Completion Criteria:**

This task is considered complete when:

- The project initiation call has been held; and
- Baseline specification documentation for each Tiburon application has been delivered.

Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon.



## **TASK 2 BUSINESS PRACTICE REVIEW**

### **Task Description:**

The BPR is a process of evaluating the Client's existing business practices in conjunction with Tiburon application functionality. The Client and Tiburon will participate in a web based demonstration of the application. The key objectives of this call is to promote understanding of system functionality. This process will allow the Client to identify any existing operating policies and/or procedures that may be modified to accommodate Tiburon application functionality.

In addition, Tiburon and the Client participate in a web based discussion to identify and document all tailoring and configuration items for each Tiburon application. Application tailoring includes the renaming of agency-specific data elements and the reformatting of existing data entry screens, as well as defining site-specific parameters (such as the lengths of certain fields, and field formats). Application tailoring does not include modifications such as to the software source code, database layouts, report output column headers or formatting, or interfaces to internal or external databases or systems. Any such modifications are considered "customization" and, unless specifically identified as "included customizations," are not included in the scope of this project.

Tiburon will summarize the information gathered during the BPR regarding Tiburon application tailoring requirements and site specific parameters in an ATD. The ATD will define how the Tiburon application(s) will be tailored for deployment at the Client site. Requested customization not included in the contract may be processed as an Enhancement Proposal or Change Order to the project, if requested by Client. Any Change Order processed will include an update to the Project Plan to add necessary development and implementation time.

### **Tiburon Responsibilities:**

- a. Utilize the baseline specification documents as a guide for demonstration of Tiburon application functionality.
- b. Document and deliver the ATD(s).

### **Client Responsibilities:**

- a. Given that Stockton Fire Department will be an additional agency to the City of Stockton's CommandCAD system, it is imperative that if any metric changes impacting both agencies are agreed to by both parties. It will be the responsibility of Stockton Fire and City of Stockton to discuss and come to an agreement.
- b. Ensure participation of Client staff with operational, policy, and procedure expertise, and decision-making authority, to analyze business practices in relation to Tiburon application functionality.
- c. Provide pertinent information, data, record layouts, documents, and make tailoring decisions for Tiburon applications.
- d. Provide pertinent information, record layouts, documents, and connectivity necessary to establish interfaces with all local and remote systems.
- e. Review the ATD submitted by Tiburon and identify in writing any specific issues found within

ten (10) business days.

**Completion Criteria:**

This task is complete when the Client has approved the ATD. Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon. A separate task completion letter may be presented for the BPR as each Tiburon application is completed. Completion of this task is required before Tiburon will proceed with any further project work.

### **TASK 3      APPLICATION SOFTWARE TAILORING**

The Tiburon application software will be tailored in accordance with the ATD and CommandCAD build is installed onsite.

**Tiburon Responsibilities:**

- a. Tailor the Tiburon application software in accordance with the ATD.

**Client Responsibilities:**

- a. Respond to all questions that arise during system tailoring within ten (10) business days to avoid impacting the overall project schedule.

**Completion Criteria:**

This task is complete when the tailored Tiburon applications are installed. Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon. A separate task completion letter may be generated for each Tiburon application.

## **TASK 4      SYSTEM INTERFACES**

### **Task Description:**

Install and test the following interfaces as defined Attachment A.1 and in the ICD(s).

### **Tiburon Responsibilities:**

- a. Test interfaces to demonstrate conformance with the ATD and the ICD(s).

### **Client Responsibilities:**

- a. Assume responsibility for any hardware, software licenses, modifications, or additions to any systems not supplied, installed, tested, or licensed by Tiburon.
- b. Act as the liaison between the agencies and third-party vendors required to support the interfaces.
- c. Provide Tiburon with the physical connections for each interface, to allow Tiburon to test the functionality of each interface in an appropriate environment.
- d. If the interfaces are currently in operation, it is the Client's responsibility to disconnect each of the interfaces from the operational environment to facilitate interface testing. Testing may be required more than once during the project to ensure operational readiness.

### **Completion Criteria:**

This task is complete when all interfaces have been demonstrated to function in accordance with the ICD. Delays or unavailability of external systems and/or interfaces not made available to Tiburon shall not delay completion of this task. In those cases where demonstration is delayed through no fault of either the Client or Tiburon, the Client shall authorize the demonstration of the interface function at a later date.

**Such rescheduling of interface demonstrations shall not delay the scheduled go-live or any subsequent tasks.** Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon. A separate task completion letter may be generated for each Tiburon Interface.

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## **TASK 5      WORKSTATION INSTALLATION**

### **Task Description:**

Implement Tiburon's client software on a pilot set of three (3) client workstations or mobiles. Provide the Client with the software and training to complete installation of all remaining client workstations or mobiles.

### **Description:**

Tiburon will install the client software on a pilot set of desktop workstations or mobiles. The workstations will be tested for connectivity and communication. The Client is then responsible for the installation of the applicable software on the remaining workstations.

### **Tiburon Responsibilities:**

- a. Remotely, Install and test client software on workstations or mobiles at the Client's location.
- b. With the Client's assistance, install Tiburon's client software on up to three (3) computer desktop workstations or mobiles.
- c. During installation, train Client participants on the installation procedures.

### **Client Responsibilities:**

- a. Install and configure the Tiburon-provided client software on all remaining workstations.
- b. Prior to use, comply with the setting requirements for the software.
- c. Test each workstation to ensure operation by logging in, launching the application, and completing a query, entry, and modification.

### **Completion Criteria:**

This task is complete when Tiburon certifies that the three pilot workstations or mobiles have been installed with attendance of Client staff. The installation, testing, and demonstration of client software operating on more than three (3) is not required for task completion. Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon.

## **TASK 6 CODE TABLE AND SYSTEM FILE TRAINING (FIRE SPECIFIC)**

### **Task Description:**

Tiburon will provide a sample set of test/training files and deliver production data tables. This training **will not be scheduled** until the geofile has been successfully completed by the Client and is loaded into the application. Tiburon will then train Client staff in the entry of agency-specific data. All training courses will be conducted Tuesday through Friday between the hours of 0800 and 1700. On scheduled training weeks, Monday's shall be reserved for Tiburon staff travel and onsite prep.

### **Tiburon Responsibilities:**

- a. Provide a sample set of test/training files and deliver production data tables.
- b. Training will be planned for session duration hours as listed below. If the Client releases the Tiburon trainer prior to the end of the scheduled session, the training shall be considered complete.
- c. Provide one (1) electronic copy of all training materials for this task no less than ten (10) days prior to training.
- d. Conduct training courses as outlined below:

Administration/Support Training Sessions	Session Duration (Hours)	Maximum Participants	Number of Sessions
CommandCAD File and Table Maintenance Training	24	6	1
CommandCAD Browser Setup & User Training	8	6	1
MobileCOM Application Administration & Installation	8	6	1
Paramount ProQA Integration Training	8	6	1

**Client Responsibilities:**

For each of the training courses described above, the Client will:

- a. Complete entry of agency-specific data (i.e., code tables and parameters).
- b. Assign personnel with basic Windows software skills to receive training. The number of course attendees shall not exceed the class sizes listed in the tables above.
- c. Provide a suitable classroom facility with computer workstation equipment for each participant in the training session and the instructor. The room must be able to be darkened and include a Client-provided projector as well as a whiteboard or equivalent.
- d. Provide one (1) set of training materials for each student; either hard copy or CD.

**Completion Criteria:**

This task is complete when Tiburon has conducted the training courses described above. Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon. A separate task completion letter may be generated for each Tiburon application.

## **TASK 7 TIBURON APPLICATION TRAINING**

### **Task Description:**

Training will be conducted at a Client facility. All training courses will be conducted Tuesday through Friday between the hours of 0800 and 1700. On scheduled training weeks, Monday's shall be reserved for Tiburon staff travel and onsite prep. Exceptions will be made for any training sessions with a duration of 40 hours, which will be conducted Monday – Friday.

Application Training Sessions	Session Duration (Hours)	Maximum Participants	Number of Sessions
CommandCAD Fire Dispatcher/Calltaker Training including CommandCAD Browser Application Training	40	10	1
MobileCOM Application Training – Train the Trainer	4	10	2

### **Tiburon Responsibilities:**

For each of the training courses described above, Tiburon will:

- Provide training in accordance with a mutually agreed to schedule.
- Training will be planned for session duration hours as listed above. If the Client releases the Tiburon trainer prior to the end of the scheduled session, the training shall be considered complete.
- Provide one (1) electronic copy of all training materials for this task no less than ten (10) days prior to training.

### **Client Responsibilities:**

For each of the training courses described above, the Client will:

- Assign personnel with basic Windows software skills to receive training. Number of course attendees shall not exceed the class sizes listed in the above tables.
- Provide a suitable classroom facility with computer workstation equipment for each participant in the training session and for the instructor. The room must be able to be darkened and include a Client-provided projector as well as a whiteboard or equivalent.
- Provide one (1) set of training materials for each student.
- Provide end-user training for all remaining Client personnel in accordance with the project schedule
- Provide a Change Management Plan to Client personnel that outlines necessary changes and decisions for operational and functional needs related to this project.
- Provide needed refresher or remedial training necessary to ensure Client personnel are able to retain information received through this task



**Completion Criteria:**

This task is complete when Tiburon has provided all of the scheduled training. Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon. A separate task completion letter may be generated for each Tiburon application.

## **TASK 8      CUTOVER**

### **Task Description:**

Tiburon will assist the Client in placing the Tiburon application(s) in operational status and support the Client with onsite staff for up to 2 days – 8 hours per day during business hours.

The Client may wish to delay the cutover of interfaces, but such delays will not prevent Tiburon from proceeding with subsequent tasks. Tiburon will support the cutover of those interfaces via remote access. Fire CAD must cutover with Police CAD.

System maintenance will begin when Tiburon's staff has left the Client site following cutover.

### **Tiburon Responsibilities:**

- a. Notify the Client when the Tiburon application(s) is ready for live production status.
- b. Monitor the operation of the Tiburon application(s) for up to the above contracted consecutive days. If the Client elects to delay cutover of specific subsystems or modules, Tiburon will support the cutover of those subsystems or modules via remote access.
- c. Assist Client staff in utilizing and supporting the system(s).

### **Client Responsibilities:**

- a. Begin operational use of the system(s)

### **Completion Criteria:**

This task is complete when the Tiburon application(s) is placed in live production operation. Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon. A separate task completion letter may be generated for each Tiburon application.

### **ATTACHMENT A.1: INTERFACE DELIVERABLE LIST**

- Fire Station Alerting / Tone Encoder for Zetron 26
- Rip and Run Fire Station Printing
- Tablet Command
- Cradle Point Integration
- Advanced Standard CAD to CAD interface with Modesto AMR
- Paramount ProQA Interface
- UDS interface

## Zetron26 and Zetron IP FSA (non-XML) Fire Station Alerting - Interface Control Document

Interface Name	
<b>Interface Version:</b>	1.1
<b>Short Description:</b>	An automated dispatch fire station alerting interface.
<b>Long Description:</b>	<p>'Zetron26' refers to both the Zetron26 system, and the Zetron IP FSA system running in serial (non-XML) mode.</p> <p>This alerting interface is part of the Tiburon paging system. As with all paging system interfaces, failover alerting/paging is supported. On Windows CAD, this is normally installed on the CAD server but technically it can reside on another PC, as long as a socket connection can be established between this PC and the CAD server. On CAD/2000 it resides on a Windows PC.</p> <p>This interface is mainly used to send automated pre-defined fire alerts to the Zetron26 system, when a unit is dispatched to a call. This is an integrated part of the CAD paging system. The alerts are defined in the CAD pager table, generally 1 alert per unit.</p> <p>The Zetron hardware consists if a Zetron26 device that CAD communicates with. The Zetron26 device, transparently to CAD, communicates, normally via RF (radio), to a Zetron6 device in each station. A Zetron 6 device support up to 4 unique alerts/tones. To support more than alerts at a station, Zetron26 optional supports a secondary Zetron6 device at each station. Windows CAD supports addressing to this secondary Zetron6, but this should be discussed at or prior to installation time, so the client and Tiburon are aware of this.</p> <p>Via this interface it is also possible to receive and process unit status changes from a Zetron status head type of device. However, this is not currently in baseline.</p>
<b>Platform:</b>	Windows/UNIX
<b>Tiburon Systems Involved:</b>	CAD/2000, CADTi, CommandCAD
<b>3<sup>rd</sup>-Party Systems Involved:</b>	Zetron26 or Zetron IP FSA (serial, non-XML mode)
<b>Baseline or Custom (Explanation Required if Custom):</b>	<p>Baseline.</p> <p>It is also possible to receive and process unit status changes from a status head type of device, via this interface. However, this is not currently in baseline.</p>

	CAD/2000 custom: Addressing of secondary Zetron6 devices at stations.
<b>Transport(s):</b>	Asynchronous RS232 serial port. Communication parameters are normally 9600, N, 8, 1.
<b>Data Format(s):</b>	Zetron26 proprietary format. A binary packet message format.
<b>Other Technical Specifications:</b>	Zetron Model 26 Fire Station Dispatcher CAD Interface Specification Application Notes. Part # 027-0059C.
<b>Tiburon Responsibilities:</b>	<ul style="list-style-type: none"> <li>- Install and configure alerting system CAD interfaces.</li> <li>- Confirm correct operation and connectivity of all paging system components</li> <li>- Initial sample setup of pager table for client and for testing</li> <li>- Initial setup of the CAD fire station to Zetron Station Address configuration file.</li> <li>- Brief review of the pager table setup with the client.</li> <li>- Integration testing. Test 1 or 2 stations with client, using various dispatch scenarios: 1 unit, 2 units</li> <li>- Go-live support</li> </ul>
<b>Client and 3<sup>rd</sup>-Party Responsibilities:</b>	<ul style="list-style-type: none"> <li>- Provide the Zetron26 system. Setup the Zetron26 system to allow for alerting from CAD. Provide the CAD-to-Zetron connectivity and serial cable from the Zetron26 to the CAD server.</li> <li>- Provide a list of Zetron26 fire station addressing and their equivalent CAD station name.</li> <li>- Assist Tiburon with integration testing, as requested by Tiburon.</li> <li>- Complete the setup of the pager table. This is where alerts are defined.</li> <li>- Future maintenance of the pager table, if needed. Future changes, if needed, to the CAD fire station to Zetron Station Address configuration file.</li> </ul>
<b>Deployment Team:</b>	Interoperability
<b>Additional Notes:</b>	None.
<b>Links:</b>	None.
<b>Document History:</b>	Initial version 2/13/09, v 1.1 6/30/11

Template last modified: 11/24/08 – Adrian Withy

## CommandCAD to Generic Rip N Run Fire Station Printers - Interface Control Document

CAD/Ti to Generic AVL	
<b>Interface Version:</b>	1.0
<b>Short Description:</b>	Provides a standard method for interfacing to "Rip and Run" Fire Station printers
<b>Long Description:</b>	<p>Tiburon will provide a Rip and Run interface to its CommandCAD system that will provide the following general functionality:</p> <p>- If the unit's station is setup for a rip n run printer, print out incident history information to the station of a unit, when that unit is dispatched.</p>
<b>Platform:</b>	Windows
<b>Tiburon Systems Involved:</b>	CAD/Ti
<b>3<sup>rd</sup>-Party Systems Involved:</b>	Printers
<b>Baseline or Custom (Explanation Required if Custom):</b>	Baseline
<b>Transport(s):</b>	Network
<b>Data Format(s):</b>	Text
<b>Other Technical Specifications:</b>	None.
<b>Tiburon Responsibilities:</b>	Configure CommandCAD for proper number of processes needed, based in part on number of rip and run printers that will be configured. Provide training to client for how to setup rip and run printers.
<b>Client and 3<sup>rd</sup>-Party Responsibilities:</b>	Provide printers available on the network such that the CommandCAD system can send print outs to them over the network. Install printers. Maintain configuration/setup of station printers in the CommandCAD system
<b>Deployment Team:</b>	Interoperability
<b>Additional Notes:</b>	None.
<b>Client Sites:</b>	None.
<b>Links:</b>	None.
<b>Document History:</b>	First draft published 2/19/09 by Melena Fancher

## **TABLET COMMAND**

Establish database triggers/processes

This is done in File Maintenance, Agency, Warehouse:

User-selected transfer points. Sites can select up to three transfer points.

These transfer points only need to be filled in if the client has one or more RMS systems that receive their transfer data via the data warehouse. This field determines when an "inform" record is written to the data warehouse to tell these RMS systems that they should read the data for a particular call.

## **CRADLE POINT INTEGRATION**

The Cradle point device can provide the GPS feed to both the Server and to MobileCOM simultaneously, if required. Tiburon will configure the device, either by feeding MobileCOM (our Mobile product) or a direct UDP feed to our new AVL Endpoint. These updates can then be used by CAD's calculated routing logic. The cradle point devices have settings that allow the client to set time and distance parameters that can control the GPS feed or that can be done via MobileCOM, as it already does filtering. If the client elects to connect to MobileCOM, the device can be configured to broadcast updates to the local IP. A Tiburon engineer will train client staff on the configuration (as part of the MobileCOM install) so the client can assume the configuration forward. That training will also include training on the CAD File Maintenance tables that associate the ID to the device (and sends to the unit ID in that vehicle). Engineering consultation/training will not exceed 80 hours for this task.



## **ADVANCED STANDARD CAD TO CAD INTERFACE WITH MODESTO AMR**

**The advanced interface provides the following capabilities in addition to all the capabilities in the Basic interface (see attached C2C docs).**

### **Sending from the Local to Remote CAD:**

#### **For configured units:**

- Position updates (AVL)
- All status changes

#### **For incidents:**

- Notification comments
- Designate an agency for an incident when sending to a multi-agency CAD
- Transport destination information for scheduled incidents
- Transfer permanent and temporary vehicle capabilities to the remote CAD site (5.6)
- Transfer Primary and Secondary Vehicle Resource Types to the remote CAD site (5.6)
- Take shared/mirrored units on and off duty (5.6)
- Re-open Closed Incidents (5.7)

### **Receiving from the Remote CAD:**

#### **For configured units:**

- Position updates (AVL)
- All status changes

#### **For incidents:**

- Notification comments
- Create incidents in the designated agency
- Transfer permanent and temporary vehicle capabilities to the remote CAD site
- Re-open Closed Incidents (5.7)

**The Basic interface includes the following capabilities.**

**Sending from the Local to Remote CAD:**

- o Incidents can be sent manually or automatically
- o Automatic sending can be triggered by:
  - Response Area
  - Problem/Nature
  - Response Plan
  - Response Priority
  - Agency or Jurisdiction
  - Response Area and Problem/Nature
- o Incident data includes basic demographic and location, comments, cancellation reason, closing reason
- o Supports acknowledgements and heartbeats
- o Standard CAD to CAD Text Messaging
- o Geographic Area Based Routing (5.7)
- o Comment Formatting (5.7)

**Receiving from the Remote CAD:**

- o Incidents will be automatically created and geo-verified in the local CAD

**Incidents that are cancelled on the remote CAD can trigger:**

- Incident cancellation
- Incident comment
- Notification to the local users
- o Accept / Decline Time Out for Dispatch Requests