

**Agreement between the City and County of San Francisco  
and Motorola Solutions Inc. for Computer Aided Dispatch  
and Mobile Computing System**

## TABLE OF CONTENTS

<b>Article 1 Definitions .....</b>	<b>1</b>
<b>Article 2 Term of the Agreement.....</b>	<b>7</b>
<b>Article 3 Financial Matters .....</b>	<b>8</b>
<b>Article 3 Financial Matters .....</b>	<b>8</b>
<b>3.1 Certification of Funds; Budget and Fiscal Provisions; Termination in the Event of Non-Appropriation .....</b>	<b>8</b>
<b>3.2 Services Contractor Agrees to Perform .....</b>	<b>8</b>
<b>3.3 Guaranteed Maximum Costs .....</b>	<b>8</b>
<b>3.4 Calculation of Charges .....</b>	<b>8</b>
<b>3.5 Payment Limited to Satisfactory Services and Delivery of Goods.....</b>	<b>9</b>
<b>3.6 Freight, Title, and Risk of Loss.....</b>	<b>9</b>
<b>3.7 Withhold Payments.....</b>	<b>9</b>
<b>3.8 Invoice Format .....</b>	<b>9</b>
<b>3.9 LBE Payment and Utilization Tracking System.....</b>	<b>9</b>
<b>3.10 Getting paid by the City for Goods and/or Services .....</b>	<b>9</b>
<b>3.12 Payment Terms, Payment Due Date .....</b>	<b>10</b>
<b>3.13 Audit and Inspection of Records .....</b>	<b>10</b>
<b>3.14 Submitting False Claims.....</b>	<b>10</b>
<b>3.15 Payment of Prevailing Wage.....</b>	<b>10</b>
<b>Article 4 On Premise Software License and Equipment.....</b>	<b>12</b>
<b>4.1 Services Contractor Agrees to Perform .....</b>	<b>12</b>
<b>4.2 Grant of License .....</b>	<b>12</b>
<b>4.3 Open Source Software .....</b>	<b>12</b>
<b>4.4 Restrictions on Use.....</b>	<b>13</b>
<b>4.5 Authorized Users.....</b>	<b>13</b>
<b>4.6 Ownership and Title .....</b>	<b>14</b>
<b>4.7 Disaster Recovery Copy .....</b>	<b>14</b>
<b>4.8 Transfer of Products.....</b>	<b>14</b>
<b>4.9 Documentation .....</b>	<b>14</b>
<b>4.10 Proprietary Markings.....</b>	<b>14</b>
<b>4.11 Authorized Modification .....</b>	<b>14</b>
<b>4.12 CAD System Functionality.....</b>	<b>15</b>
<b>4.13 Delivery .....</b>	<b>15</b>

4.14 Acceptance Testing .....	15
4.15 Training .....	15
4.16 Warranties: Right to Grant License .....	15
4.17 Warranties: Conformity to Specifications.....	15
4.18 Nondisclosure .....	15
4.19 Software System Warranty .....	16
4.20 Prohibited Use .....	16
4.21 Equipment Warranty .....	16
4.22 Installation of Equipment.....	16
4.23 Program Managers .....	16
<b>Article 5 SaaS Services and Resources .....</b>	<b>17</b>
5.1 Services Contractor Agrees to Perform .....	17
5.2 SaaS Application Services and Resources .....	17
5.3 Acceptance Testing; Document Delivery; Training.....	20
5.4 CAD Application Services and Resources .....	20
<b>Article 6 Software Maintenance and Support Services.....</b>	<b>21</b>
6.1 Maintenance and Support Services.....	21
6.2 Start Date.....	21
6.3 Auto Renewal .....	21
6.4 Additional Hardware.....	21
6.5 Maintenance .....	22
6.6 Equipment Condition .....	22
6.7 Equipment Failure .....	22
6.8 Excluded Services.....	22
6.10 Time and Place .....	24
6.11 City will provide to Contractor, at no charge, a non-hazardous work environmen..	24
6.12 City Contact.....	24
6.13 Priority Categories.....	24
6.14 Error, Defect, or Malfunction correction .....	24
<b>Article 7 Professional Services and Resources .....</b>	<b>24</b>
7.1 Services Contractor Agrees to Perform.....	24
7.2 Personnel.....	24
7.3 Independent Contractor; Payment of Employment Taxes and Other Expenses	25
7.4 Assignment.....	26

7.5 Warranty .....	26
7.6 Liquidated Damages .....	26
<b>Article 8 Insurance; and Indemnity and Warranties .....</b>	<b>27</b>
8.1 Required Coverages .....	27
8.2 Indemnification .....	29
8.3 Infringement Indemnity .....	30
8.4 Limitations .....	30
8.5 Warranties of Contractor .....	31
<b>Article 9 Liability of the Parties .....</b>	<b>31</b>
9.1 LIABILITY OF CITY .....	31
9.2 Liability for Use of Equipment .....	32
9.3 Limitation of Liability .....	32
<b>Article 10 Payment of Taxes .....</b>	<b>32</b>
10.1 Contractor to Pay All Taxes .....	32
10.2 Possessory Interest Taxes .....	32
10.3 Withholding .....	33
<b>Article 11 Termination; Disposition of Content; Survival.....</b>	<b>33</b>
11.1 Termination for Cause and/or Convenience .....	33
11.2 Termination for Default; Remedies .....	34
11.3 Bankruptcy .....	36
11.4 Transition Services and Disposition of City Data .....	36
11.5 Disposition of Licensed Software on Termination.....	37
11.6 Remedies .....	37
11.7 Notice of Default.....	37
11.8 Non-Waiver of Rights.....	37
11.9 Rights and Duties upon Termination or Expiration.....	37
11.10 Data Rights .....	38
<b>Article 12 Rights In Deliverables.....</b>	<b>38</b>
12.1 Ownership of Results.....	38
12.2 Works for Hire .....	39
<b>Article 13 Additional Requirements Incorporated by Reference .....</b>	<b>39</b>
13.1 Laws Incorporated by Reference .....	39
13.2 Conflict of Interest .....	39
13.3 Prohibition on Use of Public Funds for Political Activity .....	39

13.4 Consideration of Salary History .....	39
13.5 Nondiscrimination Requirements.....	40
13.6 Local Business Enterprise and Non-Discrimination in Contracting Ordinance .....	40
13.7 Minimum Compensation Ordinance.....	40
13.8 Health Care Accountability Ordinance .....	40
13.9 First Source Hiring Program .....	41
13.10 Alcohol and Drug-Free Workplace .....	41
13.11 Limitations on Contributions.....	41
13.12 Slavery Era Disclosure .....	41
13.13 Working with Minors .....	41
13.14 Consideration of Criminal History in Hiring and Employment Decisions .....	41
13.15 Public Access to Nonprofit Records and Meetings .....	42
13.16 Food Service Waste Reduction Requirements .....	42
13.17 Distribution of Beverages and Water.....	42
13.18 Tropical Hardwood and Virgin Redwood Ban .....	42
13.19 Preservative Treated Wood Products .....	42
<b>Article 14 General Provisions .....</b>	<b>42</b>
14.1 Data Breach .....	43
14.2 Compliance with Americans with Disabilities Act.....	43
14.2 Incorporation of Recitals.....	43
14.3 Sunshine Ordinance.....	43
14.4 Modification of this Agreement .....	43
14.5 Dispute Resolution Procedure. Negotiation; Alternative Dispute Resolution..	44
14.6 Government Code Claim Requirement .....	44
14.7 Agreement Made in California; Venue.....	44
14.8 Construction .....	44
14.9 Entire Agreement.....	44
14.10 Compliance with Laws .....	44
14.11 Severability .....	44
14.12 Cooperative Drafting.....	44
14.13 Order of Precedence .....	45
<b>Article 15 Department Specific Terms.....</b>	<b>45</b>
15.1 Change Orders .....	45
<b>Article 16 Data and Security.....</b>	<b>45</b>

<b>16.1 Protection of Private Information</b> .....	45
<b>16.2 Confidential Information</b> .....	46
<b>16.3 Remedies for Breach of Obligation of Confidentiality.</b> .....	46
<b>16.4 Surrender of Confidential Information upon Termination</b> .....	46
<b>16.5 Data Security</b> .....	46
<b>16.6 Data Privacy and Information Security Program</b> .....	47
<b>16.7 Data Transmission</b> .....	48
<b>16.8 American Institute of Certified Public Accounts (AICPA) Audit Reports</b> .....	48
<b>16.9 Audit of Contractor's Policies</b> .....	48
<b>16.10 Audit Findings</b> .....	48
<b>16.11 (Payment Card Industry ("PCI") Requirements).</b> .....	49
<b>16.12 Protected Health Information</b> .....	49
<b>16.13 Business Associate Agreement</b> .....	49
<b>Article 17 Force Majeure</b> .....	<b>49</b>
<b>17.1 Liability</b> .....	49
<b>17.2 Duration</b> .....	49
<b>17.3 Effect</b> .....	49
<b>17.4 Disaster Recovery</b> .....	50
<b>Article 18 Appendices</b> .....	<b>51</b>
<b>18.1 Additional Appendices</b> .....	51
<b>Article 19 MacBride And Signature</b> .....	<b>53</b>

**City and County of San Francisco  
Office of Contract Administration  
Purchasing Division  
City Hall, Room 430  
1 Dr. Carlton B. Goodlett Place  
San Francisco, California 94102-4685**

**Agreement between the City and County of San Francisco and**

**Motorola Solutions Inc.  
1000031673**

This Agreement is made this 22nd day of December 2023, in the City and County of San Francisco (“City”), State of California, by and between Motorola Solutions Inc., 500 West Monroe, Chicago, IL 60661 (“Contractor”) and City.

**Recitals**

WHEREAS, the Department of Emergency Management (“Department”) acting on behalf of the City wishes to procure a Computer Aided Dispatch (CAD) and Mobile Computing (Mobile) System, associated interfaces and implementation, project management, and maintenance services; and

WHEREAS, Contractor represents and warrants that it is qualified to provide the CAD System equipment and perform the Services required by City as set forth under this Agreement; and

WHEREAS, the Department wishes to procure hardware, software, installation services and if and when the Department chooses to do so add maintenance, support services and systems and service options subject to the approval of the Board of Supervisors; and

WHEREAS, Contractor was competitively selected pursuant to Sourcing Event ID 0000006285; and

WHEREAS, this is a contract for Services and there is a Local Business Entity (“LBE”) subcontracting participation requirement with respect to the Services, as defined further herein; and

WHEREAS, approval for the Agreement was obtained on November 20, 2023, from the Civil Service Commission under PSC number 40708-23/24 in the amount of \$45 Million Dollars for the period of December 1, 2023, to November 30, 2038; and

Now, THEREFORE, the parties agree as follows:

**Article 1 Definitions**

The following definitions apply to this Agreement:

1.1 “Acceptance” means notice from the City to Contractor that the CAD System comprised of equipment, licensed software and CAD Application meets the specifications and

requirements contained in the Documentation and Appendices. City's Acceptance shall be governed by the procedures set forth in Section 5.3 and Appendix A5.

1.2 "Acceptance Period" means the period allocated by City to test the CAD System to determine whether it conforms to the applicable specifications and, if appropriate, properly operates in the defined operating environment, is capable of running on a repetitive basis, and is otherwise in compliance with the service level obligations without failure in accordance with Appendix A5.

1.3 "Agreement" means this contract document, including all attached appendices, and all applicable City Ordinances and Mandatory City Requirements which are specifically incorporated into this Agreement by reference as provided herein.

1.4 "Authorized Users" means a person authorized by City to access the City's Portal and use the CAD Application, including any City employee, contractor, or agent, or any other individual or entity authorized by City.

1.5 "CAD System" means Computer Aided Dispatch (CAD) and Mobile Computing (Mobile) System, associated interfaces and implementation, project management, and maintenance services and consists of equipment, licensed software, SAAS software and maintenance services as described in Appendix A.

1.6 "City" or "the City" means the City and County of San Francisco, a municipal corporation, acting by and through both its Director of the Office of Contract Administration or the Director's designated agent, hereinafter referred to as "Purchasing" and Department of Emergency Management.

1.7 City Data. means that data as described in Article 16 of this Agreement which means data, includes, without limitation, information, and content, including images, text, videos, documents, audio, telemetry, location and structured data base records, provided by, through, or on behalf of City, its users, any end users through the use of the Services. City Data does not include information from publicly available sources or other third-party data or Contractor Data; all data collected, used, maintained, processed, stored, or generated by or on behalf of the City in connection with this Agreement. City Data includes, without limitation, Confidential Information.

1.8 "City Portal" means an electronic gateway to a secure entry point via Contractor's Website that allows City and its Authorized Users to log in to an area where they can view and download information or request assistance regarding the SaaS Application and Services.

1.9 "City's Project Manager" means the individual specified by the City pursuant to Section 4.21 hereof, as the Project Manager authorized to administer this Agreement on the City's behalf.

1.10 "CMD" means the Contract Monitoring Division of the City

1.11 "City Confidential Information" means confidential City information including, but not limited to, ("PII"), protected health information ("PHI"), or individual financial information (collectively, "Proprietary or Confidential Information") that is subject to local, state or federal laws restricting the use and disclosure of such information, but not limited to, Article 1, Section 1 of the California Constitution; the California Information Practices Act (Civil Code § 1798 et seq.); the California Confidentiality of Medical Information Act (Civil Code § 56 et seq.); the federal Gramm-Leach-Bliley Act (15 U.S.C. §§ 6801(b) and 6805(b)(2)); the privacy and

information security aspects of the Administrative Simplification provisions of the federal Health Insurance Portability and Accountability Act (45 CFR Part 160 and Subparts A, C, and E of part 164); and San Francisco Administrative Code Chapter 12M (Chapter 12M).

1.12 “Contractor” means Motorola Solutions, Inc

1.13 “Contractor Data” means data owned or licensed by Contractor

1.14 “Contractor Project Manager” means the individual specified by Contractor pursuant to Section 4.21 hereof, as the Project Manager authorized to administer this Agreement on Contractor’s behalf.

1.15 “Contractor’s Website” means the Website that provides Authorized User access to the SaaS Application Services.

1.16 “Data Breach” means any access, destruction, loss, theft, use, modification or disclosure of City Data by an unauthorized party or that is in violation of the Agreement terms and/or applicable local, state or federal law.

1.17 “Data Center(s)” means a physical location within the United States where Contractor (or its subcontractor) houses and operates the hardware (including computer servers, routers, and other related equipment) on which Contractor hosts on the Internet the SaaS Application and City Data pursuant to this Agreement.

1.18 “Deliverables” means the Equipment, Software, installation materials, Documentation and work product resulting from the Services that Contractor provides to the City. Contractor’s work product resulting from the Services provided by Contractor to City during the course of Contractor’s performance of the Agreement, including without limitation, the work product described in Appendix A.

1.19 “Deliverable Data” means Project Data that is identified in Appendix A, and required to be delivered to the City.

1.20 “Disabling Code” means computer instructions or programs, subroutines, code, instructions, data or functions (including but not limited to viruses, worms, date bombs or time bombs), including but not limited to other programs, data storage, computer libraries and programs that self-replicate without manual intervention, instructions programmed to activate at a predetermined time or upon a specified event, and/or programs purporting to do a meaningful function but designed for a different function, that alter, destroy, inhibit, damage, interrupt, interfere with or hinder the operation of the City’s access to the SaaS Services through Contractor’s Website and/or Authorized User’s processing environment, the system in which it resides, or any other software or data on such system or any other system with which it is capable of communicating.

1.21 “Documentation” means documents relating to the Software, Equipment, and as built System that Contractor will deliver under this Agreement, which specifies technical, configuration settings, and performance features and capabilities, and the user, operation and training manuals and documentation for the System, technical publications provided by Contractor to City relating to use of the CAD Application/Licensed Software, such as reference, administrative, maintenance, and programmer manuals, including all appendices attached to this agreement.

1.22 “End Users” means any Authorized User who accesses Contractor’s Website and uses the CAD Application and Services.

1.23 “Errors, Defects and Malfunctions” means either a deviation between the function of the Software and the Documentation furnished by Contractor for the Software, or a failure of the Software which degrades the use of the Software.

1.24 “Equipment” means the equipment that the City purchases from Contractor under this Agreement.

1.25 “Fix” means repair or replacement of source, object or executable code in the Software to remedy an Error, Defect or Malfunction.

1.26 “Implementation and Training Services” means the services by which Contractor will implement all necessary Software configurations and modules necessary to make the CAD System available and accessible to City.

1.27 “Internet” means that certain global network of computers and devices commonly referred to as the “internet,” including, without limitation, the World Wide Web.

1.28 “Licensed Software” “CAD Software” or “Software” means one or more of the proprietary computer software programs identified in Appendix A, all related materials, Documentation, all corrections, patches or updates thereto, and other written information received by City from Contractor, whether in machine-readable or printed form.

1.29 “Maintenance Services” means the activities to investigate, resolve Software Application and Services issues and correct product bugs arising from the use of the Application and Services in a manner consistent with the published specifications and functional requirements defined during implementation in accordance with Article 6 and Appendix D.

1.30 “Mandatory City Requirements” means those City laws set forth in the San Francisco Municipal Code, including the duly authorized rules, regulations, and guidelines implementing such laws that impose specific duties and obligations upon Contractor.

1.31 “Motorola Confidential Information” means any and all non-public information provided by Motorola to the City that is disclosed under this Agreement in oral, written, graphic, machine recognizable, or sample form, being clearly designated, labeled or marked as confidential or its equivalent or that a reasonable businessperson would consider non-public and confidential by its nature. Motorola Confidential Information will also include software and Services, and documentation, as well as any other information relating to the software and Services. In order to be considered Motorola Confidential Information, information that is disclosed orally must be identified as confidential at the time of disclosure and confirmed by Motorola by submitting a written document to City within thirty (30) days after such disclosure. The written document must contain a summary of the Motorola Confidential Information disclosed with enough specificity for identification purpose and must be labeled or marked as confidential or its equivalent. Except in response to an open/public records request, disclosure of Motorola Confidential Information may be made only to those employees who have a need to know to perform their duties and have an obligation of confidentiality. To the extent any disclosure may be required by law, City shall inform Motorola of the requested disclosure, with a reasonable description of the requested disclosure and identification of the requestor, in sufficient time for Motorola to assert any objection it may have to such disclosure with the appropriate administrative or judicial body.

1.32 “Object Code” means the machine-readable form of the Licensed Software provided by Contractor

1.33 “Open Source Software” means software with either freely obtainable source code, a license for modification, or permission for free distribution.

1.34 “Party” or “Parties” means, respectively, the City and Contractor either individually or collectively.

1.35 “Patch” means a temporary repair or replacement of code in the Software to remedy an Error, Defect or Malfunction. Patches may be made permanent and released in Subsequent Releases of the Software.

1.36 “Performance Credit” means credit due to City by Contractor with regard to Contractor’s service level obligations in Appendix E.

1.37 “Personal Identifiable Information (PII)” means any information about an individual, including information that can be used to distinguish or trace an individual’s identity, such as name, social security number, date and place of birth, mother’s maiden name, or biometric records; and any other information that can reasonably be linked to an individual, such as medical, educational, financial, and employment information.

1.38 “Precedence” means that, notwithstanding the terms of any other document executed by the Parties as a part of this Agreement, the terms of this Agreement shall control over any discrepancy, inconsistency, gap, ambiguity, or conflicting terms set forth in any other Contractor pre-printed document.

1.39 “Priority Category” means a priority assigned to an Error, Defect or Malfunction, designating the urgency of correcting an Error, Defect or Malfunction. Assignment of a Priority Category to an Error, Defect or Malfunction is based on City’s determination of the severity of the Error, Defect or Malfunction and Contractor’s reasonable analysis of the priority of the Error, Defect or Malfunction.

1.40 “Priority Protocol” means a priority based on the Priority Category, rules specifying the turnaround time for correcting Errors, Malfunctions and Defects; escalation procedures, and personnel assignment.

1.41 “Project Data” means data that is first produced in the performance of this Agreement.

1.42 “SAAS Application/SaaS Software/Software or CAD Software” means the licensed and hosted computer program and associated documentation, as listed in this Agreement and Appendices, and any modification or Upgrades or modifications to the program(s), residing in Contractor’s servers that provides the SaaS Services that may be accessed by Authorized Users through the Internet. The SaaS Application may include Contractor provided Third-Party Software. All Software, revisions and versions provided by Contractor shall be subject to the terms and conditions of this Agreement, including any amendments thereto.

1.43 “SaaS Application Patch” means an update to the SaaS Application comprised of code inserted (or patched) into the code of the SaaS Application, and which may be installed as a temporary fix between full releases of a SaaS Application Revision or SaaS Application Version. Such a patch may address a variety of issues including without limitation fixing a Software bug, installing new drivers, addressing new security vulnerabilities, addressing software stability

issues, and upgrading the Software. SaaS Application Patches are included in the annual payments made by City to Contractor for the SaaS Services under this Agreement.

1.44 “SaaS Maintenance Services” means the activities to investigate, resolve SaaS Application and Services issues and correct product bugs arising from the use of the SaaS Application and Services in a manner consistent with the published specifications and functional requirements defined during implementation.

1.45 “SaaS Services” means the Services performed by Contractor to host the SaaS Application to provide the functionality listed in the Documentation.

1.46 “SaaS Severity Level” means a designation of the effect of a SaaS Issue on the City. The severity of a SaaS Issue is initially defined by the City and confirmed by Contractor. Until the SaaS Issue has been resolved, the Severity Level may be raised or lowered based on Contractor’s analysis of impact to business.

1.47 “SaaS Software Error” means any failure of SaaS Software to conform in all material respects to the requirements of this Agreement or Contractor’s published specifications.

1.48 “SaaS Software Error Correction” means either a modification or addition that, when made or added to the SaaS Software, brings the SaaS Software into material conformity with the published specifications, or a procedure or routine that, when observed in the regular operation of the SaaS Software, avoids the practical adverse effect of such nonconformity.

1.49 “SaaS Software Revision” means an update to the current SaaS Software Version of the SaaS Software code that consists of minor enhancements to existing features and code corrections. SaaS Software Revisions are provided and included with the annual service payments made by City to Contractor for the SaaS Service.

1.50 “SaaS Software Version” means the base or core version of the SaaS Software that contains significant new features and significant fixes and is available to the City. SaaS Software Versions may occur as the SaaS Software architecture changes or as new technologies are developed. The nomenclature used for updates and upgrades consists of major, minor, build, and fix and these correspond to the following digit locations of a release, a,b,c,d, an example of which would be NCC 7.4.1.3, where the 7 refers to the major release, the 4 refers to the minor release, the 1 refers to the build, and the 4 refers to a fix. All SaaS Software Versions are provided and included as part of this Agreement upon request or approval from City for the upgrade.

1.51 “Scheduled SaaS Maintenance” means the time (in minutes) during the month, as measured by Contractor, in which access to the SaaS Services is scheduled to be unavailable for use by the City due to planned system maintenance and major version upgrades

1.52 “Services” means the work performed by Contractor under this Agreement as specifically described in the Statement of Work attached as Appendix A2 and Appendix D including all services, labor, supervision, materials, equipment, actions and other requirements to be performed and furnished by Contractor under this Agreement.

1.53 “Software” means the Contractor owned software and third-party software, in object code format that is furnished with the Services provided, as described on Appendix A.

1.54 “Source Code” means the human readable compliant form of the Licensed Software to be provided by Contractor

1.55 “Specifications” means the functional and operational characteristics of the Licensed Software as described in Contractor’s current published product descriptions, technical manuals, Appendix A and the RFP response dated March 16, 2022.

1.56 “Subsequent Release” means a release of the Software for use in a particular operating environment which supersedes the Software. A Subsequent Release is offered and expressly designated by Contractor as a replacement to a specified Software product. A Subsequent Release will be supported by Contractor in accordance with the terms of this Agreement. Multiple Subsequent Releases may be supported by Contractor at any given time

1.57 “Successor Service Provider” means a new service provider, if any, selected by City in the event the SaaS Services are terminated under this Agreement.

1.58 “Support Services” means the Software support service required under this Agreement. Support Services include correcting an Error, Defect or Malfunction; providing telephone and/or online support concerning the installation and use of the Software; training in the installation and use of the Software; on-site consulting and application development services; detection, warning and correction of viruses; and disabled/disabling code.

1.59 “System” or “System Description” means the Equipment, Software, and incidental hardware and materials that are combined together into an integrated system as described in Appendix A.

1.60 “Transition Services” means that assistance reasonably requested by City to effect the orderly transition of the SaaS Services, in whole or in part, to City or to Successor Service Provider.

1.61 “Upgrade” means either an enhancement to the Software code to add new features or functions to the system or software programming revisions containing corrections to Errors, Defects and Malfunctions that have been reported by users or discovered by the Contractor.

1.62 “Warranty Period” means a period commencing with the final system acceptance of the Software product during which reported Errors, Defects and Malfunctions for Software products are corrected without charge in accordance with the provisions below.

1.63 “Workaround” means a change in the procedures followed or end user operation of the software to avoid an Error, Defect or Malfunction without significantly impairing functionality or degrading the use of the Software.

## **Article 2 Term of the Agreement**

2.1 The term of this Agreement shall commence on December 22, 2023 and expire on November 23, 2027, unless earlier terminated as otherwise provided herein.

2.2 Subject to Section 4.1 (“Grant of License”), the licenses specified in Appendix A as perpetual granted under this Agreement shall commence upon acceptance of the Licensed Software and shall continue in perpetuity unless sooner terminated in accordance with the provisions of this Agreement.

2.3 The City has the option to amend the Agreement to add maintenance and support services and to add services and products for the CAD system. These options may be exercised at

the City's sole and absolute discretion and by modifying this Agreement as provided in Section 14.4, "Modification of this Agreement" and subject to the approval of the Board of Supervisors.

### **Article 3 Financial Matters**

**3.1 Certification of Funds; Budget and Fiscal Provisions; Termination in the Event of Non-Appropriation.** This Agreement is subject to the budget and fiscal provisions of the City's Charter. Charges will accrue only after prior written authorization certified by the Controller, and the amount of City's obligation hereunder shall not at any time exceed the amount certified for the purpose and period stated in such advance authorization. This Agreement will terminate without penalty, liability or expense of any kind to City at the end of any fiscal year if funds are not appropriated for the next succeeding fiscal year. If funds are appropriated for a portion of the fiscal year, this Agreement will terminate, without penalty, liability or expense of any kind at the end of the term for which funds are appropriated. City has no obligation to make appropriations for this Agreement in lieu of appropriations for new or other agreements. City budget decisions are subject to the discretion of the Mayor and the Board of Supervisors. Contractor's assumption of risk of possible non-appropriation is part of the consideration for this Agreement.

THIS SECTION CONTROLS AGAINST ANY AND ALL OTHER PROVISIONS OF THIS AGREEMENT.

**3.2 Services Contractor Agrees to Perform.** Contractor agrees to perform the Services and deliver the Equipment and Software for the installation and implementation of the CAD system as per the Appendices in this Agreement. Officers and employees of the City are not authorized to request, and the City is not required to reimburse the Contractor for Services beyond the Scope of Services under this Agreement.

**3.3 Guaranteed Maximum Costs.** The City's payment obligation to Contractor cannot at any time exceed the amount certified by City's Controller for the purpose and period stated in such certification. Absent an authorized Emergency per the City Charter or applicable Code, no City representative is authorized to offer or promise, nor is the City required to honor, any offered or promised payments to Contractor under this Agreement in excess of the certified maximum amount without the Controller having first certified the additional promised amount and the Parties having modified this Agreement as provided in Section 14.4, "Modification of this Agreement."

**3.4 Calculation of Charges.** Contractor shall provide an invoice to the City on a monthly basis for goods delivered and/or Services completed in the immediately preceding month, unless a different schedule is set out in Appendix B, "Calculation of Charges." Compensation shall be made for goods and/or Services identified in the invoice that the City, in his or her sole discretion, concludes has been satisfactorily performed. In no event shall the amount of this Agreement exceed Nine Million Six Hundred and Eighty-Five Thousand and Seven Hundred and Sixteen Dollars [\$9,685,716]. The breakdown of charges associated with this Agreement appears in Appendix B, "Calculation of Charges." Payment will be made in accordance with the payment schedule described in Appendix B. In no event shall City be liable for interest or late charges for any late payments. City will not honor minimum service order charges for any services covered by this Agreement.

**3.5 Payment Limited to Satisfactory Services and Delivery of Goods.** Contractor is not entitled to any payments from City until City approves the goods and/or Services delivered pursuant to this Agreement. Payments to Contractor by City shall not excuse Contractor from its obligation to replace unsatisfactory delivery and/or defective goods and/or Services even if the unsatisfactory delivery and/or defective and/or unsatisfactory character may not have been apparent or detected at the time such payment was made. Goods and/or Services delivered pursuant to this Agreement that do not conform to the requirements of this Agreement may be rejected by City and in such case must be replaced by Contractor without delay at no cost to the City. Goods and Services delivered pursuant to this Agreement are subject to the Warranty provisions in Appendix D.

**3.6 Freight, Title, and Risk of Loss.** Freight charges are included in the CAD System Purchase Price. Motorola will pack and ship all Equipment in accordance with good commercial practices. Contractor is responsible for local warehousing of the Equipment, where Contractor will inspect and inventory the Equipment. City representatives may participate in these activities. Title and risk of loss to the Equipment will pass to City upon delivery to the City's destination point. City will promptly inspect the delivered Equipment, and City has no duty to accept, and may rightfully reject, Equipment that has been damaged in transit or that fails to conform to the order. Title to Software does not pass at any time but is governed by the applicable Software License Agreement.

**3.7 Withhold Payments.** If Contractor fails to provide goods and/or Services in accordance with Contractor's obligations under this Agreement, the City may withhold any and all payments due Contractor until such failure to perform is cured, and Contractor shall not stop work as a result of City's withholding of payments as provided herein

**3.8 Invoice Format.** Invoices furnished by Contractor under this Agreement must be in a form acceptable to the Controller and City and include a unique invoice number and a specific invoice date. Payment shall be made by City as specified in Section 3.10, or in such alternate manner as the Parties have mutually agreed upon in writing. All invoices must show the PeopleSoft Purchase Order ID Number, PeopleSoft Supplier Name and ID, Item numbers (if applicable), complete description of goods delivered or Services performed, sales/use tax (if applicable), contract payment terms and contract price. City shall provide the PeopleSoft Purchase Order ID Number and PeopleSoft Supplier Name and ID at time of contract execution, and no further ordering documents are required for performance of the contract value in section 3.4. Invoices that do not include all required information or contain inaccurate information will not be processed for payment.

**3.9 LBE Payment and Utilization Tracking System.** If LBE Subcontracting Participation Requirements apply to a Contract awarded pursuant to this Solicitation, the Awarded Contractor shall: (a) Within three (3) business days of City's payment of any invoice to Contractor, pay LBE subcontractors as provided under Chapter 14B.7(H)(9); and (b) Within ten (10) business days of City's payment of any invoice to Contractor, confirm its payment to subcontractors using the City's Supplier Portal Payment Module, unless instructed otherwise by CMD. Failure to submit all required payment information to the City's Supplier Portal Payment Module with each payment request may result in the withholding of 20% of subsequent payments due. Self-Service Training is located at this link: <https://sfcitypartnersfgov.org/pages/training.aspx>

**3.10 Getting paid by the City for Goods and/or Services.**

3.10.1 The City and County of San Francisco utilizes the Paymode-X<sup>®</sup> service offered by Bank of America Merrill Lynch to pay City contractors. Contractor must sign up to receive electronic payments to be paid under this Agreement. To sign up for electronic payments, visit [http://portal.paymode.com/city\\_countyofsanfrancisco](http://portal.paymode.com/city_countyofsanfrancisco).

3.10.2 At the option of the City, Contractor may be required to submit invoices directly in the City's financial and procurement system (PeopleSoft) via eSettlement. Refer to <https://sfcitypartner.sfgov.org/pages/training.aspx> for more information on eSettlement. For access to PeopleSoft eSettlement, submit a request through [sfemployeeportalsupport@sfgov.org](mailto:sfemployeeportalsupport@sfgov.org).

3.11 Reserved. (Grant Funded Contracts)

3.12 **Payment Terms, Payment Due Date.** Unless City notifies the Contractor that a dispute exists, Payment shall be made within 30 calendar days, measured from (1) the delivery of goods and/or the rendering of services or (2) the date of receipt of the invoice, whichever is later. Payment is deemed to be made on the date on which City has issued a check to Contractor or, if Contractor has agreed to electronic payment, the date on which City has posted electronic payment to Contractor.

3.13 **Audit and Inspection of Records.** Contractor agrees to maintain and make available to the City, during regular business hours, accurate books and accounting records relating to its Services. Contractor will permit City to audit, examine and make excerpts and transcripts from such books and records, and to make audits of all invoices, materials, payrolls, records or personnel and other data related to all other matters covered by this Agreement, whether funded in whole or in part under this Agreement. Contractor shall maintain such data and records in an accessible location and condition for a period of not less than five years after final payment under this Agreement or until after final audit has been resolved, whichever is later. The State of California or any Federal agency having an interest in the subject matter of this Agreement shall have the same rights as conferred upon City by this Section. Contractor shall include the same audit and inspection rights and record retention requirements in all subcontracts

3.14 **Submitting False Claims.** The full text of San Francisco Administrative Code Chapter 21, Section 21.35, including the enforcement and penalty provisions, is incorporated into this Agreement. Pursuant to San Francisco Administrative Code §21.35, any contractor or subcontractor who submits a false claim shall be liable to the City for the statutory penalties set forth in that section. A contractor or subcontractor will be deemed to have submitted a false claim to the City if the contractor or subcontractor: (a) knowingly presents or causes to be presented to an officer or employee of the City a false claim or request for payment or approval; (b) knowingly makes, uses, or causes to be made or used a false record or statement to get a false claim paid or approved by the City; (c) conspires to defraud the City by getting a false claim allowed or paid by the City; (d) knowingly makes, uses, or causes to be made or used a false record or statement to conceal, avoid, or decrease an obligation to pay or transmit money or property to the City; or (e) is a beneficiary of an inadvertent submission of a false claim to the City, subsequently discovers the falsity of the claim, and fails to disclose the false claim to the City within a reasonable time after discovery of the false claim.

3.15 **Payment of Prevailing Wage**

3.15.1 **Covered Services.** Services to be performed by Contractor under this Agreement may involve the performance of trade work covered by the provisions of Section

6.22(e) [Prevailing Wages] of the Administrative Code or Section 21C [Miscellaneous Prevailing Wage Requirements] (collectively, “Covered Services”). The provisions of Section 6.22(e) and 21C of the Administrative Code are incorporated as provisions of this Agreement as if fully set forth herein and will apply to any Covered Services performed by Contractor and its subcontractors.

3.15.2 **Wage Rates.** The latest prevailing wage rates for private employment on public contracts as determined by the San Francisco Board of Supervisors and the Director of the California Department of Industrial Relations, as such prevailing wage rates may be changed during the term of this Agreement, are hereby incorporated as provisions of this Agreement. Copies of the prevailing wage rates as fixed and determined by the Board of Supervisors are available from the Office of Labor Standards and Enforcement (“OLSE”) and on the Internet at <http://www.dir.ca.gov/DLSR/PWD> and <http://sfgov.org/olse/prevailing-wage>. Contractor agrees that it shall pay not less than the prevailing wage rates, as fixed and determined by the Board, to all workers employed by Contractor who perform Covered Services under this Agreement.

3.15.3 **Subcontract Requirements.** As required by Section 6.22(e)(5) of the Administrative Code, Contractor shall insert in every subcontract or other arrangement, which it may make for the performance of Covered Services under this Agreement, a provision that said subcontractor shall pay to all persons performing labor in connection with Covered Services under said subcontract or other arrangement not less than the highest general prevailing rate of wages as fixed and determined by the Board of Supervisors for such labor or services.

3.15.4 **Posted Notices.** As required by Section 1771.4 of the California Labor Code, Contractor shall post job site notices prescribed by the California Department of Industrial Relations (“DIR”) at all job sites where services covered by Chapter 6.22 are to be performed.

3.15.5 **Payroll Records.** As required by Section 6.22(e)(6) of the Administrative Code and Section 1776 of the California Labor Code, Contractor shall keep or cause to be kept complete and accurate payroll records for all trade workers performing Covered Services. Such records shall include the name, address and social security number of each worker who provided Covered Services on the project, including apprentices, his or her classification, a general description of the services each worker performed each day, the rate of pay (including rates of contributions for, or costs assumed to provide fringe benefits), daily and weekly number of hours worked, deductions made, and actual wages paid. Every subcontractor who shall undertake the performance of any part of Covered Services shall keep a like record of each person engaged in the execution of Covered Services under the subcontract. All such records shall at all times be available for inspection of and examination by the City and its authorized representatives and the DIR.

3.15.6 **Certified Payrolls.** Certified payrolls shall be prepared pursuant to Administrative Code Section 6.22(e)(6) and California Labor Code Section 1776 for the period involved for all employees, including those of subcontractors, who performed labor in connection with Covered Services. Contractor and each subcontractor performing Covered Services shall submit certified payrolls to the City and to the DIR electronically. Contractor shall submit payrolls to the City via the reporting system selected by the City. The DIR will specify how to submit certified payrolls to it. The City will provide basic training in the use of the reporting system at a scheduled training session. Contractor and all subcontractors that will perform Covered Services must attend the training session. Contractor and applicable

subcontractors shall comply with electronic certified payroll requirements (including training) at no additional cost to the City.

**3.15.7 Compliance Monitoring.** Covered Services to be performed under this Agreement are subject to compliance monitoring and enforcement of prevailing wage requirements by the DIR and /or the OLSE. Contractor and any subcontractors performing Covered Services will cooperate fully with the DIR and/or the OLSE and other City employees and agents authorized to assist in the administration and enforcement of the prevailing wage requirements, and agrees to take the specific steps and actions as required by Section 6.22(e)(7) of the Administrative Code. Steps and actions include but are not limited to requirements that: (i) the Contractor will cooperate fully with the Labor Standards Enforcement Officer and other City employees and agents authorized to assist in the administration and enforcement of the Prevailing Wage requirements and other labor standards imposed on Public Works Contractor by the Charter and Chapter 6 of the San Francisco Administrative Code; (ii) the Contractor agrees that the Labor Standards Enforcement Officer and his or her designees, in the performance of their duties, shall have the right to engage in random inspections of job sites and to have access to the employees of the Contractor, employee time sheets, inspection logs, payroll records and employee paychecks; (iii) the contractor shall maintain a sign-in and sign-out sheet showing which employees are present on the job site; (iv) the Contractor shall prominently post at each job-site a sign informing employees that the project is subject to the City's Prevailing Wage requirements and that these requirements are enforced by the Labor Standards Enforcement Officer; and (v) that the Labor Standards Enforcement Officer may audit such records of the Contractor as he or she reasonably deems necessary to determine compliance with the Prevailing Wage and other labor standards imposed by the Charter and this Chapter on Public Works Contractors. Failure to comply with these requirements may result in penalties and forfeitures consistent with analogous provisions of the California Labor Code, including Section 1776(g), as amended from time to time.

#### **Article 4 On Premise Software License and Equipment**

**4.1 Services Contractor Agrees to Perform.** During the Term of this Agreement, Contractor will provide the hardware, software, and installation and implementation services as set forth in Appendices.

**4.2 Grant of License.** Subject to the terms and conditions of this Agreement, Contractor grants City a personal, limited, perpetual, non-transferable, and non-exclusive license under Contractor's copyrights and confidential information embodied in the Software to use the Software, in object code form, and the Documentation solely in connection with the City's and any Authorized Users use of the Licensed Software. City acknowledges and agrees that the Licensed Software is the proprietary information of Contractor and that this Agreement grants City no title or right of ownership in the Licensed Software.

**4.3 Open Source Software** If the Software licensed under this Agreement contains or is derived from Open Source Software, the terms and conditions governing the use of such Open Source Software are in the Open Source Software Licenses of the copyright owner and not this Agreement. If there is a conflict between the terms and conditions of this Agreement and the terms and conditions of the Open Source Software Licenses governing the City's use of the Open Source Software, the terms and conditions of the license grant of the applicable Open Source Software Licenses will take precedence over the license grants in this Agreement. If requested by

the City, Contractor will use commercially reasonable efforts to: (i) determine whether any Open source Software is provided under this End User License Agreement; and (ii) identify the Open Source Software and provide the City a copy of the applicable Open Source Software License (or specify where that license may be found. To the extent, Motorola has incorporated any Open Source Software into the CAD System, the terms and conditions governing CAD system performance will apply.

TO THE EXTENT, IF ANY, THAT THERE IS A SEPARATE LICENSE AGREEMENT PACKAGED WITH, OR PROVIDED ELECTRONICALLY WITH, A PARTICULAR PRODUCT THAT BECOMES EFFECTIVE ON AN ACT OF ACCEPTANCE BY THE END USER, THEN THAT AGREEMENT SUPERSEDES THE SOFTWARE LICENSE AGREEMENT AS TO THE END USER OF EACH SUCH PRODUCT.

**4.4 Restrictions on Use.** City is authorized to use the Licensed Software only for City's municipal purposes. City agrees that it will, through its best efforts, not use or permit the Licensed Software to be used in any manner, whether directly or indirectly, that would enable any other person or entity not authorized by this Agreement, to use the Licensed Software. The City may use the Software only for the City's internal business purposes and only in accordance with the Documentation. Any other use of the Software is strictly prohibited and will be deemed a breach of this Agreement. Without limiting the general nature of these restrictions, the City will not make the Software available for use by third parties on a "time sharing," "application service provider," or "service bureau" basis or for any other similar commercial rental or sharing arrangement. The City will not, and will not allow or enable any third party to: (i) reverse engineer, disassemble, peel components, decompile, reprogram or otherwise reduce the Software or any portion to a human perceptible form or otherwise attempt to recreate the source code; (ii) modify, adapt, create derivative works of, or merge the Software with other software; (iii) copy, reproduce, distribute, lend, or lease the Software or Documentation to any third party, grant any sublicense or other rights in the Software or Documentation to any third party, or take any action that would cause the Software or Documentation to be placed in the public domain; (iv) remove, or in any way alter or obscure, any copyright notice or other notice of Contractor's proprietary rights; (v) provide, copy, transmit, disclose, divulge or make the Software or Documentation available to, or permit the use of the Software by any third party or on any machine except as expressly authorized by this Agreement; or (vi) use, or permit the use of, the Software in a manner that would result in the production of a copy of the Software solely by activating a machine containing the Software. The City may make one copy of Software to be used solely for archival, back-up, or disaster recovery purposes; provided that City may not operate that copy of the Software at the same time as the original Software is being operated. City may make as many copies of the Documentation as it may reasonably require for the internal use of the Software. Unless otherwise authorized by Contractor in writing, City will not, and will not enable or allow any third party to: (i) install a licensed copy of the Software on more than one unit of a Product; or (ii) copy onto or transfer Software installed in one unit of a Product onto another device.

**4.5 Authorized Users.** Authorized non-City personnel may use the City's CAD and Mobile system under any of the following circumstances:

- (a) When working with the City's Public Safety units on or during joint operations;
- (b) During disaster and extreme emergency operations for mutual aid and interagency;

(c) During emergency or urgent operations involving imminent safety of life or protection of property.

(e) With the prior approval of DEM, Authorized Users may also use the City's CAD and Mobile system for training purposes on joint trainings with the City's public safety agencies and DEM.

(f) As otherwise provided for in this Agreement.

**4.6 Ownership and Title.** Contractor, its licensors, and its suppliers retain all of their proprietary rights in any form in and to the Software and Documentation, including, but not limited to, all rights in patents, patent applications, inventions, copyrights, trademarks, trade secrets, trade names, and other proprietary rights in or relating to the Software and Documentation. No ownership rights are granted to End User City under this Agreement by implication, estoppel or otherwise, except for those rights which are expressly granted to City in this Agreement. All intellectual property developed, originated, or prepared by Contractor in connection with providing the Software, Products, Documentation or related services remains vested exclusively in Contractor, and End User City will not have any shared development or other intellectual property rights.

**4.7 Disaster Recovery Copy.** For the purpose of any bona fide City disaster recovery plan or with respect to the use of computer software in its municipal operations, City may make one copy of the Licensed Software for archival purposes and use such archival copy to restore use of the Licensed Software on a site owned or controlled by City. The use of such archival copy shall be limited to (1) the purpose of conducting limited testing of the disaster recovery plan's procedures and effectiveness and (2) during any period subsequent to the occurrence of an actual disaster during which the City cannot operate the Licensed Software on the existing site.

**4.8 Transfer of Products.** City may move the Licensed Software and supporting materials to another City site.

**4.9 Documentation.** Contractor shall provide City with the Licensed Software specified in this Agreement, and a minimum of two copies of the Documentation per installation. Contractor grants to City permission to duplicate all printed Documentation for City's municipal use.

**4.10 Proprietary Markings.** City agrees not to remove or destroy any proprietary markings or proprietary legends placed upon or contained within the Licensed Software or any related materials or Documentation.

**4.11 Authorized Modification.** City shall also be permitted to develop, use and modify Application Program Interfaces ("APIs"), macros and user interfaces. For purposes of this Agreement, such development shall be deemed an authorized modification. Contractor shall make no claim under this Agreement to ownership of any APIs, macros or other interfaces developed by or at the direction of the City.

Contractor has no general objection to the City's use of third-party programs in conjunction with the Software licensed under this Agreement. Contractor recognizes that City has and will license third party programs that City will use with Contractor's products. Based on information provided to Contractor as to the execution of the Agreement, Contractor agrees that

such use does not constitute an unauthorized modification or violate the licenses granted under this Agreement.

**4.12 CAD System Functionality.** Contractor will use reasonable efforts to continue supporting any version of the Software for 6 months after a new version is introduced, but if Contractor determines, in its sole discretion, to discontinue support of a Software function for any reason, Contractor will provide reasonable advance notification to City and will offer an equally functional substitute solution.

**4.13 Delivery.**

**4.13.1 Delivery.** One copy of each of the Licensed Software products in computer readable form shall be provided to the City as specified in Appendix A.

**4.13.2 Installation.** Contractor shall install the programs in accordance with Appendix A.

**4.14 Acceptance Testing.** After Contractor has installed and configured the Licensed Software pursuant to this Agreement, the City shall have a period of time as referenced in Appendix A5 (“Acceptance Test Plan”) from the date of installation to verify that the Licensed Software substantially performs to the specifications contained in the Documentation. In the event that the City determines that the Licensed Software does not meet such specifications, the City shall notify the Contractor in writing, and Contractor shall modify or correct the Licensed Software so that it satisfies the Acceptance criteria. The date of Acceptance will be that date upon which City provides Contractor with written notice of satisfactory completion of final system acceptance. If City notifies Contractor after the Acceptance Testing Period that the Licensed Software does not meet the Acceptance criteria of this section, then City shall be entitled to terminate this License in accordance with the procedures specified in Section 11.2 (“Termination for Default; Remedies”) herein.

**4.15 Training.** Contractor will provide training in accordance with Appendix A.

**4.16 Warranties: Right to Grant License.** Contractor hereby warrants that it has title to and/or the authority to grant a license of the Licensed Software to the City.

**4.17 Warranties: Conformity to Specifications.** Contractor warrants that when the Licensed Software specified in the Agreement and all updates and improvements to the Licensed Software are delivered to City, they will be free from defects as to design, material, and workmanship and will perform in accordance with the Contractor’s published specifications for the Licensed Software and in accordance with this agreement and all applicable appendices for a period of one year from City’s Final System Acceptance of such Licensed Software.

**4.18 Nondisclosure.** City agrees that it shall treat the Licensed Software with the same degree of care as it treats like information of its own, which it does not wish to disclose to the public, from the date the Licensed Software is Accepted by the City until the license is terminated as provided herein. The obligations of the City set forth above, however, shall not apply to the Licensed Software, or any portion thereof, which:

4.18.1 is now or hereafter becomes publicly known;

4.18.2 is disclosed to the City by a third party which the City has no reason to believe is not legally entitled to disclose such information;

4.18.3 is known to the City prior to its receipt of the Licensed Software;

4.18.4 is subsequently developed by the City independently of any disclosures made hereunder by Contractor;

4.18.5 is disclosed with Contractor's prior written consent;

4.18.6 is disclosed by Contractor to a third party without similar restrictions.

4.19 **Software System Warranty.** Subject to the disclaimers in the Agreement, Contractor represents and warrants that upon Acceptance by the City the Software will perform in accordance with the descriptions in the Appendix A, Appendix D and Appendix E in all material respects.

4.20 **Prohibited Use.** City will not integrate or use or permit a third party or an Authorized User to integrate or use, any Third-Party Software with or in connection with a Software System provided by Contractor under this Agreement, without Contractor's express written permission which shall not be unreasonably withheld. Contractor grants permission for City to use third party cybersecurity monitoring software.

4.21 **Equipment Warranty.** During the Warranty Period, Contractor warrants that the Equipment under normal use and service will be free from material defects in materials and workmanship in accordance with Appendix A.

4.22 **Installation of Equipment.** Contractor will obtain all permits and licenses, if any, necessary for the installation and operation of the equipment, furnish, assemble and install the Equipment as necessary at the location as designated by the City. Manufacturer and/or vendor must comply with all State laws and local Ordinances in installing the Equipment.

4.23 **Program Managers.** Contractor and City shall each designate a Program Manager, who shall be accessible by telephone throughout the duration of the Agreement and shall be available 9 a.m. to 5 p.m. (Pacific Standard Time), Monday through Friday, excluding City-designated holidays. These hours may be adjusted by mutual agreement of City and Contractor. Contractor shall use its best efforts to maintain the same Program Manager throughout the duration of the Agreement. However, if Contractor needs to replace its Program Manager, Contractor shall provide City with written notice thereof at least forty-five (45) days prior to the date the Program Manager shall be replaced. Notwithstanding the foregoing, Contractor will have the right to appoint temporary Program Managers in connection with short term unavailability, sick leave or reasonable vacations. Contractor shall notify City in advance of any such temporary appointments. City may require Contractor to replace its Program Manager, by giving Contractor notification thereof and City's objective and reasonable reasons therefor.

**Contractor's Program Manager:** Justin Scott  
Motorola Solutions  
725 South Figueroa Street, Suite 1855  
Los Angeles, CA 90017  
justin.scott@motorolasolutions.com  
Phone 1 903-931-3664

**City's Program Manager:**

Mike Dougherty  
CAD Program Manager  
San Francisco Department of Emergency  
Management  
1011 Turk Street  
San Francisco, CA 94102  
E-mail: mike.dougherty@sfgov.org  
Phone: 415-509-9619

**Article 5 SaaS Services and Resources**

**5.1 Services Contractor Agrees to Perform.** During the Term of this Agreement, Contractor will perform all of the services set forth in Appendix A, Appendix B and Appendix D and the following:

**5.1.1 Maintenance and Support.** Contractor shall provide Maintenance/Support Services in accordance with Article 6 and Appendix D. Maintenance and Support Services include the provision of upgrades and a service desk, during the term of this Agreement for the SaaS Application(s).

**5.1.2 Hosting.** Contractor shall provide hosting in accordance with Hosting Services in accordance with Article 6 and Appendix D, including the following:

(i) **Hosting Infrastructure.** Contractor shall provide all hosting infrastructure, including, but not limited to, hardware, software and other equipment, at Contractor's hosting site as required to provide hosting and deliver the SaaS Application and Services.

(ii) **Access.** Contractor shall provide Authorized Users 24/7 access to the SaaS Application(s).

(iii) **Disaster Recovery and Business Continuity.** Contractor shall offer Disaster Recovery Services and assist with Business Continuity as described in Article 17.4 General Provisions and Appendices E and F.

**5.1.3 Service Level Obligations.** Contractor shall comply with the support (24/7 service desk) and Service Level Obligations described in Appendix E.

**5.2 SaaS Application Services and Resources.**

**5.2.1 Licensed Software and Restrictions.** Subject to the City's and its Authorized Users' compliance with the terms and conditions of the Agreement, Contractor hereby grants City and Authorized Users a limited, non-transferable, non-sublicensable, and non-exclusive license to use the SaaS Software identified herein solely for the City's internal business purposes. The foregoing license grant will be limited to use in the territory and to the number of licenses set forth herein(if applicable) and will continue for the applicable Subscription Term. The City may access and use the SaaS Software only in the City's owned or controlled facilities, including any authorized mobile sites; provided, however, that Authorized Users using authorized mobile or handheld devices may also log into and access the SaaS Software remotely

from any location. No software custom development work will be performed under this Agreement.

**5.2.2 City Restrictions.** The City and Authorized Users will comply with the applicable Documentation and the copyright laws of the United States and all other relevant jurisdictions (including the copyright laws where the City uses the SaaS Application) in connection with their use of the SaaS Software. City will not, and will not allow others including the Authorized Users, to make the SaaS Software available for use by unauthorized third parties, including via a commercial rental or sharing arrangement; reverse engineer, disassemble, or reprogram software used to provide the SaaS Software or any portion thereof to a human-readable form; modify, create derivative works of, or merge the SaaS Software or software used to provide the SaaS Application with other software; copy, reproduce, distribute, lend, or lease the SaaS Software or Documentation for or to any third party; take any action that would cause the SaaS Application, software used to provide the SaaS Software, or Documentation to be placed in the public domain; use the SaaS Software to compete with Contractor; remove, alter, or obscure, any copyright or other notice; share user credentials (including among Authorized Users); use the SaaS Software to store or transmit malicious code; or attempt to gain unauthorized access to the SaaS Software or its related systems or networks.

**5.2.3 Applicable End-User Terms.** Additional license terms apply to third-party software included in certain software Products which are available online at [www.motorolasolutions.com/legal-flow-downs](http://www.motorolasolutions.com/legal-flow-downs) and will be added as exhibits and incorporated into the Agreement. City will comply, and ensure its Authorized Users comply, with all such additional license terms.

**5.2.4 SaaS Application Title.** City acknowledges that title to each SaaS Application and SaaS Services shall at all times remain with Contractor, and that City has no rights in the SaaS Application or SaaS Services except those expressly granted by this Agreement.

**5.2.5 City Modifications to Motorola's APIs.** To the extent applicable to City's purchase City shall be permitted to access and use Contractor's SaaS Application Program Interfaces (APIs) when commercially available to develop and modify, as necessary, macros and user interfaces for use with any existing or future City systems and infrastructure. For purposes of this Agreement, such development shall be deemed an authorized modification but will not be supported by Contractor unless provided for in this Agreement. Functionality and compatibility of City developed macros will be sole responsibility of City. Any such macros or user interfaces developed by City shall become the property of City. All flat-file exchanges will be over an encrypted file transport service (ftps/vsftpd/scp/sftp) to a secure private ftp site.

**5.2.6** Based on information provided to Contractor as of the execution of the Agreement, Contractor agrees that such use does not constitute an unauthorized modification or violate the licenses granted under this Agreement.

**5.2.7 Motorola APIs.** The City may be permitted to access and use Contractor's SAAS Application Program Interfaces (APIs) when commercially available which may come with additional cost to develop and modify, as necessary, macros and user interfaces for use with any existing or future City systems and infrastructure. Contractor will use commercially reasonable efforts to maintain its API offered or sold in connection with any Software System. APIs will evolve and mature over time, requiring changes and updates.

Contractor will use reasonable efforts to continue supporting any version of an API for 6 months after such version is introduced, but if Contractor determines, in its sole discretion, to discontinue support of an API for any reason, Contractor will provide reasonable advance notification to City and will offer an equally functional substitute solution.

**5.2.8 Proprietary Markings.** City agrees not to remove or destroy any proprietary markings or proprietary legends placed upon or contained within the SaaS Application or any related materials or Documentation.’

**5.2.9 Delivery of Subscription Software.** During the applicable Subscription Term (as defined below), Contractor will provide the City with the SaaS Software in accordance with the terms of the Agreement. Delivery will occur upon the City’s receipt of credentials required for access to the SaaS Software or upon Contractor otherwise providing access to the SaaS Software. If agreed upon in the Agreement Contractor will also provide Services related to such SaaS Software.

**5.2.10 User Credentials.** If applicable, Contractor will provide City with administrative user credentials for the SaaS Software, and the City will ensure such administrative user credentials are accessed and used only by City's employees with training on their proper use. City will protect, and will cause its Authorized Users to protect, the confidentiality and security of all user credentials, including any administrative user credentials, and maintain user credential validity, including by updating passwords. City will be liable for any misuse or misconfiguration of the SaaS Software through such user credential (including through any administrative user credentials), including any changes made to the SaaS Software or issues or user impact arising therefrom. To the extent Contractor provides Services to City in order to help resolve issues resulting from changes made to the SaaS Software through user credentials, including through any administrative user credentials, or issues otherwise created by Authorized Users, such Services will be procured by the City in accordance with the terms in Article 15 of this Agreement.

**5.2.11 Subscription Terms.** The duration of the City’s subscription to the first SaaS Software and any associated recurring Services will commence upon final acceptance of such SaaS Software (and recurring Services, if applicable) and will continue for a twelve (12) month period or such longer period identified herein(the “Initial Subscription Period”). Following the Initial Subscription Period, City’s subscription to the SaaS Software and any recurring Services will automatically renew for additional twelve (12) month periods (each, a “Renewal Subscription Year”) for the term of the agreement, unless the City notifies the other Party of its intent not to renew at least thirty (30) days before the conclusion of the then-current Subscription Term. (The Initial Subscription Period and each Renewal Subscription Year will each be referred to herein as a “Subscription Term”.) Unless otherwise stated herein, if City orders any additional SaaS Software or recurring Services during an in-process Subscription Term, the subscription for each new SaaS Software or recurring Service will (a) commence upon delivery of such SaaS Software or recurring Service, and continue until the conclusion of City’s then- current Subscription Term (a “Partial Subscription Year”), and (b) automatically renew for Renewal Subscription Years thereafter for the term of the agreement, unless the City notifies the other Party of its intent not to renew at least thirty (30) days before the conclusion of the then-current Subscription Term. Thus, unless otherwise specified herein the Subscription Terms for all SaaS Software and recurring Services hereunder will be synchronized.

5.2.12 **License True-Up.** With reasonable notice, Contractor will have the right to conduct an audit of total user licenses credentialed by City for any SaaS Software during a Subscription Term, and the City will cooperate with such audit. Such audit will not interfere with the City's normal operation of the CAD system that is the subject of this agreement, shall occur no more than once per year and all costs and expenses for the audit will be the responsibility of the Contractor. If Contractor determines that City's usage of the SaaS Software during the applicable Subscription Term exceeded the total number of licenses purchased by City, Contractor may invoice the City for the additional licenses used by the City, pro-rated for each additional license from the date such license was activated, and City will pay such invoice in accordance with the payment terms in the Agreement.

### 5.3 **Acceptance Testing; Document Delivery; Training.**

5.3.1 After City has obtained access to the SaaS Application and Services, and subsequent to each SaaS Software version upgrade if applicable, revision and patch as further outlined in Appendix D, City and Contractor shall conduct user acceptance testing as outlined in Appendices A, as the case may be, to verify that the SaaS Application and Services substantially conform to the specifications and City's requirements contained therein. In the event that the City determines that the SaaS Services do not meet such specifications, the City shall notify Contractor in writing, and Contractor shall modify or correct the SaaS Services so that it satisfies the Acceptance criteria. The date of Acceptance will be that date upon which City provides Contractor with written notice of satisfactory completion of Acceptance testing. If City notifies Contractor after the Acceptance Testing Period that the SaaS Services do not meet the Acceptance criteria outlined in Appendices A and B, as the case may be, then City shall be entitled to terminate this Agreement in accordance with the procedures specified in Article 11.

5.3.2 **Document Delivery.** Contractor will deliver completed Documentation in both hard copy and electronic format for the SaaS Application and Services at the time it gives City access to the SaaS Application and Services. The Documentation will accurately and completely describe the functions and features of the SaaS Application and Services, including all subsequent revisions thereto. The Documentation shall be understandable by a typical end user and shall provide Authorized Users with sufficient instruction such that an Authorized User can become self-reliant with respect to access and use of the SaaS Application and Services. City shall have the right to make any number of additional copies of the Documentation at no additional charge. The City may withhold its issuance of the notice of final Acceptance until City receives the completed Documentation.

5.3.3 Contractor, or any subcontractor who shall undertake the performance of any Covered Services, fail or neglect to pay to the persons who perform Covered Services under this Contract, subcontract or other arrangement for the Covered Services, the general prevailing rate of wages as herein specified, Contractor shall forfeit, and in the case of any subcontractor so failing or neglecting to pay said wage, Contractor and the subcontractor shall jointly and severally forfeit, back wages due plus the penalties set forth in Administrative Code Section 6.22 (e) and/or California Labor Code Section 1775. The City, when certifying any payment which may become due under the terms of this Agreement, shall deduct from the amount that would otherwise be due on such payment the amount of said forfeiture.

5.4 **CAD Application Services and Resources.** Unless otherwise stated herein, the terms set forth below apply to CAD Viewer.

5.4.1 **Data Storage.** Unless otherwise stated herein, Contractor will determine, in its sole discretion, the location of the stored content for cloud hosted software Products. All data, replications, and backups will be stored at a location in the United States for Customers in the United States.

5.4.2 **Availability.** Contractor will comply with the relevant performance standards in Appendix E.

5.4.3 **Maintenance.** Scheduled maintenance of cloud-hosted software products will be performed periodically in accordance with Appendix D.

5.4.4 **Click-Wrap Disclaimer.** No “click to accept” agreement that may be required for the City and/or Authorized Users’ access to the SaaS Services or Contractor’s Website and no “terms of use” or “privacy policy” referenced therein or conditioned for use of the SaaS Services or Contractor’s Website shall apply. Only the provisions of this Agreement as amended from time to time shall apply to City and/or Authorized Users for access thereto and use thereof. The Parties acknowledge that City and/or each Authorized User may be required to click “Accept” as a condition of access to the SaaS Services through Contractor’s Website, but the provisions of such “click to accept” agreement and other terms (including Terms of Use and Privacy Policy) referenced therein shall be null and void for City and/or each such Authorized User. The foregoing does not apply to the City’s own click-wrap agreements in the event the City chooses to have Contractor include terms of use, terms or service, privacy policies, or similar requirements drafted and approved by the City.

## **Article 6 Software Maintenance and Support Services**

6.1 **Maintenance and Support Services.** After Acceptance of the Licensed Software and subject to the terms, conditions, and charges set forth in this Article 6, Contractor will provide City with Maintenance and Support Services for the Licensed Software as follows in accordance with this Article and Appendix D. Contractor will provide such assistance as necessary to cause the Licensed Software to perform in accordance with the Specifications as set forth in the Documentation. Contractor will provide, for City’s use, applicable improvements, enhancements, and Upgrades in accordance with Appendix D, extensions and other changes to the Licensed Software Contractor may develop.

6.2 **Start Date.** The “Start Date” for Maintenance and Support Services will be indicated in the applicable Ordering Documents and in accordance with Section 2.3 of the Agreement.

6.3 **Auto Renewal.** Unless the Agreement specifically states a termination date or one Party notifies the other in writing of its intention to discontinue the Maintenance and Support Services, this Agreement will renew for an additional one (1) year term on every anniversary of the Start Date. At the anniversary date, Contractor may adjust the price of the Services in accordance with Appendix B.

6.4 **Additional Hardware.** If City purchases additional hardware from Contractor that becomes part of the Computer Aided Dispatch (CAD) and Mobile Computing (Mobile) System, the additional hardware may be added to this Article and will be billed at the applicable rates after the warranty period for that additional equipment expires. Such hardware will be included in the definition of Equipment.

6.5 **Maintenance.** Equipment will be maintained at levels set forth in the manufacturer's product manuals and routine procedures that are prescribed by Contractor will be followed in accordance with Appendix D. In performing repairs under this Agreement, Contractor may use parts that are not newly manufactured, but which are warranted to be equivalent to new in performance. Parts replaced by Contractor will become Contractor's property. Contractor parts or parts of equal quality will be used for Equipment maintenance.

6.6 **Equipment Condition.** All Equipment must be in good working order on the Start Date or when additional equipment is added to the Maintenance & Support Agreement in accordance with Appendix D.

6.7 **Equipment Failure.** City must promptly notify Contractor of any Equipment failure. Contractor will respond to City's notification in a manner consistent with the level of Service purchased as indicated in Appendix D.

6.8 **Excluded Services.** The maintenance and support Services described in Appendix D are the only covered services. Unless optional or a la carte Technical Support Services are purchased, these Services specifically excluded, and Contractor will not be responsible for:

(a) Any service work required due to incorrect or faulty operational conditions, including but not limited to Equipment not connected directly to an electric surge protector, or not properly maintained in accordance with the manufacturer's guidelines.

(b) The repair or replacement of Products or parts resulting from failure of the City's facilities, City's personal property and/or devices connected to the System (or interconnected to devices) whether or not installed by Contractor's representatives.

(c) The repair or replacement of Equipment that has become defective or damaged due to physical or chemical misuse or abuse, City's negligence, or from causes such as lightning, power surges, or liquids.

(d) Any transmission medium, such as telephone lines, computer networks, or the ISP, or for Equipment malfunction caused by such transmission medium.

(e) Accessories, custom or Special Products; modified units; or modified Software unless the modification was at the request and control of the Contractor.

(f) The repair or replacement of parts resulting from the tampering by persons unauthorized by Contractor.

(g) Operation and/or functionality of City's personal property, equipment, and/or peripherals and any application software not provided by Contractor unless devices and accessories that adhere to commercial standards such as ISO/IEC 9995 – ISO/IEC keyboards. Contractor will provide troubleshooting, root cause analysis and recommendations as part of the covered maintenance services if the operation and functionality of the CAD system is substantially impaired after devices and accessories that adhere to commercial standards such as ISO/IEC 9995 – ISO/IEC keyboards are connected to the CAD system.

(h) Services for any replacement of Products or parts directly related to the removal, relocation, or reinstallation of the System or any System component.

(i) Services to diagnose technical issues caused by the installation of unauthorized components or using it outside the permissible uses of the services as stated in Appendix D

(j) Services to diagnose malfunctions or inoperability of the Software caused by changes, additions, enhancements, or modifications in the City's platform or customer provided software unless the changes, additions, enhancements or modification were at the request and control of the Contractor.

(k) Services to correct errors found to be caused by City-supplied machines.

(l) Operational supplies, including but not limited to, printer paper, printer ribbons, toner, photographic paper, magnetic tapes and any supplies in addition to that delivered with the System; battery replacement for uninterruptible power supply (UPS); office furniture including chairs or workstations.

(m) Third-party software unless specifically listed in Appendix A or otherwise authorized by the Contractor.

(n) Support of any interface(s) beyond Contractor-provided port or cable, or any services beyond the demarcation points that are necessary because third party hardware, software or supplies fail to conform to the specifications concerning the Products.

(o) Services related to City's failure to use a UPS system to protect against power interruptions as related to their on-premise equipment.

(p) Service excludes the repair or replacement of Equipment that has become defective or damaged from, acts of God or other force majeure events outside of parties' reasonable control.

6.9 The City hereby agrees to:

(a) Maintain any and all electrical and physical environments in accordance with the System manufacturer's specifications.

(b) Provide standard industry precautions (e.g., back-up files) ensuring database security, per Contractor's recommended backup procedures.

(c) Ensure System accessibility, which includes physical access to buildings as well as remote electronic access. Remote access can be stipulated and scheduled with the City; however, remote access is required and will not be substituted with on-site visits or proxies if access is not allowed or available.

(d) Appoint one or more qualified employees to perform System Administration duties, including acting as a primary point of contact to Contractor's Technical Support organization for reporting and verifying problems. At least one member of the System Administrators group must have completed Contractor's End-User training and System Administrator training (if available). The combined skills of this System Administrators group include proficiency with: the Products, the system platform upon which the Products operate, the operating system, database administration, network capabilities such as backing up, updating, adding, and deleting System and user information, and the client, server and stand-alone personal computer hardware. The System Administrator will follow the Error reporting process described herein and make all reasonable efforts to duplicate and verify problems and assign a Severity

Level according to definitions provided herein. City agrees to use reasonable efforts to ensure that all problems are reported and verified by the System Administrator before reporting them to Contractor. City will assist Contractor to confirm that Errors are not the product of the operation of an external system, data links between system, or network administration issues. If a Priority Level 1 or 2 Error occurs, any City representative may contact Contractor's City Support by telephone, but the System Administrator must follow up with Contractor's City Support as soon as practical thereafter in accordance with Appendix D. A full list of customer system management responsibilities is provided in accordance with Appendix D.

**6.10 Time and Place.** Service will be provided at the location specified in Appendix A and/or Appendix D. When Contractor performs maintenance, support, or installation at City's location, City will provide to the extent the site access is under the control of the City and County of San Francisco.

**6.11** City will provide to Contractor, at no charge, a non-hazardous work environment with adequate shelter, heat, light, and power and with full and free access to the Equipment. Waivers of liability from Contractor or its subcontractors will not be imposed as a site access requirement to the extent the site access is under the control of the City and County of San Francisco." City will provide all information within the City's access and control pertaining to the hardware and software elements of any system with which the CAD Application is interfacing so that Contractor may perform its Services. The hours of Service are as stated in Appendix D.

**6.12 City Contact.** City will provide Contractor with designated points of contact (list of names and phone numbers) that will be available twenty-four (24) hours per day, seven (7) days per week, and an escalation procedure to enable City's personnel to maintain contact, as needed, with Contractor in accordance with Appendix D.

**6.13 Priority Categories.** Refer to Appendix D

**6.14 Error, Defect, or Malfunction correction.** Refer to Appendix D.

## **Article 7 Professional Services and Resources**

**7.1 Services Contractor Agrees to Perform.** In addition to the Software License maintenance and Support Services described in Article 6, Contractor agrees to perform the Services stated in Appendix A2.2, "Scope of Services." Officers and employees of the City are not authorized to request, and the City is not required to reimburse the Contractor for Services beyond the Scope of Services listed in Appendix A, unless Appendix A is modified as provided in Section 14.4, "Modification of this Agreement.

**7.2 Personnel.**

**7.2.1 Qualified Personnel.** Contractor shall utilize only competent personnel under the supervision of, and in the employment of, Contractor (or Contractor's authorized subcontractors) to perform the Services. Contractor will comply with City's reasonable requests regarding assignment and/or removal of personnel, but all personnel, including those assigned at City's request, must be supervised by Contractor. Contractor shall commit adequate resources to allow timely completion within the project schedule specified in this Agreement.

7.2.2 Contractor may subcontract portions of the Services only upon prior written approval of City. Contractor is responsible for its subcontractors throughout the course of the work required to perform the Services. All Subcontracts must incorporate the terms of Article 13 “Additional Requirements Incorporated by Reference” of this Agreement, unless inapplicable. Neither Party shall, on the basis of this Agreement, contract on behalf of, or in the name of, the other Party. Any agreement made in violation of this provision shall be null and void.

7.2.3 City’s execution of this Agreement constitutes its approval of the subcontractors listed below.

Two Rivers Corp, Fidato Technology Builders, The Healthy Dispatcher, CommSys.

### 7.3 **Independent Contractor; Payment of Employment Taxes and Other Expenses.**

7.3.1 **Independent Contractor.** For the purposes of this Section 7, “Contractor” shall be deemed to include not only Contractor, but also any agent or employee of Contractor. Contractor acknowledges and agrees that at all times, Contractor or any agent or employee of Contractor shall be deemed at all times to be an independent contractor and is wholly responsible for the manner in which it performs the services and work requested by City under this Agreement. Contractor, its agents, and employees will not represent or hold themselves out to be employees of the City at any time. Contractor or any agent or employee of Contractor shall not have employee status with City, nor be entitled to participate in any plans, arrangements, or distributions by City pertaining to or in connection with any retirement, health or other benefits that City may offer its employees. Contractor or any agent or employee of Contractor is liable for the acts and omissions of itself, its employees and its agents. Contractor shall be responsible for all obligations and payments, whether imposed by federal, state or local law, including, but not limited to, FICA, income tax withholdings, unemployment compensation, insurance, and other similar responsibilities related to Contractor’s performing services and work, or any agent or employee of Contractor providing same. Nothing in this Agreement shall be construed as creating an employment or agency relationship between City and Contractor or any agent or employee of Contractor. Any terms in this Agreement referring to direction from City shall be construed as providing for direction as to policy and the result of Contractor’s work only, and not as to the means by which such a result is obtained. City does not retain the right to control the means or the method by which Contractor performs work under this Agreement. Contractor agrees to maintain and make available to City, upon request and during regular business hours, accurate books and accounting records demonstrating Contractor’s compliance with this Section. Should City determine that Contractor, or any agent or employee of Contractor, is not performing in accordance with the requirements of this Agreement, City shall provide Contractor with written notice of such failure. Within five (5) business days of Contractor’s receipt of such notice, and in accordance with Contractor policy and procedure, Contractor shall remedy the deficiency. Notwithstanding, if City believes that an action of Contractor, or any agent or employee of Contractor, warrants immediate remedial action by Contractor, City shall contact Contractor and provide Contractor in writing with the reason for requesting such immediate action.

7.3.2 **Payment of Employment Taxes and Other Expenses.** Should City, in its discretion, or a relevant taxing authority such as the Internal Revenue Service or the State

Employment Development Division, or both, determine that Contractor is an employee for purposes of collection of any employment taxes, the amounts payable under this Agreement shall be reduced by amounts equal to both the employee and employer portions of the tax due (and offsetting any credits for amounts already paid by Contractor which can be applied against this liability). City shall then forward those amounts to the relevant taxing authority. Should a relevant taxing authority determine a liability for past services performed by Contractor for City, upon notification of such fact by City, Contractor shall promptly remit such amount due or arrange with City to have the amount due withheld from future payments to Contractor under this Agreement (again, offsetting any amounts already paid by Contractor which can be applied as a credit against such liability). A determination of employment status pursuant to this Section 4.4 shall be solely limited to the purposes of the particular tax in question, and for all other purposes of this Agreement, Contractor shall not be considered an employee of City. Notwithstanding the foregoing, Contractor agrees to indemnify and save harmless City and its officers, agents and employees from, and, if requested, shall defend them against any and all claims, losses, costs, damages, and expenses, including attorneys' fees, arising from this Section.

**7.4 Assignment.** The Services to be performed by Contractor are personal in character. Neither this Agreement, nor any duties or obligations hereunder, may be directly or indirectly assigned, novated, hypothecated, transferred, or delegated by Contractor, or, where the Contractor is a joint venture, a joint venture partner, (collectively referred to as an "Assignment") unless first approved by City by written instrument executed and approved in the same manner as this Agreement in accordance with the Administrative Code. The City's approval of any such Assignment is subject to the Contractor demonstrating to City's reasonable satisfaction that the proposed transferee is: (i) reputable and capable, financially and otherwise, of performing each of Contractor's obligations under this Agreement and any other documents to be assigned, (ii) not forbidden by applicable law from transacting business or entering into contracts with City; and (iii) subject to the jurisdiction of the courts of the State of California. A change of ownership or control of Contractor or a sale or transfer of substantially all of the assets of Contractor shall be deemed an Assignment for purposes of this Agreement. Contractor shall immediately notify City about any Assignment. Any purported Assignment made in violation of this provision shall be null and void

**7.5 Warranty.** Contractor warrants to City that the Services will be performed with the degree of skill and care that is required by current, good and sound professional procedures and practices, and in conformance with generally accepted professional standards prevailing at the time the Services are performed so as to ensure that all Services performed are correct and appropriate for the purposes contemplated in this Agreement.

**7.6 Liquidated Damages.** By entering into this Agreement, Contractor agrees that in the event the Services are delayed, due to Contractor's breach as described in the Agreement, beyond the following scheduled milestones and timelines as provided in Appendix A, i) Successful delivery of Priority 1 and Priority 2 features/functions, in accordance with Appendix A-1, ii) Successful testing of Priority 1 and Priority 2 features/functions, in accordance with Appendix A-2.4 and Appendix A-5, and iii) Project Cutover in accordance with Appendix A-2.4, City will suffer actual damages that will be impractical or extremely difficult to determine. Contractor agrees that the sum of Two Thousand Dollars [\$2000] per working day for each working day of delay attributable to Contractor's breach, beyond scheduled milestones and timelines is not a penalty, but is a reasonable estimate of the loss that City will incur based on the

delay, established in light of the circumstances existing at the time this Agreement was awarded. The Liquidated Damages are capped as its sole and exclusive remedy at Two Hundred Thousand Dollars (\$200,000). Liquidated Damages are not subject to taxes, bonds or freight charges. City may deduct a sum representing the Liquidated Damages from any money due to Contractor under this Agreement. Such deductions shall not be considered a penalty, but rather agreed upon monetary damages sustained by City because of Contractor's failure to furnish deliverables to City within the time fixed or such extensions of time permitted in writing by City. For City to assert a claim for Liquidated Damages, it must first provide formal written notice to Contractor. If the project schedule is being delayed such that Contractor will, or is likely to, owe Liquidated Damages to customer, both Contractor and City shall take such actions as may be reasonable to mitigate in good faith the amount of Liquidated Damages that Contractor will owe City. These actions will be discussed during project status meetings.

## **Article 8 Insurance; and Indemnity and Warranties**

**8.1 Required Coverages.** Without in any way limiting Contractor's liability pursuant to the "Indemnification" section of this Agreement, Contractor must maintain in force, during the full term of the Agreement, insurance in the following amounts and coverages:

(a) Commercial General Liability Insurance with limits not less than \$5,000,000 each occurrence for Bodily Injury and Property Damage, including Contractual Liability, Personal Injury, Products and Completed Operations.

(b) Commercial Automobile Liability Insurance with limits not less than \$1,000,000 each occurrence, "Combined Single Limit" for Bodily Injury and Property Damage, including Owned, Non-Owned and Hired auto coverage, as applicable.

(c) Workers' Compensation, in statutory amounts, with Employers' Liability Limits not less than \$1,000,000 each accident, injury, or illness.

(d) Professional Liability Insurance, applicable to Contractor's profession, with limits of \$1,000,000 for each claim with respect to negligent acts, errors or omissions in connection with the Services.

(e) Technology Errors and Omissions Liability coverage, with limits of \$10,000,000 for each claim and each loss. The policy shall at a minimum cover professional misconduct or lack of the requisite skill required for the performance of services defined in the Agreement and shall also provide coverage for the following risks: Technology Errors and Omissions Liability coverage, with limits of \$10,000,000 for each claim and each loss. The policy shall at a minimum cover professional misconduct or lack of the requisite skill required for the performance of services defined in the Agreement and shall also provide coverage for the following risks:

(i) Network security liability arising from the unauthorized access to, use of, or tampering with computers or computer systems, including hacker attacks; and

(ii) Liability arising from the introduction of any form of malicious software including computer viruses into, or otherwise causing damage to the City's or

third person's computer, computer system, network, or similar computer related property and the data, software, and programs thereon.

(f) Cyber and Privacy Insurance with limits of not less than \$20,000,000 per claim and in the aggregate. Such insurance shall include coverage for liability arising from theft, dissemination, and/or use of confidential information, including but not limited to, bank and credit card account information or personal information, such as name, address, social security numbers, protected health information or other personally identifying information, stored or transmitted in electronic form.

#### 8.1.1 Additional Insured Endorsement

(a) The Commercial General Liability policy shall include as Additional Insured the City and County of San Francisco, its Officers, Agents, and Employees.

(b) The Commercial Automobile Liability Insurance policy shall include as Additional Insured the City and County of San Francisco, its Officers, Agents, and Employees.

(c) Reserved. (Pollution Auto Liability Insurance Additional Insured Endorsement).

#### 8.1.2 Waiver of Subrogation Endorsements

(a) The Workers' Compensation policy(ies) shall provide a waiver of subrogation in favor of the City for all work performed by the Contractor, its employees, agents and subcontractors.

#### 8.1.3 Primary Insurance Endorsement

(a) The Commercial General Liability policy shall provide that such policies are primary insurance to any other insurance available to the Additional Insureds, with respect to any claims arising out of this Agreement, and that the insurance applies separately to each insured against whom claim is made or suit is brought.

(b) The Commercial Automobile Liability Insurance policy shall provide that such policies are primary insurance to any other insurance available to the Additional Insureds, with respect to any claims arising out of this Agreement, and that the insurance applies separately to each insured against whom claim is made or suit is brought.

(c) Reserved. (Pollution Liability Insurance Primary Insurance Endorsement).

#### 8.1.4 Other Insurance Requirement

(a) Thirty (30) days' advance written notice shall be provided to the City of cancellation in coverages on the General Liability, Auto Liability and Workers Compensation policies. Notices shall be sent to the City address set forth in Section 11.1 entitled "Notices to the Parties."

(b) Should any of the required insurance be provided under a claims-made form, Contractor shall maintain such coverage continuously throughout the term of this Agreement and, without lapse, for a period of three years beyond the expiration of this Agreement, to the effect that, should occurrences during the Agreement term give rise to claims

made after expiration of the Agreement, such claims shall be covered by such claims-made policies.

(c) Should any of the required insurance be provided under a form of coverage that includes a general annual aggregate limit or provides that claims investigation or legal defense costs be included in such general annual aggregate limit, such general annual aggregate limit shall be double the occurrence or claims limits specified above.

(d) Should any required insurance lapse during the term of this Agreement, requests for payments originating after such lapse shall not be processed until the City receives satisfactory evidence of reinstated coverage as required by this Agreement, effective as of the lapse date. If insurance is not reinstated, the City may, at its sole option, terminate this Agreement effective on the date of such lapse of insurance.

(e) Before commencing any Services, Contractor shall furnish to City certificates of insurance and additional insured policy endorsements with insurers with ratings comparable to A-, VIII or higher, that are authorized to do business in the State of California, and that are satisfactory to City, in form evidencing all coverages set forth above. Approval of the insurance by City shall not relieve or decrease Contractor's liability hereunder.

(f) If Contractor will use any subcontractor(s) to provide Services, Contractor shall require the subcontractor(s) to provide all necessary insurance and to include the City and County of San Francisco, its officers, agents and employees and the Contractor as additional insureds.

**8.2 Indemnification.** Contractor shall indemnify and hold harmless City and its officers, agents and employees from, and, if requested, shall defend them from and against any actual and all third-party claims, demands, losses, damages, costs, expenses, and liability (legal, contractual, or otherwise) ("Claims"). The Parties agree that Claims could result from any of the following arising from or in any way connected with any: (i) injury to or death of a person, including employees of City or Contractor; (ii) loss of or damage to property; (iii) violation of local, state, or federal common law, statute or regulation, including but not limited to privacy or personally identifiable information, health information, disability and labor laws or regulations; (iv) strict liability imposed by any law or regulation; or (v) losses arising from Contractor's execution of subcontracts not in accordance with the requirements of this Agreement applicable to subcontractors; so long as such injury, violation, loss, or strict liability (as set forth in subsections (i) – (v) above) arises directly or indirectly from Contractor's negligence, gross negligence or willful misconduct in its performance of this Agreement, including, but not limited to, Contractor's use of facilities or equipment provided by City or others, regardless of the negligence of, and regardless of whether liability without fault is imposed or sought to be imposed on City, except to the extent that such indemnity is void or otherwise unenforceable under applicable law, and except where such loss, damage, injury, liability or claim is the result of the active negligence or willful misconduct of City and is not contributed to by any act of, or by any omission to perform some duty imposed by law or agreement on Contractor, its subcontractors, or either's agent or employee. The foregoing indemnity shall include, without limitation, reasonable fees of attorneys, consultants and experts and related costs and City's costs of investigating any claims against the City.

In addition to Contractor's obligation to indemnify City, Contractor specifically acknowledges and agrees that it has an immediate and independent obligation to defend City

from any claim which actually or potentially falls within this indemnification provision, even if the allegations are or may be groundless, false or fraudulent, which obligation arises at the time such claim is tendered to Contractor by City and continues at all times thereafter.

**8.3 Infringement Indemnity.** Contractor shall indemnify and hold City harmless from all loss and liability, including attorneys' fees, court costs and all other litigation expenses for any third-party claim alleging a Contractor-developed or manufactured product ("Infringing Product") or service directly infringes a United States patent or copyright ("Infringement Claim") of infringement of the patent rights or copyright, trade secret or any other proprietary right or trademark, and all other intellectual property claims of any person or persons arising directly or indirectly from the receipt by City, or any of its officers or agents, of Contractor's Services. Contractor will pay all damages finally awarded against City by a court of competent jurisdiction for an Infringement Claim or agreed to in writing by Contractor in settlement of an Infringement Claim. Contractor's duties under this provision are conditioned upon: (a) City promptly notifying Contractor in writing of the Infringement Claim; (b) Contractor having sole control of the defense of the suit and all negotiations for its settlement or compromise only if Contractor accepts the defense and hold harmless requirements without reservation, and provided, however, that Contractor shall not agree to any injunctive relief or settlement that obligates the City to perform any obligation, make an admission of guilt, fault or culpability or incur any expense, without City's prior written consent, which shall not be unreasonably withheld or delayed and (c) City cooperating with Contractor and, if requested by Contractor, providing reasonable assistance in the defense of the Infringement Claim.

If an Infringement Claim occurs, or in Contractor's opinion is likely to occur, Contractor may at its option and expense: (a) procure for City the right to continue using the Infringing Product; (b) replace or modify the Infringing Product so that it becomes non-infringing; or (c) grant City (i) a pro-rated refund of any amounts pre-paid for the Infringing Product (if the Infringing Product is a software Product, i.e. licensed software or subscription software) or (ii) a credit for the Infringing Product, less a reasonable charge for depreciation (if the Infringing Product is equipment, including equipment with embedded software).

In addition to the other damages disclaimed under this Agreement, Contractor will have no duty to defend or indemnify City for any Infringement Claim that arises from or is based upon: (a) City Data, City-provided equipment, non-Contractor content, or third-party equipment, hardware, software, data, or other third-party materials; (b) the combination of the product or service with any products or materials not provided by Contractor; (c) a product or service designed, modified, or manufactured in accordance with City's designs, specifications, guidelines or instructions; (d) a modification of the product or service by a party other than Contractor; (e) use of the product or service in a manner for which the product or service was not designed or that is inconsistent with the terms of this Agreement; or (f) the failure by City to use or install an update to the product or service that is intended to correct the claimed infringement. In no event will Contractor's liability resulting from an Infringement Claim extend in any way to any payments due on a royalty basis, other than a reasonable royalty based upon revenue derived by Contractor from Customer from sales or license of the Infringing Product. This Section provides the City's sole and exclusive remedies and Contractor's entire liability in the event of an Infringement Claim.

**8.4 Limitations.** No insurance policy covering the Contractor's performance under this Agreement shall operate to limit the Contractor's Liabilities under this provision. Nor shall

the amount of insurance coverage operate to limit the extent of such Liabilities. The Contractor assumes no liability whatsoever for the sole negligence, active negligence, or willful misconduct of any Indemnitee or the contractors of any Indemnitee.

## 8.5 Warranties of Contractor

8.5.1 **Warranty of Authority; No Conflict.** Each Party warrants to the other that it is authorized to enter into this Agreement and that its performance of the Agreement will not conflict with any other agreement.

8.5.2 **Warranty of Performance.** Contractor warrants that when fully implemented, the CAD System to be configured and provided under this Agreement shall perform in accordance with the specifications applicable thereto. With respect to all Services to be performed by Contractor under this Agreement, including CAD System Implementation and Training Services outlined in Appendix A. Contractor warrants that it will use reasonable care and skill. All services shall be performed in a professional, competent and timely manner by Contractor personnel appropriately qualified and trained to perform such services. In the event of a breach of the foregoing warranty relating to any service under this Agreement within twelve (12) months from the date of Final System Acceptance, Contractor shall, at its sole cost and expense, re-perform such services.

8.5.3 **Compliance with Description of Services.** Contractor represents and warrants that the CAD System specified in this Agreement and all updates and improvements to the CAD System will comply in all material respects with the specifications and representations specified in the Documentation (including performance, capabilities, accuracy, completeness, characteristics, specifications, configurations, standards, functions and requirements) as set forth (i) herein or in any amendment hereto, and (ii) the updates thereto.

8.5.4 **Title.** Contractor represents and warrants to City that it is the lawful owner or license holder of all Software, materials and property identified by Contractor as Contractor-owned and used by it in the performance of the CAD System contemplated hereunder and has the right to permit City access to or use of the CAD System and each component thereof. To the extent that Contractor has used Open Source Software (“OSS”) in the development of the CAD System, Contractor represents and warrants that it is in compliance with any applicable OSS license(s) and is not infringing.

8.5.5 **Disabling Code.** Contractor represents and warrants that the CAD System, and any information, reports or other materials provided to Authorized Users as a result of the operation of the CAD System, including future enhancements and modifications thereto, shall be free of any Disabling Code.

8.5.6 **Warranty of Suitability for Intended Purpose.** Contractor warrants that the CAD System and Services will be suitable for the intended purpose of this Agreement.

## Article 9 Liability of the Parties

9.1 LIABILITY OF CITY. CITY’S PAYMENT OBLIGATIONS UNDER THIS AGREEMENT SHALL BE LIMITED TO THE PAYMENT OF THE COMPENSATION PROVIDED FOR IN SECTION 3.3.1, “PAYMENT,” OF THIS AGREEMENT. NOTWITHSTANDING ANY OTHER PROVISION OF THIS AGREEMENT, IN NO EVENT

SHALL CITY BE LIABLE, REGARDLESS OF WHETHER ANY CLAIM IS BASED ON CONTRACT OR TORT, FOR ANY SPECIAL, CONSEQUENTIAL, INDIRECT OR INCIDENTAL DAMAGES, ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT OR THE SERVICES PERFORMED IN CONNECTION WITH THIS AGREEMENT

9.2 **Liability for Use of Equipment.** Except for City's active negligence or intentional misconduct, City shall not be liable to Contractor for any damage to persons or property as a result of the use, misuse or failure of any City-owned equipment used by Contractor, or any of its subcontractors, or by any of their employees, even though such equipment is furnished, rented or loaned by City.

9.3 **Limitation of Liability.** Except for personal injury or death, damage to tangible property, damage caused by Contractor's intentional misconduct or gross negligence, or infringement under Article 8 above, Contractor's total liability to the City regardless of the cause of action or theory of liability will be limited to the total value of the contract as referenced in Section 3.4.

NOTWITHSTANDING ANY OTHER PROVISION OF THIS AGREEMENT, IN NO EVENT SHALL CONTRACTOR BE LIABLE, REGARDLESS OF WHETHER ANY CLAIM IS BASED ON CONTRACT OR TORT, FOR ANY SPECIAL, CONSEQUENTIAL, INDIRECT OR INCIDENTAL DAMAGES, ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT OR THE SERVICES PERFORMED IN CONNECTION WITH THIS AGREEMENT. This limitation of liability provision survives the expiration or termination of the Agreement.

## **Article 10 Payment of Taxes**

10.1 **Contractor to Pay All Taxes.** Except for any applicable California sales and use taxes charged by Contractor to City, Contractor shall pay all taxes, including possessory interest taxes levied upon or as a result of this Agreement, or the Services delivered pursuant hereto. Contractor shall remit to the State of California any sales or use taxes paid by City to Contractor under this Agreement. Contractor agrees to promptly provide information requested by the City to verify Contractor's compliance with any State requirements for reporting sales and use tax paid by City under this Agreement

10.2 **Possessory Interest Taxes.** Contractor acknowledges that this Agreement may create a "possessory interest" for property tax purposes. Generally, such a possessory interest is not created unless the Agreement entitles Contractor to possession, occupancy, or use of City property for private gain. If such a possessory interest is created, then the following shall apply

10.2.1 Contractor, on behalf of itself and any permitted successors and assigns, recognizes and understands that Contractor, and any permitted successors and assigns, may be subject to real property tax assessments on the possessory interest.

10.2.2 Contractor, on behalf of itself and any permitted successors and assigns, recognizes and understands that the creation, extension, renewal, or assignment of this Agreement may result in a "change in ownership" for purposes of real property taxes, and therefore may result in a revaluation of any possessory interest created by this Agreement. Contractor accordingly agrees on behalf of itself and its permitted successors and assigns to

report on behalf of the City to the County Assessor the information required by Revenue and Taxation Code Section 480.5, as amended from time to time, and any successor provision.

10.2.3 Contractor, on behalf of itself and any permitted successors and assigns, recognizes and understands that other events also may cause a change of ownership of the possessory interest and result in the revaluation of the possessory interest. (see, e.g., Rev. & Tax. Code Section 64, as amended from time to time). Contractor accordingly agrees on behalf of itself and its permitted successors and assigns to report any change in ownership to the County Assessor, the State Board of Equalization or other public agency as required by law.

10.2.4 Contractor further agrees to provide such other information as may be requested by the City to enable the City to comply with any reporting requirements for possessory interests that are imposed by applicable law.

10.3 **Withholding.** Contractor agrees that it is obligated to pay all amounts due to the City under the San Francisco Business and Tax Regulations Code during the term of this Agreement. Pursuant to Section 6.10-2 of the San Francisco Business and Tax Regulations Code, Contractor further acknowledges and agrees that City may withhold any payments due to Contractor under this Agreement if Contractor is delinquent in the payment of any amount required to be paid to the City under the San Francisco Business and Tax Regulations Code. Any payments withheld under this paragraph shall be made to Contractor, without interest, upon Contractor coming back into compliance with its obligations

## **Article 11 Termination; Disposition of Content; Survival**

11.1 **Termination for Cause and/or Convenience.** City shall have the right, without further obligation or liability to Contractor:

11.1.1 To immediately terminate this Agreement if Contractor commits any breach of this Agreement or default (see Section 11.2 below) and fails to remedy such breach or default within thirty (30) days after written notice by City of such breach (30-day cure period), in which event, Contractor shall refund the pro rata portion of an annual payment the City has made to Motorola for the time period after the date of termination. At the City's sole election, the 30-day cure period will *not* apply to termination for data breach and/or breach of confidentiality; or

11.1.2 To terminate this Agreement upon thirty (30) days prior written notice for City's convenience and without cause, provided that except for termination due to an uncured breach as set forth in this Section and in the event of Infringement, City shall not be entitled to a refund of any amounts previously paid under this Agreement. City agrees to pay Contractor for all unpaid Licensed Software and/or Services provided up to the date of Termination. Contractor shall refund the pro rata portion of an annual payment the City has made to Motorola for the time period after the date of termination. In the event of non-appropriation, the City shall notify Contractor as soon as is feasible.

11.1.3 Upon receipt of the notice of termination, Contractor shall commence and perform, with diligence, all actions necessary on the part of Contractor to effect the termination of this Agreement on the date specified by City and to minimize the liability of Contractor and City to third parties as a result of termination. All such actions shall be subject to the prior approval of City. Such actions may include any or all of the following, without limitation:

(a) Halting the performance of all Services under this Agreement on the date(s) and in the manner specified by City.

(b) Terminating all existing orders and subcontracts, and not placing any further orders or subcontracts for materials, Services, equipment or other items.

(c) At City's direction, assigning to City any or all of Contractor's right, title, and interest under the orders and subcontracts terminated, to the extent permissible. Upon such assignment, City shall have the right, in its sole discretion, to settle or pay any or all claims arising out of the termination of such orders and subcontracts.

(d) Settling all outstanding liabilities and all claims arising out of the termination of orders and subcontracts.

(e) Completing performance of any Services that City designates to be completed prior to the date of termination specified by City.

(f) Taking such action as may be necessary, or as the City may direct, for the protection and preservation of any property related to this Agreement which is in the possession of Contractor and in which City has or may acquire an interest.

11.1.4 Within 30 days after the specified termination date, Contractor shall submit to City an invoice, which shall set forth each of the following as a separate line item:

(a) The reasonable unpaid portion of the purchase price for all Services performed and all Equipment and Software delivered prior to the specified termination date, for which Services or Equipment and Software City has not already tendered payment.

(b) Reasonable direct costs caused by the early termination including the early termination of subcontracts.

11.1.5 In no event shall City be liable for costs incurred by Contractor or any of its subcontractors after the termination date specified by City, except for those costs specifically listed in Section 11.1.2. Such non-recoverable costs include, but are not limited to, anticipated profits on the Services under this Agreement, post-termination employee salaries, post-termination administrative expenses, post-termination overhead or unabsorbed overhead, attorneys' fees or other costs relating to the prosecution of a claim or lawsuit, prejudgment interest, or any other expense which is not reasonable or authorized under Section 8.1.3.

11.1.6 In arriving at the amount due to Contractor under this Section, City may deduct: (i) any claim which City may have against Contractor in connection with this Agreement; (ii) any invoiced costs or expenses excluded pursuant to the immediately preceding subsection 11.1.5.

11.1.7 City's payment obligation under this Section shall survive termination of this Agreement.

## 11.2 Termination for Default; Remedies

11.2.1 City shall have the right, without further obligation or liability to Contractor (except as specified in Section 11.5 "Disposition of Licensed Software on Termination," hereof), to immediately terminate this Agreement if Contractor defaults on this Agreement and fails to remedy such default within thirty (30) days after written notice by City of such default, in which

event, Contractor shall reimburse City in the same manner as for the removal of the Licensed Software due to infringement under Section 8.4;

11.2.2 Each of the following shall constitute an immediate event of default (“Event of Default”) under this Agreement:

11.2.3 Contractor fails or refuses to perform or observe any term, covenant or condition contained in any of the following Sections of this Agreement:

3.14	Submitting False Claims.	13.10	Alcohol and Drug-Free Workplace
7.4	Assignment	14.10	Compliance with Laws
Article 8	Insurance; Indemnity and Warranties	Article 13	Data and Security
Article 10	Payment of Taxes		

(a) Contractor fails or refuses to perform or observe any other term, covenant or condition contained in this Agreement, including any obligation imposed by ordinance or statute and incorporated by reference herein, and such default is not cured within thirty (30) days after written notice thereof from City to Contractor. If Contractor defaults a second time in the same manner as a prior default cured by Contractor, City may in its sole discretion immediately terminate the Agreement for default or grant an additional period not to exceed five days for Contractor to cure the default.

(b) Contractor (i) is generally not paying its debts as they become due; (ii) files, or consents by answer or otherwise to the filing against it of a petition for relief or reorganization or arrangement or any other petition in bankruptcy or for liquidation or to take advantage of any bankruptcy, insolvency or other debtors’ relief law of any jurisdiction; (iii) makes an assignment for the benefit of its creditors; (iv) consents to the appointment of a custodian, receiver, trustee or other officer with similar powers of Contractor or of any substantial part of Contractor’s property; or (v) takes action for the purpose of any of the foregoing.

11.2.4 A court or government authority enters an order (i) appointing a custodian, receiver, trustee or other officer with similar powers with respect to Contractor or with respect to any substantial part of Contractor’s property, (ii) constituting an order for relief or approving a petition for relief or reorganization or arrangement or any other petition in bankruptcy or for liquidation or to take advantage of any bankruptcy, insolvency or other debtors’ relief law of any jurisdiction or (iii) ordering the dissolution, winding-up or liquidation of Contractor. On and after any Event of Default, City shall have the right to exercise its legal and equitable remedies, including, without limitation, the right to terminate this Agreement or to seek specific performance of all or any part of this Agreement subject to the limitation of liability in Section 9.3. In addition, where applicable, City shall have the right (but no obligation) to cure (or cause to be cured) on behalf of Contractor any Event of Default; Contractor shall pay to City on demand all costs and expenses incurred by City in effecting such cure, with interest thereon from the date of incurrence at the reasonable rate then permitted by law. City shall have the right to offset from any amounts due to Contractor under this Agreement or any other agreement

between City and Contractor: (i) all damages, losses, costs or expenses incurred by City as a result of an Event of Default; and (ii) any damages imposed by any ordinance or statute that is incorporated into this Agreement by reference, or into any other agreement with the City subject to the limitation of liability in Section 9.3. This Section shall survive termination of this Agreement.

**11.3 Bankruptcy.** In the event that Contractor shall cease conducting business in the normal course, become insolvent, make a general assignment for the benefit of creditors, suffer or permit the appointment of a receiver for its business or assets or shall avail itself of, or become subject to, any proceeding under the Federal Bankruptcy Act or any other statute of any state relating to insolvency or the protection of rights of creditors, then at City's option this Agreement shall terminate and be of no further force and effect. Upon termination of this Agreement pursuant to this Section, Contractor shall within forty-eight (48) hours return City's Data in an agreed-upon machine readable format. Once Contractor has received written confirmation from City that City's Data has been successfully transferred to City, Contractor shall within thirty (30) calendar days clear, purge or physically destroy all City Data from its hosted servers or files and provide City with written certification within five (5) calendar days that such clear, purge and/or physical destruction has occurred. Secure disposal shall be accomplished by "clearing," "purging" or "physical destruction," in accordance with National Institute of Standards and Technology (NIST) Special Publication 800-88 or most current industry standard

**11.4 Transition Services and Disposition of City Data.** Upon expiration or termination of this Agreement, Contractor may immediately discontinue the SaaS Application/SaaS Software/Software Services and City shall immediately cease accessing the same. To the extent it is able, Contractor shall delete all Contractor Hosted City Data following termination or expiration of this Agreement, with such deletion to occur no later than ninety (90) days following the termination or expiration, unless otherwise required to comply with applicable law. Any requests for the exportation or download of City Data must be made by City in writing before expiration or termination. within forty-five (45) calendar days of the expiration or termination of the SaaS Services to return City's data in an agreed-upon machine readable format. This provision shall also apply to all City Data that is in the possession of subcontractors, agents or auditors of Contractor. Such data transfer shall be done at no cost to the City. Once Contractor has received written confirmation from City that City's Data has been successfully transferred to City, Contractor shall within thirty (30) calendar days clear, purge or physically destroy all City Data from its hosted servers or files and provide City with written certification within five (5) calendar days that such clear or purge and/or physical destruction has occurred. Contractor shall provide to City and/or Successor Service Provider assistance requested by City to effect the orderly transition of the SaaS Services, in whole or in part, to City or to Successor Service Provider. During the transition period, SaaS and City Data access shall continue to be made available to City without alteration. Such Transition Services shall be provided on a time and materials basis if the City opts to return to its own servers or City chooses a Successor Service Provider. Transition costs may include: (a) developing a plan for the orderly transition of the terminated SaaS Services from Contractor to Successor Service Provider; (b) if required, transferring the City Data to Successor Service Provider; (c) using commercially reasonable efforts to assist City in acquiring any necessary rights to legally and physically access and use any third-party technologies and documentation then being used by Contractor in connection with the Services; (d) using commercially reasonable efforts to make available to City, pursuant to mutually agreeable terms and conditions, any third-party services then being used by Contractor

in connection with the SaaS Services; and, (e) such other activities upon which the Parties may agree. Notwithstanding the foregoing, should City terminate this Agreement due to Contractor's material breach, City may elect to use the Services for a period of no greater than six (6) months from the date of termination at a reduced rate of twenty (20%) percent off of the then-current Services Fees for the terminated Services. All applicable terms and conditions of this Agreement shall apply to the Transition Services. This Section 8.4.2 shall survive the termination of this Agreement.

**11.5 Disposition of Licensed Software on Termination.** Upon termination of this Agreement for any reason other than as provided for in Section 4.1 ("Grant of License"), if the term of the Software License City has paid for is other than perpetual, City shall immediately: (i) return the Licensed Software to Contractor together with all Documentation; (ii) purge all copies of the Licensed Software or any portion thereof from all CPU's and from any computer storage medium or device on which City has placed or permitted others to place the Licensed Software; and (iii) give Contractor written certification that through its best efforts and to the best of its knowledge, City has complied with all of its obligations under Section 11.5.

**11.6 Remedies.** All remedies provided for in this Agreement may be exercised individually or in combination with any other remedy available hereunder or under applicable laws, rules and regulations. The exercise of any remedy shall not preclude or in any way be deemed to waive any other remedy. Nothing in this Agreement shall constitute a waiver or limitation of any rights that City may have under applicable law.

**11.7 Notice of Default.** Any notice of default must be sent by registered mail to the address set forth in Article 14, "Notices to the Parties."

**11.8 Non-Waiver of Rights.** The omission by either Party at any time to enforce any default or right reserved to it, or to require performance of any of the terms, covenants, or provisions hereof by the other Party at the time designated, shall not be a waiver of any such default or right to which the Party is entitled, nor shall it in any way affect the right of the Party to enforce such provisions thereafter.

**11.9 Rights and Duties upon Termination or Expiration.**

11.9.1 This Section and the following Sections of this Agreement listed below, shall survive termination or expiration of this Agreement:

3.5	Payment Limited to Satisfactory Services	Article 16	Data Rights
		12.1	Ownership of Results
3.13	Audit and Inspection of Records	14.5	Dispute Resolution Procedure Works for Hire
3.14	Submitting False Claims	14.7	Agreement Made in California; Venue
7.3	Independent Contractor; Payment of Employment Taxes and Other Expenses Submitting False Claims	14.8	Construction

Article 8	Insurance; and Indemnity and Warranties	11.9	Entire Agreement
9.1	Liability of City	14.9	Compliance with Laws
Article 9	Liability for Incidental and Consequential Damages	14.11	Severability
Article 10	Payment of Taxes	Article 16	Proprietary or Confidential Information of City Data and Security
11.4	Transition Services and Disposition of Content Payment Obligation	Article 14	Notification of Legal Requests

### 11.10 Data Rights

11.10.1 Preexisting Data of each Party that will be included as a Deliverable under this Agreement will be identified in Appendix A. Preexisting Data of the City may only be used by Contractor for purposes of the Scope of Work of this Agreement, unless such data is otherwise publicly available.

11.10.2 Except as otherwise provided herein, the City shall have the unrestricted right to use the Deliverable Data and delivered Project Data, including all Preexisting Data provided as a Deliverable under this Agreement.

11.10.3 Subject to the survival of the Sections identified in Section 11.9.1, above, if this Agreement is terminated prior to expiration of the term specified in Article 2, this Agreement shall be of no further force or effect. Contractor shall deliver in the manner, at the times, and to the extent, if any, directed by City, any work in progress, completed work, supplies, equipment, and other materials produced as a part of, or acquired in connection with the performance of this Agreement, and any completed or partially completed work which, if this Agreement had been completed, would have been required to be furnished to City.

## Article 12 Rights In Deliverables

12.1 **Ownership of Results.** City acknowledges that Contractor may use or provide City with access to software, tools, data, and other materials, including designs, utilities, models, methodologies, systems, and specifications, which Contractor has developed or licensed from third parties (including any corrections, bug fixes, enhancements, updates, modifications, adaptations, translations, de-compilations, disassemblies, or derivative works of the foregoing, whether made by Contractor or another party) (collectively, “Contractor Materials”). The products and services, Contractor Data, Third-Party Data, and Documentation, are considered Contractor Materials. Except when Contractor has expressly transferred title or other interest to City by way of an addendum or ordering document, the Contractor Materials are the property of Contractor or its licensors, and Contractor or its licensors retain all right, title and interest in and to the Contractor Materials (including, all rights in patents, copyrights, trademarks, trade names, trade secrets, know-how, other intellectual property and proprietary rights, and all associated goodwill and moral rights). For clarity, this Agreement does not grant to City any shared development rights in or to any Contractor Materials or other intellectual property. Contractor

and its licensors reserve all rights not expressly granted to City, and no rights, other than those expressly granted herein, are granted to City by implication, estoppel or otherwise. City will not modify, disassemble, reverse engineer, derive source code or create derivative works from, merge with other software, distribute, sublicense, sell, or export the products and services or other Contractor Materials, or permit any third party to do so.

**12.2 Works for Hire.** If applicable, if, in connection with Services, Contractor or its subcontractor(s) creates Deliverables including, without limitation, artwork, copy, posters, billboards, photographs, videotapes, audiotapes, systems designs, software, reports, diagrams, surveys, blueprints, source codes, or any other original works of authorship, whether in digital or any other format, such works of authorship shall be works for hire as defined under Title 17 of the United States Code, and all copyrights in such works shall be the property of the City. If any Deliverables created by Contractor or its subcontractor(s) under this Agreement are ever determined not to be works for hire under U.S. law, Contractor hereby assigns all Contractor's copyrights to such Deliverables to the City, agrees to provide any material and execute any documents necessary to effectuate such assignment, and agrees to include a clause in every subcontract imposing the same duties upon subcontractor(s). With City's prior written approval, Contractor and its subcontractor(s) may retain and use copies of such works for reference and as documentation of their respective experience and capabilities.

### **Article 13 Additional Requirements Incorporated by Reference.**

**13.1 Laws Incorporated by Reference.** The full text of the laws listed in this Article, including enforcement and penalty provisions, are incorporated by reference into this Agreement. The full text of the San Francisco Municipal Code provisions incorporated by reference in this Article and elsewhere in the Agreement ("Mandatory City Requirements") are available at [http://www.amlegal.com/codes/client/san-francisco\\_ca/](http://www.amlegal.com/codes/client/san-francisco_ca/).

**13.2 Conflict of Interest.** By executing this Agreement, Contractor certifies that it does not know of any fact which constitutes a violation of Section 15.103 of the City's Charter; Article III, Chapter 2 of City's Campaign and Governmental Conduct Code; Title 9, Chapter 7 of the California Government Code (Section 87100 *et seq.*), or Title 1, Division 4, Chapter 1, Article 4 of the California Government Code (Section 1090 *et seq.*), and Contractor further agrees promptly to notify the City if it becomes aware of any such fact during the term of this Agreement

**13.3 Prohibition on Use of Public Funds for Political Activity.** In performing the Services, Contractor shall comply with San Francisco Administrative Code Chapter 12G, which prohibits funds appropriated by the City for this Agreement from being expended to participate in, support, or attempt to influence any political campaign for a candidate or for a ballot measure. Contractor is subject to the enforcement and penalty provisions in Chapter 12G.

**13.4 Consideration of Salary History.** Contractor shall comply with San Francisco Administrative Code Chapter 12K, the Consideration of Salary History Ordinance or "Pay Parity Act." Contractor is prohibited from considering current or past salary of an applicant in determining whether to hire the applicant or what salary to offer the applicant to the extent that such applicant is applying for employment to be performed on this Agreement or in furtherance of this Agreement, and whose application, in whole or part, will be solicited, received, processed or considered, whether or not through an interview, in the City or on City property. The ordinance

also prohibits employers from (1) asking such applicants about their current or past salary or (2) disclosing a current or former employee's salary history without that employee's authorization unless the salary history is publicly available. Contractor is subject to the enforcement and penalty provisions in Chapter 12K. Information about and the text of Chapter 12K is available on the web at <https://sfgov.org/olse/consideration-salary-history>. Contractor is required to comply with all of the applicable provisions of 12K, irrespective of the listing of obligations in this Section.

### 13.5 Nondiscrimination Requirements

**13.5.1 Nondiscrimination in Contracts.** Contractor shall comply with the provisions of Chapters 12B and 12C of the San Francisco Administrative Code. Contractor shall incorporate by reference in all subcontracts the provisions of Sections 12B.2(a), 12B.2(c)-(k), and 12C.3 of the San Francisco Administrative Code and shall require all subcontractors to comply with such provisions. Contractor is subject to the enforcement and penalty provisions in Chapters 12B and 12C.

**13.5.2 Nondiscrimination in the Provision of Employee Benefits.** San Francisco Administrative Code 12B.2. Contractor does not as of the date of this Agreement, and will not during the term of this Agreement, in any of its operations in San Francisco, on real property owned by San Francisco, or where work is being performed for the City elsewhere in the United States, discriminate in the provision of employee benefits between employees with domestic partners and employees with spouses and/or between the domestic partners and spouses of such employees, subject to the conditions set forth in San Francisco Administrative Code Section 12B.2.

**13.6 Local Business Enterprise and Non-Discrimination in Contracting Ordinance.** Contractor shall comply with all applicable provisions of Chapter 14B ("LBE Ordinance"). Contractor is subject to the enforcement and penalty provisions in Chapter 14B. Contractor shall utilize LBE Subcontractors for at least 9% of the Services except as otherwise authorized in writing by the Director of CMD. Contractor shall incorporate the requirements of the LBE Ordinance in each subcontract made in the fulfillment of Contractor's LBE subcontracting commitments.

**13.7 Minimum Compensation Ordinance.** If Administrative Code Chapter 12P applies to this contract, Contractor shall pay covered employees no less than the minimum compensation required by San Francisco Administrative Code Chapter 12P, including a minimum hourly gross compensation, compensated time off, and uncompensated time off. Contractor is subject to the enforcement and penalty provisions in Chapter 12P. Information about and the text of the Chapter 12P is available on the web at <http://sfgov.org/olse/mco>. Contractor is required to comply with all of the applicable provisions of 12P, irrespective of the listing of obligations in this Section. By signing and executing this Agreement, Contractor certifies that it is in compliance with Chapter 12P.

**13.8 Health Care Accountability Ordinance.** If Administrative Code Chapter 12Q applies to this contract, Contractor shall comply with the requirements of Chapter 12Q. For each Covered Employee, Contractor shall provide the appropriate health benefit set forth in Section 12Q.3 of the HCAO. If Contractor chooses to offer the health plan option, such health plan shall meet the minimum standards set forth by the San Francisco Health Commission. Information about and the text of the Chapter 12Q, as well as the Health Commission's minimum standards, is available on the web at <http://sfgov.org/olse/hcao>. Contractor is subject to the enforcement and

penalty provisions in Chapter 12Q. Any Subcontract entered into by Contractor shall require any Subcontractor with 20 or more employees to comply with the requirements of the HCAO and shall contain contractual obligations substantially the same as those set forth in this Section.

**13.9 First Source Hiring Program.** Contractor must comply with all of the provisions of the First Source Hiring Program, Chapter 83 of the San Francisco Administrative Code, that apply to this Agreement, and Contractor is subject to the enforcement and penalty provisions in Chapter 83

**13.10 Alcohol and Drug-Free Workplace.** City reserves the right to deny access to, or require Contractor to remove from, City facilities personnel of any Contractor or subcontractor who City has reasonable grounds to believe has engaged in alcohol abuse or illegal drug activity which in any way impairs City's ability to maintain safe work facilities or to protect the health and well-being of City employees and the general public. City shall have the right of final approval for the entry or re-entry of any such person previously denied access to, or removed from, City facilities. Illegal drug activity means possessing, furnishing, selling, offering, purchasing, using or being under the influence of illegal drugs or other controlled substances for which the individual lacks a valid prescription. Alcohol abuse means possessing, furnishing, selling, offering, or using alcoholic beverages, or being under the influence of alcohol.

**13.11 Limitations on Contributions.** By executing this Agreement, Contractor acknowledges its obligations under Section 1.126 of the City's Campaign and Governmental Conduct Code, which prohibits any person who contracts with, or is seeking a contract with, any department of the City for the rendition of personal services, for the furnishing of any material, supplies or equipment, for the sale or lease of any land or building, for a grant, loan or loan guarantee, or for a development agreement, from making any campaign contribution to (i) a City elected official if the contract must be approved by that official, a board on which that official serves, or the board of a state agency on which an appointee of that official serves, (ii) a candidate for that City elective office, or (iii) a committee controlled by such elected official or a candidate for that office, at any time from the submission of a proposal for the contract until the later of either the termination of negotiations for such contract or twelve months after the date the City approves the contract. The prohibition on contributions applies to each prospective party to the contract; each member of Contractor's board of directors; Contractor's chairperson, chief executive officer, chief financial officer and chief operating officer; any person with an ownership interest of more than 10% in Contractor; any subcontractor listed in the bid or contract; and any committee that is sponsored or controlled by Contractor. Contractor certifies that it has informed each such person of the limitation on contributions imposed by Section 1.126 by the time it submitted a proposal for the contract and has provided the names of the persons required to be informed to the City department with whom it is contracting.

**13.12 Reserved. (Slavery Era Disclosure).**

**13.13 Reserved. (Working with Minors).**

**13.14 Consideration of Criminal History in Hiring and Employment Decisions.**

**13.14.1** Contractor agrees to comply fully with and be bound by all of the provisions of Chapter 12T, "City Contractor/Subcontractor Consideration of Criminal History in Hiring and Employment Decisions," of the San Francisco Administrative Code ("Chapter 12T"), including the remedies provided, and implementing regulations, as may be amended from time to

time. The provisions of Chapter 12T are incorporated by reference and made a part of this Agreement as though fully set forth herein. The text of the Chapter 12T is available on the web at <http://sfgov.org/olse/fco>. Contractor is required to comply with all of the applicable provisions of 12T, irrespective of the listing of obligations in this Section. Capitalized terms used in this Section and not defined in this Agreement shall have the meanings assigned to such terms in Chapter 12T.

13.14.2 The requirements of Chapter 12T shall only apply to a Contractor's or Subcontractor's operations to the extent those operations are in furtherance of the performance of this Agreement, shall apply only to applicants and employees who would be or are performing work in furtherance of this Agreement, and shall apply when the physical location of the employment or prospective employment of an individual is wholly or substantially within the City of San Francisco. Chapter 12T shall not apply when the application in a particular context would conflict with federal or state law or with a requirement of a government agency implementing federal or state law.

13.15 **Reserved. (Public Access to Nonprofit Records and Meetings).**

13.16 **Food Service Waste Reduction Requirements.** Contractor shall comply with the Food Service Waste Reduction Ordinance, as set forth in San Francisco Environment Code Chapter 16, including but not limited to the remedies for noncompliance provided therein.

13.17 **Reserved. (Distribution of Beverages and Water).**

13.18 **Reserved. (Tropical Hardwood and Virgin Redwood Ban).**

13.19 **Reserved. (Preservative Treated Wood Products)**

## **Article 14 General Provisions**

**Notices to the Parties.** Unless otherwise indicated in this Agreement, all written communications sent by the Parties may be by U.S. mail or e-mail, and shall be addressed as follows

To City: Mary Ellen Carroll  
Executive Director  
Department of Emergency Management  
1011 Turk Street  
San Francisco, CA 94102  
[MaryEllen.Carroll@sfgov.org](mailto:MaryEllen.Carroll@sfgov.org)

To Contractor: Robin Ginther  
Area Sales Manager  
Motorola Solutions  
725 South Figueroa Street, Suite 1855  
Los Angeles, CA 90017  
robin@motorolasolutions.com,  
785-822-2237

Any notice of default must be sent by registered mail or other trackable overnight mail. Either Party may change the address to which notice is to be sent by giving written notice thereof to the other Party. If email notification is used, the sender must specify a receipt notice.

**14.1 Data Breach.** Any notice of data breach must be sent by certified mail, or other trackable hard-copy written communication, and also by e-mail, with the sender using the receipt notice feature.

To City: Michelle Geddes  
Department of Emergency Management  
1011 Turk Street  
San Francisco, CA 94102  
[Michelle.Geddes@sfgov.org](mailto:Michelle.Geddes@sfgov.org)

**14.2 Compliance with Americans with Disabilities Act.** Contractor acknowledges that, pursuant to the Americans with Disabilities Act (ADA), programs, services and other activities provided by a public entity to the public, whether directly or through a contractor, must be accessible to the disabled public. Contractor shall provide the services specified in this Agreement in a manner that complies with the ADA and any and all other applicable federal, state and local disability rights legislation. Contractor agrees not to discriminate against disabled persons in the provision of services, benefits or activities provided under this Agreement and further agrees that any violation of this prohibition on the part of Contractor, its employees, agents or assigns will constitute a material breach of this Agreement. Contractor shall adhere to the requirements of the Americans with Disabilities Act of 1990 (ADA), as amended (42 U.S.C. Sec. 1201 et seq.) and Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. Sec. 794d), Web Content Accessibility Guidelines (WCAG) 2.0 Levels A and AA; and WCAG 1.0 Level AA, to the extent these guidelines include additional requirements that are not included in and are not inconsistent with WCAG 2.0 Levels A and AA and WCAG 2.1, as updated from time to time.

**14.3 Incorporation of Recitals.** The matters recited above are hereby incorporated into and made part of this Agreement.

**14.4 Sunshine Ordinance.** Contractor acknowledges that this Agreement and all records related to its formation, Contractor's performance of Services, and City's payment are subject to the California Public Records Act, (California Government Code §6250 et. seq.), and the San Francisco Sunshine Ordinance, (San Francisco Administrative Code Chapter 67). Such records are subject to public inspection and copying unless exempt from disclosure under federal, state or local law.

**14.5 Modification of this Agreement.** This Agreement may not be modified, nor may compliance with any of its terms be waived, except as noted in Section 14 ("Notices to Parties"), regarding change in personnel or place, and except by written instrument executed and approved in the same manner as this Agreement and in accordance with the Change Order provisions in Article 15. Contractor shall cooperate with Department to submit to the Director of CMD any

amendment, modification, supplement or change order that would result in a cumulative increase of the original amount of this Agreement by more than 20% (CMD Contract Modification Form).

**14.6 Dispute Resolution Procedure. Negotiation; Alternative Dispute Resolution.** The Parties will attempt in good faith to resolve any dispute or controversy arising out of or relating to the performance of services under this Agreement. If the Parties are unable to resolve the dispute, then, if agreed by both Parties in writing, disputes may be resolved by a mutually agreed-upon alternative dispute resolution process. If the Parties do not mutually agree to an alternative dispute resolution process or such efforts do not resolve the dispute, then either Party may pursue any remedy available under California law. The status of any dispute or controversy notwithstanding, Contractor shall proceed diligently with the performance of its obligations under this Agreement in accordance with the Agreement and the written directions of the City. Neither Party will be entitled to legal fees or costs for matters resolved under this Section.

**14.7 Government Code Claim Requirement.** No suit for money or damages may be brought against the City until a written claim therefor has been presented to and rejected by the City in conformity with the provisions of San Francisco Administrative Code Chapter 10 and California Government Code Section 900, et seq. Nothing set forth in this Agreement shall operate to toll, waive or excuse Contractor's compliance with the California Government Code Claim requirements set forth in San Francisco Administrative Code Chapter 10 and California Government Code Section 900, et seq.

**14.8 Agreement Made in California; Venue.** The formation, interpretation and performance of this Agreement shall be governed by the laws of the State of California. Venue for all litigation relative to the formation, interpretation and performance of this Agreement shall be in San Francisco.

**14.9 Construction.** All paragraph captions are for reference only and shall not be considered in construing this Agreement.

**14.10 Entire Agreement.** This Agreement sets forth the entire Agreement between the Parties and supersedes all other oral or written provisions. This Agreement may be modified only as provided in Section 14.4 ("Modification of this Agreement").

**14.11 Compliance with Laws.** Contractor shall keep itself fully informed of the City's Charter, applicable codes, ordinances and duly adopted rules and regulations of the City and of all state, and federal laws in any manner affecting the performance of this Agreement, and must at all times comply with such local codes, ordinances, and regulations and all applicable laws as they may be amended from time to time.

**14.12 Severability.** Should the application of any provision of this Agreement to any particular facts or circumstances be found by a court of competent jurisdiction to be invalid or unenforceable, then (i) the validity of other provisions of this Agreement shall not be affected or impaired thereby, and (ii) such provision shall be enforced to the maximum extent possible so as to effect the intent of the Parties and shall be reformed without further action by the Parties to the extent necessary to make such provision valid and enforceable.

**14.13 Cooperative Drafting.** This Agreement has been drafted through a cooperative effort of City and Contractor, and both Parties have had an opportunity to have the Agreement reviewed and revised by legal counsel. No Party shall be considered the drafter of this Agreement,

and no presumption or rule that an ambiguity shall be construed against the Party drafting the clause shall apply to the interpretation or enforcement of this Agreement.

**14.14 Order of Precedence.** Contractor agrees to perform the services described below in accordance with the terms and conditions of this Agreement, implementing task orders, the RFP, and Contractor's proposal dated March 16, 2022. The RFP and Contractor's proposal are incorporated by reference as though fully set forth herein. Should there be a conflict of terms or conditions, this Agreement and any implementing task orders shall control over the RFP and the Contractor's proposal. If the Appendices to this Agreement include any standard printed terms from the Contractor, Contractor agrees that in the event of discrepancy, inconsistency, gap, ambiguity, or conflicting language between the City's terms and Contractor's printed terms attached, the City's terms shall take precedence, followed by the procurement issued by the department, Contractor's proposal, and Contractor's printed terms, respectively.

## **Article 15 Department Specific Terms**

**15.1 Change Orders.** For the duration of this Agreement, the City may at any time by written order request a Change Order to Contractor. Within ten (10) business days, unless otherwise agreed by the Parties, of receiving a proposed Change Order, Contractor shall submit to City a written response, which shall include any adjustments to the System Purchase Price, the Project Schedule, the Statement of Work, the System Requirements Document (SRD), Preliminary Design Document (PDD), Interface Control Documents (ICDs), the Equipment List, as referenced in the Appendices attached hereto or any other obligations of Contractor, as applicable.

**15.2** Any Change Order requiring a System Purchase Price adjustment that results in an overall increase to the not to exceed compensation described in Section 3.4 shall be agreed to in writing by the Parties and executed in the same manner as this Agreement pursuant to Section 14.4 (Modification of Agreement).

**15.3** All Change Orders must be approved, in writing, by the Parties' Project Managers. Contractor shall not proceed with any work contemplated in any Change Order until it receives written notification to commence such work from City's Project Manager; or, if Contractor does proceed with such work, it does so at its own risk.

**15.4** The City shall have authority to request minor changes in the work not involving an adjustment in the not to exceed compensation. The City's Project Manager may waive a variation in the work if, in his or her reasonable opinion, such variation does not materially change the work or the System's performance.

**15.5** The price for Change Orders must be offered at the same discount levels, including system discount incentive pricing, that the Equipment and Services are offered, as described in the Calculation of Charges and reflected in the System Purchase Price, for the duration of this Agreement. If a Change Order decreases the Equipment or Services, any corresponding price reduction will take into consideration discounts.

## **Article 16 Data and Security**

**16.1 Protection of Private Information.** If this Agreement requires City to disclose "Private Information" to Contractor within the meaning of San Francisco Administrative

Code Chapter 12M, Contractor and subcontractor shall use its best efforts to assist the City in identifying and preventing any unauthorized use or disclosure of any such information only in accordance with the restrictions stated in Chapter 12M and in this Agreement and only as necessary in performing the Services. Contractor is subject to the enforcement and penalty provisions in Chapter 12M.

**16.2 Confidential Information.** Without limiting the foregoing, Contractor shall advise the City without undue delay in the event Contractor learns that any person employed or engaged to perform services on its behalf who has had access to, or collect on City's behalf, City's proprietary or Confidential Information has violated or intends to violate the terms of this Agreement. In such event Contractor will cooperate with the City in seeking injunctive or other equitable relief, if appropriate in Contractor's judgment against any such person. If City discloses proprietary or Confidential Information to Contractor, or Contractor collects such information on City's behalf, such information must be held by Contractor in confidence and used only in performing the Agreement. Contractor shall exercise the same standard of care to protect such information as a reasonably prudent contractor would use to protect its own proprietary or Confidential Information.

**16.3 Remedies for Breach of Obligation of Confidentiality.** Contractor acknowledges that breach of its obligation of confidentiality may give rise to irreparable injury to the City, which damage may be inadequately compensable in the form of monetary damages. Accordingly, City may seek and obtain injunctive relief against the breach or threatened breach of the foregoing undertakings, in addition to any other legal remedies that may be available.

**16.4 Surrender of Confidential Information upon Termination.** Upon termination of this Agreement, including but not limited to expiration of the term, early termination or termination for convenience, Contractor shall, to the extent it is possible, within Sixty (60) calendar days from the date of termination, return to City any and all Confidential Information received from the City, or created or received by Contractor on behalf of the City, which are in Contractor's possession, custody, or control. The return of Confidential Information to City shall follow the timeframe and procedure described further in this Agreement (Article 8).

**16.5 Data Security.** To prevent unauthorized access of City Data,

16.5.1 Contractor shall at all times during the Term provide and maintain up-to-date security with respect to (a) the Services, (b) Contractor's Website, (c) Contractor's physical facilities, (d) Contractor's infrastructure, and (e) Contractor's networks.

16.5.2 Contractor shall provide security for its networks and all Internet connections consistent with industry best practices, and will promptly install all patches, fixes, upgrades, updates and new versions of any security software it employs.

16.5.3 Contractor will maintain appropriate safeguards to restrict access to City's Data to those employees, agents or service providers of Contractor who need the information to carry out the purposes for which it was disclosed to Contractor.

16.5.4 For information disclosed in electronic form, Contractor agrees that appropriate safeguards include electronic barriers (e.g., most current industry standard encryption for transport and storage, such as the National Institute of Standards and Technology's Internal Report 7977 or Federal Information Processing Standards [FIPS] 140-2 [Security Requirements for Cryptographic Modules] or FIPS-197 or successors, intrusion

prevention/detection or similar barriers) and secure authentication (e.g., password protected) access to the City's Confidential Information and hosted City Data.

16.5.5 For information disclosed in written form, Contractor agrees that appropriate safeguards include secured storage of City Data.

16.5.6 City Data shall be encrypted at rest and in transit with controlled access.

16.5.7 Contractor will establish and maintain any additional physical, electronic, administrative, technical and procedural controls and safeguards to protect City Data that are no less rigorous than accepted industry practices (generally aligned to standards such as the International Organization for Standardization's standards: ISO/IEC 27001:2005 - Information Security Management Systems - Requirements and ISO-IEC 27002:2005 - Code of Practice for International Security Management, applicable controls selected by Contractor contained within NIST Special Publication 800-53 Revision 4 or its successor, applicable guidance as selected by Contractor within NIST Special Publication 800-18 or its successor, the Information Technology Library (ITIL) standards, or the applicable controls selected by Contractor from the Control Objectives for Information and related Technology (COBIT) standards), and shall ensure that all such controls and safeguards, including the manner in which Confidential Information is collected, accessed, used, stored, processed, disposed of and disclosed, comply with applicable data protection and privacy laws, as well as the terms and conditions of this Agreement.

16.5.8 Contractor agrees to the City compliance, in performing its obligations hereunder, with the following (as periodically amended or updated) as applicable:

- (i) The California Information Practices Act/California Consumer Privacy Act (Civil Code §§ 1798 et seq);
- (ii) The European General Data Protection Regulation ("GDPR");
- (iii) Relevant security provisions of the Internal Revenue Service (IRS) Publication 1075, including the requirements that Data not traverse networks located outside of the United States;
- (iv) Relevant security provisions of the Payment Card Industry (PCI) Data Security Standard (PCI DSS) including the PCI DSS Cloud Computing Guidelines;
- (v) Relevant security provisions of the Social Security Administration (SSA) Document Electronic Information Exchange Security Requirement and Procedures for State and Local Agencies Exchanging Electronic Information with the Social Security Administration;
- (vi) Relevant security provisions of the Criminal Justice Services (CJIS) Security policy;
- (vii) Relevant security provisions of the Medi-Cal Privacy and Security Agreement between the California Department of Health Care Services and the County of San Francisco.

**16.6 Data Privacy and Information Security Program.** Without limiting Contractor's obligation of confidentiality as further described herein, Contractor shall establish and maintain a data privacy and information security program, including physical, technical,

administrative, and organizational safeguards, that is designed to: (i) ensure the security and confidentiality of the City Data; (ii) protect against any anticipated threats or hazards to the security or integrity of the City Data; (iii) protect against unauthorized disclosure, access to, or use of the City Data; (iv) ensure the proper disposal of City Data; and, (v) ensure that all of Contractor's employees, agents, and subcontractors, if any, comply with all of the foregoing. Hosting Security. Contractor shall ensure that all electronic transmission or exchange of City Data will be encrypted using current industry standards and in accordance with the requirements in Article 16 - Data and Security. Contractor shall also ensure that all data exchanged shall be used expressly and solely for the purposes stated in the Agreement. City Data shall not be distributed, repurposed, or shared across other applications, environments, or business units of Contractor not involved in administration of this Agreement, unless otherwise permitted in this Agreement. Contractor will determine, in its sole discretion, the location of the stored content for cloud hosted software Products. All data, replications, and backups will be stored at a location in the United States for Customers in the United States.

**16.7 Data Transmission.** Contractor shall ensure that all electronic transmission or exchange of system and application data with City and/or any other parties expressly designated by City shall take place via encrypted secure means (e.g., HTTPS or SFTP or most current industry standard established by NIST). Contractor shall also ensure that all data exchanged shall be used expressly and solely for the purposes enumerated in the Agreement. Data shall not be distributed, repurposed or shared across other applications, environments, or business units of Contractor except as necessary to perform its obligations under this Agreement. Contractor shall ensure that no City Data of any kind shall be copied, modified, destroyed, deleted, transmitted, exchanged or otherwise passed to other vendors or interested parties except on a case-by-case basis as specifically agreed to in writing by City or who are sub-processors of the City Data as identified in Contractor's list of sub-processors found at [https://www.motorolasolutions.com/en\\_us/about/trust-center/privacy/data-sub-processors.html](https://www.motorolasolutions.com/en_us/about/trust-center/privacy/data-sub-processors.html). Contractor is prohibited from accessing City Data from outside the continental United States.

**16.8 American Institute of Certified Public Accounts (AICPA) Audit Reports.** Contractor shall provide to City, on an annual basis upon City's written request, an SSAE 18, SOC 2, Type 2 Report, to be conducted by an independent third party ("Audit Reports") (if Contractor is using a hosting service provider, Contractor shall provide such Audit Reports it receives from its service provider or providers) as follows: (a) the Audit Reports shall include a 180 day (6-month) testing period; and (b) the Audit Reports shall be available to City no later than thirty (30) days after receipt of a written request from City. If Contractor receives a so-called "negative assurance opinion," or the annual Audit Report finds a material data privacy or information security issue, Contractor shall implement reasonably required safeguards as it deems. Any failure by Contractor to comply with this Section shall be a material breach of this Agreement.

**16.9 Audit of Contractor's Policies.** Contractor agrees to make its policies, procedures and practices regarding Data Security available to City under agreed upon confidentiality provisions, if needed, and agrees that City reserves the rights, including, but not limited to, making a site visit.

**16.10 Audit Findings.** Contractor shall implement reasonably required safeguards in its discretion as identified by City or by any audit of Contractor's data privacy and information security program.

16.11 **Reserved. (Payment Card Industry ("PCI") Requirements).**

16.12 **Protected Health Information.** Contractor, all subcontractors, all agents and employees of Contractor, and any subcontractor shall comply with all federal and state laws regarding the transmission, storage and protection of all private health information disclosed to Contractor by City in the performance of this Agreement. Contractor agrees that any failure of Contractor to comply with the requirements of federal and/or state and/or local privacy laws shall be a material breach of the Contract. In the event that the City pays a regulatory fine, and/or is assessed civil penalties or damages through private rights of action, based on an impermissible use or disclosure of protected health information given to Contractor or its subcontractors or agents by City, Contractor shall indemnify City for the amount of such fine or penalties or damages, including costs of notification, subject to, and limited by, the restrictions set forth in Article 9 - Liability of the Parties. In such an event, in addition to any other remedies available to it under equity or law, the City may terminate the Agreement subject to Article 11.

16.13 **Business Associate Agreement.** The Parties acknowledge that City is a Covered Entity as defined in the Healthcare Insurance Portability and Accountability Act of 1996 ("HIPAA") and is required to comply with the HIPAA Privacy Rule governing the access, use, disclosure, transmission, and storage of protected health information (PHI) and the Security Rule under the Health Information Technology for Economic and Clinical Health Act, Public Law 111-005 ("the HITECH Act"). Contractor shall comply with the Health Insurance Portability and Accountability Act (HIPAA) Business Associate Addendum ("Addendum") terms and conditions, attached and incorporated as though fully set forth herein as Appendix C. To the extent that the terms of the Agreement are inconsistent with the terms of this Addendum, the terms of the Addendum shall control.

## Article 17 Force Majeure.

17.1 **Liability.** No Party shall be liable for delay in the performance of its obligations under this Agreement if and to the extent such delay is caused, directly or indirectly, by: fire, flood, earthquake, elements of nature or acts of God, riots, civil disorders, or any other cause beyond the reasonable control of such Party (a "Force Majeure Event"). In the case of a Force Majeure Event, Contractor shall immediately commence disaster recovery services as described in Section 17.4.

17.2 **Duration.** In a Force Majeure Event, the non-performing Party shall be excused from further performance or observance of the obligation(s) so affected for as long as such circumstances prevail and such Party continues to use its best efforts to recommence performance or observance whenever and to whatever extent possible without delay. Any Party so delayed in its performance shall immediately notify the Party to whom performance is due by telephone (to be confirmed in writing within two (2) days of the inception of such delay) and describe at a reasonable level of detail the circumstances causing such delay.

17.3 **Effect.** If a Force Majeure Event substantially prevents, hinders, or delays performance of the Services as critical for more than forty-five (45) consecutive days, (i) City may terminate any portion of this Agreement so affected and the charges payable hereunder shall be equitably adjusted to reflect those terminated Services; or (ii) City may terminate this Agreement without liability to City or Contractor as of a date specified by City in a written notice

of termination to Contractor. Contractor shall not have the right to any additional payments from City for costs or expenses incurred by Contractor as a result of any force majeure condition that lasts longer than (10) days.

**17.4 Disaster Recovery.** In the event of a disaster, as defined below, Contractor shall provide disaster recovery services in accordance with the provisions of the disaster recovery plan attached as Appendix F, or as otherwise set forth in this Agreement or any Statement of Work. Notwithstanding Section 17.1, a Force Majeure Event shall not excuse Contractor of its obligations for performing disaster recovery services as provided in this Section. In the event that a disaster occurs and Contractor fails to restore the hosting services within 24 hours of the initial disruption to Services, City may, in its discretion, deem such actions to be a material default by Contractor incapable of cure, and City may immediately terminate this Agreement. For purposes of this Agreement, a “disaster” shall mean an interruption in the hosting services or the inability of Contractor to provide City with the SaaS Application and hosting services for any reason that could not be remedied by relocating the SaaS Application and hosting services to a different physical location outside the proximity of its primary Data Center.

## **Article 18 Appendices**

18.1 **Additional Appendices.** The following appendices are hereby attached and incorporated into this Agreement as though fully set forth herein and together form the complete Agreement between the Parties:

### **Appendix A – Project Implementation documents**

#### A1. Systems Requirements Document

#### A2. Statement of Work

1. Implementation Plan
2. Scope of Services
3. Training Plan
4. Project Schedule

#### A3. Preliminary Design Document

1. PDD
2. Departmental CAD access needs
3. Bill of Materials

#### A4. Interface Control Document(s)

1. 3-1-1 Service Hub
2. ARIES (Autoreturn)
3. ASAP-to-PSAP
4. Axon
5. Central Square RMS
6. Fire Station Printing
7. HRMS – Personnel
8. HRMS - Schedule/Roster
9. Level II
10. LiveMUM
11. LOGIS CAD-to-CAD
12. MachFSA (Fire Station Alerting)
13. Mass Notifications (Everbridge)
14. Private EMS Positional Data
15. Structured Call Taking Protocol
16. Tablet Command

17. Unified Login
18. Viper E9-1-1 (ANI/ALI)
19. Zoll CAD-to-CAD

A5. Acceptance Test Plan

1. ATP
2. ATP Test table

**Appendix B – Calculation of Charges**

- B1. Project cost itemization
- B2. Payment Milestones

**Appendix C – Business Associate Agreement (HIPAA protections)**

**Appendix D – Maintenance and Support Services**

**Appendix E – Service Level Obligations**

**Appendix F – Disaster Recovery Plan**



Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
Global	1	Multiple Environments	Use Case: Multiple CAD environments support training, reporting and testing activities without impacting the performance of live operations.			Y			P
Global	2	Multiple Environments	Ability to support multiple environments, including:		PremierOne supports multiple environments.	Y			P
Global	3	Multiple Environments	Production		PremierOne's production environment is fully redundant and is where interfaces are connected to.	Y			P
Global	4	Multiple Environments	Development/Test/Staging		PremierOne supports multiple environments.	Y			P
Global	5	Multiple Environments	Training		PremierOne supports a dedicated training environment.	Y			P
Global	6	Multiple Environments	Reporting		PremierOne includes a Microsoft SQL Server-based Reporting Data Warehouse with SQL Server Reporting Services enabled.	Y			P
Global	7	Multiple Environments	Disaster Recovery		PremierOne supports a disaster recovery site. Best practices dictate that this site be either geo-diverse from primary or cloud-based.	Y			P
Global	8	Multiple Environments	Ability to simulate the live environment in a non-production environment.		Non-production environments would not include all interfaces.	Y			P
Global	9	Multiple Environments	Ability to stage and test an upgrade before going live with the change.		PremierOne supports a test/training environment for this function.	Y			P
Global	10	Multiple Environments	Ability for operations to failover to the backup/disaster recovery environment with minimal interaction and downtime, in the event of a failure in the production environment. This includes full replication of equipment, applications, and interfaces at the DR site, as well as a fully defined and mutually agreed upon failover process.			Y	Proposed SRD Language: Ability for operations to failover to the backup/disaster recovery environment with minimal interaction and downtime, in the event of a failure in the production environment. This includes full replication of equipment, applications, and interfaces at the DR site, as well as a fully defined and mutually agreed upon failover process.  Status: Language has been added to the Preliminary Design Document (PDD) to outline agreement on all of these requirements. See section 1.4.5. Additionally, a "Disaster Recovery Playbook" will be developed specific to CCSF, which will outline the steps of a failover as well as what to expect. A sample of that document has been provided.	P1	R
Global	11	Multiple Environments	Ability for the disaster recovery/failover process to not result in any loss or corruption of data.		PremierOne's failover process is designed to not incur data loss or corruption of data.	Y			R
Global	12	Multiple Environments	The maintenance of multiple environments requires frequent updates due to continuous configuration changes. Motorola shall provide the necessary tools, documentation and validated process to create and maintain multiple environments such as, but not limited to production, test and training.			Y	Proposed SRD Language: The maintenance of multiple environments requires frequent updates due to continuous configuration changes. Motorola shall provide the necessary tools, documentation and validated process to create and maintain multiple environments such as, but not limited to production, test and training.  Status: Language has been added to the Preliminary Design Document (PDD) to provide detail on eSync as well as other tools involved in maintaining the multiple environments. The Motorola eSync tool (short for Environment Sync) performs database-level copy of information with row-level restrictions to reduce the amount of data and kinds of data (such as historical calls) being copied. This is discussed in section 1.4.4 of the PDD.	P1	P
Global	13	Multiple Environments	Moving selected individual configuration elements between any environment.		Provisioning pages can be exported to Microsoft Excel and then can be imported into the target environment.	A			P
Global	14	Multiple Environments	Moving complete configurations between any environment.		Customers would simply call Motorola support to accomplish this free service.	A			P
Global	15	Multiple Environments	Reporting on configuration elements that are different between any two environments.		Provisioning pages can be exported to Microsoft Excel and can then be compared.	A			P
Global	16	Cybersecurity	Use Case: N/A			N/A	Proposed SRD Language: Motorola would need to be open to integration with CCSF's cyber tools such as InTune and Trendmicro as a replacement for ActiveEye.  Status: Motorola Cybersecurity team met with CCSF on 5/11. Motorola is updating the cybersecurity offer based on those conversations and will submit to CCSF for further conversation.		NC
Global	17	Cybersecurity	Ability for CAD to share activity log to a central log monitoring system such as Splunk.		The customer would be required to supply any third-party agents (not included by default) required to accomplish this.	Y			P
Global	18	Cybersecurity	Ability to provide IDS/IPS protection for the CAD systems and terminals.			N	Proposed SRD Language: Ability to provide IDS/IPS protection for the CAD systems and terminals.  Status: PremierOne uses proprietary connectivity over TCP so certain IDS/IPS solutions would need to be "trained". HPE's Lights Out is supported and discussed in section 1.7.7 of the PDD. Motorola Cybersecurity team met with CCSF on 5/11. Motorola is updating the cybersecurity offer based on those conversations and will submit to CCSF for further conversation.	P1	NC
Global	19	Cybersecurity	Ability for CAD log export to conform with industry standards for log monitoring systems		The PremierOne solution conforms with industry standards for log monitoring.	Y			P
Global	20	Cybersecurity	Ability for CAD to provide information regarding processes activity, including:		The PremierOne solution conforms with industry standards for log monitoring.	Y			N/A
Global	21	Cybersecurity	File I/O		This logging item is provided.	Y			P
Global	22	Cybersecurity	Process start		This logging item is provided.	Y			P
Global	23	Cybersecurity	Process state		This logging item is provided.	Y			P
Global	24	Cybersecurity	Process end		This logging item is provided.	Y			P
Global	25	Cybersecurity	Ability to alert system administrators to unusual increase or decrease in CAD activity		PremierOne uses Esri System Center Operations Manager (SCOM) to manage alerts.	Y			P
Global	26	System Performance	Use Case: N/A						N/A
Global	27	System Performance	Ability to provide 99.999% availability, including during upgrades to the system software.		Motorola complies if "system software" is defined as Motorola application software, except during scheduled upgrades. PremierOne's performance at the workstation is dependent on the customer's network performance. If the recommended workstation and network specifications are met, then these requirements can be met.	A			P
Global	28	System Performance	Ability for transactional processing time(s) to not exceed the following levels of performance at least 90% of the time:			Y			N/A
Global	29	System Performance	Operator log on - 500ms		PremierOne's performance at the workstation is dependent on the customer's network performance. If the recommended workstation and network specifications are met, then these requirements can be met.	Y			P

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
Global	30	System Performance	Validate address (last character entered to display of address - 500ms		PremierOne's performance at the workstation is dependent on the customer's network performance. If the recommended workstation and network specifications are met, then these requirements can be met.	Y			P
Global	31	System Performance	Create event and enter in the pending queue - 1000ms		PremierOne's performance at the workstation is dependent on the customer's network performance. If the recommended workstation and network specifications are met, then these requirements can be met.	Y			P
Global	32	System Performance	Select and display an event for dispatch - 500ms		PremierOne's performance at the workstation is dependent on the customer's network performance. If the recommended workstation and network specifications are met, then these requirements can be met.	Y			P
Global	33	System Performance	Recommend units based on static recommendations - 500ms		PremierOne's performance at the workstation is dependent on the customer's network performance. If the recommended workstation and network specifications are met, then these requirements can be met.	Y			P
Global	34	System Performance	Recommend units based on dynamic recommendations - 500ms		PremierOne's performance at the workstation is dependent on the customer's network performance. If the recommended workstation and network specifications are met, then these requirements can be met.	Y			P
Global	35	System Performance	Upgrade event (e.g., alarm level, change event type) and recommend additional units - 500ms		PremierOne's performance at the workstation is dependent on the customer's network performance. If the recommended workstation and network specifications are met, then these requirements can be met.	Y			P
Global	36	System Performance	Change unit status - 500ms		PremierOne's performance at the workstation is dependent on the customer's network performance. If the recommended workstation and network specifications are met, then these requirements can be met.	Y			P
Global	37	System Performance	Display premise or hazard file data for event - 1000ms		PremierOne's performance at the workstation is dependent on the customer's network performance. If the recommended workstation and network specifications are met, then these requirements can be met.	Y			P
Global	38	System Performance	Display an event history record (keyed search) - 2000ms		PremierOne's performance at the workstation is dependent on the customer's network performance. If the recommended workstation and network specifications are met, then these requirements can be met.	Y			P
Global	39	System Performance	All other transactions - 500ms		PremierOne's performance at the workstation is dependent on the customer's network performance. If the recommended workstation and network specifications are met, then these requirements can be met.	Y			P
Global	40	System Performance	Ability to run searches, queries and reports without impacting production system performance.		Searches, queries, and reports available within PremierOne CAD have been designed to not have an impact on system performance. Customer-created searches, queries, dashboards, and reports would be run against PremierOne's Reporting Data Warehouse database so that the production system is not affected.	Y			P
Global	41	System Performance	Ability for system performance to not be negatively impacted by antivirus and or backup software.		PremierOne is designed to not be negatively impacted by either antivirus or backup software.	Y			P
Global	42	System Performance	Ability to provide an alert in real-time when the system is not meeting Department-specified performance thresholds.		PremierOne uses Microsoft's System Center Operations Manager (SCOM) to provide this capability. Alerts can be generated within the parameters of what SCOM can monitor.	Y			P
Global	43	System Performance	Ability to collect and report on system performance metrics.		PremierOne uses Microsoft's System Center Operations Manager (SCOM) to provide this capability. Alerts can be generated within the parameters of what SCOM can monitor.	Y			P
Global	44	System Performance	Ability to maintain the required system performance metrics during periods of:		PremierOne uses Microsoft's System Center Operations Manager (SCOM) to provide this capability. Alerts can be generated within the parameters of what SCOM can monitor.	Y			P
Global	45	System Performance	Interface outage		PremierOne uses Microsoft's System Center Operations Manager (SCOM) to provide this capability. Alerts can be generated within the parameters of what SCOM can monitor.	Y			P
Global	46	System Performance	Unreachable or unresponsive external information systems (E.g., Rave, Waze, RapidDDS, paging, internet-based applications)		PremierOne uses Microsoft's System Center Operations Manager (SCOM) to provide this capability. Alerts can be generated within the parameters of what SCOM can monitor.	Y			P
Global	47	System Performance	Unresponsive or hung CAD or mobile client		PremierOne uses Microsoft's System Center Operations Manager to provide this capability for LAN connected CAD workstations. Mobile devices, due to the nature of wireless networks, may have extended periods of no connectivity (dead spots).	Y			P
Global	48	System Performance	Excessive network traffic generated by malfunctioning CAD or mobile client		PremierOne uses SolarWinds to monitor CAD network parameters.	Y			P
Global	49	System Performance	During a disruption of connectivity between the dispatch center and any off premise CAD Application and Services, all CAD positions shall be operational and the following CAD functions shall be operational within the Dispatch Center and Backup PSAP for at least 72 hours (assuming connectivity to interfaces, locations, units and terminals).		PremierOne requires network connectivity to its server infrastructure. All CAD workstations that remain connected to the server infrastructure will be operational.	Y			N/A
Global	50	System Performance	Remain logged into CAD and functional without disruption		PremierOne requires network connectivity to its server infrastructure. All CAD workstations that remain connected to the server infrastructure will be operational.	Y			P
Global	51	System Performance	Ability for all CAD positions to remain operational during any CAD system interface disruptions.		PremierOne requires network connectivity to its server infrastructure. All CAD workstations that remain connected to the server infrastructure will be operational.	Y			P
Global	52	System Performance	Have access to active and historical Unit and Call history records updated in real-time		PremierOne requires network connectivity to its server infrastructure. All CAD workstations that remain connected to the server infrastructure will be operational.	Y			P
Global	53	System Performance	9-1-1 Call taking: entering calls into CAD without the need for non-computer methods such as paper incident & run cards, or tools that would need manual entry upon system recovery		PremierOne requires network connectivity to its server infrastructure. All CAD workstations that remain connected to the server infrastructure will be operational.	Y			P
Global	54	System Performance	Police, Fire, Sheriff, SFMTA dispatching: sending calls to dispatch positions and dispatching units		PremierOne requires network connectivity to its server infrastructure. All CAD workstations that remain connected to the server infrastructure will be operational.	Y			P
Global	55	System Performance	Tracking and updating Unit Status		PremierOne requires network connectivity to its server infrastructure. All CAD workstations that remain connected to the server infrastructure will be operational.	Y			P
Global	56	System Performance	Logging on/off units		PremierOne requires network connectivity to its server infrastructure. All CAD workstations that remain connected to the server infrastructure will be operational.	Y			P

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
Global	57	System Performance	Messaging to other CAD terminals		PremierOne requires network connectivity to its server infrastructure. All CAD workstations that remain connected to the server infrastructure will be operational.	Y			P
Global	58	System Performance	Maintaining the speed of CAD transactions (no additional latency)		PremierOne requires network connectivity to its server infrastructure. All CAD workstations that remain connected to the server infrastructure will be operational.	Y			P
Global	59	System Performance	Mapping functions		PremierOne requires network connectivity to its server infrastructure. All CAD workstations that remain connected to the server infrastructure will be operational.	Y			P
Global	60	System Performance	CIFS system queries & returns		PremierOne requires network connectivity to its server infrastructure. All CAD workstations that remain connected to the server infrastructure will be operational.	Y			P
Global	61	System Performance	Communication to MDTs: dispatching, status updates, messaging, sign on/off		PremierOne requires network connectivity to its server infrastructure. All CAD workstations that remain connected to the server infrastructure will be operational.	Y			P
Global	62	System Performance	AVL		PremierOne requires network connectivity to its server infrastructure. All CAD workstations that remain connected to the server infrastructure will be operational.	Y			P
Global	63	System Performance	Paging		PremierOne requires network connectivity to its server infrastructure. All CAD workstations that remain connected to the server infrastructure will be operational.	Y			P
Global	64	System Performance	Fire Station automated alerting		PremierOne requires network connectivity to its server infrastructure. All CAD workstations that remain connected to the server infrastructure will be operational.	Y			P
Global	65	System Performance	Support backup PSAP operations		PremierOne requires network connectivity to its server infrastructure. All CAD workstations that remain connected to the server infrastructure will be operational.	Y			P
Global	66	System Performance	Unit Radio Status		PremierOne requires network connectivity to its server infrastructure. All CAD workstations that remain connected to the server infrastructure will be operational.	Y			P
Global	67	System Performance	Ability to recover from an extended internet outage of up to 72 hours to include the following:		PremierOne CAD does not require internet connectivity for normal operations unless the customer uses the Internet for its data communications transport mechanism.	Y			N/A
Global	68	System Performance	No loss of data between CAD Application and Services and on-premise usage.		PremierOne CAD does not require internet connectivity for normal operations unless the customer uses the Internet for its data communications transport mechanism.	Y			P
Global	69	System Performance	Ability to reconnect with all CAD field clients including MDT's, remote workstations and handheld devices without a degraded system performance during recovery.		PremierOne CAD does not require internet connectivity for normal operations unless the customer uses the Internet for its data communications transport mechanism.	Y			P
Global	70	System Performance	Ability to provide audit reports for system outage operations that provide logs, and note any conflicts, or issues upon recovery.		PremierOne CAD does not require internet connectivity for normal operations unless the customer uses the Internet for its data communications transport mechanism.	Y			P
Global	71	System Performance	Ability to provide catch up of records during outage into product records with the actual interaction timestamp retained and indicator of catch up.		PremierOne CAD does not require internet connectivity for normal operations unless the customer uses the Internet for its data communications transport mechanism.	Y			P
Global	72	System Performance	Ability to test and use the backup environment to restore the production environment using relatively easy procedures.		Switching between a PremierOne primary data center to a Disaster Recovery data center and back is accomplished by the customer working with Motorola Support. Motorola support handles all PremierOne system issues when the customer needs only to attend to items Motorola supplies like data center Environment and their network.	Y			P
Global	73	User Experience and User Interface	Use Case: N/A						N/A
Global	74	LUX/UI	Ability to provide a user experience that is consistent without regard to client type.		PremierOne UI is designed for the environment it operates in. Call takers and dispatchers have different workflows than patrol officers or firefighters when in the field.	Y			P
Global	75	LUX/UI	Ability for the client applications to run in a Virtual Desktop Infrastructure to include:		PremierOne CAD for call takers and dispatchers has been successfully deployed in a Virtual Desktop Infrastructure (VDI) environment. While PremierOne Mobile can be deployed via VDI, the best practice is to deploy the mobile client in a mobile environment in order to take advantage of the feature available when offline.	Y	Proposed SRD Language: Ability for the client applications to run in a Virtual Desktop Infrastructure to include: Virtual Desktop Status: PremierOne has a standard VDI solution powered by Citrix technologies available, however customer is able to reuse existing solutions provided network prerequisites are met.	P1	N/A
Global	76	LUX/UI	Virtual Desktop		PremierOne CAD for call takers and dispatchers has been successfully deployed in a Virtual Desktop Infrastructure (VDI) environment. While PremierOne Mobile can be deployed via VDI, the best practice is to deploy the mobile client in a mobile environment in order to take advantage of the feature available when offline.	Y			P
Global	77	LUX/UI	Virtual Application		PremierOne CAD for call takers and dispatchers has been successfully deployed in a Virtual Desktop Infrastructure (VDI) environment. While PremierOne Mobile can be deployed via VDI, the best practice is to deploy the mobile client in a mobile environment in order to take advantage of the feature available when offline.	Y			P
Global	78	LUX/UI	Ability to support multiple form factors, including:			Y			N/A
Global	79	LUX/UI	Small and medium phones			Y			P
Global	80	LUX/UI	Tablets of all sizes			Y			P
Global	81	LUX/UI	Mobile and laptop computers			Y			P
Global	82	LUX/UI	Single and multi-monitor desktop computers			Y			P
Global	83	LUX/UI	Ability for users to enter data using any combination of:			Y			P
Global	84	LUX/UI	Command line			Y			P
Global	85	LUX/UI	Mouse or Touch Screen			Y			P
Global	86	LUX/UI	Keyboard			Y			P
Global	87	LUX/UI	Speech to text		Speech-to-text has been tested in the past. However, the use of this technology in a call center, patrol car, or fire engine has been sub-optimal.	N			NC
Global	88	LUX/UI	Ability for commands triggered by use of mouse or hot key to appear and auto populate command line.		PremierOne complies with the functionality as described in the requirement.	Y			P
Global	89	LUX/UI	Ability to support common web browser, including:		PremierOne uses a web browser for provisioning, and report and dashboard viewing.	Y			N/A
Global	90	LUX/UI	Microsoft Internet Explorer		This functionality is available through EOS June 15, 2022.	Y			P

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S= Scenario R = Resiliency N/A = Not Applicable NC = Non-compliant
Global	91	UX/UI	Microsoft Edge		This browser is supported.	Y			P
Global	92	UX/UI	Google Chrome		This browser will work for reports and dashboards only.	Y			P
Global	93	UX/UI	Safari		This browser will work for reports and dashboards only.	N			NC
Global	94	UX/UI	Firefox		This browser will work for reports and dashboards only.	N			NC
Global	95	UX/UI	Ability to customize the user interface at the following levels:		The PremierOne CAD UI can be tailored by rearranging fields. The tailoring is specific to the workstation in which the tailored CAD client is installed. Field rearrangement has become very uncommon as customers find the logical placement and order of the fields within PremierOne to be very satisfactory. However, there is significant freedom to tailor or fix window layout and status monitor layout and colors. These settings can follow the CAD client user as they log in to different CAD positions. PremierOne Mobile clients can be tailored down to agency level.	Y			N/A
Global	96	UX/UI	System		The PremierOne CAD UI can be tailored by rearranging fields. The tailoring is specific to the workstation in which the tailored CAD client is installed. Field rearrangement has become very uncommon as customers find the logical placement and order of the fields within PremierOne to be very satisfactory. However, there is significant freedom to tailor or fix window layout and status monitor layout and colors. These settings can follow the CAD client user as they log in to different CAD positions. PremierOne Mobile clients can be tailored down to agency level.	Y			P
Global	97	UX/UI	Department		The PremierOne CAD UI can be tailored by rearranging fields. The tailoring is specific to the workstation in which the tailored CAD client is installed. Field rearrangement has become very uncommon as customers find the logical placement and order of the fields within PremierOne to be very satisfactory. However, there is significant freedom to tailor or fix window layout and status monitor layout and colors. These settings can follow the CAD client user as they log in to different CAD positions. PremierOne Mobile clients can be tailored down to agency level.	Y			P
Global	98	UX/UI	Role		The PremierOne CAD UI can be tailored by rearranging fields. The tailoring is specific to the workstation in which the tailored CAD client is installed. Field rearrangement has become very uncommon as customers find the logical placement and order of the fields within PremierOne to be very satisfactory. However, there is significant freedom to tailor or fix window layout and status monitor layout and colors. These settings can follow the CAD client user as they log in to different CAD positions. PremierOne Mobile clients can be tailored down to agency level.	N			NC
Global	99	UX/UI	Workstation		The PremierOne CAD UI can be tailored by rearranging fields. The tailoring is specific to the workstation in which the tailored CAD client is installed. Field rearrangement has become very uncommon as customers find the logical placement and order of the fields within PremierOne to be very satisfactory. However, there is significant freedom to tailor or fix window layout and status monitor layout and colors. These settings can follow the CAD client user as they log in to different CAD positions. PremierOne Mobile clients can be tailored down to agency level.	N			NC
Global	100	UX/UI	User		The PremierOne CAD UI can be tailored by rearranging fields. The tailoring is specific to the workstation in which the tailored CAD client is installed. Field rearrangement has become very uncommon as customers find the logical placement and order of the fields within PremierOne to be very satisfactory. However, there is significant freedom to tailor or fix window layout and status monitor layout and colors. These settings can follow the CAD client user as they log in to different CAD positions. PremierOne Mobile clients can be tailored down to agency level.	Y			P
Global	101	UX/UI	Ability to customize any screen to include: (Note: if certain features are customizable at only the user or Department level, indicate as such as in the "Comments" field to the right):		The PremierOne CAD UI can be tailored by rearranging fields. The tailoring is specific to the workstation in which the tailored CAD client is installed. Field rearrangement has become very uncommon as customers find the logical placement and order of the fields within PremierOne to be very satisfactory. However, there is significant freedom to tailor or fix window layout and status monitor layout and colors. These settings can follow the CAD client user as they log in to different CAD positions. PremierOne Mobile clients can be tailored down to agency level.	Y			N/A
Global	102	UX/UI	Font size		CAD client status only monitors. For PremierOne Mobile, this is an administrator setting.	y	Motorola is developing a new CAD UI that will allow for the resizing of fonts. These font settings will follow the specific user based on login. Currently the new UI does not account for the ability to change font colors.  The new UI is committed on the Roadmap and will be available for training for a go live date of November 2025.	P1	P
Global	103	UX/UI	Font type		CAD client status only monitors. For PremierOne Mobile, this is an administrator setting.	N		P1	NC
Global	104	UX/UI	Font color		CAD client status only monitors. For PremierOne Mobile, this is an administrator setting.	N		P1	NC
Global	105	UX/UI	Window background color		CAD client status only monitors. For PremierOne Mobile, this is an administrator setting.	N			NC
Global	106	UX/UI	Day/night mode		These modes can be user invoked on all CAD UIs.	Y			P
Global	107	UX/UI	Window sizes		The PremierOne CAD UI can be tailored by rearranging fields. The tailoring is specific to the workstation in which the tailored CAD client is installed. Field rearrangement has become very uncommon as customers find the logical placement and order of the fields within PremierOne to be very satisfactory. However, there is significant freedom to tailor or fix window layout and status monitor layout and colors. These settings can follow the CAD client user as they log in to different CAD positions. PremierOne Mobile clients can be tailored down to agency level.	Y	Motorola is developing a new CAD UI that will minimize the need for a scroll bar. While there is no current commitment to completely eliminate scroll bars from PremierOne CAD, product development has prioritized limiting the use of a scroll bar when possible.  The new UI is committed on the Roadmap and will be available for training for a go live date of November 2025.	P1	P

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
Global	108	LUX/UI	Window locations		The PremierOne CAD UI can be tailored by rearranging fields. The tailoring is specific to the workstation in which the tailored CAD client is installed. Field rearrangement has become very uncommon as customers find the logical placement and order of the fields within PremierOne to be very satisfactory. However, there is significant freedom to tailor or fix window layout and status monitor layout and colors. These settings can follow the CAD client user as they log in to different CAD positions. PremierOne Mobile clients can be tailored down to agency level.	Y			P
Global	109	LUX/UI	Required, optional or not required fields		The PremierOne CAD UI can be tailored by rearranging fields. The tailoring is specific to the workstation in which the tailored CAD client is installed. Field rearrangement has become very uncommon as customers find the logical placement and order of the fields within PremierOne to be very satisfactory. However, there is significant freedom to tailor or fix window layout and status monitor layout and colors. These settings can follow the CAD client user as they log in to different CAD positions. PremierOne Mobile clients can be tailored down to agency level.	Y			P
Global	110	LUX/UI	Location of fields on the screen		This functionality is available for the CAD client only by engaging Motorola support.	Y			P
Global	111	LUX/UI	Field label		This functionality is available for the CAD client only by engaging Motorola support.	Y			P
Global	112	LUX/UI	Ability for Department to define fields that are mandatory to display in status windows.			Y			P
Global	113	LUX/UI	Ability for user to enlarge and shrink columns in their status windows.			Y			P
Global	114	LUX/UI	Ability to save windows configurations based on user ID (e.g., not workstation-specific).			Y			P
Global	115	LUX/UI	Ability to save map configuration (layers turned on) based on user in.			Y			P
Global	116	LUX/UI	Ability to maintain configuration settings during upgrades.		This functionality is available if the CAD client screen was not tailored by rearranging fields.	Y			P
Global	117	LUX/UI	Ability to display one or more status windows at the same time.			Y			P
Global	118	LUX/UI	Ability to save multiple profiles for individual users.			Y			P
Global	119	LUX/UI	Ability to restore the user client configuration to the system default.			Y			P
Global	120	LUX/UI	Ability to support MS Windows look and feel for:			Y			P
Global	121	LUX/UI	Editing (e.g., cut, paste, <CTL-C>, <CTL-V>, INS, DEL)			Y			P
Global	122	LUX/UI	Navigation (e.g., Page Up, End, Home, Page Down)			Y			P
Global	123	LUX/UI	Real-time spell checking (e.g., underline errors)		Spell check is not supported.	N			NC
Global	124	LUX/UI	Ability to enter commands in any order on the CAD or mobile command line.		PremierOne prompts the next value required for a command when the commands are entered in the expected order.	A	PremierOne provides dynamic help in command line syntax. This is done by prompting the user for the next value required for a command when the commands are entered in the expected order.	P1	P
Global	125	LUX/UI	Ability to bring the command line to focus or open a command line window using a hot key.		PremierOne complies with the functionality as described in the requirement.	Y			P
Global	126	LUX/UI	Ability to view multiple events simultaneously (e.g., in different windows).		While PremierOne CAD can allow an operator to manage up to six concurrent incidents, only one at a time is fully visible. Customers usually modify a status monitor to contain the information they wish to view when looking at multiple incidents at a time.	A			P
Global	127	LUX/UI	Ability to configure the maximum number of windows a dispatcher can have open at any one time.		System administrators can configure a call taker's or dispatcher's work area at login or they can fix the work area so that the operator cannot change it.	Y			P
Global	128	Geospatial data	Use Case: A geospatial driven CAD system will need to support a hierarchical approach to street address matching. Address matching will need to be supported against both point (address point) and line (street centerline) feature classes. The geospatial data is used by CAD and Mobile to support: resource recommendations, assignment of geographic boundaries, identification of duplicate events, routing directions, location identification and validation and polygon searches to identify information of interest close to a location.		PremierOne supports a hierarchical approach favoring address point data and cascading to street centerline matching as needed. Upon address validation, a point-in-polygon query determines the appropriate response zone(s) and beat(s). The location is used to search the surrounding area for duplicate events and premise and hazard information based on multiple agency-configurable criteria and radii. Routing and AVL-based recommendations use Esri's Network Analyst extension.	Y			S
Global	129	Geospatial data	Ability to create and maintain a native geospatial data-store that meets I3 standards and functions to comply with NG91-1 requirements as defined in the most recent revision of the NENA Standard for NG9-1-1 GIS Data Model.		The PremierOne solution currently uses ArcGIS for Server 10.6.1 to process server-side routing and optionally to publish map services, ArcGIS Runtime 10.6.1 to display client maps, as well as ArcGIS for Workstation 10.6.1 and ArcGIS Pro for data and map editing. Server and runtime components are included in the PremierOne solution. It is assumed that the Customer-supplied Esri map will contain the structure and data elements and that meet I3 standards.	Y			P
Global	130	Geospatial data	Ability to adhere to NENA addressing convention and standards as defined in the most recent and any future revision of applicable NENA standards.		Motorola has been and will remain active in the NENA I3 standard as it has developed. Motorola is committed to adhering to appropriate standards as they are published.	Y			P
Global	131	Geospatial data	Ability to use native ESRI tools to create and maintain the system's spatial data.		PremierOne is a downstream system from the City's authoritative GIS source. Spatial data is created and maintained in the source system. Motorola Data Import Tools, presented as a toolbox in Esri ArcGIS for Desktop, are used to transition data from the City's system to PremierOne. Visual map creation for CAD clients is performed in ArcGIS for Desktop (ArcMap) and in ArcGIS Pro for Mobile clients.	Y			P
Global	132	Geospatial data	Ability to integrate with internet map service programs (e.g., Google Earth, Bing maps).		PremierOne Mobile supports the use of internet-based map services for visualization purposes. City data can be layered above these basemaps. Esri Online OpenStreet Vector, Esri Imagery, Esri Day Streets, and Esri Night Streets are currently supported. Additionally, the mobile user can select any location on the map and launch Google maps. The CAD client may support these capabilities in a future release. The CAD Client can consume mapping services published to the ArcGIS servers within the solution environment. Note: The Google EULA forbids the use of Google services for emergency response. See <a href="https://cloud.google.com/maps-platform/terms">https://cloud.google.com/maps-platform/terms</a> and search for "High Risk Activities."	Y	Committed on the Roadmap and will be available for training for a go live date of November 2025.  Note: The Google EULA forbids the use of Google services for emergency response. See <a href="https://cloud.google.com/maps-platform/terms">https://cloud.google.com/maps-platform/terms</a> and search for "High Risk Activities."	P2	P

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
Global	133	Geospatial data	The CAD system shall provide for the geocoding of incident locations based upon the following reference sets:		The PremierOne GIS Requirements Guide, attached to this proposal response, includes the specific data requirements for the system. In general, PremierOne requires customer-supplied geospatial layers used to validate addresses, determine response areas, calculate routing and ETA, and display visual maps. Streets, address points, and common places are commonly used for address validation. Beats(zones) polygon layers are used for response boundaries. A network dataset is used for routing. Layer data must exist on the client machine or within the PremierOne server environment.	Y			N/A
Global	134	Geospatial data	Address points		PremierOne supports address point validation, which takes priority over street centerline matches. Response boundary information is not required on address points as the system performs a point-in-polygon query to determine the appropriate beats(zones).	Y			P
Global	135	Geospatial data	Street-centerlines		Street-centerlines are used when no address point for the given user entry is found or when the system has been configured to display both point and centerline matches. Like address points, response boundary information is not required on this layer.	Y			P
Global	136	Geospatial data	Landmarks		Landmarks are included in what PremierOne calls Common Places. These are any point locations that may or may not have associated addresses. Some examples include mile markers, parks, and businesses.	Y			P
Global	137	Geospatial data	Ability for the system to provide native support for the following geometries:		The PremierOne GIS Configuration Guide, included in this proposal response, includes the specific data requirements for the system. In general, PremierOne requires customer-supplied geospatial layers used to validate addresses, determine response areas, calculate routing and ETA, and display visual maps.	Y			N/A
Global	138	Geospatial data	Point		Address points and common place points can be used for address validation and displayed on the map.	Y			P
Global	139	Geospatial data	Line		Lines are used for address validation (street-centerlines), routing using Esri's Network Analyst, and map display.	Y			P
Global	140	Geospatial data	Polygon		Polygons are used for response boundaries (beats/zones), tow boundaries, and reporting districts. Point-in-polygon calculations are used to determine the appropriate polygon(s) for a given verified location. Polygon layers can also be displayed on the map.	Y			P
Global	141	Geospatial data	Multiline		Multipart lines are supported in the map display but not for address validation purposes.	N			NC
Global	142	Geospatial data	Multipolygon		Motorola assumes that the requirement is in reference to multipart features. Multipart polygons are supported for address validation and map display.	Y			P
Global	143	Geospatial data	Ability to create geographic boundary information in the geofile.		PremierOne uses boundary polygon layers imported from the City's authoritative GIS source. Changes to these layers are performed at the source and then transitioned to PremierOne. Additionally, PremierOne supports the addition of temporary geographic information such as street closures or geofences.	Y			P
Global	144	Geospatial data	Ability to import geographic boundary information from:		The process to incorporate the City's data source is summarized as follows: A staging file geodatabase (.gdb) is created to consolidate the needed data from one or more sources. PremierOne Data Import Tools are used to map the appropriate layers from the source schema to the staging/production schema. These Motorola provided tools are installed as a Toolbox within Esri's ArcGIS for Desktop. ArcGIS Models and/or Python scripting is used to simplify the process and create easy repeatability for future updates. Once the data has been imported to the staging geodatabase, it can be uploaded to the inactive GIS services on the servers. Address validation data, consisting of both spatial and locator/lookup data is inserted into the system's SQL Server GIS databases. Routing data is published to the ArcGIS servers. Map display data for CAD clients is either published to the ArcGIS servers as map services or copied to file geodatabases for distribution to client machines. Initial implementation includes the creation of map display documents (.mxd) that reference locally stored data in file geodatabases and/or map services published to the systems' ArcGIS servers. Map display for mobile clients is based on either map display documents (.mxd) or mobile map packages (.mmpk). There are functional differences between the two approaches that are discussed during deployment. Built-in deployment utilities can be used to push map configuration and data to client machines.	Y			N/A
Global	145	Geospatial data	Database tables		Geospatial data stored as Esri layers in the database tables of a file geodatabase (.gdb) or Esri Spatial Database Engine (SDE) can be imported into the staging geodatabase (.gdb) using the PremierOne Data Import Tools. This data is then uploaded to the server environment.	Y			P
Global	146	Geospatial data	Web Service		Web services can be used as a data source, provided that the data is brought in as a shapefile or a feature class.	Y			P
Global	147	Geospatial data	Shapefile		Shapefiles can be used as the source layers for boundary information. The data will be transferred using the PremierOne Data Import Tools to a staging file geodatabase (.gdb) and then uploaded to the PremierOne server environment.	Y			P
Global	148	Geospatial data	Ability to support all the Mandatory and Conditional location fields defined within the NENA N09-1-1 Data Model and the following Optional and CCF specific location fields, including, but not limited to:		The PremierOne GIS Configuration Guide, attached to this proposal response, includes the specific data requirements for the system.	Y			N/A
Global	149	Geospatial data	Apartment building name		Apartment building names are included in common places in PremierOne. These are point locations identified with a name. If an address is also included, it will be cross-referenced. Apartment numbers can be included in address points. If the system does not have the supporting GIS data, users can still enter apartment numbers as supplemental information to a given validated address.	Y			P
Global	150	Geospatial data	Apartment number (e.g., #, #5, 2D, D2)		Apartment numbers can be included in address points. If the system does not have the supporting GIS data, users can still enter apartment numbers as supplemental information to a given validated address.	Y			P
Global	151	Geospatial data	Alleys		Alley locations are supported and can be validated in the same manner as other streets.	Y			P
Global	152	Geospatial data	Block range		PremierOne supports block range validation. The City determines, through configuration, where the point is placed on the map: at the beginning, in the middle, or at the end of the given segment.	Y			P

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S= Scenario R= Resiliency N/A= Not Applicable NC= Non-compliant
Global	153	Geospatial data	Building occupancy type (e.g., school, mixed-use, residential)		Occupancy type for common places can be included as the common place type. Additionally, there are no schema requirements for layers included in map visualization so this information can be included there.	A			P
Global	154	Geospatial data	Business name		Business names are included in common places in PremierOne. These are point locations identified with a name. If an address is also included, it will be cross-referenced.	Y			P
Global	155	Geospatial data	City		The City is used for address validation and can be displayed on the map.	Y			P
Global	156	Geospatial data	Civic associations (e.g., areas, neighborhoods, community names)		PremierOne supports a subdivision field that can be renamed and is tied to address validation. Additionally, polygon layers supporting neighborhood or community areas can be imported using the Reporting District Import Tool. Any polygon layers can be displayed on the CAD and Mobile maps.	A			P
Global	157	Geospatial data	Common place name (e.g., University building number)		Common places in PremierOne are point locations with names. Addresses are not required but can be included.	Y			P
Global	158	Geospatial data	County		Polygon layers supporting county areas can be imported using the Reporting District Import Tool. Any polygon layers can be displayed on the CAD and Mobile maps.	A			P
Global	159	Geospatial data	District		Motorola assumes that district refers to a combination of lower level response areas (beats/zones). In PremierOne, beats are combined into sectors, sectors are combined into areas, and areas are combined into agencies. What PremierOne calls areas, many customer refer to as districts.	Y			P
Global	160	Geospatial data	Address		Address points and street-centerline layers can be used to validate address-centric locations.	Y			P
Global	161	Geospatial data	Grade changes (e.g., steep inclines/declines)		Grade of a given segment, stored as an attribute on the routing network, can be used to restrict the travel of specified vehicle types across the given segment. Grade information can also be displayed on the map using labels and/or symbology as determined in Esri ArcMap (CAD) and ArcGIS Pro (Mobile).	Y			P
Global	162	Geospatial data	Intersections		The Street Centerline Import Tool builds the intersections used for location validation. Intersecting segments with a vertex will generate an intersection record. Separate intersection points are not required.	Y			P
Global	163	Geospatial data	Law enforcement district		Motorola assumes that district refers to a combination of lower level response areas (beats/zones). In PremierOne, beats are combined into sectors, sectors are combined into areas, and areas are combined into agencies. What PremierOne calls areas, many customer refer to as districts.	Y			P
Global	164	Geospatial data	Mile markers		Mile markers can be used for location validation as part of a common place layer and displayed on the CAD and Mobile maps.	Y			P
Global	165	Geospatial data	On ramps, off ramps, exit numbers (including direction)		Ramps, as part of the street-centerline, and exit numbers, as part of a common place layer, can be used for location validation. They can be displayed on the CAD and Mobile maps.	Y			P
Global	166	Geospatial data	Overpass height limitations		Height limitations can be used to restrict the routing of specific vehicle types. These limitations can be configured as specific symbology on the CAD and Mobile maps.	Y			P
Global	167	Geospatial data	Piers		Pier locations can be validated as common places and displayed on the CAD and Mobile maps.	Y			P
Global	168	Geospatial data	Prefix		Address prefix type and prefix direction can be used for location validation.	Y			P
Global	169	Geospatial data	Reporting area		In addition to the Response Boundary Import Tool, the Reporting District Import Tool allows the City to include additional polygon layers for reporting purposes.	Y			P
Global	170	Geospatial data	Stairs		The visualization of stairs can be included in the CAD and Mobile maps.	Y			P
Global	171	Geospatial data	Stairwells		PremierOne mapping supports floor diagrams, including the visualization of stairwells.	Y			P
Global	172	Geospatial data	Street abbreviation		Street abbreviations are implemented using street aliases.	Y			P
Global	173	Geospatial data	Street alias		Any number of aliases can be applied to a given address range on a given street in a given city. Common place aliases are also supported.	Y			P
Global	174	Geospatial data	Street name		Street names are used as part of location validation.	Y			P
Global	175	Geospatial data	Street type		Street types are used as part of location validation.	Y			P
Global	176	Geospatial data	Suffix		A street suffix (typically a suffix direction) is used as part of location validation.	Y			P
Global	177	Geospatial data	Trails		Trails can be displayed on the CAD and Mobile maps. Trail markers or other points can be used as common place points for location validation.	Y			P
Global	178	Geospatial data	X/Y coordinates		For location validation, latitude and longitude can be entered directly as a decimal, decimal minutes, degrees, minutes, and seconds.	Y			P
Global	179	Geospatial data	Z coordinates		A Z coordinate is not supported at this time.	N			NC
Global	180	Geospatial data	Department-defined		The visual map has no schema requirements. Department-defined layers and attributes can be displayed.	Y			P
Global	181	Geospatial data	Ability to prioritize the order of street names presented to the user in the CAD and mobile application based using any combination of:		PremierOne complies with the functionality as described in the requirement.	Y			N/A
Global	182	Geospatial data	Alphanumerical order		This is the default sort order for potential address matches.	Y			F
Global	183	Geospatial data	Neighborhood or City Division		The City column can be sorted by clicking the column header.	Y			F
Global	184	Geospatial data	Other Jurisdiction (with CCSF presented first/on top)	<b>User Story:</b> A caller reports an incident on Lincoln Street in San Francisco. There are two Lincoln Streets in the city, one in the Presidio (US National Park Territory), and one in the City of San Francisco. When choosing a matching location, CAD should provide the dispatcher the San Francisco option first, even though alphabetically Presidio comes first.		N			NC
Global	185	Geospatial data	Ability to associate CCSF defined data elements to CAD maintained geospatial data to any:		The PremierOne CAD and Mobile maps do not require a specific schema, giving the City the ability to include any additional data fields in these visual layers. This data can be displayed on the map and/or accessed by the user using the Information Tool button. Premises/hazard records can be associated to specific locations to highlight important information to users. These records can also be associated to premises/hazard areas, surfacing the data when any location is validated within the area.	Y			N/A
Global	186	Geospatial data	Address		Premises/hazard records can be associated with addresses. Additional fields can be added to an address point, parcel, building footprint and/or other address-specific layers on the CAD and Mobile maps.	Y			S

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
Global	187	Geospatial data	Public safety geographical boundaries (e.g., sectors, districts, battalions)		Additional data can be added to these layers and visualized on the CAD and Mobile maps.	Y			S
Global	188	Geospatial data	Census block		A census block layer can be visualized on the CAD and Mobile maps.	Y			S
Global	189	Geospatial data	Census tract		A census tract layer can be visualized on the CAD and Mobile maps.	Y			S
Global	190	Geospatial data	Cross street		Premises/hazard records can be associated with intersections (cross streets). Additional fields can be added to the street-centerline layer and visualized on the CAD and Mobile maps.	Y			S
Global	191	Geospatial data	Entire common place or business name and aliases		Premises/hazard records can be associated with common places. Additional fields can be added to the common place layer and visualized on the CAD and Mobile maps.	Y			S
Global	192	Geospatial data	Jurisdiction		A jurisdiction layer can be visualized on the CAD and Mobile maps.	Y			S
Global	193	Geospatial data	Neighborhood or City Division		A neighborhood or City division layer can be visualized on the CAD and Mobile maps.	Y			S
Global	194	Geospatial data	Reporting district		A reporting district layer can be visualized on the CAD and Mobile maps. PremierOne also supports a reporting district import tool that results in the association of the appropriate reporting district(s) with CAD incidents.	Y			S
Global	195	Geospatial data	Response area		Response area layers can be visualized on the CAD and Mobile maps.	Y			S
Global	196	Geospatial data	X/Y coordinates		Adding a premises/hazard record directly to a latitude or longitude is not supported.	N			NC
Global	197	Geospatial data	Department-defined polygon		Department-defined polygons can be visualized on the CAD and Mobile maps.	Y			S
Global	198	Geospatial data	Ability for the CAD system to always reflect the latest spatial data that is available by triggering updates the CAD system's geospatial data.		PremierOne's GIS updates are not automatic. The updates are based on a mutually agreed upon schedule between the Customer's GIS department and CAD system administrators.	Y			N/A
Global	199	Geospatial data	Automatically		PremierOne's GIS updates are not automatic. The updates are based on a mutually agreed upon schedule between the Customer's GIS department and CAD system administrators.	N			NC
Global	200	Geospatial data	At system defined time periods		PremierOne's GIS updates are not automatic. The updates are based on a mutually agreed upon schedule between the Customer's GIS department and CAD system administrators.	A			P
Global	201	Geospatial data	Ability to disable automatic updates to the CAD system's geospatial data.		PremierOne's GIS updates are not automatic. The updates are based on a mutually agreed upon schedule between the Customer's GIS department and CAD system administrators.	A			P
Global	202	Geospatial data	Ability to maintain the CAD system's geospatial data by any combination of:		The PremierOne solution currently uses ArcGIS for Server 10.6.1 to process server-side routing and optionally to publish map services, ArcGIS Runtime 10.6.1 to display client maps, and ArcGIS for Workstation 10.6.1 and ArcGIS Pro for data and map editing. Server and runtime components are included in the PremierOne solution. It is assumed that the Customer-supplied Esri map will contain all the data elements and structure that meet I3 standards.	Y			N/A
Global	203	Geospatial data	Using tools within the CAD application for those spatial data for which the geospatial CAD system is the system of record.		PremierOne supports the addition of temporary geographic information such as street closures or geofences. Any permanent geographic features need to be added to the basis map by the customer's GIS department who maintains the GIS system of record.	N			NC
Global	204	Geospatial data	Uploading and/or converting a GIS-maintained set of geospatial datasets into the CAD system's internal geospatial data store		The PremierOne solution currently uses ArcGIS for Server 10.6.1 to process server-side routing and optionally to publish map services, ArcGIS Runtime 10.6.1 to display client maps, and ArcGIS for Workstation 10.6.1 and ArcGIS Pro for data and map editing. Server and runtime components are included in the PremierOne solution. It is assumed that the Customer-supplied Esri map will contain all the data elements and structure that meet I3 standards.	Y			P
Global	205	Geospatial data	Uploading and/or converting the I3-compatible geospatial dataset from the appropriate Spatial Information Function (SIF)		The PremierOne solution currently uses ArcGIS for Server 10.6.1 to process server-side routing and optionally to publish map services, ArcGIS Runtime 10.6.1 to display client maps, and ArcGIS for Workstation 10.6.1 and ArcGIS Pro for data and map editing. Server and runtime components are included in the PremierOne solution. It is assumed that the Customer-supplied Esri map will contain all the data elements and structure that meet I3 standards.	Y			P
Global	206	Geospatial data	Ability to update the CAD system's geospatial data store while the system is live and operational.			Y			P
Global	207	Geospatial data	Ability to notify a CAD user (dispatcher and/or mobile CAD user) that an address being requested is outside the CCSF boundary with a visual notification (ex. pop-up, highlight with text, etc.)			Y			P
Global	208	Geospatial data	Ability to maintain and use historical common place names (e.g., when a business name changes).			Y			P
Global	209	Geospatial data	Ability to provide tools for validating the structure and completeness of the geospatial data according to configuration rules, as well as tools to allow updates to the geospatial data to reflect changing conditions in the field, including:		Data validation and schema import tools are combined into repeatable models in Esri's ArcCatalog. Motorola's GIS Specialists are engaged at the start of the project and assist with the customer-specific configuration of this process.	Y			N/A
Global	210	Geospatial data	New street constructions			Y			P
Global	211	Geospatial data	Response Department boundary realignments			Y			P
Global	212	Geospatial data	New site/structure construction			Y			P
Global	213	Geospatial data	New and changing landmarks			Y			P
Global	214	Geospatial data	New street names, geographic boundaries and address ranges			Y			P
Global	215	AVL	Use Case: AVL supports routing directions, unit recommendations, situational awareness and post-event analysis.			Y			S
Global	216	AVL	Ability to track and utilize the location of any GPS-equipped mobile device including:			Y			N/A
Global	217	AVL	MDTs			Y			S
Global	218	AVL	Mobile phones			Y			S
Global	219	AVL	Tablets			Y			S
Global	220	AVL	ASTRO25 subscriber units			Y			S
Global	221	AVL	Ability for routing directions to take into consideration the current location of the unit to which directions are being provided.			Y			S
Global	222	AVL	Ability to replay AVL for:			Y			N/A
Global	223	AVL	Activity associated with an event			Y			S
Global	224	AVL	A specific unit			Y			S

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
Global	225	AVL	A time frame			Y			S
Global	226	AVL	Any GPS-equipped device			Y			S
Global	227	AVL	Ability for AVL playback to include an audit trail that indicates the following:			Y			N/A
Global	228	AVL	Time			Y			S
Global	229	AVL	Unit			Y			S
Global	230	AVL	Status			Y			S
Global	231	AVL	Position			Y			S
Global	232	AVL	Ability to accept AVL inputs from units not equipped with CAD-connected mobile client.			Y			S
Global	233	AVL	Ability to playback unit locations at the time of unit recommendations.			Y			S
Global	234	AVL	Ability to display route taken from time of dispatch to time of arrival			Y			S
Global	235	AVL	Ability to use AVL data to validate unit status change times (e.g., unit arrives at scene according to the AVL, but the time stamp in the CAD system for the unit status change falls outside of a Department-defined time frame).			Y			S
Global	236	AVL	Ability to create a report that identifies discrepancies between the CAD system's time stamp for the unit status change and the AVL data based on any combination of:		PremierOne complies with the functionality as described in the requirement via a customer-written custom report.	Y			N/A
Global	237	AVL	Distance from the event		PremierOne complies with the functionality as described in the requirement via a customer-written custom report.	Y			F
Global	238	AVL	Time delta		PremierOne complies with the functionality as described in the requirement via a customer-written custom report.	Y			P
Global	239	AVL	Unit type		PremierOne complies with the functionality as described in the requirement via a customer-written custom report.	Y			P
Global	240	AVL	Other Department-defined criteria		PremierOne complies with the functionality as described in the requirement via a customer-written custom report.	Y			P
Global	241	AVL	Ability to correct the unit status change times using AVL data.		Unit status change times are times at the PremierOne CAD servers. Since the PremierOne CAD servers are using similar, if not the same, time sources as the GPS units, any difference should be in seconds. However, unit status can be updated based on AVL location.	A			F
Global	242	AVL	Ability to automatically correct the time stamp of the unit status changes using AVL data based on Department-defined parameters to include a combination of:		Unit status change times are times at the PremierOne CAD servers. Since the PremierOne CAD servers are using similar, if not the same, time sources as the GPS units, any difference should be in seconds. However, unit status can be updated based on AVL location.	A			F
Global	243	AVL	Distance from the event		Unit status change times are times at the PremierOne CAD servers. Since the PremierOne CAD servers are using similar, if not the same, time sources as the GPS units, any difference should be in seconds. However, unit status can be updated based on AVL location.	A			F
Global	244	AVL	Time delta		Unit status change times are times at the PremierOne CAD servers. Since the PremierOne CAD servers are using similar, if not the same, time sources as the GPS units, any difference should be in seconds. Unit status change times are times at the PremierOne CAD servers. Since the PremierOne CAD servers are using similar, if not the same, time sources as the GPS units, any difference should be in seconds. However, unit status can be updated based on AVL location.	N			NC
Global	245	AVL	Unit type		Unit status change times are times at the PremierOne CAD servers. Since the PremierOne CAD servers are using similar, if not the same, time sources as the GPS units, any difference should be in seconds. However, unit status can be updated based on AVL location.	A			F
Global	246	AVL	Other Department-defined criteria		Unit status change times are times at the PremierOne CAD servers. Since the PremierOne CAD servers are using similar, if not the same, time sources as the GPS units, any difference should be in seconds.	N			NC
Global	247	AVL	Ability to flag the time stamp for a unit status change that was manually or automatically corrected based on AVL data.		This information is contained in the unit status audit trail.	Y			F
Global	248	AVL	Ability to support the use of an external real-time AVL system via an interface (e.g., FleetEyes).		Motorola has explored this scenario and determined that the latency induced by receiving a GPS location from a third party rather than directly from the vehicle induces enough delay to make certain functions like turn by turn directions or traffic light controls inoperable.	N			NC
Global	249	AVL	Ability to prevent individual units from turning off AVL.			Y			F
Global	250	AVL	Ability to generate an alert to the controlling dispatcher when a unit that is AVL equipped is not functioning.		A status monitor can include an icon to indicate that a GPS-equipped vehicle is not reporting its location.	Y			F
Global	251	AVL	Ability to activate AVL on a GPS equipped unit upon activation of an emergency alarm on:			Y			N/A
Global	252	AVL	CAD mobile client			Y			F
Global	253	AVL	Mobile or portable radio			Y			F
Global	254	AVL	Ability for system administrator to turn AVL on/off by:			Y			N/A
Global	255	AVL	Department			Y			F
Global	256	AVL	Unit			Y			F
Global	257	AVL	Device			Y			F
Global	258	AVL	Ability to default to Department-defined static response plans for dispatching when the unit's AVL is turned off.			Y			F
Global	259	AVL	Ability to display the location of a vehicle or unit on the CAD map using AVL.			Y			F
Global	260	AVL	Ability to display average speed of vehicle between two points when data is polled.			Y			F
Global	261	AVL	Ability to capture, save and report on the average vehicle speed between two points.			Y			F
Global	262	AVL	Ability to generate reports from AVL data, including:			Y			N/A
Global	263	AVL	Vehicle route			Y			F
Global	264	AVL	Speeds along the route			Y			F
Global	265	AVL	Ability to provide AVL playback utility.			Y			F
Global	266	AVL	Ability for AVL playback to display the movements of all units simultaneously			Y			F
Global	267	AVL	Ability for AVL playback to display the movements of all units simultaneously by selected Department.			Y			F

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
Global	268	Audit Trails and Timestamps	Use Case: In order to meet post-event analysis and legal requirements, all CAD transactions are required to be logged in the system's audit or transactions database to include events; resource status, location assignments and changes; system administration functions; code table changes; geofile updates and changes; system alerts, notices and user actions related to alerts and notices; user actions including printing, viewing, editing, deleting, modifying and adding information to events or unit histories; queries and searches; report generation; user logons and logoffs; security violations, unauthorized access attempts, failed log on attempts, attempt breaches; system error messages and user actions taken in response to error messages; and any other transactions that occur in the system.			Y			S
Global	269	Audit Trails and Timestamps	Ability to date and time stamp all:		CAD's audit feature records all transactions associated with an incident. Viewing an incident's audit history displays these transactions for that incident only. When an incident has been viewed by a CAD user, an audit record is written to the incident history. This audit is based on viewing/accessing the Incident Management form and means it can be viewed within CAD only. Viewing from Mobile is not supported. Per CJS VS.3 security policy, PremierOne supports the following audit requirements: access permission on a user account, create permission on a user account, write permission on a user account, delete permission on a user account, and change permission on a user account, as well as successful and unsuccessful actions to access the audit log file, modify the audit log file, and destroy the audit log file.	Y			N/A
Global	270	Audit Trails and Timestamps	System transactions		CAD's audit feature records all transactions associated with an incident. Viewing an incident's audit history displays these transactions for that incident only. When an incident has been viewed by a CAD user, an audit record is written to the incident history. This audit is based on viewing/accessing the Incident Management form and means it can be viewed within CAD only. Viewing from Mobile is not supported.	Y			S
Global	271	Audit Trails and Timestamps	User transactions		CAD's audit feature records all transactions associated with an incident. Viewing an incident's audit history displays these transactions for that incident only. When an incident has been viewed by a CAD user, an audit record is written to the incident history. This audit is based on viewing/accessing the Incident Management form and means it can be viewed within CAD only. Viewing from Mobile is not supported.	Y			S
Global	272	Audit Trails and Timestamps	Ability to differentiate between a system transaction and a user transaction.		CAD's audit feature records all transactions associated with an incident. Viewing an incident's audit history displays these transactions for that incident only. When an incident has been viewed by a CAD user, an audit record is written to the incident history. This audit is based on viewing/accessing the Incident Management form and means it can be viewed within CAD only. Viewing from Mobile is not supported.	Y			S
Global	273	Audit Trails and Timestamps	Ability to augment audit trail with comments.			N			NC
Global	274	Audit Trails and Timestamps	Ability for the system administrator to configure the items that are included/excluded from the audit trail.			N			NC
Global	275	Audit Trails and Timestamps	Ability for the system administrator to configure the visibility of audit trail based on security rights/roles/privileges.		CAD's audit feature records all transactions associated with an incident. Viewing an incident's audit history displays these transactions for that incident only. When an incident has been viewed by a CAD user, an audit record is written to the incident history. This audit is based on viewing/accessing the Incident Management form and means it can be viewed within CAD only. Viewing from Mobile is not supported.	Y			S
Global	276	Audit Trails and Timestamps	Ability to prevent the modification or deletion of audit trail records.		CAD's audit feature records all transactions associated with an incident. Viewing an incident's audit history displays these transactions for that incident only. When an incident has been viewed by a CAD user, an audit record is written to the incident history. This audit is based on viewing/accessing the Incident Management form and means it can be viewed within CAD only. Viewing from Mobile is not supported. Per CJS VS.3 security policy, PremierOne supports the following audit requirements: access permission on a user account, create permission on a user account, write permission on a user account, delete permission on a user account, and change permission on a user account, as well as successful and unsuccessful actions to access the audit log file, modify the audit log file, and destroy the audit log file.	Y			S
Global	277	Audit Trails and Timestamps	Ability to synchronize timestamps across all components of the proposed solution (e.g., server and client applications, services, devices, interfaces).			Y			S
Global	278	Audit Trails and Timestamps	Ability to view all pending calls during a specified timeframe.		PremierOne can comply via a customer written custom report.	Y			S

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
Global	279	Audit Trails and Timestamps	Ability to maintain an audit trail at the following levels:		CAD's audit feature records all transactions associated with an incident. Viewing an incident's audit history displays these transactions for that incident only. When an incident has been viewed by a CAD user, an audit record is written to the incident history. This audit is based on viewing/accessing the Incident Management form and means it can be viewed within CAD only. Viewing from Mobile is not supported. Per CJS VS.3 security policy, PremierOne supports the following audit requirements: access permission on a user account, create permission on a user account, write permission on a user account, delete permission on a user account, and change permission on a user account, as well as successful and unsuccessful actions to access the audit log file, modify the audit log file, and destroy the audit log file.	Y			N/A
Global	280	Audit Trails and Timestamps	User		CAD's audit feature records all transactions associated with an incident. Viewing an incident's audit history displays these transactions for that incident only. When an incident has been viewed by a CAD user, an audit record is written to the incident history. This audit is based on viewing/accessing the Incident Management form and means it can be viewed within CAD only. Viewing from Mobile is not supported. Per CJS VS.3 security policy, PremierOne supports the following audit requirements: access permission on a user account, create permission on a user account, write permission on a user account, delete permission on a user account, and change permission on a user account, as well as successful and unsuccessful actions to access the audit log file, modify the audit log file, and destroy the audit log file.	Y			S
Global	281	Audit Trails and Timestamps	Field		CAD's audit feature records all transactions associated with an incident. Viewing an incident's audit history displays these transactions for that incident only. When an incident has been viewed by a CAD user, an audit record is written to the incident history. This audit is based on viewing/accessing the Incident Management form and means it can be viewed within CAD only. Viewing from Mobile is not supported. Per CJS VS.3 security policy, PremierOne supports the following audit requirements: access permission on a user account, create permission on a user account, write permission on a user account, delete permission on a user account, and change permission on a user account, as well as successful and unsuccessful actions to access the audit log file, modify the audit log file, and destroy the audit log file.	Y			S
Global	282	Audit Trails and Timestamps	Record		CAD's audit feature records all transactions associated with an incident. Viewing an incident's audit history displays these transactions for that incident only. When an incident has been viewed by a CAD user, an audit record is written to the incident history. This audit is based on viewing/accessing the Incident Management form and means it can be viewed within CAD only. Viewing from Mobile is not supported. Per CJS VS.3 security policy, PremierOne supports the following audit requirements: access permission on a user account, create permission on a user account, write permission on a user account, delete permission on a user account, and change permission on a user account, as well as successful and unsuccessful actions to access the audit log file, modify the audit log file, and destroy the audit log file.	Y			S
Global	283	Audit Trails and Timestamps	Module		Not Applicable. CAD's audit feature records all transactions associated with an incident. Viewing an incident's audit history displays these transactions for that incident only. When an incident has been viewed by a CAD user, an audit record is written to the incident history. This audit is based on viewing/accessing the Incident Management form and means it can be viewed within CAD only. Viewing from Mobile is not supported. Per CJS VS.3 security policy, PremierOne supports the following audit requirements: access permission on a user account, create permission on a user account, write permission on a user account, delete permission on a user account, and change permission on a user account, as well as successful and unsuccessful actions to access the audit log file, modify the audit log file, and destroy the audit log file.	N			NC

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
Global	284	Audit Trails and Timestamps	Application		Not Applicable. CAD's audit feature records all transactions associated with an incident. Viewing an incident's audit history displays these transactions for that incident only. When an incident has been viewed by a CAD user, an audit record is written to the incident history. This audit is based on viewing/accessing the Incident Management form and means it can be viewed within CAD only. Viewing from Mobile is not supported. Per CJS VS.3 security policy, PremierOne supports the following audit requirements: access permission on a user account, create permission on a user account, write permission on a user account, delete permission on a user account, and change permission on a user account, as well as successful and unsuccessful actions to access the audit log file, modify the audit log file, and destroy the audit log file.	N			NC
Global	285	Audit Trails and Timestamps	Ability to store audit trail data including, but not limited to:			Y			N/A
Global	286	Audit Trails and Timestamps	User ID			Y			S
Global	287	Audit Trails and Timestamps	User name			Y			S
Global	288	Audit Trails and Timestamps	IP address			Y			S
Global	289	Audit Trails and Timestamps	Computer name (domain name of the workstation)			Y			S
Global	290	Audit Trails and Timestamps	Date and time stamp			Y			S
Global	291	Audit Trails and Timestamps	Action taken (e.g., print, edit, deletion)			Y			S
Global	292	Audit Trails and Timestamps	Ability to log all system actions including, but not limited to:			Y			N/A
Global	293	Audit Trails and Timestamps	Security violations and attempted breaches			Y			S
Global	294	Audit Trails and Timestamps	Successful logons and logoffs			Y			S
Global	295	Audit Trails and Timestamps	Unsuccessful sign-on attempts			Y			S
Global	296	Audit Trails and Timestamps	System and sub-system shutdowns and starts			Y			S
Global	297	Audit Trails and Timestamps	Ability to log and timestamp the following user actions:			Y			N/A
Global	298	Audit Trails and Timestamps	Printing			Y			S
Global	299	Audit Trails and Timestamps	Viewing			Y			S
Global	300	Audit Trails and Timestamps	Editing			Y			S
Global	301	Audit Trails and Timestamps	Deletions			Y			S
Global	302	Audit Trails and Timestamps	Adding new information			Y			S
Global	303	Audit Trails and Timestamps	Inquiries to all internal and external systems			Y			S
Global	304	Audit Trails and Timestamps	Reports			Y			S
Global	305	Audit Trails and Timestamps	Taking or releasing control of a dispatch group			Y			S
Global	306	Audit Trails and Timestamps	Ability to log and time stamp transactions associated with events:			Y			N/A
Global	307	Audit Trails and Timestamps	Event creation			Y			S
Global	308	Audit Trails and Timestamps	Event updates			Y			S
Global	309	Audit Trails and Timestamps	Unit recommendations			Y			S
Global	310	Audit Trails and Timestamps	Unit dispatches			Y			S
Global	311	Audit Trails and Timestamps	Event clearances			Y			S
Global	312	Audit Trails and Timestamps	Event comments and notes			Y			S
Global	313	Audit Trails and Timestamps	Ability to log and time stamp transactions associated with units:			Y			N/A
Global	314	Audit Trails and Timestamps	Unit status changes			Y			F
Global	315	Audit Trails and Timestamps	Unit locations			Y			F
Global	316	Audit Trails and Timestamps	Ability to log and timestamp system administrative functions:			Y			N/A
Global	317	Audit Trails and Timestamps	Code table changes			Y			S
Global	318	Audit Trails and Timestamps	Security and permissions changes			Y			S
Global	319	Audit Trails and Timestamps	Configuration changes			Y			S
Global	320	Audit Trails and Timestamps	Geoffie changes			N			NC
Global	321	Audit Trails and Timestamps	Audit trail access			Y			S
Global	322	Audit Trails and Timestamps	Ability to log and timestamp all changes to the CAD roster.			Y			F
Global	323	Audit Trails and Timestamps	Ability to log and timestamp system alerts and notices and user actions related to the alerts and notices.			Y			F
Global	324	Audit Trails and Timestamps	Ability to log before and after values when users modify information.			Y			F
Global	325	Audit Trails and Timestamps	Ability to log and timestamp system error messages and user actions related to the error messages.			Y			F
Global	326	Audit Trails and Timestamps	Ability to review all system activity performed by a specified user during a period of time.		PremierOne complies with the functionality as described in the requirement via a customer written custom report.	Y			F
Global	327	Audit Trails and Timestamps	Ability to log all vendor access to system.			Y			F
Global	328	Audit Trails and Timestamps	Ability to maintain historical audit trail data based on a Department-defined length of time.			Y			F
Global	329	Audit Trails and Timestamps	Ability to maintain file history so that field value changes can be viewed both before and after change occurred.			Y			F
Global	330	Audit Trails and Timestamps	Ability to archive deleted records.			Y			F
Global	331	Audit Trails and Timestamps	Ability to delete archived records in conjunction with Department-defined records retention schedule.			Y			F

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
Global	332	Audit Trails and Timestamps	Ability to automatically archive information based upon Department-specified parameters. In "Comments" field, describe what criteria may be set (e.g., time, date, file size).		Incident and unit audit trails are sent to the Reporting Data Warehouse (RDW). Once the incident reaches the system administrator defined expiry age, it is purged from the production databases. Once an incident ages to the point of expiry in the RDW, it is purged from the RDW. Most customers never purge from the RDW.	Y			F
Global	333	Audit Trails and Timestamps	Ability to retrieve deleted records from the archive (e.g., if accidentally delete a record).		PremierOne complies with the functionality as described in the requirement.	Y			F
Global	334	Audit Trails and Timestamps	Ability to comply with National Crime Information Center (NCIC) Interstate Identification Index (III) logging requirements.		Per CJIS V5.3 security policy, PremierOne supports the following audit requirements: access permission on a user account, create permission on a user account, write permission on a user account, delete permission on a user account, and change permission on a user account, as well as successful and unsuccessful actions to access the audit log file, modify the audit log file, and destroy the audit log file.	Y			P
Global	335	Security Administration	Use Case: System administrators use security provisions within the systems to define the roles, users and other groups permitted to perform specific functions within the systems.			Y			S
Global	336	Security Administration	Ability to comply with CJIS software application security requirements.			Y			P
Global	337	Security Administration	Ability to enforce passwords per CJIS security requirements.			Y			P
Global	338	Security Administration	Ability for the CAD to support IAM by supporting Federated AD, or other industry standard ways such as SAML, or OpenID Connect to provide support for SSO and MFA for all users including workstation and mobile applications.		PremierOne complies with the functionality as described in the requirement if Active Directory (AD) integration is provisioned. Active Directory integration extends only to Windows user code/password authentication via LDAP.	Y	Proposed SRD Language: CCSF needs the CAD to support IAM by supporting Federated AD, or other industry standard ways such as SAML, or OpenID Connect to provide support for SSO and MFA for all users including workstation and mobile applications.  Status: Active Directory integration has been agreed upon and is detailed in 1.4.6 of the PDD.	P1	P
Global	339	Security Administration	Ability to support SAML for authentication.			Y			
Global	340	Security Administration	Ability to support MFA at the application level.		This requirement would be fulfilled if the MFA was required at user login to Windows.	Y	Proposed SRD Language: Ability to support MFA at the application level.  Status: This will be addressed by MSI ahead of CJIS requirement deadlines at the end of 2024 that necessitate similar functionality. This applies ONLY to subsystems - we cannot trigger outside third-party logins. Currently supported via LDAP, looking to migrate to a method as described prior to the same deadline. Further details will be discussed in the PDD section 1.6.7.	P1	P
Global	341	Security Administration	Ability to configure minimum standards for passwords to include:		PremierOne complies with the functionality as described in the requirement if Active Directory (AD) integration is provisioned. Active Directory integration extends only to Windows user code/password authentication via LDAP.	Y			N/A
Global	342	Security Administration	Number of characters		PremierOne complies with the functionality as described in the requirement if Active Directory (AD) integration is provisioned. Active Directory integration extends only to Windows user code/password authentication via LDAP.	Y			S
Global	343	Security Administration	Complexity (e.g., upper/lower case, numbers, symbols)		PremierOne complies with the functionality as described in the requirement if Active Directory (AD) integration is provisioned. Active Directory integration extends only to Windows user code/password authentication via LDAP.	Y			S
Global	344	Security Administration	Life time (e.g., number of days)		PremierOne complies with the functionality as described in the requirement if Active Directory (AD) integration is provisioned. Active Directory integration extends only to Windows user code/password authentication via LDAP.	Y			S
Global	345	Security Administration	Reusability		PremierOne complies with the functionality as described in the requirement if Active Directory (AD) integration is provisioned. Active Directory integration extends only to Windows user code/password authentication via LDAP.	Y			S
Global	346	Security Administration	Ability to set a threshold for unsuccessful log-on attempts that will lock-out a user account.		PremierOne complies with the functionality as described in the requirement if Active Directory (AD) integration is provisioned. Active Directory integration extends only to Windows user code/password authentication via LDAP.	Y			S
Global	347	Security Administration	Ability to lock-out a dispatch or mobile data terminal after a CCSF-defined number of failed log-on attempts without regard to user ID.		PremierOne complies with the functionality as described in the requirement if Active Directory (AD) integration is provisioned. Active Directory integration extends only to Windows user code/password authentication via LDAP.	Y			S
Global	348	Security Administration	Ability for System Administrator to disable an account			Y			S
Global	349	Security Administration	Temporarily			Y			S
Global	350	Security Administration	Permanently			Y			S
Global	351	Security Administration	Ability to include a comment/reason when making changes to a user account.		Per CJIS V5.3 security policy, PremierOne supports the following audit requirements: access permission on a user account, create permission on a user account, write permission on a user account, delete permission on a user account, and change permission on a user account, as well as successful and unsuccessful actions to access the audit log file, modify the audit log file, and destroy the audit log file. Comments or justifications for provisioning changes need to be maintained by system administrators in their system provisioning change log.	N			NC
Global	352	Security Administration	Ability to encrypt data transmissions.			Y			P

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
Global	353	Security Administration	Ability to assign a unique ID to each user.		Whereas the assignment of unique IDs for each user is a best practice, the actual assignment is usually done by either Active Directory (if AD integration is provisioned) or a personnel system. Either of those systems are system of record for this data element.	A			F
Global	354	Security Administration	Ability to include PII for each user to include:			Y			N/A
Global	355	Security Administration	Name			Y			S
Global	356	Security Administration	Title			Y			S
Global	357	Security Administration	Department			Y			S
Global	358	Security Administration	Email Address			Y			S
Global	359	Security Administration	Security Rights/Role			Y			S
Global	360	Security Administration	Department-defined criteria			Y			S
Global	361	Security Administration	Ability to maintain a history of de-activated user IDs.			Y			S
Global	362	Security Administration	Ability to support role-based security permissions.			Y			S
Global	363	Security Administration	Ability to assign personnel to roles.			Y			S
Global	364	Security Administration	Ability to assign personnel to multiple roles.			Y			S
Global	365	Security Administration	Ability to support role-based access control (RBAC), such as for administrators, supervisors, data custodians, etc.			Y			S
Global	366	Security Administration	Dispatch			Y			S
Global	367	Security Administration	Search			Y			S
Global	368	Security Administration	Query			Y			S
Global	369	Security Administration	Update Hazard/Premise Information			Y			S
Global	370	Security Administration	Create event and enter in the pending queue - 1000ms			Y			S
Global	371	Security Administration	Code table modification			Y			S
Global	372	Security Administration	Ability to view, add, modify and make inactive user profiles based on			Y			N/A
Global	373	Security Administration	Role			Y			S
Global	374	Security Administration	User ID			Y			S
Global	375	Security Administration	User name			Y			S
Global	376	Security Administration	Any combination of the above			Y			S
Global	377	Security Administration	Ability to designate a user as a System Administrator.			Y			F
Global	378	Security Administration	Ability to restrict access based on both user and workstation (desktop or mobile).			Y			F
Global	379	Security Administration	Ability to provide security at the following levels:		PremierOne's role based security sets a user's capabilities within PremierOne based on their role memberships. This encompasses the application, screens, transactions, and the underlying database. All these are set in the provisioning console.	Y			N/A
Global	380	Security Administration	Application		PremierOne's role based security sets a user's capabilities within PremierOne based on their role memberships. This encompasses the application, screens, transactions, and the underlying database. All these are set in the provisioning console.	Y			S
Global	381	Security Administration	Database		PremierOne's role based security sets a user's capabilities within PremierOne based on their role memberships. This encompasses the application, screens, transactions, and the underlying database. All these are set in the provisioning console.	Y			S
Global	382	Security Administration	Screen		PremierOne's role based security sets a user's capabilities within PremierOne based on their role memberships. This encompasses the application, screens, transactions, and the underlying database. All these are set in the provisioning console.	Y			S
Global	383	Security Administration	Transaction		PremierOne's role based security sets a user's capabilities within PremierOne based on their role memberships. This encompasses the application, screens, transactions, and the underlying database. All these are set in the provisioning console.	Y			S
Global	384	Security Administration	Ability to restrict the visibility of information a user can view in an active or past CAD event (e.g., Fire users can not see C15 queries or returns)	User Story: Fire users have the ability to view a Law Enforcement (LE) CAD log from a related LE call, but the system will automatically block any C15, P11, or other department-defined sensitive data. Conversely, LE users will see medical related calls, but HIPAA and PII data will be blocked.	These behaviors are defined in PremierOne's agency trust provisioning.	Y			F
Global	385	Security Administration	Ability to create temporary security profiles.			Y			F
Global	386	Security Administration	Ability to restrict logon by workstation or MDT ID.			Y			F
Global	387	Security Administration	Ability to support alternate authentication technologies (i.e., ID card, security token, biometrics, etc.)		Alternative authentication technologies would be used during Windows login, not with PremierOne.	A			P
Global	388	Messaging	Use Case: End users use the messaging functionality to share less than mission critical information with other end users and to avoid Over-The-Air radio Push-To-Talk transmissions.			Y			S
Global	389	Messaging	Ability for users to create, send and receive messages to other CAD and Mobile workstation users, including the ability to send messages between various responding agencies.	User Story: Units frequently respond to calls for service originally assigned to another agency. The ability to send messages to users of other agencies would increase interoperability.	The PremierOne CAD solution does have a robust messaging and notification capability. However, in the scenario described, with an incident that would require a multi-agency response, the incident would automatically be routed to the appropriate dispatchers in the appropriate agencies.	Y	Motorola demonstrated capability and was accepted.	P1	F
Global	390	Messaging	Ability to extend the CAD messaging capabilities to non-CAD connected devices using:		The PremierOne CAD solution does have a robust messaging and notification capability. However, in the scenario described, with an incident that would require a multi-agency response, the incident would automatically be routed to the appropriate dispatchers in the appropriate agencies.	Y			N/A
Global	391	Messaging	Email			Y			S
Global	392	Messaging	Commercial carrier-based SMS text messaging			Y			S
Global	393	Messaging	Ability to send messages to a specific device(s) by and in combination of:			Y			S
Global	394	Messaging	All devices			Y			S
Global	395	Messaging	Terminal ID			Y			S

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
Global	396	Messaging	Dispatch position (e.g., CH6-Service)			Y			S
Global	397	Messaging	Unit ID			Y			S
Global	398	Messaging	User ID			Y			S
Global	399	Messaging	Event number			Y			S
Global	400	Messaging	Dispatch group			Y			S
Global	401	Messaging	Department			Y			S
Global	402	Messaging	Unit type			Y			S
Global	403	Messaging	User-defined message group			Y			S
Global	404	Messaging	User-defined location polygon		PremierOne's geofencing feature can notify PremierOne Mobile clients that they are entering or exiting a geofenced area.	A			S
Global	405	Messaging	Ability to send a message to all terminals regardless of terminal status.			Y			F
Global	406	Messaging	Ability to send messages to a user who is not logged into CAD and store that message for retrieval when the user logs onto CAD.			Y			F
Global	407	Messaging	Ability to view messages upon logon if received while logged off.			Y			F
Global	408	Messaging	Ability for user to retrieve stored messages upon logon.			Y			F
Global	409	Messaging	Ability to assign a priority to a message (e.g., routine, urgent, emergency).			Y			F
Global	410	Messaging	Ability for users to receive audible, visible or no alerts, depending on the priority of the message received.			Y			F
Global	411	Messaging	Ability to store messages for so a user can view them later.			Y			F
Global	412	Messaging	Ability to append messages to an event record.			Y			F
Global	413	Messaging	Ability for messages to be sorted by most recent or first received.			Y			F
Global	414	Messaging	Ability to attach files to messages.			Y			F
Global	415	Messaging	Ability to enter unlimited narrative with wrap-around feature.		PremierOne messaging does have a word wrap display capability. However, because message size is controlled by the system administrator, there will be a limit to the message size.	A			F
Global	416	Messaging	Ability to send a message to all units handling a specific event.			Y			F
Global	417	Messaging	Ability to create and save message groups.			Y			F
Global	418	Messaging	Ability to utilize contact information from the CAD roster when determining the destination of a message.			Y			F
Global	419	Messaging	Ability for users to select any number of people as part of a message group with no limitation on the number of people in a group.			Y			F
Global	420	Messaging	Ability to transmit a reply message to the originator of a currently displayed message without having to re-enter the originator's address.			Y			F
Global	421	Messaging	Ability to select a recipient by a single command to create a message (e.g., double click on a logged on user and message screen pops up).			Y			F
Global	422	Messaging	Ability to transmit a "reply all" message to multiple recipients that were part of the originator's message group.			Y			F
Global	423	Messaging	Ability to forward a message including one that has an attachment.			Y			F
Global	424	Messaging	Ability to prevent incoming messages from interfering with current work.			Y			F
Global	425	Messaging	Ability to override the user's incoming message delivery preferences by:			Y			N/A
Global	426	Messaging	Message priority			Y			F
Global	427	Messaging	Authorized privileged users		Access to Messaging is part of setting roles and permissions.	Y			F
Global	428	Messaging	Ability to notify receiver of total number of unread messages.			Y			F
Global	429	Messaging	Ability to create messages that are retained in the system and sent at pre-specified times.			Y			F
Global	430	Messaging	Ability to maintain an audit trail of all messages sent and received.			Y			F
Global	431	Messaging	Ability to query message logs by Department-defined criteria (e.g., date/time range, sender, recipient, device) by an authorized individual.			Y			F
Global	432	Messaging	Ability to clear all messages for a user or terminal with a single command.			Y			F
Global	433	Messaging	Ability to send a message to valid message recipients if the recipient list contains invalid addresses or recipients.			Y			F
Global	434	Messaging	Ability for authorized users to expire a message.			Y			F
Global	435	Unit and Event Queries	Use Case: CAD, Mobile and Web Browser users can run standard queries to find information on units and events based on security authorizations. The query should generate a list of events matching criteria where the events can be opened from the list.			Y	Motorola demonstrated capability and was accepted.	P1	S
Global	436	Unit and Event Queries	Ability to query and view units by any combination of:			Y	Motorola demonstrated capability and was accepted.	P1	N/A
Global	437	Unit and Event Queries	Department			Y		P1	S
Global	438	Unit and Event Queries	Geographic area (e.g., beat, sector, battalion, division)			Y		P1	S
Global	439	Unit and Event Queries	Unit ID			Y		P1	S
Global	440	Unit and Event Queries	Vehicle number			Y		P1	S
Global	441	Unit and Event Queries	Radio alias			Y		P1	S
Global	442	Unit and Event Queries	Radio ID			Y		P1	S
Global	443	Unit and Event Queries	Skill			Y		P1	S
Global	444	Unit and Event Queries	Capability			Y		P1	S
Global	445	Unit and Event Queries	User ID			Y		P1	S

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
Global	446	Unit and Event Queries	Dispatch group			Y		P1	S
Global	447	Unit and Event Queries	Unit type			Y		P1	S
Global	448	Unit and Event Queries	Event assigned to			Y		P1	S
Global	449	Unit and Event Queries	Unit status			Y		P1	S
Global	450	Unit and Event Queries	Log on status (e.g., on, off)			Y		P1	S
Global	451	Unit and Event Queries	Personnel assigned			Y		P1	S
Global	452	Unit and Event Queries	Ability to query and view events by any combination of:			Y		P1	N/A
Global	453	Unit and Event Queries	Department			Y		P1	S
Global	454	Unit and Event Queries	Geographic area			Y		P1	S
Global	455	Unit and Event Queries	Event ID			Y		P1	S
Global	456	Unit and Event Queries	Date and time range			Y		P1	S
Global	457	Unit and Event Queries	Address			Y		P1	S
Global	458	Unit and Event Queries	Address ranges			Y		P1	S
Global	459	Unit and Event Queries	Latitude/Longitude			Y		P1	S
Global	460	Unit and Event Queries	Dispositions			Y		P1	S
Global	461	Unit and Event Queries	Event type			Y		P1	S
Global	462	Unit and Event Queries	RMS Case number by Department			Y		P1	S
Global	463	Unit and Event Queries	Units assigned			Y		P1	S
Global	464	Unit and Event Queries	Primary Unit			Y		P1	S
Global	465	Unit and Event Queries	Dispatch terminal			Y		P1	S
Global	466	Unit and Event Queries	User ID of the operator who created the event			Y		P1	S
Global	467	Unit and Event Queries	User ID of the operator who dispatched the event			Y		P1	S
Global	468	Unit and Event Queries	User ID of any operator who modified or supplemented an event			Y		P1	S
Global	469	Unit and Event Queries	Involved parties			Y		P1	S
Global	470	Unit and Event Queries	Involved vehicles			Y		P1	S
Global	471	Unit and Event Queries	Phone number associated with a physical location			Y		P1	S
Global	472	Unit and Event Queries	Phone number of caller			Y		P1	S
Global	473	Unit and Event Queries	Narrative text			Y		P1	S
Global	474	Unit and Event Queries	Event status (e.g., active, closed, pending, dispatched, arrived)			Y		P1	S
Global	475	Unit and Event Queries	Ability to query units that had activity but were never logged in for the day and see all their history regardless of login status.			Y		P1	S
Global	476	Unit and Event Queries	Ability to display the number of matching events that are returned by a query.			Y		P1	S
Global	477	Unit and Event Queries	Ability to limit the searchable time period by:			Y		P1	N/A
Global	478	Unit and Event Queries	System			Y		P1	S
Global	479	Unit and Event Queries	Department			Y		P1	S
Global	480	Unit and Event Queries	Role			Y		P1	S
Global	481	Unit and Event Queries	User ID			Y		P1	S
Global	482	Unit and Event Queries	Ability to open any event to view dispatch data, units and event notes.			Y		P1	S
Global	483	Unit and Event Queries	Ability to query and retrieve premise information for an address not associated with an event.			Y		P1	S
Global	484	Unit and Event Queries	Ability to query a location to access pre-plans.			Y		P1	S
Global	485	Unit and Event Queries	Ability to query a location to access premise information.			Y		P1	S
Global	486	Unit and Event Queries	Ability to provide a numbered list of query results (e.g., #1, #2).			Y		P1	S
Global	487	Searches	Use Case: Users research CAD data for specific information from all system components (e.g., desktop, web client, mobile, handheld device). Information may be used for investigatory purposes, to provide information in response to a public request, to create reports or for any other purpose for which information is needed.			Y		P1	S
Global	488	Searches	Ability to conduct searches based on:			Y			N/A
Global	489	Searches	Soundex			Y			S
Global	490	Searches	"Wild cards"			Y			S
Global	491	Searches	Exact match			Y			S
Global	492	Searches	Partial information		This functionality is available when supported by the target system being queried.	Y			S
Global	493	Searches	Boolean operators ("and," "or," and "not")		This functionality is available when supported by the target system being queried.	Y			S
Global	494	Searches	Ranges (Date, Location, Time)			Y			S
Global	495	Searches	Ability to search any operational data element.		This functionality is available only in "operational data fields" that the target system contains.	Y			S
Global	496	Searches	Ability to search on multiple operational data fields.			Y			S
Global	497	Searches	Ability to filter searches by:			Y			N/A
Global	498	Searches	Date			Y			S
Global	499	Searches	Time			Y			S
Global	500	Searches	Location (e.g., Block ranges)			Y			S
Global	501	Searches	Ability to select any result from a search and drill down for detailed information (e.g., hyperlink).			Y			S
Global	502	Searches	Ability to search narrative fields.			Y			S
Global	503	Searches	Ability to search on phone numbers if the phone number is not captured in the specified phone number field.			Y			S

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
Global	504	Searches	Ability to exclude specified text when conducting narrative text searches.			Y			S
Global	505	Searches	Ability to export search results into standard formats, including:			Y			N/A
Global	506	Searches	MS Excel			Y			S
Global	507	Searches	MS Word			Y			S
Global	508	Searches	MS Access			Y			S
Global	509	Searches	Text files			Y			S
Global	510	Searches	PDF			Y			S
Global	511	Searches	XML			Y			S
Global	512	Searches	HTML			Y			S
Global	513	Searches	CSV			Y			S
Global	514	Searches	Ability to configure the maximum window of time on which a search can be initiated.			Y			F
Global	515	Reporting	Use Case: CAD provides tool allowing users to create standard and ad hoc reports using a variety of flexible parameters and filters. Reports can be saved, scheduled and distributed. Raw data can be exported for use in third-party reporting tools. The export of data or the use of any reporting tools must not impact the transactional performance of the production system at any time regardless of the complexity of the reporting parameters and the time period of the report.			Y			S
Global	516	Reporting	Ability to provide a reporting tool that can:		PremierOne's Reporting Data Warehouse (RDW) is hosted on a Microsoft SQL (currently 2017) database. This SQL instance is deployed with SQL Server Reporting Services (SSRS) enabled. Customers can use any Microsoft SSRS compatible report writing tool to create custom reports, parameter driven reports, and dashboards to be published on SSRS and made available to authorized users. SSRS supports report printing and saving to a file or email report directly.	Y			N/A
Global	517	Reporting	Create reports based on any operational data field in any system database			Y			S
Global	518	Reporting	Create reports based on multiple operational data fields in any system database		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			S
Global	519	Reporting	Create reports suitable for public records release IAW California Public Records laws		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			S
Global	520	Reporting	Ability to anonymize Department-defined fields, including but not limited to:		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			N/A
Global	521	Reporting	Street number		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			S
Global	522	Reporting	X/Y coordinates		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			S
Global	523	Reporting	Ability to classify and protect certain types of calls/event information (e.g., Juvenile and Domestic Violence).		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			F
Global	524	Reporting	Ability to automatically redact the following from free form text fields (e.g., non-structured field, narrative) without user interaction:		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			N/A
Global	525	Reporting	Employee/User ID of CCSF personnel		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			S
Global	526	Reporting	Reporting party information		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			S
Global	527	Reporting	Subject/witness information		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			S
Global	528	Reporting	CJIS queries		PremierOne's RDW with SSRS can support customer-created reports with this functionality. The customer would have to confirm that their CJIS rules would allow this.	Y			S
Global	529	Reporting	CJIS returns		PremierOne's RDW with SSRS can support customer-created reports with this functionality. The customer would have to confirm that their CJIS rules would allow this.	Y			S
Global	530	Reporting	System messages		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			S
Global	531	Reporting	Structured call taking protocol scripts		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			S
Global	532	Reporting	Medical history		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			S
Global	533	Reporting	Security sensitive items (e.g., door codes, lock combinations, key locations)		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			S
Global	534	Reporting	Other Department-defined information		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			S
Global	535	Reporting	Ability to manually redact department-defined fields from a CAD record for reporting purposes.		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			S
Global	536	Reporting	Ability to exclude any operational field from a report.		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			S
Global	537	Reporting	Ability for the report generating tool to handle:		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			N/A
Global	538	Reporting	Arithmetic operations, including fractals and percentiles		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			S
Global	539	Reporting	A full suite of statistical operations		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			S
Global	540	Reporting	Logic operations (e.g., greater than, equal to)		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			S
Global	541	Reporting	Time operations		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			S
Global	542	Reporting	Ability for the reporting tool to provide filters, including:		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			S
Global	543	Reporting	Date and time ranges		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			S
Global	544	Reporting	Location (e.g., Block ranges or geographical boundaries)		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			S
Global	545	Reporting	Discipline (e.g., Fire v. EMS within SFFD)		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			S

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
Global	546	Reporting	Ability to maintain a general library of user-created reports.		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			F
Global	547	Reporting	Ability to provide separate "folders" for user-created reports by Department.		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			F
Global	548	Reporting	Ability to preserve all user-created reports during updates and upgrades.		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			F
Global	549	Reporting	Ability for all authorized users to access the general library of user-created reports.		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			F
Global	550	Reporting	Ability to assign rights to a report within the library of reports (e.g., who may view report, modify report).		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			F
Global	551	Reporting	Ability for users to put their own reports in a "dashboard" for later use.		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			F
Global	552	Reporting	Ability to generate reports on a pre-determined schedule.		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			F
Global	553	Reporting	Ability to automatically send scheduled reports to distribution groups via email.		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			F
Global	554	Reporting	Ability to save reports for subsequent viewing and/or printing.		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			F
Global	555	Reporting	Ability for reports to display header information, including, but not limited to all query parameters such as:		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			N/A
Global	556	Reporting	Name of individual generating the report		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			S
Global	557	Reporting	Time report was generated		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			S
Global	558	Reporting	Date range		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			S
Global	559	Reporting	Ability to define the layout of a report, including but not limited to:		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			N/A
Global	560	Reporting	Field arrangement		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			S
Global	561	Reporting	Column width		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			S
Global	562	Reporting	Font		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			S
Global	563	Reporting	Font size		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			S
Global	564	Reporting	Spicing		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			S
Global	565	Reporting	Ability to support access to CAD reporting database using Open Database Connectivity (ODBC) standard.		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			P
Global	566	Reporting	Ability to export reports into standard formats, including:		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			N/A
Global	567	Reporting	MS Excel		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			S
Global	568	Reporting	MS Word		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			S
Global	569	Reporting	MS Access		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			S
Global	570	Reporting	Text files		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			S
Global	571	Reporting	PDF		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			S
Global	572	Reporting	XML		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			S
Global	573	Reporting	HTML		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			S
Global	574	Reporting	CSV		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			S
Global	575	Reporting	Ability to integrate with third party reporting systems (e.g., GovQA, etc.)		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			P
Global	576	Reporting	Ability to associate an event record with any captured audio for that event.		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			F
Global	577	Reporting	Ability to exclude all vendor proprietary formatting from exports (e.g., no proprietary headers).		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			F
Global	578	Reporting	Ability to embed pictures in reports.		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			F
Global	579	Reporting	Ability to associate an event record with any captured screen activity for that event.		PremierOne's RDW with SSRS can support customer-created reports with this functionality.	Y			F
Global	580	Code Table Administration	Use Case: System administrators are seeking the ability to define and configure code tables within the system. The code tables should be able to be configured globally or by department.		PremierOne system administrators define the contents to code/list tables for defined fields on a per agency basis. They can also create code/list tables that would be used as drop-down selectors for queries.	Y			S
Global	581	Code Table Administration	Ability to include, at a minimum, the following data tables:			Y			N/A
Global	582	Code Table Administration	Call source (e.g., officer-initiated, 911, 10-digit) type and sub-types			Y			S
Global	583	Code Table Administration	Event types, subtypes and priorities			Y			S
Global	584	Code Table Administration	Commands			Y			S
Global	585	Code Table Administration	Destinations			Y			S
Global	586	Code Table Administration	Dispositions			Y			S
Global	587	Code Table Administration	Equipment			Y			S
Global	588	Code Table Administration	Geographical divisions			Y			S
Global	589	Code Table Administration	Personnel, including emergency contact information and current assignment			Y			S
Global	590	Code Table Administration	Timers			Y			S
Global	591	Code Table Administration	Unit status types (i.e., assigned, unassigned, assigned but available)			Y			S
Global	592	Code Table Administration	Units			Y			S
Global	593	Code Table Administration	Department-defined		PremierOne system administrators define the contents to code/list tables for defined fields on a per agency basis. They can also create code/list tables that would be used as drop-down selectors for queries.	A			S

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F = Functional I = Interface S = Scenario R = Resiliency N/A = Not Applicable NC = Non-compliant
Global	594	Code Table Administration	Ability to add information to code table entries to describe such things as: creation, modification or deletion date; requester; reason for creation, modification or deletion; and how these code table entries are expected to be used.		PremierOne code tables have the following system administrator editable attributes: Name, Description (this field could be used for any supplementary information for which there is no direct field), related lists, Qualifiers to Collect, Code Short Name, Code Long name, Start Date, End Date, and the Code itself. PremierOne system administrators define the contents to code/list tables for defined fields. They can also create code/list tables that would be used as drop-down selectors for queries.	Y			F
Global	595	Code Table Administration	Ability to allow individual Departments to define the following:		PremierOne complies with the functionality as described in the requirement.	Y			N/A
Global	596	Code Table Administration	Dispatch groups		PremierOne complies with the functionality as described in the requirement.	Y			S
Global	597	Code Table Administration	Category codes for pull-down lists		PremierOne Code tables have the following system administrator editable attributes: Name, Description (this field could be used for any supplementary information for which there is no direct field), related lists, Qualifiers to Collect, Code Short Name, Code Long name, Start Date, End Date, and the Code itself. PremierOne system administrators define the contents to code/list tables for defined fields. They can also create code/list tables that would be used as drop-down selectors for queries.	Y			S
Global	598	Code Table Administration	Codes for each valid disposition used when clearing an event			Y			S
Global	599	Code Table Administration	Codes for the methods the Department receives calls (e.g., 911, cell phones)			Y			S
Global	600	Code Table Administration	Codes used to identify areas for statistical reporting reasons			Y			S
Global	601	Code Table Administration	Event type and subtype codes			Y			S
Global	602	Code Table Administration	Priorities assigned to event type and subtype codes			Y			S
Global	603	Code Table Administration	Priorities assigned to locations			Y			S
Global	604	Code Table Administration	Response procedures			Y			S
Global	605	Code Table Administration	Department-defined fields		PremierOne CAD does not support department-defined fields.	N			NC
Global	606	Code Table Administration	Ability to update code tables without taking the system offline.			Y			F
Global	607	Code Table Administration	Ability to save previous configuration states.		Code lists can be exported to Excel files.	Y			F
Global	608	Code Table Administration	Ability to restore a previous configuration state.		Code lists can be imported from Excel files.	Y			F
Global	609	Code Table Administration	Ability for Department to maintain code tables (add/change/delete) without vendor intervention.		PremierOne complies with the functionality as described in the requirement.	Y			P
Global	610	Code Table Administration	Ability to create a new code and merge/link historical records to a new code.		New codes can be created, personnel will have to update the incident to reflect the new code.	Y			F
Global	611	Code Table Administration	Ability to configure type codes to accommodate the range of events handled by each Department.			Y			F
Global	612	Code Table Administration	Ability to configure a type code that spans multiple Departments.			Y			F
Global	613	Code Table Administration	Ability to create type codes for one Department without impacting other Departments.			Y			F
Global	614	Code Table Administration	Ability to edit type codes for one Department without impacting other Departments.			Y			F
Global	615	Code Table Administration	Ability to import tables created in other applications (e.g., Excel).			Y			F
Global	616	Code Table Administration	Ability to handle error conditions resulting from the import of data from other sources.			Y			F
Global	617	Code Table Administration	Ability to be prompted to accept the import of data based on an "import report".		This functionality is available if the "import report" is in Excel with the format expected by PremierOne.	A			F
Global	618	Code Table Administration	Ability to export code tables into other applications (e.g., Excel) for the purpose of updating and editing the tables.			Y			F
Global	619	Code Table Administration	Ability to designate code table values as obsolete and unavailable for current use, preventing further entry of that value, yet retain the value in the table for inquiries on historical data.			Y			F
Global	620	Code Table Administration	Ability to store the date a code table value becomes obsolete.			Y			F
Global	621	Code Table Administration	Ability to store the date a code table value becomes effective.			Y			F
Global	622	Code Table Administration	Ability to prevent display of obsolete code table values on drop down lists.			Y			F
Global	623	Code Table Administration	Ability to restrict users from one department from changing the type code on a run that is for another department.	<b>User Story:</b> The system should prevent a user from one department from accidentally changing the type code for an event that belongs to another department. Departments should only be able to access type codes that are assigned to them.	Only system administrators can access PremierOne's List and Statute Management system, where code tables are created and maintained.	Y			F
Global	624	CAD Configuration	Use Case: Configuration parameters allow CAD to be tailored to meet the requirements of DEC and partner agencies, rather than requiring customizations to meet those requirements. The CAD configuration parameters used to tailor the system are accessible only by specifically authorized CAD system administrators. GUI-based tools should be available to authorized system administrators to easily update the CAD system's configuration parameters.		PremierOne CAD is a multagency, multidiscipline CAD. Agencies' configurations can be as similar or different as the customer business process requires.	Y			S
Global	625	CAD Configuration	Ability for to configure commands (e.g., V = vehicle stop) at the		PremierOne complies with the functionality as described in the requirement.	Y			N/A
Global	626	CAD Configuration	System level		This requirement is not applicable due to PremierOne's design. This configuration option is defined at the agency (department) level. All agencies can have the same configuration or different ones.	A			S
Global	627	CAD Configuration	Department level			Y			S
Global	628	CAD Configuration	Ability to configure complex commands using underlying functionality and/or commands (e.g., scripts, macros).			Y			S
Global	629	CAD Configuration	Ability to create complex commands using underlying functionality and/or commands (e.g., scripts, macros).			Y			S

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
Global	630	CAD Configuration	Ability for CAD configuration options to include:			Y			N/A
Global	631	CAD Configuration	Screen displays and layouts			Y			S
Global	632	CAD Configuration	Entering and modifying the resources			Y			S
Global	633	CAD Configuration	Defining the statuses that can be assigned to resources			Y			S
Global	634	CAD Configuration	Colors			Y			S
Global	635	CAD Configuration	Iconography			Y			S
Global	636	CAD Configuration	Alerts (visual and audible)			Y	Motorola demonstrated capability and was accepted.	P1	S
Global	637	CAD Configuration	Turning timers on and off and setting timing parameters			Y			S
Global	638	CAD Configuration	Establishing the type of events, priorities, and disposition codes available to different types of units			Y			S
Global	639	CAD Configuration	Establishing dispatch policies for each event type and Department in the system			Y			S
Global	640	CAD Configuration	Determining the formats of Department case report numbers issued by the CAD system			Y			S
Global	641	CAD Configuration	Establishing deployment and response plans			Y			S
Global	642	CAD Configuration	Ability to modify the default screen displays and layouts by:			Y			N/A
Global	643	CAD Configuration	Department			Y			S
Global	644	CAD Configuration	Individual user			Y			S
Global	645	CAD Configuration	Role			Y			S
Global	646	CAD Configuration	Ability to tailor CAD differently for each Department.			Y			F
Global	647	CAD Configuration	Ability to create and maintain an event type classification that is based upon the time of day.			Y			F
Global	648	CAD Configuration	Ability to generate deployment plans based on pre-defined conditions.			Y			F
Global	649	CAD Configuration	Ability to generate temporary deployment plans.			Y			F
Global	650	CAD Configuration	Ability for user to override a temporary deployment plan recommendation.			Y			F
Global	651	CAD Configuration	Ability to load a new deployment plan without stopping or pausing application operations.			Y			F
Global	652	CAD Configuration	Ability to update the deployment plans (e.g., without assistance from technical support or vendor).			Y			F
Global	653	CAD Configuration	Ability to support multi-modal deployment plans (e.g., AVL and fixed response).			Y			F
Global	654	Premise and Hazard Files	Use Case: Premise and Hazard files are used by many roles to maintain a history of events and other pertinent location based data for locations within CCSF. The files are referenced by users en route to responding to an event and provide critical situational awareness for first responders and context for Call Takers and Dispatchers.	User Story: SFSO and SFPD should both have access to all law enforcement related premises and hazard warnings.	PremierOne's Premises/Hazard system contains codes that define the premises/hazard types and details for known individual premises and hazard records. These records are displayed when the location falls within the proximity (distance) ranges set by the agency. These records are logged to the incident and appear in the incident audit trail.	Y			S
Global	655	Premise and Hazard Files	Ability to update/create CAD premise history files.			Y			S
Global	656	Premise and Hazard Files	Ability to authorize or restrict the viewing of premise and history by:			Y			N/A
Global	657	Premise and Hazard Files	Department			Y			S
Global	658	Premise and Hazard Files	User ID			Y			S
Global	659	Premise and Hazard Files	Role			Y			S
Global	660	Premise and Hazard Files	Location			N			NC
Global	661	Premise and Hazard Files	Event type			N			NC
Global	662	Premise and Hazard Files	Any combination of the above			N			NC
Global	663	Premise and Hazard Files	Ability for system to automatically update premise history when an event is created.		The history of prior events at the location is kept but not in the premises/hazard subsystem.	A			F
Global	664	Premise and Hazard Files	Ability to purge premise information from a location (e.g., if it is known that the tenant/owner generating the event(s) has moved).			Y			F
Global	665	Premise and Hazard Files	Ability to update the location of a premise history record without having to re-enter all of the information.			Y			F
Global	666	Premise and Hazard Files	Ability to attach files to a premise record (e.g., floor plans, building diagrams, special instructions, photo/picture, department created image).			Y			F
Global	667	Premise and Hazard Files	Ability to include a hyperlink to an external resource in the premise record.			Y			F
Global	668	Premise and Hazard Files	Ability for premise information to apply to multiple addresses.			Y			F
Global	669	Premise and Hazard Files	Ability for premise information to apply to a geographic area.			Y			F
Global	670	Premise and Hazard Files	Ability to configure the granularity of the premise history return (e.g., building, apartment number, floor).			Y			F
Global	671	Premise and Hazard Files	Ability to provide data entry screens for entering premise information.			Y			F
Global	672	Premise and Hazard Files	Ability to maintain format of collected entry screen information on all displays.			Y			F
Global	673	Premise and Hazard Files	Ability to capture and maintain (classify) specific premise information, including but not limited to the following:			Y			N/A
Global	674	Premise and Hazard Files	Alarm/access information (e.g., door entry code, Knox Box location)			Y			S
Global	675	Premise and Hazard Files	Emergency contact information			Y			S
Global	676	Premise and Hazard Files	Hazardous conditions			Y			S
Global	677	Premise and Hazard Files	Medical information			Y			S
Global	678	Premise and Hazard Files	Previous events (e.g., domestic violence, animal control) based on at least the following:			Y			S
Global	679	Premise and Hazard Files	Address/Location			Y			S
Global	680	Premise and Hazard Files	Contact information			Y			S

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
Global	681	Premise and Hazard Files	Date and time			Y			S
Global	682	Premise and Hazard Files	Event number			Y			S
Global	683	Premise and Hazard Files	Event type			Y			S
Global	684		Department-defined criteria		Dependent on criteria	N			NC
Global	685	Premise and Hazard Files	Ability to capture and maintain specific premise information by groups of addresses (e.g., all apartments in an apartment complex, all houses in a subdivision).			Y			F
Global	686	Premise and Hazard Files	Ability to store premise information for a Department-defined length of time.			Y			F
Global	687	Premise and Hazard Files	Ability to store premise information for a specific apartment unit/suite number.			Y			F
Global	688	Premise and Hazard Files	Ability to configure the system with thresholds (e.g., number of times a Department-defined type of event such as domestic violence or animal control has occurred) that will visibly and/or audibly notify a CAD and Mobile user that an address has had a Department-defined number of events for this type of data.		PremierOne's Work Assist area is where a dispatcher would be notified of prior incidents and premises/hazard records.	A			F
Global	689	Premise and Hazard Files	Ability to define valid date ranges for time-limited premise information at a given location (e.g., information valid between <start date> and <end date>).		A premises/hazard record in PremierOne is active when it is entered. It can be marked temporary or permanent and can be flagged for review. Premises/hazard records can be purged. This purging can be set to: do not purge, automatically, and manually. Both automatic and manual allow the setting of a purge date.	A			F
Global	690	Premise and Hazard Files	Ability to archive expired premise file information.		PremierOne's Premises/Hazard system records can be exported to Excel.	Y			F
Global	691	Premise and Hazard Files	Ability to include in a premise record the following information when premise information is added or changed:			Y			N/A
Global	692	Premise and Hazard Files	Expiration date			Y			S
Global	693	Premise and Hazard Files	Unit ID of person entering information			Y			S
Global	694	Premise and Hazard Files	Ability to access files attached to a premise record:			Y			S
Global	695	Premise and Hazard Files	In CAD environment			Y			S
Global	696	Premise and Hazard Files	In Mobile environment			Y			S
Global	697	Premise and Hazard Files	Ability to enter hazards associated with:			Y			S
Global	698	Premise and Hazard Files	Persons			Y			S
Global	699	Premise and Hazard Files	Specific locations			Y			S
Global	700	Premise and Hazard Files	Address ranges			Y			S
Global	701	Premise and Hazard Files	Phone Number			Y			S
Global	702	Premise and Hazard Files	Vehicles			Y			S
Global	703	Premise and Hazard Files	Ability to record with an entered hazard:			Y			N/A
Global	704	Premise and Hazard Files	Expiration date			Y			S
Global	705	Premise and Hazard Files	Time and date stamp at time of entry			Y			S
Global	706	Premise and Hazard Files	ID of person entering information			Y			S
Global	707	Premise and Hazard Files	Ability to attach a file to a hazard.			Y			F
Global	708	Premise and Hazard Files	Ability to assign expiration dates to hazards.			Y			F
Global	709	Premise and Hazard Files	Ability to create lists of hazards by category.			Y			F
Global	710	Premise and Hazard Files	Ability to print hazards and hazard lists.			Y			F
Global	711	Premise and Hazard Files	Ability to apply hazard files to multiple addresses (e.g., for all addresses within an apartment building).		PremierOne complies with the functionality as described in the requirement using the premises/hazard proximity settings.	Y			F
Global	712	Premise and Hazard Files	Ability to generate a report of hazards based upon age (e.g., older than 1 year)			Y			F
Global	713	Premise and Hazard Files	Ability to assign an "expiration date" to hazard information.			Y			F
Global	714	Premise and Hazard Files	Ability for expiration date to trigger a notification for an administrator to review and confirm whether the entry should be deleted or extended.			Y			F
Global	715	Premise and Hazard Files	Ability to support and maintain a catalogued alarm file.		PremierOne provides the ability to tie alarms to a location as a premise hazard.	N			NC
Global	716	Premise and Hazard Files	Ability to query external systems for additional premise information (e.g. building department, inspectional services)		PremierOne supports automatic queries to external systems based on incident location.	Y			F
Global	717	Premise and Hazard Files	Ability to import Premise File text updates.			A	Premise hazards can be imported from a spreadsheet during system setup or at any time thereafter using a manual provisioning process.		F
Global	718	Premise and Hazard Files	Ability to maintain data classification for security and retention attributes.			Y			F
Global	719	Messages	Use Case: No Available Medics for Dispatch: situations need Report and Automatic Pages to go out • The current system sends a page anytime there is an unmet requirement where a Paramedic unit response is needed but cannot be fulfilled at dispatch due to low ambulance staffing. • This data needs to be available in an on-demand report, daily report, or shift report so that CCSF can see a list of the calls that were dispatched when the system has run out of ambulances (including time, location, radio code, priority, what time an ambulance was finally sent, and what time they finally got on scene). • Query/report should be available for Dispatch Supervisors during the shift.			Y	Motorola demonstrated capability and was accepted.	P1/P2	S

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S= Scenario R= Resiliency N/A = Not Applicable NC = Non-compliant
CAD	1	CAD Mapping	Use Case: Dispatch personnel use the CAD map for the display of the events, units, and feature classes overlaid on a base map of CCSF and surrounding areas. The CAD map uses the data contained in the CAD system geofile to display static and dynamic data.			Y			S
CAD	2	CAD Mapping	Ability to provide integrated CAD mapping.		The CAD map GIS is integrated with CAD to provide a geography-based operational picture.	Y			P
CAD	3	CAD Mapping	Ability for integrated CAD map to support:			Y			N/A
CAD	4	CAD Mapping	Primary base map based on CCSF -provided geospatial data		The display of Esri-based maps is an integrated component of the PremierOne CAD system.	Y			S
CAD	5	CAD Mapping	Street view			Y			S
CAD	6	CAD Mapping	Real-time traffic conditions		This functionality is currently available in CommandCentral Aware (not proposed). This is a future road map item for PremierOne CAD.	N	Motorola is currently developing a new CAD map. As a part of that development real time traffic is being considered.  The new CAD map is committed on the Roadmap and will be available for training for a go live date of November 2025, but there is no commitment that real time traffic will be available for that same date.	P2	NC
CAD	7	CAD Mapping	Weather radar		This functionality is currently available in CommandCentral Aware (not proposed). This is a future road map item for PremierOne CAD.	N			NC
CAD	8	CAD Mapping	Overhead and oblique imagery			Y			S
CAD	9	CAD Mapping	CCSF defined feature classes (e.g., hydrants, police stations)		PremierOne complies with the functionality as described in the requirement. The information must be maintained in the CCSF GIS database and provided, for display purposes only, on the CAD map. PremierOne supports the use of internet-based map services for visualization purposes.	Y			S
CAD	10	CAD Mapping	Commercial mapping services (e.g., Google, Bing, OpenStreetMap)			Y			S
CAD	11	CAD Mapping	Ability to distinguish one-way streets on CAD map.			Y			S
CAD	12	CAD Mapping	Ability to display the locations of real-time data feeds (e.g., traffic cameras).			Y			S
CAD	13	CAD Mapping	Ability for CAD map to automatically zoom to a location based on:			Y			N/A
CAD	14	CAD Mapping	Location being entered in the event entry screen			Y			S
CAD	15	CAD Mapping	A selected event			Y			S
CAD	16	CAD Mapping	Selected unit			Y			S
CAD	17	CAD Mapping	Incoming 911 call			Y			S
CAD	18	CAD Mapping	Being dispatched to an event			Y			S
CAD	19	CAD Mapping	Ability for CAD map to receive data feeds from third-party sources (e.g., Google, Waze).			N	Item is not currently on the committed roadmap for PremierOne but will be considered for a future enhancement. This is currently only available in CommandCentral Aware.	P2	NC
CAD	20	CAD Mapping	Ability to indicate the source of information when map data comes from third-party sources.			N	Motorola is currently developing a new CAD map. As the new CAD map is being developed these features will be considered. These features will be prioritized with other requested features on the map. Feature parity is being considered during map development.  The new CAD map (as well as the current CAD map) is committed on the Roadmap and will be available for training for a go live date of November 2025. There is not a commitment to full feature parity.	P1	NC
CAD	21	CAD Mapping	Ability to ingest different types of GIS files for areas outside the CCSF boundary area (e.g., web services, shape files, ESRI feature services, KMZ, geo-database format, geo-json, etc.)			Y			F
CAD	22	CAD Mapping	Ability to navigate the CAD map:			Y			N/A
CAD	23	CAD Mapping	Command line			Y			S
CAD	24	CAD Mapping	Touch screen			Y			S
CAD	25	CAD Mapping	Mouse			Y			S
CAD	26	CAD Mapping	Keyboard shortcuts (e.g., arrow keys)			Y			S
CAD	27	CAD Mapping	Ability to navigate to a point on the map by entering:			Y			S
CAD	28	CAD Mapping	Address			Y			S
CAD	29	CAD Mapping	Address using street alias			Y			S
CAD	30	CAD Mapping	Common place name			Y			S
CAD	31	CAD Mapping	Business name			Y			S
CAD	32	CAD Mapping	Intersection			Y			S
CAD	33	CAD Mapping	X/Y			Y			S
CAD	34	CAD Mapping	Longitude/Latitude			Y			S
CAD	35	CAD Mapping	Ability to enable and disable the display of map layers.			Y			S
CAD	36	CAD Mapping	Ability to control zoom levels for map layer and label displays.			Y			S
CAD	37	CAD Mapping	Ability to control the hierarchy of label displays.			Y			S
CAD	38	CAD Mapping	Ability to select an alternate map display (e.g., google maps) while still using geofile coordinates for navigation.			Y	Committed on the Roadmap and will be available for training for a go live date of November 2025.  Note: The Google EULA forbids the use of Google services for emergency response. See <a href="https://cloud.google.com/maps-platform/terms">https://cloud.google.com/maps-platform/terms</a> and search for "High Risk Activities."	P2	S
CAD	39	CAD Mapping	Ability to distinguish units with color, shapes, text and iconography by:						N/A
CAD	40	CAD Mapping	Department			Y			S

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
CAD	41	CAD Mapping	Type (e.g., engine, truck, one-person car, two-person car, ALS unit, BLS unit, private ambulance)			Y			S
CAD	42	CAD Mapping	Status (e.g. available, en route, arrived)		View status by hovering the mouse over the icon.	Y			S
CAD	43	CAD Mapping	Elapsed time (e.g., time on scene)		View elapsed time by hovering the mouse over the icon.	Y			S
CAD	44	CAD Mapping	Call priority		View call priority by hovering the mouse over the icon.	Y			S
CAD	45	CAD Mapping	AVL status (e.g., AVL equipped, AVL data valid)		View AVL status by hovering the mouse over the icon.	Y			S
CAD	46	CAD Mapping	MDC status (e.g., equipped, connected)		View MDC status by hovering the mouse over the icon.	Y			S
CAD	47	CAD Mapping	Department-defined criteria		Dependent on criteria	N			NC
CAD	48	CAD Mapping	Ability for users to filter the display of units by:			Y			S
CAD	49	CAD Mapping	Department			Y			S
CAD	50	CAD Mapping	Dispatch group			Y			S
CAD	51	CAD Mapping	Unit status		Unit status is available via the status monitor but not in the map.	N			S
CAD	52	CAD Mapping	Unit type		Unit type is available via the status monitor but not in the map.	N			S
CAD	53	CAD Mapping	Event			Y			S
CAD	54	CAD Mapping	Geographical boundary (e.g., sector, division, battalion)			Y			S
CAD	55	CAD Mapping	User defined polygon			Y			S
CAD	56	CAD Mapping	Time to end-of-shift			N			NC
CAD	57	CAD Mapping	Ability to distinguish events with color, shapes, text and iconography by:			Y			N/A
CAD	58	CAD Mapping	Department			Y			S
CAD	59	CAD Mapping	Status (e.g., pending, active, past)			Y			S
CAD	60	CAD Mapping	Type of event (e.g., fire, law, EMS, parking)			Y			S
CAD	61	CAD Mapping	Dispatch status (e.g., entry in progress, entered, pending dispatch, held dispatched)			Y			S
CAD	62	CAD Mapping	Elapsed time since last status change		View elapsed time since last status change by hovering the mouse over the icon.	Y			S
CAD	63	CAD Mapping	Ability for users to filter the display of events by:			Y			N/A
CAD	64	CAD Mapping	Department			Y			S
CAD	65	CAD Mapping	Dispatch group			Y			S
CAD	66	CAD Mapping	Event status			Y			S
CAD	67	CAD Mapping	Dispatch status			Y			S
CAD	68	CAD Mapping	Geographical boundary (e.g., sector, division, battalion)			Y			S
CAD	69	CAD Mapping	User-defined polygon			Y			S
CAD	70	CAD Mapping	Ability to display in real time the location of a caller using the location provided by third-party enhanced location service providers and have a filter to see the previous locations.		PremierOne complies with the functionality as described in the requirement.	Y			F
CAD	71	CAD Mapping	Ability to create "zones" within the same address for dispatch depending on the location of the call within the building.	<b>User Story:</b> Units are assigned to specific patrol beat areas within government buildings. Some have the same physical address but separate building numbers and occasionally different floors within those buildings. Examples are patrol units assigned to ZSFG, LHM, City Hall, and SF Superior Courts.		Y			F
CAD	72	CAD Mapping	Ability to toggle the display of other dynamic graphical information by:			Y			N/A
CAD	73	CAD Mapping	Department			Y			S
CAD	74	CAD Mapping	Type of event			Y			S
CAD	75	CAD Mapping	Unit type			Y			S
CAD	76	CAD Mapping	Geographical boundary (e.g., sector, division, battalion)			Y			S
CAD	77	CAD Mapping	Department-defined map layer groupings			Y			S
CAD	78	CAD Mapping	Ability to display additional information (e.g., hazard, owner, incident) by:			Y			N/A
CAD	79	CAD Mapping	Point and Click			Y			F
CAD	80	CAD Mapping	Hover			Y			F
CAD	81	CAD Mapping	Ability to display on a map the location of a unit that has activated its emergency notification button.	<b>User Story:</b> An SFSO unit is patrolling the hospital and their radio is set to SOA A16. The hospital is located in the Mission District. When the sheriff presses the emergency button, the alert goes off on both SOA 16 and PD A4.	An emergency situation can be triggered either by the Radio Emergency button or the Emergency icon on the PremierOne Mobile client. In addition to dispatchers getting an emergency notification, agency designated field units also receive the emergency notification.	Y			F
CAD	82	CAD Mapping	Ability to display and visually distinguish between primary and alternate locations (e.g., staging area, triage area, helispot) associated with an event on the CAD map.		Alternate locations may be set up using PremierOne geofences.	Y			F
CAD	83	CAD Mapping	Ability for static map data layers to contain hyperlinks to external resources (e.g., hyperlink to traffic camera, website with building plans).			Y			F
CAD	84	CAD Logon/Logoff	Use Case: Users log on and off of the CAD system. The login process can be integrated with identity management systems or by the entry of a username and password.			Y			S

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
CAD	85	CAD Logon/Logoff	Ability to integrate with the CCSF IAM solution to support single sign on and multi-factor authentication that includes logging into the workstation, phone system, CIS system and the CAD Application. In addition, those credentials are used to access secure API's for access to those systems.	<b>User Story:</b> Calltakers/dispatchers are required to immediately log into positions so as to not affect call statistics and provide fast service to the public. SSO allows for them to seamlessly do so, especially from a reliever standpoint where the reliever has to sign in to different roles every 15 minutes. An ability to sign in that includes credentials for the Microsoft Directory is beneficial, especially for CTO's, because resources are on SharePoint (training bulletins, line-up announcements, etc.) and are sent via email. Having to log in separately and having a different set of passwords can be cumbersome which can result in people failing to use the system as a tool to assist in training.		Y	Proposed SRD Language: CCSF needs integration with the City IAM solution to support single sign-on and multi-factor authentication. Single signon includes logging into the workstation, phone system, CIS system and the CAD application. In addition, those credentials are used to access secure API's for access to those systems.  Status: IAM has been agreed upon and is detailed in 1.4.6 of the PDD. Single sign-on with the phone system (Unified Logon) has been proposed as an interface and an ICD is being developed to support.	P1	F
CAD	86	CAD Logon/Logoff	Ability to sign on to the CAD system using credentials supplied by Microsoft Active Directory.			Y			F
CAD	87	CAD Logon/Logoff	Ability to support third-party Identity Management Solutions.		This functionality is available when implemented on the operating system level.	Y			P
CAD	88	CAD Logon/Logoff	Ability to support Multi-Factor Authentication.		This functionality is available when implemented on the operating system level.	Y			P
CAD	89	CAD Logon/Logoff	Ability to enforce passwords per State defined security requirements.		If Active Directory integration is implemented, this would have to be enabled in Active Directory. If AD integration is not used, then PremierOne's local authentication can comply also.	Y			P
CAD	90	CAD Logon/Logoff	Ability for individual system users to change their own passwords.		If Active Directory integration is implemented, this would have to be enabled in Active Directory. If AD integration is not used, then PremierOne's local authentication can comply also.	Y			F
CAD	91	CAD Logon/Logoff	Ability to limit the number of dispatch clients that a user ID can be logged in at one time.			Y			F
CAD	92	CAD Logon/Logoff	Ability to automatically log off a user on one workstation when they log onto another.			Y		P2	F
CAD	93	CAD Logon/Logoff	Ability to log on a new user at a workstation, log off the previous user and maintain the current workstation configuration (e.g., swap dispatchers and keep current dispatch groups and screen configurations).			Y			F
CAD	94	CAD Logon/Logoff	Ability to take control of a dispatch group from another dispatcher.			Y	Motorola demonstrated capability and was accepted.	P1	F
CAD	95	CAD Logon/Logoff	Ability to automatically logoff a user after a period of inactivity.			Y			F
CAD	96	CAD Logon/Logoff	Ability to deny logoff when a user is the last controlling dispatcher of a dispatch group.			Y	Motorola demonstrated capability and was accepted.	P1	F
CAD	97	CAD Logon/Logoff	Ability to disable automatic logoff for secured workstations.			Y			F
CAD	98	CAD Logon/Logoff	Ability to remotely log out a workstation (mobile or desktop).			Y			F
CAD	99	CAD Logon/Logoff	Ability to provide system-generated message via email to system administrator or supervisor when a Department-defined number of unsuccessful sign-on attempts have occurred.			Y		P2	F
CAD	100	CAD Logon/Logoff	Ability to automatically "lock out" a user after a specified number of attempted logons.		If Active Directory integration is implemented, this would have to be enabled in Active Directory. If AD integration is not used, then PremierOne's local authentication can comply also.	Y			F
CAD	101	CAD Logon/Logoff	Ability to automatically reset a "locked-out" user after a Department-specified period of time.		If Active Directory integration is implemented, this would have to be enabled in Active Directory.	Y			F
CAD	102	CAD Logon/Logoff	Ability to display a pre-defined message or banner upon log-on.	<b>User Story:</b> A dispatcher logs in for their new shift and gets a message that updates them on an important incident that occurred on the previous shift, along with some additional updates for the day.		Y			F
CAD	103	CAD Logon/Logoff	Ability to define the content of the log-on message or banner at the:			Y			N/A
CAD	104	CAD Logon/Logoff	System level		This is set at the agency level.	N			NC
CAD	105	CAD Logon/Logoff	Department level			Y			F
CAD	106	CAD Logon/Logoff	Ability to require the user to acknowledge the log-on message or banner.			Y			F
CAD	107	Call Handling							N/A
CAD	108	Retrieve Incoming Calls	Use Case: Call takers answer a phone call and, if the call does not require transfer to another agency or CCSF Department, creates a new call. Upon creating a new call, CAD fields are populated with any location, name and phone information from external Functional Elements.			Y			S
CAD	109	Retrieving Incoming Calls	Ability for call takers to create a new event and populate fields with any location, name and phone information from external Functional Elements.			Y			N/A
CAD	110	Retrieving Incoming Calls	Automatically			Y			S
CAD	111	Retrieving Incoming Calls	Using command line			Y			S
CAD	112	Retrieving Incoming Calls	Using a hot key			Y			S
CAD	113	Retrieving Incoming Calls	Ability to receive call data from the following, assuming appropriate interfaces are in place:			Y			S
CAD	114	Retrieving Incoming Calls	ESinet			Y			S
CAD	115	Retrieving Incoming Calls	Text to 9-1-1			Y			S
CAD	116	Retrieving Incoming Calls	3-1-1 System			Y			S
CAD	117	Retrieving Incoming Calls	TTY			Y			S
CAD	118	Retrieving Incoming Calls	Real Time Text			Y			S
CAD	119	Retrieving Incoming Calls	Municipal fire alarm monitoring system			Y			S
CAD	120	Retrieving Incoming Calls	AGAP-TO-PSAP			Y			S

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
CAD	121	Retrieving Incoming Calls	Ability to record the source of the call (e.g., phone classification such as BUSN, CNTX)			Y			S
CAD	122	Retrieving Incoming Calls	Ability to record the timestamp of when a call comes into a specific dispatch position in the CAD record.			Y			S
CAD	123	Retrieving Incoming Calls	Ability for extra spaces, when using the command line, to not result in an error.			Y			F
CAD	124	Retrieving Incoming Calls	Ability for command line arguments to be entered in no particular order.		PremierOne can provide dynamic help in command line syntax.	A	PremierOne provides dynamic help in command line syntax. This is done by prompting the user for the next value required for a command when the commands are entered in the expected order.	P1	F
CAD	125	Retrieving Incoming Calls	Ability for system to display attachments.		PremierOne uses the Windows native viewer for the attachment. This viewer would need to be installed on the CAD workstation.	Y			F
CAD	126	Retrieving Incoming Calls	Ability for picture/videos to be embedded in the CAD record (as opposed to displayed as links).			Y			F
CAD	127	Retrieving Incoming Calls	Ability to accept and process IP-based incident data.			Y			F
CAD	128	Retrieving Incoming Calls	Ability to import updated location information from rebidding wireless 9-1-1 caller's from the telephone system into an appropriate area of the CAD event data entry screen.			Y			F
CAD	129	Retrieving Incoming Calls	Ability to view location of incoming calls on CAD map.			Y			F
CAD	130	Retrieving Incoming Calls	Ability to filter CAD map to view:			Y			N/A
CAD	131	Retrieving Incoming Calls	9-1-1 calls answered at current workstation			Y			S
CAD	132	Retrieving Incoming Calls	All incoming 9-1-1 calls		PremierOne supports this functionality only with Motorola call handling products.	A			S
CAD	133	Retrieving Incoming Calls	Ability to conduct TTY/TDD and RTT conversation from within CAD application (rather than conducting the conversation from the phone system and retyping conversation into the CAD record).		PremierOne supports this functionality only with Motorola call handling products.	A			S
CAD	134	Retrieving Incoming Calls	Ability to activate TTY/TDD conversation from within the CAD application using:		PremierOne supports this functionality only with Motorola call handling products.	A			S
CAD	135	Retrieving Incoming Calls	Hot key		PremierOne supports this functionality only with Motorola call handling products.	A			S
CAD	136	Retrieving Incoming Calls	Command on command line		PremierOne supports this functionality only with Motorola call handling products.	A			S
CAD	137	Retrieving Incoming Calls	Ability to alert call takers when a call is from a number or reporting party who has called more than a Department-defined number of times within a Department-defined period of time.			Y			F
CAD	138	Collect Incident Information	Use Case: Call takers collect information from the reporting party via the phone, text message or TTY/TDD. They can use the command line or preformatted screens to enter the information. Information entered via the command line populates the appropriate fields. If a field does not exist for the information gathered, the information populates a field designed to capture comments and narrative information.			A			S
CAD	139	Collect Incident Information	Ability for a new event entry screen to open when the call taker answers the phone.		PremierOne supports this functionality only with Motorola call handling products.	A			S
CAD	140	Collect Incident Information	Ability to enter incident information using preformatted screens.			Y			S
CAD	141	Collect Incident Information	Ability to enter incident information using command lines.			Y	Motorola demonstrated capability and was accepted.	P1	S
CAD	142	Collect Incident Information	Ability to populate location from a catalogued alarm file.		The alarm catalog would need to be a common place in the GIS data.	Y			S
CAD	143	Collect Incident Information	Ability to visually identify mandatory fields on the call entry screen.		PremierOne only requires a location and incident type to create a CAD incident. All other mandatory incident entry would be enforced via SOP.	Y			S
CAD	144	Collect Incident Information	Ability for narrative fields to have the following attributes:			Y			
CAD	145	Collect Incident Information	Unlimited number of characters			Y			S
CAD	146	Collect Incident Information	Unlimited types of characters, including special characters like delimiters			Y			S
CAD	147	Collect Incident Information	Word wrap			Y			S
CAD	148	Collect Incident Information	Full comment field display			Y			S
CAD	149	Collect Incident Information	Ability to use keyboard shortcuts to navigate narrative fields.			Y			S
CAD	150	Collect Incident Information	Ability to support basic editing functions in the narrative fields to include:			Y			N/A
CAD	151	Collect Incident Information	Cut			Y			S
CAD	152	Collect Incident Information	Copy			Y			S
CAD	153	Collect Incident Information	Paste			Y			S
CAD	154	Collect Incident Information	Overwrite			Y			S
CAD	155	Collect Incident Information	Insert			Y			S
CAD	156	Collect Incident Information	Real-time spell check			N			NC
CAD	157	Collect Incident Information	Real-time spelling correction for commonly misspelled words			N			NC
CAD	158	Collect Incident Information	Ability to disable real-time spell check.			N			NC
CAD	159	Collect Incident Information	Ability to disable real-time spelling correction.			N			NC
CAD	160	Collect Incident Information	Ability to add words to a unique spell check dictionary by Department.			N			NC
CAD	161	Collect Incident Information	Ability to utilize drop down options for spell check.			N			NC
CAD	162	Collect Incident Information	Ability to provide fields to capture information to run CLETS queries.		PremierOne's Query Common Service supports automatic query generation (when CLETS or other system-required fields are populated) along with cascading queries where follow-on queries are spawned based on the returns of the prior query.	Y			N/A
CAD	163	Collect Incident Information	Person information		PremierOne's Query Common Service supports automatic query generation (when CLETS or other system-required fields are populated) along with cascading queries where follow-on queries are spawned based on the returns of the prior query.	Y			S
CAD	164	Collect Incident Information	Vehicle information		PremierOne's Query Common Service supports automatic query generation (when CLETS or other system-required fields are populated) along with cascading queries where follow-on queries are spawned based on the returns of the prior query.	Y			S
CAD	165	Collect Incident Information	Article information		PremierOne's Query Common Service supports automatic query generation (when CLETS or other system-required fields are populated) along with cascading queries where follow-on queries are spawned based on the returns of the prior query.	Y			S

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F = Functional I = Interface S = Scenario R = Resiliency N/A = Not Applicable NC = Non-compliant
CAD	166	Collect Incident Information	Department-defined field		PremierOne's Query Common Service supports automatic query generation (when CLETS or other system-required fields are populated) along with cascading queries where follow-on queries are spawned based on the returns of the prior query.	Y			S
CAD	167	Collect Incident Information	Ability to provide fields to capture location information (Address, X,Y,Z)		This functionality is available for X and Y but not for Z.	A			S
CAD	168	Collect Incident Information	Ability to use the command line to enter information about:			Y	Motorola demonstrated capability and was accepted.	P1	N/A
CAD	169	Collect Incident Information	Persons			Y		P1	S
CAD	170	Collect Incident Information	Vehicles			Y		P1	S
CAD	171	Collect Incident Information	Locations			Y		P1	S
CAD	172	Collect Incident Information	Articles		Article information is populated into the related RMS case report.	Y		P1	S
CAD	173	Collect Incident Information	Ability to populate appropriate fields upon entry in the command line:			Y	Motorola demonstrated capability and was accepted.	P1	N/A
CAD	174	Collect Incident Information	Person information			Y		P1	S
CAD	175	Collect Incident Information	Vehicle information			Y		P1	S
CAD	176	Collect Incident Information	Location information (Address, X,Y,Z)		This functionality is available for X and Y but not for Z.	A		P1	S
CAD	177	Collect Incident Information	Article information		Article information is populated into the related RMS case report.	N			NC
CAD	178	Collect Incident Information	Department-defined field			N			NC
CAD	179	Collect Incident Information	Ability to provide fields to capture:			Y		P1	N/A
CAD	180	Collect Incident Information	Race/ethnicity of caller			Y		P1	S
CAD	181	Collect Incident Information	Race/ethnicity of suspect			Y		P1	S
CAD	182	Collect Incident Information	Race/ethnicity of victim			Y		P1	S
CAD	183	Collect Incident Information	Gender			Y		P1	S
CAD	184	Collect Incident Information	Height Range			N			NC
CAD	185	Collect Incident Information	Weight Range		PremierOne provides a Build field where this information can be kept.	N			NC
CAD	186	Collect Incident Information	Age range			N			NC
CAD	187	Collect Incident Information	Residential status (housed v. unhouse)			Y		P1	S
CAD	188	Collect Incident Information	Involvement			Y		P1	S
CAD	189	Collect Incident Information	Department-defined field			N			NC
CAD	190	Collect Incident Information	Ability to automatically run a CLETS query upon entry of:			Y			N/A
CAD	191	Collect Incident Information	Name, date of birth and race			Y			S
CAD	192	Collect Incident Information	Vehicle license plate			Y			S
CAD	193	Collect Incident Information	Department-defined field			N			NC
CAD	194	Collect Incident Information	Ability for TTY conversations to transfer automatically into CAD.			Y			F
CAD	195	Collect Incident Information	The CAD system is to provide CAD data to RMS for population into the RMS incident report or allow an RMS software application to 'grab' the required data for reuse in RMS.			Y	This requirement will be satisfied with an interface to Axon. Interface added to scope. Motorola demonstrated capability and was accepted	P1	F
CAD	196	Collect Incident Information	Ability for DEC to configure "canned" TTY messages that can be sent to the caller.		PremierOne supports this functionality only with Motorola call handling products.	A			F
CAD	197	Collect Incident Information	Ability for users to edit canned messages before sending.		PremierOne supports this functionality only with Motorola call handling products.	A			F
CAD	198	Collect Incident Information	Ability to use shortcuts such as symbols to run subjects or vehicles from the free form text field.			N			NC
CAD	199	Collect Incident Information	Ability to translate text conversations.			N			NC
CAD	200	Collect Incident Information	Ability to display any speech converted into text from the phone system and display that information to the call taker to use as needed during a phone call.		Motorola's Emergency Call Handling product can provide this functionality (not proposed).	N			NC
CAD	201	Collect Incident Information	Ability to import and process data from third party systems and databases (e.g., functional needs registries) to include:			Y			N/A
CAD	202	Collect Incident Information	Rave 911 Suite (Smart911)			N			NC
CAD	203	Collect Incident Information	RapidSOS			Y			F
CAD	204	Collect Incident Information	PulsePoint			Y			F
CAD	205	Collect Incident Information	RapidDeploy		This functionality is available if supplied by the RapidDeploy NG911 solution.	Y			F
CAD	206	Collect Incident Information	Ability for a call taker to link in CAD to a picture, video, or other multimedia received via the phone CPE or other system using a URL to access the media. The call taker should have the ability to transfer the URL address to the CAD incident without having to manually type the URL using the EIDO interface or API between the CAD and phone CPE or other external system. The media should be accessible to call takers, dispatchers, and field units.	<b>User Story:</b> A caller reports a shooting that they witnessed. They are either too afraid to talk to an officer, or do not want to for other reasons. Instead of having to talk to someone in person, they can send a video or picture of the shooting to which responding officers will then have access.		Y	This item was broken into 2 requests for more clarity. This is the first request, the second is below already added to the SRD as CAD 1220.  This would be dependent on the CPE system. If it is Vesta, Motorola would commit to doing this as a product enhancement. If it is another CPE, Motorola would commit to scoping out the functionality as a separate interface. Additionally, Motorola is committed to supporting EIDO standards as they are finalized in regards to both call handling as well as other external systems, as long as interfaces are available.	P2	F
CAD	207	Collect Incident Information	Ability to view, capture and attach to an event record (not by reference or link) social media posts from any social media application to include:	<b>User Story:</b> A calltaker received a call where the caller is reporting that their friend posted pictures on Twitter of cutting themselves. Officers that are responding to the incident want to view these photos, as well as include them in the CAD record.		A	This functionality is available via screenshot. Any required native application would have to exist on the CAD workstation.		F
CAD	208	Collect Incident Information	Facebook		This functionality is available via screenshot. Any required native application would have to exist on the CAD workstation.	A			F

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
CAD	209	Collect Incident Information	Twitter		This functionality is available via screenshot. Any required native application would have to exist on the CAD workstation.	A			F
CAD	210	Collect Incident Information	TikTok		This functionality is available via screenshot. Any required native application would have to exist on the CAD workstation.	A			F
CAD	211	Collect Incident Information	Instagram		This functionality is available via screenshot. Any required native application would have to exist on the CAD workstation.	A			F
CAD	212	Collect Incident Information	YouTube		This functionality is available via screenshot. Any required native application would have to exist on the CAD workstation.	A			F
CAD	213	Collect Incident Information	Flicker		This functionality is available via screenshot. Any required native application would have to exist on the CAD workstation.	A			F
CAD	214	Collect Incident Information	SnapChat		This functionality is available via screenshot. Any required native application would have to exist on the CAD workstation.	A			F
CAD	215	Collect Incident Information	WhatsApp		This functionality is available via screenshot. Any required native application would have to exist on the CAD workstation.	A			F
CAD	216	Collect Incident Information	QQ		This functionality is available via screenshot. Any required native application would have to exist on the CAD workstation.	A			F
CAD	217	Collect Incident Information	WeChat		This functionality is available via screenshot. Any required native application would have to exist on the CAD workstation.	A			F
CAD	218	Collect Incident Information	QQzone		This functionality is available via screenshot. Any required native application would have to exist on the CAD workstation.	A			F
CAD	219	Collect Incident Information	Tumblr		This functionality is available via screenshot. Any required native application would have to exist on the CAD workstation.	A			F
CAD	220	Collect Incident Information	Viber		This functionality is available via screenshot. Any required native application would have to exist on the CAD workstation.	A			F
CAD	221	Collect Incident Information	LINE		This functionality is available via screenshot. Any required native application would have to exist on the CAD workstation.	A			F
CAD	222	Collect Incident Information	Telegram		This functionality is available via screenshot. Any required native application would have to exist on the CAD workstation.	A			F
CAD	223	Collect Incident Information	Citizen		This functionality is available via screenshot. Any required native application would have to exist on the CAD workstation.	A			F
CAD	224	Collect Incident Information	Other deprecated or emerging platform		This functionality is available via screenshot. Any required native application would have to exist on the CAD workstation.	A			F
CAD	225	Collect Incident Information	Ability to send SMS-based messages.		SMS messages can be sent using the SMTP-based notification system. If the requirement is focused on the call handling function only, then PremierOne can provide this functionality but only with Motorola emergency call handling products.	A			F
CAD	226	Collect Incident Information	Ability to receive SMS-based messages.		SMS messages can be sent using the SMTP-based notification system. If the requirement is focused on the call handling function only, then PremierOne can provide this functionality but only with Motorola emergency call handling products.	A			F
CAD	227	Collect Incident Information	Ability to record SMS-based messages in CAD.		PremierOne supports this functionality only with Motorola emergency call handling products.	A			F
CAD	228	Collect Incident Information	Ability to receive and process standards-based information from:	<b>User Story</b> CCSF hosts a many tourists who are unfamiliar with the freeway systems. The ability to access live traffic cameras, when reports of traffic accidents are made, reduces fire/paramedic response times by helping locate victims faster. This is more efficient than having a fire engine search for the accident along the freeway within CCSF's jurisdictional boundaries.		N			NC
CAD	229	Collect Incident Information	CCTV		CCTV is currently available in CommandCentral Aware (not proposed). This is a future road map item for PremierOne CAD.	N	Item is not currently on the committed roadmap for PremierOne but will be considered for a future enhancement. This is currently only available in CommandCentral Aware.	P2	NC
CAD	230	Collect Incident Information	Street-level cameras		Street-level cameras are currently available in CommandCentral Aware (not proposed). This is a future road map item for PremierOne CAD.	N	Item is not currently on the committed roadmap for PremierOne but will be considered for a future enhancement. This is currently only available in CommandCentral Aware.	P2	NC
CAD	231	Collect Incident Information	IoT sensor data (e.g., seismic, weather, traffic)		Availability of this information would depend on use case requirements and interface capabilities.	A			F
CAD	232	Collect Incident Information	Ability to initiate a two-way text messaging conversation through the CAD system without first receiving a text message.		PremierOne supports this functionality only with Motorola emergency call handling products.	A			F
CAD	233	Collect Incident Information	Ability to initiate a two-way video chat conversation through the CAD system.			N			NC
CAD	234	Collect Incident Information	Ability to provide real-time translation between English and other languages during a two-way text messaging session.			N			NC
CAD	235	Collect Incident Information	Ability to close out an interactive session (e.g., TTY, RTT).		PremierOne supports this functionality only with Motorola emergency call handling products.	A			F
CAD	236	Collect Incident Information	Ability to add attachments to the event to include:			Y			N/A
CAD	237	Collect Incident Information	Emails			Y			S
CAD	238	Collect Incident Information	Pictures			Y			S
CAD	239	Collect Incident Information	Videos			Y			S
CAD	240	Collect Incident Information	Audio Recordings			Y			S
CAD	241	Collect Incident Information	Files			Y			S
CAD	242	Collect Incident Information	Other			N			NC
CAD	243	Collect Incident Information	Ability to click on Department-approved links to external websites that may be included in an event.		Clickable hyperlinks work in premises/hazard records and can be included with an incident. Otherwise, hyperlinks can be displayed but would need to be copied and pasted to a browser.	A			F
CAD	244	Collect Incident Information	Ability to enter multiple reporting parties associated with a single event.			Y			F
CAD	245	Create CAD Events	Use Case: After a minimum amount of information is collected, call takers create events for dispatch. Call takers can also create events that are not dispatched (logged calls). Each event has a unique event number.		PremierOne CAD only requires an incident type and location to create an incident, allowing a calltaker to quickly create an incident. The incident appears in a dispatcher's pending list with the additional information following.	Y			S
CAD	246	Create CAD Events	Ability for users to generate events at any time after the minimum mandatory amount of information required to create an event is entered.			Y			S
CAD	247	Create CAD Events	Ability to bring up a window with a prompts for questions to ask based on the entered type code (not formal Q&A protocols).		PremierOne will offer an SOP function in a future release that will trigger from the incident type. The SOP requirements will then appear in the incident comments allowing the operator to enter the responses.	Y	Motorola demonstrated capability and was accepted.	P2	S

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A = Not Applicable NC = Non-compliant
CAD	248	Create CAD Events	Ability for Department to configure the question prompts.		PremierOne will offer an SOP function in a future release that will trigger from the incident type. The SOP requirements will then appear in the incident comments allowing the operator to enter the responses.	Y	Motorola demonstrated capability and was accepted.	P2	S
CAD	249	Create CAD Events	Ability to enter primary and secondary incident locations (e.g., location of incident, location of caller, staging areas)		At incident creation, PremierOne captures the location of the incident and the caller's location. Staging locations or secondary response locations are defined by geography in the system provisioning.	Y			F
CAD	250	Create CAD Events	Ability to utilize a single command to assign case numbers without having to manually create a new event, assign a case number, and close the event.			Y	Motorola demonstrated capability and was accepted.	P2	F
CAD	251	Create CAD Events	Ability for system to automatically assign an event to a dispatch group based on:			Y			N/A
CAD	252	Create CAD Events	Incident type code		Alternatively, an incident type that requires a particular agency could be sent to that dispatch group.	A			S
CAD	253	Create CAD Events	Incident Location		A dispatcher can log in to a coverage group. A coverage group is a pre-defined list of agencies and areas.	Y			S
CAD	254	Create CAD Events	Department		A dispatcher can log in to a coverage group. A coverage group is a pre-defined list of agencies and areas.	Y			S
CAD	255	Create CAD Events	Ability to override default dispatch group.			Y			F
CAD	256	Create CAD Events	Ability for events to appear in the queue for the appropriate dispatch area.			Y			F
CAD	257	Create CAD Events	Ability for call takers to continue updating the event after creating the event.			Y			F
CAD	258	Create CAD Events	Ability for call takers to create events that do not require dispatch.			Y			F
CAD	259	Create CAD Events	Ability to request and assign a case number to an event that does not require dispatch.			Y			F
CAD	260	Create CAD Events	Ability for call takers to create recurring events.			Y			F
CAD	261	Create CAD Events	Ability for call takers to create scheduled events.			Y			F
CAD	262	Create CAD Events	Ability to create an event by clicking on a location on the CAD map.			Y			F
CAD	263	Create CAD Events	Ability to clone events.			Y			F
CAD	264	Create CAD Events	Ability to automatically make an event available for dispatch after a Department-defined minimum criteria has been entered by a call taker (e.g., validated location and event type).		PremierOne CAD only requires an incident type and location to create the incident. This cannot be changed.	A			F
CAD	265	Classifying and Prioritizing Events	Use Case: Incidents are assigned Department-defined incident type codes. Priorities are associated with incident types and can vary by Department. Entry of an incident type determines dispatch and response needs. Incident classification can be upgraded or downgraded based on additional information gathered by call takers or first responders. CCSF can define priority and response criteria by Department, based upon individual Department policy.			Y			S
CAD	266	Classifying and Prioritizing Events	Ability for CCSF to define incident type codes.			Y			F
CAD	267	Classifying and Prioritizing Events	Ability to define priority and response criteria by Department, based upon:			Y			N/A
CAD	268	Classifying and Prioritizing Events	Department			Y			S
CAD	269	Classifying and Prioritizing Events	Geographical response area			Y			S
CAD	270	Classifying and Prioritizing Events	Response plans			Y			S
CAD	271	Classifying and Prioritizing Events	Box Numbers			Y			S
CAD	272	Classifying and Prioritizing Events	Ability to display a drop-down list containing incident type codes and sub-type codes.			Y			S
CAD	273	Classifying and Prioritizing Events	Ability for type code drop down list to include the description of the type code.			Y			S
CAD	274	Classifying and Prioritizing Events	Ability to enter a type code by:			Y			N/A
CAD	275	Classifying and Prioritizing Events	Selecting from a drop down list within the incident type field			Y			S
CAD	276	Classifying and Prioritizing Events	Typing the code in the appropriate field			Y			S
CAD	277	Classifying and Prioritizing Events	A command in the command line			Y	Motorola demonstrated capability and was accepted.	P1	S
CAD	278	Classifying and Prioritizing Events	Ability to prevent entry of a type code not in the type code list.			Y			F
CAD	279	Classifying and Prioritizing Events	Ability to auto populate the incident priority field based on the incident type.			Y			F
CAD	280	Classifying and Prioritizing Events	Ability for user to override incident priority.			Y			F
CAD	281	Classifying and Prioritizing Events	Ability to log the following when a user overrides incident priority:			Y			N/A
CAD	282	Classifying and Prioritizing Events	Original priority			Y			S
CAD	283	Classifying and Prioritizing Events	Overridden priority			Y			S
CAD	284	Classifying and Prioritizing Events	Terminal ID number			Y			S
CAD	285	Classifying and Prioritizing Events	User ID number			Y			S
CAD	286	Classifying and Prioritizing Events	Ability to upgrade or downgrade the incident classification during the course of managing the event.			Y			F
CAD	287	Classifying and Prioritizing Events	Ability to capture original and new incident classifications and priorities.			Y			F
CAD	288	Classifying and Prioritizing Events	Ability to capture multiple incident types and priorities for multidiscipline incidents.			Y			F
CAD	289	Classifying and Prioritizing Events	Ability to determine the responding Department and service area from the incident type code and incident location.			Y			F
CAD	290	Classifying and Prioritizing Events	Ability for call takers to manually assign service areas if:			Y			N/A
CAD	291	Classifying and Prioritizing Events	An address cannot be validated			Y			S
CAD	292	Classifying and Prioritizing Events	Service areas are not captured by the geofile service area shape files (e.g., CCSF-wide HSOC service area or parking enforcement calls from 11 p.m. through 6 a.m.)			Y			S
CAD	293	Location Verification	Use Case: CAD provides tool to assist users in validating entered locations. Location verification tools include prompts and ordered lists that present the user with suggested addresses/locations when the exact address cannot be immediately validated.			Y			S
CAD	294	Location Verification	Ability to verify locations for any address entered into the system (e.g., CAD incident address, field-entered, manual entry to research a location).			Y			S

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"-Compliant/Validation Required "N"-Not Compliant/No Validation Required "A"-Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
CAD	295	Location Verification	Ability to support Phase I wireless location validation from cellular callers.			Y			P
CAD	296	Location Verification	Ability to support Phase II wireless location validation from cellular callers.			Y			P
CAD	297	Location Verification	Ability to use the ALI reported location address for address verification.			Y			S
CAD	298	Location Verification	Ability to require confirmation of the location of an event when the caller location is different from the event location by a Department-defined distance.		PremierOne can distinguish between incident location and caller location. No distance check is performed.	N			NC
CAD	299	Location Verification	Ability to query and utilize external enhanced location data from third party providers to obtain a more accurate location of a wireless caller.		PremierOne supports RapidSOS integration.	Y	Request is to bring over location from RapidSOS and display on the PremierOne map. This would have a completely separate rebid from the phone and would automatically rebid. The locations would record as it moves so that the ability to breadcrumb is there, either in real time or for analytics later. The RapidSOS location will display on the map with a radius circle and label along with the ALI location.  Commitment would be to do the auto rebid and display on the PremierOne map as well as the ability to show the breadcrumbing. On PremierOne mobile, an executable hyperlink will be provided in CAD and CAD Mobile. Because this feature is in product development, the exact location and representation has not been completed. Currently, the comments field is under consideration as a place to provide the link. Working with customers, Motorola will continue to refine the best location in the future, including consideration for the location field. Selecting the hyperlink in the mobile application will display the location in the Mobile Map with a clear icon identifying the location as being generated from RapidSOS.  Committed on the Roadmap and will be available for training for a go live date of November 2025.	P1	F
CAD	300	Location Verification	Ability for CAD to automatically query external enhanced location data services at Department-defined intervals and auto-update the location of the caller throughout the life-cycle of the event.		PremierOne supports RapidSOS manual query.	A			F
CAD	301	Location Verification	Ability to display closest address matches based on:			Y	Commitment would be to do the auto rebid and display on the PremierOne map as well as the ability to show the breadcrumbing. On the mobile map, a hyperlink will be provided from CAD, selecting the hyperlink in the mobile application will display the location in the Mobile Map with a clear icon identifying the location as being generated from RapidSOS.		N/A
CAD	302	Location Verification	Block ranges			Y			S
CAD	303	Location Verification	Building name			Y	Committed on the Roadmap and will be available for training for a go live date of November 2025.		S
CAD	304	Location Verification	Business name			Y			S
CAD	305	Location Verification	Common place names			Y			S
CAD	306	Location Verification	Landmarks			Y			S
CAD	307	Location Verification	Intersections			Y			S
CAD	308	Location Verification	Phonetic spelling			Y			S
CAD	309	Location Verification	Soundex			Y			S
CAD	310	Location Verification	Street name			Y			S
CAD	311	Location Verification	Ability to enter a street name and be presented with:			Y			N/A
CAD	312	Location Verification	Aliases			Y			S
CAD	313	Location Verification	Associated address ranges			Y			S
CAD	314	Location Verification	List of cross streets			Y			S
CAD	315	Location Verification	City division (San Francisco, Presidio or Treasure Island)			Y			S
CAD	316	Location Verification	Ability to sort potential address matches to show Department - determined addresses first.		Addresses are matched against customer-supplied GIS.	N			NC
CAD	317	Location Verification	Ability to translate common place names into valid addresses.			Y			F
CAD	318	Location Verification	Ability to automatically generate a query to Department-defined external search engines) (e.g., Google, Bing, AltaVista) when a business/common place name is entered.			N			NC
CAD	319	Location Verification	Ability to present to the dispatcher with potential addresses matching the query based on the results of the external search engine name search.			N			NC
CAD	320	Location Verification	Ability to uniquely identify any address returned by an external search engine.			N			NC
CAD	321	Location Verification	Ability to translate call location to appropriate public safety geographical boundary (e.g., district, beat, sector).			Y			F
CAD	322	Location Verification	Ability to translate alias names to actual street names or addresses.			Y			F
CAD	323	Location Verification	Ability to notify user through a visual and/or audible flag if multiple street addresses/street names/intersections are found in geoflie.			Y			F
CAD	324	Location Verification	Ability to offer a list of address options if multiple similar addresses/intersections/street names are found in geoflie.			Y			F
CAD	325	Location Verification	Ability for call taker to click a location on the map and have the geo-coordinates translate into a verifiable address.			Y			F
CAD	326	Location Verification	Ability for CAD map to use icons, colors or shapes to distinguish between.			Y			N/A
CAD	327	Location Verification	Verified and unverified locations			N			NC
CAD	328	Location Verification	Exact and approximated locations			N			NC
CAD	329	Location Verification	Ability to enable or disable the manual override of an unverifiable address.			Y			F
CAD	330	Location Verification	Ability to flag events with unverified addresses.			Y			F

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
CAD	331	Location Verification	Ability to require operator confirmation to use an overridden unverifiable address prior to event acceptance.			Y			F
CAD	332	Location Verification	Ability to correct an unverified location at any point prior to event closure.			Y			F
CAD	333	Location Verification	Ability to log all locations that fail geofile validation.			Y			F
CAD	334	Location Verification	Ability to manually verify an address without creating an event.			Y			F
CAD	335	Location Verification	Ability to manually verify an address without creating an event and have it display on the CAD map.			Y			F
CAD	336	Location Verification	Ability to use the command line to manually verify an address without creating an event.			Y			F
CAD	337	Location Verification	Ability to dispatch to an unvalidated address, including to addresses outside of the limits of the available geospatial data configured in the system.			Y			F
CAD	338	Location Verification	Ability to search the location where a new CAD event is entered, along with neighboring locations in a Department-defined radius, to determine if previous events occurred there and whether any hazard or tactical information is available in CAD about the new event's location.			Y			F
CAD	339	Premise Information and History	Use Case: Upon manual requests or automatically upon the entry of a location or reporting party's phone number, CAD searches the premise information files and retrieves any premise history or hazard information associated with the location. The system may also query external systems for information that may be available for the address of phone number entered.			Y			S
CAD	340	Premise Information and History	Policy or discretionary installer upon address verification, an address inquiry to search for associated premise/hazard information			Y			S
CAD	341	Premise Information and History	Ability to automatically initiate, upon the entry of the reporting party's phone number, an inquiry to search for associated premise/hazard information associated with the reporting party's phone number in CAD.		PremierOne does maintain a log of phone numbers used to report incidents. Premises/hazard checks are against locations instead of phone numbers.	N			NC
CAD	342	Premise Information and History	Ability to search for premise information based on:			Y	Motorola demonstrated capability and was accepted.	P1	N/A
CAD	343	Premise Information and History	Location			Y		P1	S
CAD	344	Premise Information and History	Block ranges			Y		P1	S
CAD	345	Premise Information and History	Business name			Y		P1	S
CAD	346	Premise Information and History	Complex (e.g., apartment building)			Y		P1	S
CAD	347	Premise Information and History	Common place names			Y		P1	S
CAD	348	Premise Information and History	Intersections			Y		P1	S
CAD	349	Premise Information and History	Phone number	User Story: A dispatcher tries to search for a call with a phone number. The dispatcher finds the appropriate call, even though the caller was the seventh person to call for this particular CAD incident. Phone numbers should be searchable regardless if the number is the first or tenth call for a CAD incident.		Y		P1	S
CAD	350	Premise Information and History	Radius			Y		P1	S
CAD	351	Premise Information and History	Ability to search for premise information on locations not associated with incidents.			Y			F
CAD	352	Premise Information and History	Ability to draw an area on the map and see all the prior incidents in that defined area.			Y			F
CAD	353	Premise Information and History	Ability for Department to prioritize the display of premise information by discipline.			Y			F
CAD	354	Premise Information and History	Ability to automatically show premise history related to a current incident.			Y			F
CAD	355	Premise Information and History	Ability to indicate the number of past incidents at a location by:			Y			N/A
CAD	356	Premise Information and History	Building or address			Y			S
CAD	357	Premise Information and History	Apartment or unit			Y			S
CAD	358	Premise Information and History	Floor			Y			S
CAD	359	Premise Information and History	Proximity			Y			S
CAD	360	Premise Information and History	Ability to retrieve and attach to a CAD event any information associated with the premise (e.g., pre-plan information, Knox Box, access codes, previous calls for service).			Y			F
CAD	361	Premise Information and History	Ability to support the periodic and autonomous import of premise or hazard information from remote sources.			N			NC
CAD	362	Premise Information and History	Ability for map to display all known hazards within a user-defined radius.			Y			F
CAD	363	Premise Information and History	Ability for Department to configure the type of premise history written to the event record.			Y			F
CAD	364	Premise Information and History	Ability for Department to configure the amount of premise history written to the event record.			Y			F
CAD	365	Premise Information and History	Ability to query external supplemental data services to determine if additional information is available for the validated address to include:			Y			N/A
CAD	366	Premise Information and History	Rave 911 Suite (Smart911)			N			NC
CAD	367	Premise Information and History	Rapid505			Y			F
CAD	368	Premise Information and History	RapidDeploy		This functionality is available when supplied by the RapidDeploy N911 solution.	Y			F

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A= Not Applicable NC= Non-compliant
CAD	369	Duplicate Incidents	Use Case: Upon verification of an incident location and entry of an incident type, the CAD system checks for other active events for the same incident type and location or different incident types at the same location. The system presents potential duplicate incidents to the call taker who can then opt to append the new event to an existing event.			Y			S
CAD	370	Duplicate Incidents	Ability for system to identify potential duplicate events based on geographic and temporal parameters.			Y			F
CAD	371	Duplicate Incidents	Ability for Department to configure the geographic parameters for identifying potential duplicate incidents.			Y			F
CAD	372	Duplicate Incidents	Ability for Department to configure the temporal parameters for identifying potential duplicate incidents.			Y			F
CAD	373	Duplicate Incidents	Ability to display, on a map, the incident location in relation to other active incidents on the map during the incident entry process.			Y			F
CAD	374	Duplicate Incidents	Ability to include pending calls in the potential duplicate call identification process.			Y			F
CAD	375	Duplicate Incidents	Ability to include calls in the process of being created in the potential duplicate call identification process.	The call has to be created before this can be evaluated in a duplicate call search.		Y	Motorola demonstrated capability and was accepted.	P1	F
CAD	376	Duplicate Incidents	Ability to display recently (as defined by Department) closed calls in the potential duplicate call identification process.			Y			F
CAD	377	Duplicate Incidents	Ability to include field-initiated calls in the potential duplicate call identification process.			Y			F
CAD	378	Duplicate Incidents	Ability for the user to do any of the following if a CAD incident is determined to be a duplicate call: Add additional reporting parties to the original incident record with complete complainant information and additional incident comments			Y			N/A
CAD	379	Duplicate Incidents	Close a duplicate incident and cross-reference/link it to the original CAD incident			Y			S
CAD	380	Duplicate Incidents	Create an entirely new incident using existing address data			Y			S
CAD	381	Duplicate Incidents	Ability to transfer any information entered into the new event into the original event upon cross-referencing the events.			Y			F
CAD	382	Duplicate Incidents	Ability to link or cross-reference an unlimited number of events.			Y			F
CAD	383	Duplicate Incidents	Ability for any information entered into a call that is subsequently identified as a duplicate call is automatically transferred to the call that remains active.			Y	Motorola demonstrated capability and was accepted.	P1	F
CAD	384	Duplicate Incidents	Ability to unlink mistakenly linked calls.			Y			F
CAD	385	Duplicate Incidents	Ability to relink calls to the correct original call.			Y			F
CAD	386	Duplicate Incidents	Ability to unlink and relink calls multiple times.			Y			F
CAD	387	Duplicate Incidents	Ability for call takers to add new information to a closed event record if the original event record associated with a duplicate CAD event is closed.			Y			F
CAD	388	Duplicate Incidents	Ability for users to re-open a closed event, add the new information, and route the event back through the dispatch process if the new information requires a dispatch of public safety resources.			Y			F
CAD	389	Duplicate Incidents	Ability to transfer the reporting party's information to the linked event as a supplemental reporting party.			Y			F
CAD	390	Multidiscipline Events	Use Case: Call Takers can enter one type code to generate a multidiscipline event. The appropriate type code and priority for each discipline will be assigned to the event.			Y			S
CAD	391	Multidiscipline Events	Ability to enter one type code to generate a multidiscipline event.			Y	Motorola demonstrated capability and was accepted.	P1	F
CAD	392	Multidiscipline Events	Ability to assign different incident types and priorities to each discipline based on entry of a single type code.			Y	Motorola demonstrated capability and was accepted.	P1	F
CAD	393	Multidiscipline Events	Ability to assign different priorities for the event for each discipline.			Y			F
CAD	394	Multidiscipline Events	Ability to separately modify priorities for multidiscipline events.			Y			F
CAD	395	Multidiscipline Events	Ability for call takers or dispatchers to create additional copies of an event to facilitate the dispatch of additional disciplines.	This functionality is automatically accomplished in PremierOne.		A			F
CAD	396	Multidiscipline Events	Ability to assign each copy of the event a unique event number appropriate for the respective discipline.			Y			F
CAD	397	Multidiscipline Events	Ability to cross reference related multidiscipline events.			Y			F
CAD	398	Multidiscipline Events	Ability for call takers to supplement information to one or multiple responding agencies.			Y			F
CAD	399	Multidiscipline Events	Use Case: Call takers launch an application to guide the call taker through a series of structured questions to gather information. Information is used for a variety of purposes, including determining the incident type code and subtype code, providing medical pre-arrival instructions to callers, providing critical information to first responders and to assist with following response and resource deployment policies.			Y			S
CAD	400	Structured Call Taking Protocol Support	Ability to launch the protocol application from within CAD.		This functionality is supported if the CCSF elects to purchase this optionally priced interface. See interfaces listed as optional in Attachment 18.	Y			S
CAD	401	Structured Call Taking Protocol Support	The ability to create a CAD event for dispatch from within the structured call taking protocol.		This functionality is supported if the CCSF elects to purchase this optionally priced interface. See interfaces listed as optional in Attachment 18.	Y			S
CAD	402	Structured Call Taking Protocol Support	Ability to automatically (e.g., based on initial type code) launch the required protocol session.		This functionality is supported if the CCSF elects to purchase this optionally priced interface. See interfaces listed as optional in Attachment 18.	Y			S
CAD	403	Structured Call Taking Protocol Support	Ability to manually (e.g., press of a button) launch the required protocol session.		This functionality is supported if the CCSF elects to purchase this optionally priced interface. See interfaces listed as optional in Attachment 18.	Y			S
CAD	404	Structured Call Taking Protocol Support	Ability for users to easily exit the application and launch the correct application if the user accidentally initiates the wrong type of protocol session.		This functionality is supported if the CCSF elects to purchase this optionally priced interface. See interfaces listed as optional in Attachment 18.	Y			S

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
CAD	406	Structured Call Taking Protocol Support	Ability to enter information into CAD without terminating the structured protocol session.		This functionality is supported if the CCSF elects to purchase this optionally priced interface. See interfaces listed as optional in Attachment 18.	Y			S
CAD	407	Structured Call Taking Protocol Support	Ability to populate the event type code field with a determinate code.		This functionality is supported if the CCSF elects to purchase this optionally priced interface. See interfaces listed as optional in Attachment 18.	Y			S
CAD	408	Structured Call Taking Protocol Support	Ability to update the event type code with an updated determinate code as required during the session.		This functionality is supported if the CCSF elects to purchase this optionally priced interface. See interfaces listed as optional in Attachment 18.	Y			S
CAD	409	Structured Call Taking Protocol Support	Ability for the system to notify dispatchers and responders that the event type code has changed.		This functionality is supported if the CCSF elects to purchase this optionally priced interface. See interfaces listed as optional in Attachment 18.	Y			S
CAD	410	Structured Call Taking Protocol Support	Ability to import protocol sessions into the event record.		This functionality is supported if the CCSF elects to purchase this optionally priced interface. See interfaces listed as optional in Attachment 18.	Y			S
CAD	411	Structured Call Taking Protocol Support	Ability to configure the elements that are imported into the event record.		This functionality is supported if the CCSF elects to purchase this optionally priced interface. See interfaces listed as optional in Attachment 18.	Y			S
CAD	412	CAD CJIS Queries	Use Case: San Francisco Police is considered a County Control Agency, and therefore serves as the CLETS host agency and establishes the requirements for access through the SFPD message switching computer (MSC) which is provided by LEVEL II, Inc. Users initiate queries to the LEVEL II Message Switch from within the CAD application and receive information in response to the query.			Y			S
CAD	413	CAD CJIS Queries	Ability to initiate queries from within CAD to LEVEL II Message Switch.			Y			S
CAD	414	CAD CJIS Queries	From a command line			Y	Motorola demonstrated capability and was accepted.	P1	S
CAD	415	CAD CJIS Queries	From an event entry screen			Y			S
CAD	416	CAD CJIS Queries	From a mask			Y			S
CAD	417	CAD CJIS Queries	From a free text/narrative field			Y			S
CAD	418	CAD CJIS Queries	From a CAD record hyperlink			Y			S
CAD	419	CAD CJIS Queries	Ability to click on a hotkey to open up a mask to initiate a query.		Queries can automatically run on persons and vehicles. Ad hoc query forms are only a few mouse clicks away.	A			F
CAD	420	CAD CJIS Queries	Ability to configure alerts for returns containing Department-identified key words.			Y			F
CAD	421	CAD CJIS Queries	Ability to automatically set up a command to run a query based on the return received from a previous query (e.g., run a RQ, the system will automatically generate a DNQ using the name and DOB returned for the registered owner in the RQ return).	<u>User Story:</u> A dispatcher runs a driver license (DL) query. The officer then asks the dispatcher to run a query on the driver's name that matches the driver's license. Instead of typing the name and DOB, the system is able to pull that information from the DL query to use for the next query.		Y	Motorola demonstrated capability and was accepted.	P1	F
CAD	422	CAD CJIS Queries	Ability for Department-identified key words to be highlighted in MSC returns.			Y			F
CAD	423	CAD CJIS Queries	Ability to prevent storage of MSC returns in the CAD system.			Y			F
CAD	424	CAD CJIS Queries	Ability to automatically set up a subsequent query command based on the information received from a previous query (e.g., run a RQ, the system will automatically populate the required files for a DNQ using the name and DOB returned for the registered owner in the RQ return).			Y			F
CAD	425	CAD CJIS Queries	Ability to generate a query based on the information returned from a previous query (e.g., run a RQ, then click on registered owner name to run a DNQ).			Y			F
CAD	426	CAD CJIS Queries	Ability control the order in which CJIS returns are presented to the user without regard to the order in which the returns are sent from the MSC.			Y			F
CAD	427	CAD CJIS Queries	Ability to configure the format the data returned from the MSC prior to presenting the return to the user.			Y			F
CAD	428	CAD CJIS Queries	Add the ability to backfill information from queries into involvements.			Y			F
CAD	429	CAD CJIS Queries	Ability to use a specific ORI assigned to a department when generating a CJIS query by:			Y			F
CAD	430	CAD CJIS Queries	Call type			N			NC
CAD	431	CAD CJIS Queries	Unit ID			Y			S
CAD	432	CAD CJIS Queries	User ID			Y			S
CAD	433	CAD CJIS Queries	Terminal ID			Y			S
CAD	434	CAD CJIS Queries	Device ID			Y			S
CAD	435	CAD CJIS Queries	Other identifiable attribute		ORIs can be assigned to agencies, devices, roles, and units.	A			S
CAD	436	Event Management							N/A
CAD	437	Event Data Display	Use Case: CAD provides configurable windows to display events. Users can filter event windows to view relevant information.			Y			S
CAD	438	Event Data Display	Ability to provide configurable windows to display events.			Y			S
CAD	439	Event Data Display	Ability to display:			Y			N/A
CAD	440	Event Data Display	Event number			Y			S
CAD	441	Event Data Display	Event type			Y			S
CAD	442	Event Data Display	Priority			Y			S
CAD	443	Event Data Display	Location			Y			S

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
CAD	444	Event Data Display	Geographical response area			Y	Motorola demonstrated capability and was accepted.  Mobile does currently display incident related information, although not as prominently as PremierOne CAD. During the development of the new CAD UI, Motorola will investigate how to more prominently display incident information.  Motorola will also commit to moving the map book field to the top of the screen for easier use on both CAD and mobile, as well as being added to the status monitors.  Committed on the Roadmap and will be available for training for a go live date of [redacted]	P1	S
CAD	445	Event Data Display	Event status (active, pending)			Y			S
CAD	446	Event Data Display	Assigned unit(s)			Y			S
CAD	447	Event Data Display	Alternate locations (e.g., staging, triage)			Y			S
CAD	448	Event Data Display	Ability to filter the event windows by any combination of:			Y			N/A
CAD	449	Event Data Display	Discipline			Y			S
CAD	450	Event Data Display	Dispatch group			Y			S
CAD	451	Event Data Display	Event status (active, pending)			Y			S
CAD	452	Event Data Display	Ability to split windows by event status.			Y			S
CAD	453	Event Data Display	Ability to provide alerts (visual or audible per user preference) when a new event appears in the queue for a user's area.			Y			S
CAD	454	Event Data Display	Ability to provide alerts to distinguish high priority events.			Y			S
CAD	455	Event Data Display	Ability to color code events by priority.			Y			S
CAD	456	Event Data Display	Ability to visually distinguish between events by:			Y			S
CAD	457	Event Data Display	Department			Y			S
CAD	458	Event Data Display	Discipline			Y			S
CAD	459	Event Data Display	Ability to display a timer to indicate the length of time an event has been pending.			Y			F
CAD	460	Event Data Display	Ability to alert a user after a call has been pending for an Department-defined length of time.			Y			F
CAD	461	Event Data Display	Ability to display all information entered for an event upon selection of the event.			Y			F
CAD	462	Event Data Display	Ability to configure the information displayed when an event history is viewed (e.g., hide system messages, ANI/ALI data, structured call taking scripts).	User Story: Calls can have one or more reporting parties which makes the call notes longer. Location information (ANI/ALI), while helpful, can get in the way of pertinent information that needs to be relayed to the units during times when immediate response is needed. Additional information such as ANI/ALI protocol information, and similar information should be formatted in a manner that is easily distinguishable.		Y			F
CAD	463	Event Data Display	Ability for the user to configure the order of the display of most current event history data (e.g. newest-to-oldest, oldest-to-newest, alphanumeric)			Y			F
CAD	464	Event Data Display	Ability to "pin" key event information at the top of the scroll window			Y			F
CAD	465	Event Data Display	Ability to configure the display to automatically refresh and scroll to the area containing new or updated information regardless of window configuration set by user.			Y			F
CAD	466	Event Data Display	Ability to automatically refresh displayed event as new information is entered by a call taker, another dispatcher or field units.			Y			F
CAD	467	Event Data Display	Ability to alert users working on an event when new information is available.			Y	Motorola demonstrated capability and was accepted.	P1	F
CAD	468	Event Data Display	Ability to have multiple events open at one time.			Y			F
CAD	469	Event Data Display	Ability to automatically remove a CFS event from the display when it is closed.			Y			F
CAD	470	Event Data Display	Ability to show events on the CAD mapping display.			Y			F
CAD	471	Event Data Display	Ability to load balance responses among available units.		This functionality is not currently on the product road map.	N			NC
CAD	472	Event Data Display	Ability to view an event during the event entry process before the event is created.		PremierOne only requires a location and incident type to create an event.	N			NC
CAD	473	Event Data Display	Ability to display and alert the dispatcher to an event in a geographically adjacent dispatch group based on Department-defined parameters including distance from border, call type and priority.		This requirement can potentially be met by CommandCentral Aware (not proposed).	N	Clarification - the ability to display/alert user regarding incidents in geographically adjacent location.  Item is not currently on the committed roadmap but will be considered for a future enhancement.	P1	NC
CAD	474	Unit Recommendations	Use Case: Different agencies have different policies regarding how to assign units to events and the system should be flexible enough to accommodate those policies. Management should be able to access the logs of recommendations and overrides to analyze the impact of the different policies on response times. The system should automatically create and present unit response recommendations to the dispatcher based on the location and type of incident when the event is opened for dispatch. A dispatcher should also be able to manually request recommendations for additional resources based on the resource type requested. The dispatcher can modify the presented recommendations or accept the recommendations as is.			Y	Motorola demonstrated capability and was accepted.	P1	S
CAD	475	Unit Recommendations	Ability for system to automatically recommend units for assignment to an event.			Y			F

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
CAD	476	Unit Recommendations	Ability to automatically pre-populate the command line with the dispatch command and recommended units when opening a call for dispatch based on Department-defined unit recommendation methodology (e.g., static vs. dynamic).		Command line pre-population is unnecessary. The dispatch form would be populated with the recommended units. The dispatcher can add, remove, and show fixed or preferred recommendations then press F12 to submit the form.	Y	Motorola demonstrated capability and was accepted.  Command line pre-population is unnecessary in PremierOne because the dispatch form will already be populated with the recommended units. The dispatcher can add, remove, and show fixed or preferred recommendations then press F12 to submit the form.	P1	F
CAD	477	Unit Recommendations	Ability for CCSI to configure the algorithm for unit assignment so that unit recommendations are based on any combination of:			Y			N/A
CAD	478	Unit Recommendations	Department		This functionality is accomplished in the provisioning console.	Y			S
CAD	479	Unit Recommendations	Discipline		This functionality is accomplished in the provisioning console.	Y			S
CAD	480	Unit Recommendations	Incident type		This functionality is accomplished in the provisioning console.	Y			S
CAD	481	Unit Recommendations	Unit location		This functionality is accomplished in the provisioning console.	Y			S
CAD	482	Unit Recommendations	Unit assignment (sector or station)		This functionality is accomplished in the provisioning console.	Y			S
CAD	483	Unit Recommendations	Established response plans for incident type and/or location		This functionality is accomplished in the provisioning console.	Y			S
CAD	484	Unit Recommendations	Unit status		This functionality is accomplished in the provisioning console.	Y			S
CAD	485	Unit Recommendations	Unit staffing characteristics		This functionality is accomplished in the provisioning console.	Y			S
CAD	486	Unit Recommendations	Special circumstances (e.g., large events)		This functionality is accomplished in the provisioning console.	Y			S
CAD	487	Unit Recommendations	Incident location/point address		This functionality is accomplished in the provisioning console.	Y			S
CAD	488	Unit Recommendations	Location type (e.g., school, high-rise)		This functionality is accomplished in the provisioning console.	Y			S
CAD	489	Unit Recommendations	Box Numbers		This functionality is accomplished in the provisioning console.	Y			S
CAD	490	Unit Recommendations	Resource availability (e.g., staffing levels)		This functionality is accomplished in the provisioning console.	Y			S
CAD	491	Unit Recommendations	Pre-defined geographical response area (e.g., box polygon, station, beat, sector, battalion, special event venue, complex)		This functionality is accomplished in the provisioning console.	Y			S
CAD	492	Unit Recommendations	User-defined ad hoc geographical area		This functionality is accomplished in the provisioning console.	Y			S
CAD	493	Unit Recommendations	Ability to define the algorithm based on responding unit's time to arrival, as defined by a combination of unit type, call type and department-defined response timeframe.	<u>User Story</u> For a C3 medical call, the BLS unit is close by but the ALS medic is coming from a far distance. CAD will recommend an ALS unit (such as an ALS engine) that will respond to the call as well and provide ALS support until the medic arrives on scene.		Y			F
CAD	494	Unit Recommendations	Ability to present dispatcher multiple unit recommendations using different criteria for each recommended unit or unit type (e.g., AVL versus sector-based).			Y	Motorola demonstrated capability and was accepted.	P1	F
CAD	495	Unit Recommendations	Ability to show dispatcher the logic used to calculate the recommendations (e.g., AVL, sector-based, etc.).		The dispatcher is presented with the choice of seeing 'fixed' or 'show preferences' recommendations.	Y		P1	F
CAD	496	Unit Recommendations	Ability for CAD to identify a duplicate call as being related to an existing call within a certain geographical area and present an option for the dispatcher to alter the response before dispatching.	<u>User Story</u> Vicinity boxes provide support. A large fire breaks out on the 1300 block of Market. During the working fire, a street box is pulled a block away. The dispatcher is alerted and presented an option to dispatch the normal response or a pre-defined vicinity response.		Y			F
CAD	497								N/A
CAD	498	Unit Recommendations	Ability to display the estimated response time to the event location based on the unit's current location.		This functionality is available when the customer supplied-GIS contains the appropriate information.	Y			F
CAD	499	Unit Recommendations	Ability to notify dispatcher when there are not enough units to fulfill the dispatch requirements.			Y			F
CAD	500	Unit Recommendations	Ability to flag a call when it has been dispatched without all the required units.			Y			F
CAD	501	Unit Recommendations	Ability to recommend units based on the cross-staffing assignment location.			Y			F
CAD	502	Unit Recommendations	Ability to generate static unit recommendations based upon the established response plans.			Y			F
CAD	503	Unit Recommendations	Ability to generate dynamic based unit recommendations using AVL to include:			Y			N/A
CAD	504	Unit Recommendations	The closest, most appropriate unit.			Y			S
CAD	505	Unit Recommendations	The closest, most appropriate based on enhanced travel time estimates using integrations with real-time traffic information sources (e.g., Waze).			N	Item is not currently on the committed roadmap but will be considered for a future enhancement.	P2	NC
CAD	506	Unit Recommendations	Hybrid recommendations that combine the positional data with business rules for each incident/event type that modify the order in which units are considered for dispatch (e.g., first due area).			Y			S
CAD	507	Unit Recommendations	Incorporation of temporary restrictions (e.g., temporarily closed streets, perimeters, ongoing incidents)			Y			S
CAD	508	Unit Recommendations	Other Department-defined criteria		Dependent on criteria	N			NC
CAD	509	Unit Recommendations	Ability to recommend a closer unit to a dispatched call if the closer medic could arrive on-scene faster within a department-specified timeframe depending on the priority of the call.	<u>User Story</u> Medic 57 is dispatched to a Code 3 call. They are estimated to be five minutes away. After dispatch, Medic 20 is cleared from a hospital and is now only two minutes away from the same call. CAD automatically recommends that the channel dispatcher switch to the second medic.		Y			F
CAD	510	Unit Recommendations	Ability to manually generate recommendations based upon requested unit type(s).			Y			F
CAD	511	Unit Recommendations	Ability to support temporary designated unit resource types (e.g., paramedic engine) when developing recommendations.			Y			F

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
CAD	512	Unit Recommendations	Ability to automatically alert the dispatcher that updated unit recommendations are available to reduce response times based on any combination of:			Y			N/A
CAD	513	Unit Recommendations	Real-time unit status updates			Y			S
CAD	514	Unit Recommendations	Change of incident location			Y			S
CAD	515	Unit Recommendations	Change of event type			Y			S
CAD	516	Unit Recommendations	Department-defined minimum response time reduction (e.g., only alert the dispatcher if the response time will be reduced by n seconds).			Y			S
CAD	517	Unit Recommendations	Event priority (e.g., a higher priority event comes in while units are responding to a lower priority event)			Y			S
CAD	518	Unit Recommendations	Ability to consider recent unit response history to allow for load balancing across units of similar type in recommendation providing that all other response considerations are equal and their ETAs are both within a department-defined timeframe.	<b>User Story:</b> Medic 57 just cleared the hospital and was assigned a post. Medic 61 has been near that post for almost an hour without any runs. A new medical call is issued and Medic 61 is assigned to that call because they had fewer calls for the day and have had a longer period of time between calls and a similar response time.		N	Item is not currently on the committed roadmap but will be considered for a future enhancement.	P2	NC
CAD	519	Unit Recommendations	Ability to consider unit shift end-time when developing recommendations.			Y	Motorola demonstrated capability and was accepted.	P2	F
CAD	520	Unit Recommendations	Ability to define a geographic area to use a special response plan for a special event.			Y			F
CAD	521	Unit Recommendations	Ability for dispatchers to accept or override system generated recommendations.			Y			F
CAD	522	Unit Recommendations	Ability for system to log recommendations and associated manual overrides.			Y			F
CAD	523	Unit Assignment	Use Case: Units are assigned to events. If units are signed onto a mobile device, events are sent to the assigned units.			Y			S
CAD	524	Unit Assignment	Ability to assign units to events by:			Y			S
CAD	525	Unit Assignment	Accepting the proposed application recommended units			Y			S
CAD	526	Unit Assignment	Selecting and dispatching units other than those recommended by the application			Y			S
CAD	527	Unit Assignment	Selecting some, but not all, of the recommended units			Y			S
CAD	528	Unit Assignment	Drag-and-Drop from unit status monitors			Y			S
CAD	529	Unit Assignment	Ability to disable Drag-and-Drop for unit assignments.			N		P2	NC
CAD	530	Unit Assignment	Ability for CAD application to do the following upon assignment of units to events:			Y			N/A
CAD	531	Unit Assignment	Remove the incident from the pending queue			Y			S
CAD	532	Unit Assignment	Send the incident to the assigned unit's mobile computer			Y			S
CAD	533	Unit Assignment	Start the status timers			Y			S
CAD	534	Unit Assignment	Update the status display			Y			S
CAD	535	Unit Assignment	Initiate paging, if applicable			Y			S
CAD	536	Unit Assignment	Ability to log a unit onto CAD temporarily and place the unit on an event with one command.		PremierOne places a unit on duty and on an incident.	Y			F
CAD	537	Unit Assignment	Ability to automatically log out a unit that is temporarily logged on to an event when the event is closed.		Units are cleared from the incident at closure, if not before.	Y			F
CAD	538	Unit Assignment	Ability for unit histories to reflect the dispatch and any further action taken by units while assigned to the incident.			Y			F
CAD	539	Unit Assignment	Ability to update events with all unit IDs assigned to the incident and any changes in their statuses during the incident.			Y			F
CAD	540	Unit Assignment	Ability to preempt a unit from an event and reassign the unit to a new event without automatically closing the event.			Y			F
CAD	541	Unit Assignment	Ability to preempt some, but not all, units from an event.			Y			F
CAD	542	Unit Assignment	Ability to return CAD incident to the pending event queue if all units are removed from an active incident that has not been closed.			Y			F
CAD	543	Unit Assignment	Ability to assign units to events regardless of logon and rostering status.		A dispatcher can change a unit's status to make it available for other assignments.	Y			F
CAD	544	Unit Assignment	Ability to assign temporary unit IDs for temporary assignments.			Y	Motorola demonstrated capability and was accepted.	P1	S
CAD	545	Unit Assignment	Off-duty officers encountering an incident			Y		P1	S
CAD	546	Unit Assignment	Extra-duty assignments			Y		P1	S
CAD	547	Unit Assignment	Units providing mutual aid			Y		P1	S
CAD	548	Unit Assignment	Ability to dispatch or assign units to secondary locations (e.g., staging area, cross staffing assignment, next or previous exit on limited access highways).	<b>User Story:</b> Units such as transportation and community programs frequently conduct operations outside the City and County of San Francisco. The SFSO Emergency Services Unit regularly provides mutual aid to other Bay Area jurisdictions. For example, the SFSO provides mutual aid to Santa Clara Police Department for San Francisco 49ers home games.		Y			F
CAD	549	Unit Assignment	Ability to allow the creation of a unit that is cross-staffed from multiple departments.	<b>User Story:</b> A mental health crisis call might call for a unit that is comprised of a mental health worker, an EMS worker, and a law enforcement officer.		Y			F
CAD	550	Unit Assignment	Ability to designate a unit and the primary unit.			Y			F
CAD	551	Unit Assignment	Ability to change a primary unit.			Y			F
CAD	552	Call Stacking	Use Case: Dispatchers assign multiple low-priority events to a single unit.			Y			S

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F = Functional I = Interface S = Scenario R = Resiliency N/A = Not Applicable NC = Non-compliant
CAD	553	Call Stacking	Ability for dispatcher to assign multiple events to a given unit or resource.			Y			S
CAD	554	Call Stacking	Ability to hold an event:			Y			
CAD	555	Call Stacking	For a specified unit			Y			S
CAD	556	Call Stacking	For an unspecified unit			Y			S
CAD	557	Call Stacking	For a specific time in the future			Y			S
CAD	558	Call Stacking	For a predetermined period of time		This is set in provisioning.	Y			S
CAD	559	Call Stacking	For a manually entered period of time			N			NC
CAD	560	Call Stacking	Ability for units to pick from the assigned batch of events upon closing the current incident.			Y			F
CAD	561	Call Stacking	Ability for units to automatically receive information for the next incident upon closing the current incident.		Units can see incidents stacked in their queues.	Y			F
CAD	562	Call Stacking	Ability to automatically assign a stacked call to a specified unit upon clearing the current call.		Call are stacked in a unit's queue.	Y			F
CAD	563	Call Stacking	Ability to limit the types of calls that can be stacked.			N			NC
CAD	564	Call Stacking	Ability for dispatchers to re-allocate stacked calls to other available units.			Y			F
CAD	565	Event Updates	Use Case: Call takers, dispatchers and field units can add additional information to a pending or active event. Additional information is immediately available for viewing by all personnel working on the event.			Y			S
CAD	566	Event Updates	Ability to track initial and final call type in the CAD incident.			Y			F
CAD	567	Event Updates	Ability to track initial and final call location in the CAD incident.			Y			F
CAD	568	Event Updates	Ability to update an event from the command line by:			Y	Motorola demonstrated capability and was accepted.	P1	N/A
CAD	569	Event Updates	Unit ID			Y		P1	S
CAD	570	Event Updates	Event number			Y		P1	S
CAD	571	Event Updates	Currently selected event			Y		P1	S
CAD	572	Event Updates	Ability for any authorized user to add information to a CAD incident.			Y			F
CAD	573	Event Updates	Ability to add information to an existing CAD incident record from the command line without retrieving the CAD incident.			Y			F
CAD	574	Event Updates	Ability for one or more users to simultaneously add incident information to an incident.			Y			F
CAD	575	Event Updates	Ability for open event screens to refresh upon addition of new information.			Y	Motorola demonstrated capability and was accepted.	P1	F
CAD	576	Event Updates	Ability for new information to be highlighted.		This functionality is available through the Priority Comments feature.	Y	Motorola demonstrated capability and was accepted.	P1	F
CAD	577	Event Updates	Ability to provide an indication in event windows that new information is available for an event.		This functionality is available through the Priority Comments feature.	Y	Motorola demonstrated capability and was accepted.	P1	F
CAD	578	Event Updates	Ability to provide an indication in unit status windows that new information is available for a unit assigned to the event for which new information is available.		PremierOne Mobile receives these updates automatically and has indicators that new information is available.	A			F
CAD	579	Event Updates	Ability to automatically identify (e.g., ID stamp) the operator adding information to a call.			Y			F
CAD	580	Event Updates	Ability to display a timestamp for all updates to the CAD event.			Y			F
CAD	581	Event Updates	Ability for call taker comments added after a call has been dispatched to automatically update the dispatcher screen (without user intervention).			Y			F
CAD	582	Event Updates	Ability for call takers and dispatchers to work on the same event simultaneously.			Y			F
CAD	583	Event Updates	Ability for additional details to be immediately available for viewing by personnel working on the event.			Y			F
CAD	584	Event Updates	Ability to alert dispatchers working an event to additional information as it is entered by call takers, other dispatchers or field units.			Y			F
CAD	585	Event Updates	Ability to configure the system to display the most current information either at the top of the display or at the bottom of the display.			Y	Motorola demonstrated capability and was accepted.	P1	F
CAD	586	Event Updates	Ability to configure display by Department so that information important to that department is always displayed at the top of the call comments (e.g., suspect information for SFPD and SPSO dispatchers).		The information described is displayed in a different format than described. It does not interfere with comment display.	A			F
CAD	587	Event Updates	Ability to vary the order of the information displayed by:		The information described is displayed in a different format than described. It does not interfere with comment display.	A			N/A
CAD	588	Event Updates	User type (e.g., field unit, dispatcher, call taker).			Y	Motorola demonstrated capability and was accepted.	P1	F
CAD	589	Event Updates	Discipline (e.g., fire/medical or police).			Y		P1	F
CAD	590	Event Updates	Role			Y		P1	F
CAD	591	Event Updates	Individual user			Y		P1	F
CAD	592	Event Updates	Ability for dispatchers to add disciplines to an existing incident.			Y			F
CAD	593	Event Updates	Ability to support a fully functional ASAP-to-PSAP interface that incorporates all the functionality of APCO/CSAA ANS 2.101.2-2014.			Y			P
CAD	594	Event Control	Use Case: The current system has the ability to redirect events from one department to another using a single command. There are two states, A and B. In state A, all events entered into the system are routed to department A for dispatch (based on the call type). In state B, the events are routed to an alternate department. When transitioning between states, all pending events are moved from one department to the other and assigned to the appropriate dispatch group based on the location of the event. Active events are not redirected during the transition. If an event is entered using an alternate dispatch group, that alternate dispatch group is maintained during the transition (e.g., if the call was entered during state A and the dispatch group was overridden, if the call transitions from state B to state A, the alternate dispatch group would be used when redirecting the event back to state A).			Y			S

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
CAD	595	Event Control	Ability for a user to take control of a dispatch group.	<u>User Story:</u> Relievers move positions every 15 minutes. They need to be able to take control of a dispatch group with a simple command.		Y			F
CAD	596	Event Control	Ability to redirect open CAD events to different dispatch groups based on:						N/A
CAD	597	Event Control	Department			Y			S
CAD	598	Event Control	Incident type			Y			S
CAD	599	Event Control	Location			Y			S
CAD	600	Event Control	Current dispatch group			Y			S
CAD	601	Event Control	Event status			Y			S
CAD	602	Event Control	Ability to redirect all CAD events from one dispatch group to another.			Y			F
CAD	603	Event Control	Ability to redirect all CAD events from one department's dispatch group(s) to another department's dispatch group(s).			Y			F
CAD	604	Event Control	Ability to assign secondary sectors.	<u>User Story:</u> PremierOne provides the ability for a dispatcher of a PD sector to view SFSO units available for dispatch within the sector when there are no PD units available. Based on the circumstances, the call could be redirected to the SFSO dispatcher and then dispatched to the available SFSO unit.	PremierOne can provide the functionality described in the User Story but has no capability described as secondary sectors.	N			NC
CAD	605	Event Control	Ability for only the controlling dispatcher to select a run for dispatch. Others can view or recall the run, but only the controlling dispatcher can select it for dispatch.			N			NC
CAD	606	Closed Event Management	Use Case: Closed events are reopened for reprocessing or to add information.			Y			S
CAD	607	Closed Event Management	Ability to reopen closed events within Department-defined time parameter.			Y			S
CAD	608	Closed Event Management	Ability to reopen a closed events without losing previously recorded date and timestamps.			Y			S
CAD	609	Closed Event Management	Ability to assign units to reopened events.			Y			S
CAD	610	Closed Event Management	Ability for dispatchers to add comments to a CAD call record after the call is closed without reopening the incident.	The event must be reopened.		Y	Motorola demonstrated capability and was accepted.	P1	F
CAD	611	Closed Event Management	Ability to add case numbers to closed events without reopening the event.	The event must be reopened.		Y	Motorola demonstrated capability and was accepted.	P1	F
CAD	612	Closed Event Management	Ability to change disposition for closed events without reopening the event.	The event must be reopened.		N			NC
CAD	613	Closed Event Management	Ability to cross-reference a closed event to a pending or new event.			Y			F
CAD	614	Timers	Use Case: CAD provides predefined timers to alert dispatchers to situations requiring their attention. Certain types of law enforcement incidents, such as traffic stops or domestic violence incidents trigger timers for check-ins. The CAD application also provides timers to support checks during fire operations as well as timers to alert dispatchers to situations that can result in extended response times (e.g., event in pending status longer than desired, unit taking a long time to arrive at event destination).			Y			S
CAD	615	Timers	Ability to provide predefined timers to alert dispatchers to situations requiring their attention.	<u>User Story 1:</u> Repeating a status change should not reset the timer.  An ambulance is at the hospital. Upon arrival, the unit pushes the 'At Hospital' status change button, which begins a timer that will alert the dispatcher when the ambulance has been in this status for 20 minutes. 18 minutes into the 'At Hospital' status, the unit pushes the 'At Hospital' button again. The timer should continue from 18 minutes, triggering the dispatcher alert in two minutes, not reset to zero to begin counting toward 20 minutes again.  <u>User Story 2:</u> Units are on scene of a structure fire and a mayday comes in. They need to be able to timestamp the mayday and set status alerts every ten minutes.		Y			F
CAD	616	Timers	Ability for status timers to maintain current status times.			Y			F
CAD	617	Timers	Ability to create a mayday timer with a predetermined countdown time with alerts at a programmed interval that will continue until cleared.			Y			F
CAD	618	Timers	Ability to configure alert as audible or visual and occur after a Department-defined period of inactivity.			Y			F
CAD	619	Timers	Ability to configure timers and alerts based on Department-defined parameters (e.g., type of event, event status, unit status, priority status, time-of-day) and duration.			Y			F
CAD	620	Timers	Ability to associate timers with any combination of:			Y			N/A
CAD	621	Timers	Unit status			Y			S
CAD	622	Timers	Event type			Y			S
CAD	623	Timers	Event status			Y			S

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S= Scenario R= Resiliency N/A = Not Applicable NC = Non-compliant
CAD	624	Timers	Event priority			Y			S
CAD	625	Timers	Ability to alert user to the expiration of the timer via:			Y			N/A
CAD	626	Timers	Audible alert			Y			S
CAD	627	Timers	Visual alert			Y			S
CAD	628	Timers	Ability to configure the alerts to repeat at Department-defined intervals until the timer has been reset.			Y			F
CAD	629	Timers	Ability to manually set incident timers and alerts.			Y	Motorola demonstrated capability and was accepted.	P2	F
CAD	630	Timers	Ability for users to manually turn off automatic timers.			Y	Motorola demonstrated capability and was accepted.	P2	F
CAD	631	Timers	Ability to prevent turning off automatic timers by:			N			NC
CAD	632	Timers	Timer type			N			NC
CAD	633	Timers	Event type			N			NC
CAD	634	Timers	Ability to record acknowledgement of timer alert.			N			NC
CAD	635	Timers	Ability to provide the following options when a status timer expires:			Y			N/A
CAD	636	Timers	Modify to new time value			Y			S
CAD	637	Timers	Reset to default value			Y			S
CAD	638	Timers	Stop timer		A dispatcher cannot stop a timer but they can ignore it.	N			NC
CAD	639	Timers	Ability to provide timers to track:			Y			N/A
CAD	640	Timers	Time a law enforcement call stays in pending queue (no units assigned)			Y			S
CAD	641	Timers	Time until first fire unit dispatched responds			Y			S
CAD	642	Timers	Time an EMS unit is at a scene or a hospital			Y			S
CAD	643	Timers	Ability to trigger timers for check ins based on call types (traffic stops or domestic violence incidents).			Y			F
CAD	644	Timers	Ability for Department to determine the duration of timers for any timer.			Y			F
CAD	645	Timers	Ability to provide timers to support checks during fire operations (e.g., personnel accountability report checks, time in environment checks and patient contact time).			Y			F
CAD	646	Timers	Ability for Department to configure additional timers to accommodate unique business practices.		Motorola would like to discuss this. PremierOne is extremely configurable so this may be feasible.	N			NC
CAD	647	Event Disposition	Use Case: Each event create in the system must be associated with some type of disposition. Disposition codes are used by downstream systems and reporting. The system must provide the ability to create disposition codes that are unique to each department.			Y			S
CAD	648	Event Disposition	Ability for Dispatchers and assigned units to assign a disposition to an incident when the incident is completed.			Y			S
CAD	649	Event Disposition	Ability to define business rules for who can assign a disposition under certain circumstances.			N			NC
CAD	650	Event Disposition	Ability to provide alerts when the only unit on an event assigns a disposition (to prevent a unit from inadvertently closing an event when the event should be returned to the pending queue).	<u>User Story</u> , Currently runs get closed out without being handled because the units, in order to preempt themselves from receiving a call to respond to another, enter a no disposition (ND) instead of asking to be preempted. The call then gets closed out and there is no way for the dispatcher to keep track of what happened. The closed call only gets attention when the reporting party calls back asking what the status of their request for service is.	The issue described would not happen due to how PremierOne processes preemptions.	A			F
CAD	651	Event Disposition	Ability for Department-defined disposition codes to trigger subsequent actions (e.g., transfer of data to a data warehouse).			Y			F
CAD	652	Event Disposition	Ability for users to input comments along with a disposition code.			Y			F
CAD	653	Event Disposition	Ability to assign a case number specific to the Department.			Y			F
CAD	654	Event Disposition	Ability to provide tables of case numbers maintained in the CAD system in coordination with each Department's RMS.		Case numbers for downstream RMS systems are not handled in this manner. Tables are not needed.	Y			F
CAD	655	Event Disposition	Ability to prioritize dispositions if multiple units enter different disposition codes for the same event.	<u>User Story</u> , The first unit clears the call with a ARR (arrest) disposition. Later another unit clears it with a HAN (handled) disposition. Even though the last disposition was HAN, CAD should leave the call disposition as ARR as that is a higher ranking of dispositions.	The primary unit would provide the disposition.	A			F
CAD	656	Unit Management							N/A
CAD	657	Rostering/Logon	Use Case: The system needs to maintain a list of personnel (roster) who can be scheduled to work and assigned to units. Personnel attributes (e.g., rank, name, employee ID, skills) can be entered manually by an authorized individual or automatically loaded/updated through the interface to the departmental. Scheduling information is regularly transferred in bulk from the departmental HRMS or time and attendance/scheduling system. Updates to schedules can also be sent at anytime prior to or during a shift and the system will automatically adjust the personnel assigned to the indicated unit(s).			Y			S

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
CAD	658	Rostering/Logon	Ability for the system to maintain a roster of personnel to include the following minimum data elements:			Y	Proposed SRD Language: All Rostering and login supports HRMS integration that will be pre-populated for all users. Status: HRMS ICD has been developed by Motorola and delivered to CCSF for review.	P1	N/A
CAD	659	Rostering/Logon	Department			Y		P1	S
CAD	660	Rostering/Logon	Unit ID or Call Sign			Y		P1	S
CAD	661	Rostering/Logon	Employee ID			Y		P1	S
CAD	662	Rostering/Logon	Radio ID			Y		P1	S
CAD	663	Rostering/Logon	Special Skill(s) (e.g., Hostage Negotiator, Spanish speaker)			Y		P1	S
CAD	664	Rostering/Logon	Special equipment based on individual qualifications (e.g., shotgun, long gun)			Y		P1	S
CAD	665	Rostering/Logon	Rating Position or Role (e.g., nozzle, pipe, hydrant, paramedic, officer, chaffer)			Y		P1	S
CAD	666	Rostering/Logon	Vehicle ID			Y	Motorola demonstrated capability and was accepted.	P1	S
CAD	667	Rostering/Logon	Department-defined criteria			N	This requirement is agreed to be too general.		NC
CAD	668	Rostering/Logon	Ability to maintain schedule rosters by:			Y			N/A
CAD	669	Rostering/Logon	Department (e.g., fire, police, sheriff)			Y			S
CAD	670	Rostering/Logon	Division/Department (e.g., patrol, investigations)	The provision of this roster is a function of the HRMS system of that department.		Y			S
CAD	671	Rostering/Logon	Shift (A,B,C)/Watch/Group as a rolling submission of advanced scheduling/rostering			Y	Proposed SRD Language: Shift (A,B,C)/Watch/Group Status: HRMS ICD has been developed by Motorola and delivered to CCSF for review.	P1	S
CAD	672	Rostering/Logon	Department-defined criteria	Dependent on criteria		N			NC
CAD	673	Rostering/Logon	Ability to update information maintained in the personnel roster:			Y			N/A
CAD	674	Rostering/Logon	Manually through the user interface			Y			S
CAD	675	Rostering/Logon	Automatically through the HRMS interface			Y			S
CAD	676	Rostering/Logon	Ability to have multiple employees assigned to a single unit (e.g., two person car, engine company members).			Y			F
CAD	677	Rostering/Logon	Ability for changes in the HRMS records to automatically trigger an update to the CAD personnel and scheduling records in real-time.			Y			F
CAD	678	Rostering/Logon	Ability to assign multiple units to a single unit vehicle (e.g., A101 has the A101a and A101b).			Y			F
CAD	679	Rostering/Logon	Ability to reassign units to different vehicles (e.g., A101a is now riding with B101b in the C101).			Y			F
CAD	680	Rostering/Logon	Ability to automatically place all units in a previously defined schedule on or off-duty at the scheduled time.			Y			F
CAD	681	Rostering/Logon	Ability to place all units in a previously defined schedule on or off-duty with a single command.			Y			F
CAD	682	Rostering/Logon	Ability to require a confirmation prior to placing all units in a previously defined schedule on or off-duty with a single command.			Y			F
CAD	683	Rostering/Logon	Ability to place all scheduled units on-duty but unavailable for calls until they notify the dispatcher that they are in service.			Y			F
CAD	684	Rostering/Logon	Ability to automatically log on a mobile unit based on the schedule.			Y		P1	F
CAD	685	Rostering/Logon	Ability to allow for single unit exceptions when placing a group of scheduled units on or off duty.			Y			F
CAD	686	Rostering/Logon	Ability to log on a unit without assigned employees.	Units can be placed in service in CAD. The officers will still need to log in to their laptops.		Y		P1	F
CAD	687	Rostering/Logon	Ability to log on and place units in service that are not scheduled.	Units can be placed in service in CAD. The officers will still need to log in to their laptops.		Y		P1	F
CAD	688	Rostering/Logon	Ability to log personnel off one unit and log the same personnel onto another unit with a single command.	Units can be placed in service in CAD. The officers will still need to log in to their laptops.		Y		P1	F
CAD	689	Rostering/Logon	Ability to prevent a unit from being automatically logged off if the unit is assigned to an event.			Y			F
CAD	690	Rostering/Logon	Ability to keep fire apparatus logged into CAD while swapping out scheduled crews.			Y			F
CAD	691	Rostering/Logon	Ability to flag an undefined unit (e.g., new vehicle in HRMS).	If the PremierOne to HRMS interface is correctly designed, this event will not happen.		Y		P1	F
CAD	692	Unit Status Display	Use Case: CAD provides configurable windows to display units. Users can filter event windows to view relevant information. Unit status windows indicate unit status and time in status, among other summary unit information.	User Story: The SFSD currently does not have call sign designations that define units capable of being assigned a call for service or assigned by sector. CAD should have the ability to filter SFSD units assigned by a patrol function. For example, victor units are assigned both DPH patrol and PTO. Yellow units are assigned to patrol, courts, transportation civil, etc. It would be helpful for dispatchers to know what units are available for dispatch.		Y			S
CAD	693	Unit Status Display	Ability to provide configurable windows to display units.			Y			S
CAD	694	Unit Status Display	Ability to filter the unit status windows by:			Y			N/A
CAD	695	Unit Status Display	Discipline			Y			S
CAD	696	Unit Status Display	Dispatch group			Y			S
CAD	697	Unit Status Display	Geographically defined boundary (e.g., sector or battalion)			Y			S
CAD	698	Unit Status Display	Unit status			Y			S
CAD	699	Unit Status Display	Ability to split windows by:			Y			N/A
CAD	700	Unit Status Display	Discipline			Y			S

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
CAD	701	Unit Status Display	Dispatch area			Y			S
CAD	702	Unit Status Display	Unit status			Y			S
CAD	703	Unit Status Display	Type code category (administrative versus non-administrative)			Y			S
CAD	704	Unit Status Display	Ability to display the following unit information:			Y			N/A
CAD	705	Unit Status Display	Call type			Y			S
CAD	706	Unit Status Display	Current event number			Y			S
CAD	707	Unit Status Display	Location			Y			S
CAD	708	Unit Status Display	Status			Y			S
CAD	709	Unit Status Display	Elapsed time in status			Y			S
CAD	710	Unit Status Display	Radio ID			Y			S
CAD	711	Unit Status Display	Unit ID/call sign			Y			S
CAD	712	Unit Status Display	Vehicle number			Y			S
CAD	713	Unit Status Display	Terminal number			Y			S
CAD	714	Unit Status Display	Specialty or skill			Y	Motorola demonstrated capability and was accepted.	P2	S
CAD	715	Unit Status Display	Status Comment			N			NC
CAD	716	Unit Status Display	Ability for a user to configure the information that is displayed on the unit status screen.			Y	Motorola demonstrated capability and was accepted.	P1	F
CAD	717	Unit Status Display	Ability for system to indicate a unit that is temporarily logged on.		This is possible if business rules allow for the identification of a temporary unit.	A			F
CAD	718	Unit Status Display	Ability to indicate units that are not equipped with a mobile device (on air only).			Y			F
CAD	719	Unit Status Display	Ability to associate a default availability with each status (e.g., unit available when in particular status).			Y			F
CAD	720	Unit Status Display	Ability to sort displayed data by any unit information (e.g., station, shift, supervisory status, incident, unit, location, status).			Y			F
CAD	721	Unit Status Display	Ability to visually differentiate, through color, text and/or symbol, units in varying status or conditions.			Y			F
CAD	722	Unit Status Display	Ability to display unit locations on the CAD map.			Y			F
CAD	723	Unit Status Display	Ability to provide a scrolling list of the last several push-to-talk and emergency call messages.		Push-to-talk and emergency times are displayed.	Y			F
CAD	724	Unit Status Display	Ability to display the CAD Unit ID associated with the Radio Alias or Radio ID (in the absence of a Radio Alias)			Y			F
CAD	725	Unit Status Display	Ability to filter the display of PTT IDs by:			Y			N/A
CAD	726	Unit Status Display	Department			Y			S
CAD	727	Unit Status Display	Dispatch Group			Y			S
CAD	728	Unit Status Display	Ability to distinguish a Group Call PTT from an Emergency Call by:			Y			N/A
CAD	729	Unit Status Display	Color			Y			F
CAD	730	Unit Status Display	Symbol or iconography			N			NC
CAD	731	Unit Activity Tracking	Use Case: CAD supports and records standard and Department-defined unit statuses, tracking the time that units are in each status.			Y			S
CAD	732	Unit Activity Tracking	Ability to record unit assignments.			Y			F
CAD	733	Unit Activity Tracking	Ability to record unit locations.			Y			F
CAD	734	Unit Activity Tracking	Ability to record unit status changes.			Y			F
CAD	735	Unit Activity Tracking	Ability to retroactively enter a unit status change.			Y			F
CAD	736	Unit Activity Tracking	Ability to update a unit status timestamp to reflect the actual time of the status change (e.g., if a unit forgot to update status upon arriving on scene).			Y			F
CAD	737	Unit Activity Tracking	Ability to flag an updated timestamp.			Y			F
CAD	738	Unit Activity Tracking	Ability to track the amount of time that units are in each status.			Y			F
CAD	739	Unit Activity Tracking	Ability to record and timestamp any change in unit location.			Y			F
CAD	740	Unit Activity Tracking	Ability to record different locations for each unit within the same event when two or more personnel are assigned to the same vehicle or apparatus.			Y			F
CAD	741	Unit Activity Tracking	Ability to capture, validate and track units that are assigned to the same incident but operating at different locations from the primary or initial location.			Y			F
CAD	742	Unit Activity Tracking	Ability to capture multiple transport destinations.			Y			F
CAD	743	Unit Activity Tracking	Ability to record beginning and ending mileage.		Odometer readings can be captured at unit status changes as well as any agency configured statuses.	Y			F
CAD	744	Unit Activity Tracking	Ability to capture the following for an interrupted transport:			Y			N/A
CAD	745	Unit Activity Tracking	Start and finish times for each leg of the transport		An odometer reading can be captured at unit status changes as well as any agency configured statuses. For this example, a status change on 'begin transport' gets a timestamp and mileage and 'end transport leg' gets a timestamp and mileage. Then a custom total time and mileage report can be written by the customer to harvest that information.	A			F
CAD	746	Unit Activity Tracking	Beginning and ending mileages for each leg of the transport		An odometer reading can be captured at unit status changes as well as any agency configured statuses. For this example, a status change on 'begin transport' gets a timestamp and mileage and 'end transport leg' gets a timestamp and mileage. Then a custom total time and mileage report can be written by the customer to harvest that information.	A			F
CAD	747	Unit Activity Tracking	Automatically populate the beginning mileage for the next leg from ending mileage of the previous leg.			N			NC
CAD	748	Unit Activity Tracking	Free form comment field to provide the reason for the interruption		A unit status change can include comments.	Y			F
CAD	749	Unit Activity Tracking	Ability to record multiple arrival times associated with different statuses (e.g., arrival at a staging area, arrival at the scene).			Y			F

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S= Scenario R= Resiliency N/A = Not Applicable NC = Non-compliant
CAD	750	Unit Activity Tracking	Ability to record multiple units arriving on scene with a single command.			Y			F
CAD	751	Unit Activity Tracking	Ability to automatically mark a unit on-scene when it comes within a certain number of feet of the incident location (with AVL functionality).			Y			F
CAD	752	Unit Activity Tracking	Ability to dispatch and arrive a unit on scene (skipping the en route status).			Y			F
CAD	753	Unit Activity Tracking	Ability to prevent or display a verification box for a user updating their unit status illogically (e.g., user must be "en route" prior to "on scene").	<p><b>User Story:</b> This functionality requires the ability to verify the status change before enacting it but should not ban the status change.</p> <p>Scenario 1: A unit is responding on a call and the dispatcher states that IP has called back requesting cancellation. Using the MDT, the unit needs to change their status from en route to ADR (Available On Radio) without arriving on scene. This change is only allowed after a verification box pops up on the MDT and the officer accepts the status change.</p> <p>Scenario 2: A unit is responding to a call and the officer is viewing call information on the MDT. While attempting to scroll through the information, the officer accidentally hits the ADR button. An illogical status change should require a pop up verification box, not located near the status change button, to confirm the status change.</p>		Y			F
CAD	754	Unit Activity Tracking	Ability for department to define illogical status changes.		Due to PremierOne's workflow, this is not needed.	A			F
CAD	755	Unit Activity Tracking	Ability to change the status workflow for exceptions (or illogical) with a confirmation of the exception required by the user.			Y			F
CAD	756	Unit Activity Tracking	Ability to update unit status via			Y			N/A
CAD	757	Unit Activity Tracking	Command line			Y			S
CAD	758	Unit Activity Tracking	Drop down menu			Y			S
CAD	759	Unit Activity Tracking	AVL based on radius from specified locations.			Y			S
CAD	760	Unit Activity Tracking	Pre-defined status buttons			Y			S
CAD	761	Unit Activity Tracking	Clicking on unit on map			Y			S
CAD	762	Unit Activity Tracking	Ability to add a free-form "Status Comment" when updating the status of a unit.			N			NC
CAD	763	Unit Clearance	Use Case: CAD tracks the entry of a unit disposition separately from the disposition of an event, so that a unit can clear from an event without closing the event.			Y			S
CAD	764	Unit Clearance	Ability to clear one unit from an event while allowing the other assigned units to remain on the call.			Y			F
CAD	765	Unit Clearance	Ability to clear multiple units from an event.			Y			F
CAD	766	Unit Clearance	Ability to clear all units except for specified units from an event.			Y			F
CAD	767	Unit Clearance	Ability to request user confirmation prior to clearing the last unit from an event.			Y			F
CAD	768	Unit Clearance	Ability to alert responding units when additional units are cleared or added to a call.			Y			F
CAD	769	Unit Clearance	Ability to require a disposition to be entered prior to clearing the last unit from a CAD incident.			Y			F
CAD	770	Law Enforcement Dispatching							N/A
CAD	771	BOLOs	Use Case: Users can create a "Be on the Lookout" (BOLO) per Department policy and security permissions. The BOLO is accessible in the CAD and mobile workstation environments.			Y			S
CAD	772	BOLOs	Ability for each Department to:			Y			N/A
CAD	773	BOLOs	Create, update, and maintain its own BOLOs			Y			S
CAD	774	BOLOs	Designate which other Departments can view a BOLO			Y			S
CAD	775	BOLOs	Ability to provide an audit trail for BOLOs.			Y			S
CAD	776	BOLOs	Ability for field personnel to create BOLOs.			Y			S
CAD	777	BOLOs	Ability to provide the following fields for a BOLO record:			Y			N/A
CAD	778	BOLOs	Date issued			Y			S
CAD	779	BOLOs	BOLO expiration date			Y			S
CAD	780	BOLOs	Nature of the BOLO			Y			S
CAD	781	BOLOs	BOLO priority			Y			S
CAD	782	BOLOs	Subject information			Y			S
CAD	783	BOLOs	Vehicle information			Y			S
CAD	784	BOLOs	Narrative			Y			S
CAD	785	BOLOs	Other Department-defined informational fields		This functionality is not needed with PremierOne. BOLOs are messages similar to emails but with special properties. There is a large text area and attachments can be added.	Y			S
CAD	786	BOLOs	Ability to search for BOLOs			Y			S
CAD	787	BOLOs	Open			Y			S
CAD	788	BOLOs	Expired			Y			S
CAD	789	BOLOs	Ability to pin a BOLO for quick reference.			Y			F
CAD	790	BOLOs	Ability to accommodate multiple subjects in a BOLO.		Information on multiple subjects and vehicles can be typed in the message text area. Attachments can also be added.	Y			F

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
CAD	791	BOLOs	Ability to accommodate multiple vehicles in a BOLO.		Information on multiple subjects and vehicles can be typed in the message text area. Attachments can also be added.	Y			F
CAD	792	BOLOs	Ability to attach a file to a BOLO.			Y			F
CAD	793	BOLOs	Ability to embed a photo in a BOLO.			Y			F
CAD	794	BOLOs	Ability to update a BOLO.			Y			F
CAD	795	BOLOs	Ability to set time limits for BOLO retention.			Y			F
CAD	796	BOLOs	Ability to designate agencies, groups or individuals to whom BOLOs should be sent.			Y			F
CAD	797	BOLOs	Ability to link BOLOs to an address such that the BOLO is retrieved when that address is referenced.	<b>User Story:</b> BOLOs (especially those involving officer safety) should be visible to all agencies upon address query. Officers responding to calls for service should be aware of factors such as addresses where EM participants are located and upcoming evictions. SFSO deputies should be aware of any existing SFPD BOLOs.	PremierOne's premises/hazard system will accommodate this function.	A			F
CAD	798	BOLOs	Ability to link BOLOs to a CAD incident.		An incident number can be included in the the message text.	A			F
CAD	799	BOLOs	Ability to view history of recently created BOLOs.			Y			F
CAD	800	BOLOs	Ability to archive expired BOLO records.			Y			F
CAD	801	BOLOs	Ability to access the BOLO in the mobile and CAD workstation environments.			Y			F
CAD	802	Perimeters	Use Case: Dispatchers can assign units assigned to an incident to perimeter posts. Locations are viewable on the CAD map.	<b>User Story:</b> Perimeters set by either Law Enforcement (LE) agency should be visible to the other in real time and an alert should be generated on the corresponding dispatchers workstation to notify the other LE agency when appropriate.		Y			S
CAD	803	Perimeters	Ability for user to define a perimeter.			Y			S
CAD	804	Perimeters	Ability for dispatchers to assign units to perimeter posts.			Y			S
CAD	805	Perimeters	Ability to support multiple unit locations within the same event.			Y			S
CAD	806	Perimeters	Ability for dispatchers to drag and drop units assigned to an event onto map locations and have their location within the event update to the perimeter assignment.			Y	Motorola demonstrated capability and was accepted.	P2	S
CAD	807	Fire and Medical Dispatching			Not a requirement				N/A
CAD	808	Run Cards and Response Plans	Use Case: SFFD currently uses a static run card/response plan for fire suppression resources using pre-defined geographical areas and point addresses. Dynamic response plans (AVL) are used for all medical transport resources. The static run cards identify the units by unit type designated for the initial response as well as the units that are designated for response upon the upgrade of the alarm level.			Y	Motorola demonstrated capability and was accepted.	P1	S
CAD	809	Run Cards and Response Plans	Ability to support static response plans that identify the number, type or specific units that respond to an incident of a specified type, and the order in which they respond.			Y	Motorola demonstrated capability and was accepted.	P1	S
CAD	810	Run Cards and Response Plans	Ability to support dynamic response plans that identify the number, type or specific units that respond to an incident of a specified type, and the order in which they respond.			Y		P1	S
CAD	811	Run Cards and Response Plans	Ability to support business logic in the response plans (e.g., only send fire suppression equipment to an EMS run if the estimated EMS response time exceeds n minutes).			Y		P1	S
CAD	812	Run Cards and Response Plans	Ability for response plans to include rules to swap or add units needed based on time or distance to the incident.			Y		P1	S
CAD	813	Run Cards and Response Plans	Ability to support hybrid response plans where some units are identified as static and the remainder are dynamic.	<b>User Story:</b> Fire is dispatched to a report of a fire that requires three engines. Two engines are dispatched from a run card while the third is dispatched as the closest by AVL.		Y		P1	F
CAD	814	Run Cards and Response Plans	Ability to support a minimum of 5 alarm levels.		PremierOne can support up to 99 alarm levels.	Y		P1	S
CAD	815	Run Cards and Response Plans	Ability to schedule the use of alternate response plans by:			Y		P1	N/A
CAD	816	Run Cards and Response Plans	Time-of-day			Y		P1	S
CAD	817	Run Cards and Response Plans	Day-of-week			Y		P1	S
CAD	818	Run Cards and Response Plans	Date range			A	Alternative process demonstrated and accepted. Process in PremierOne is satisfied by Response Modes that can be enabled manually.	P1	S
CAD	819	Run Cards and Response Plans	Ability to designate a default Incident Commander.			Y	Alternative process demonstrated and accepted. This can be accomplished in PremierOne by adding another unit status of, for example, "On Scene - Incident Commander". That would be used to show who is in command.	P1	F
CAD	820	Run Cards and Response Plans	Ability to include designated cover or move-up assignments in the response plans for each alarm level.			Y		P1	F
CAD	821	Run Cards and Response Plans	Ability to include mutual aid units in the response plan.			Y		P1	F

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
CAD	822	Run Cards and Response Plans	Ability to create response plans that support multiple dispatch locations for a single incident (e.g., fire in tunnel at Between the Powell ST and Civic Center BART Stations. Response location A is the Powell ST BART station, response location B is Civic Center BART Station).	<b>User Story 1</b> A fire is reported at the Powell St. BART Station. The fire is in the tunnel between Powell and Montgomery BART stations. After entering the BART2 call type and the location entered as between Powell and Montgomery, the recommendation from the CAD to the dispatcher is to dispatch a full box to the Powell St. station. CAD should also immediately recommend the second reduced box (no Division Chief) to the Montgomery St. Station.  <b>User Story 2</b> A fire is reported in the TransBay Tube. After entering the BART1 call type and the location as TransBay Tube, the recommendation from CAD to the dispatcher is to dispatch a full box to the Embarcadero St. Station. The system also immediately recommends the second reduced box (no AC) to the ventilation structure at the Ferry Building Pier.		Y		P1	F
CAD	823	Run Cards and Response Plans	Ability to show a subterranean, elevated or building map layer and automate response plans for multiple dispatch positions (e.g., two connected stations).			Y		P1	F
CAD	824	Run Cards and Response Plans	Ability to create a temporary response plan for special events or circumstances.			Y		P1	F
CAD	825	Run Cards and Response Plans	Ability to validate target hazards.			Y		P1	F
CAD	826	Run Cards and Response Plans	Ability to define response plans based on:			Y		P1	N/A
CAD	827	Run Cards and Response Plans	Unit type			Y		P1	S
CAD	828	Run Cards and Response Plans	Primary unit capabilities			Y		P1	S
CAD	829	Run Cards and Response Plans	Secondary unit capabilities			Y		P1	S
CAD	830	Run Cards and Response Plans	Personnel capabilities			Y		P1	S
CAD	831	Run Cards and Response Plans	Resource group			Y		P1	S
CAD	832	Run Cards and Response Plans	Required Role (e.g., RIT)			Y		P1	S
CAD	833	Run Cards and Response Plans	Business logic			Y		P1	S
CAD	834	Run Cards and Response Plans	Target hazards	<b>User Story</b> The Hall of Justice at 850 Bryant is in box 2255. Due to the split standpipes and high rescue potential, the location requires a full Working Fire (WF) compliment of units on the initial box, as well as Mobile Air1 (not usually due until the second alarm). Because the location is encompassed in box 2255, all addresses in this box receive this augmented response. By defining 850 Bryant as a target hazard, the ability to define response plans based on target hazards and/or other criteria, only 850 Bryant within box 2255 should receive the augmented response.		Y		P1	S
CAD	835	Run Cards and Response Plans	Premise requirements			Y		P1	S
CAD	836	Run Cards and Response Plans	Time-of-day			Y		P1	S
CAD	837	Run Cards and Response Plans	Day-of-week			Y		P1	S
CAD	838	Run Cards and Response Plans	Geographical Boundary			Y		P1	S
CAD	839	Run Cards and Response Plans	Department-defined criteria		Dependent on criteria	N	This requirement is agreed to be too general.	P1	S
CAD	840	Additional Attributes	Use Case: The system should support static and dynamic attributes for units that can be used in the unit recommendation process as well as for situational awareness. In the current system, SFFD engine companies may operate as paramedic engines and respond as an ALS resource when the engine company is staffed with FF/EMT-P. When an engine is staffed as a paramedic unit, the dispatcher modifies the unit designator in CAD to include the suffix "M" (e.g., ED1M) to indicate that that company is staffed at the paramedic level. The modifier can be used by the system for generating Unit Recommendations.			Y			S
CAD	841	Additional Attributes	Ability to track and display Department-defined attributes of units and personnel in include:			Y			N/A
CAD	842	Additional Attributes	Paramedic staffed engine			Y			S
CAD	843	Additional Attributes	Special skills (e.g., Hi-angle rescue)			Y			S
CAD	844	Additional Attributes	Special equipment			Y			S
CAD	845	Additional Attributes	Language skills			Y			S
CAD	846	Additional Attributes	Temporary assignments			Y			S
CAD	847	Additional Attributes	Ability to assign default modifiers to units in the system code tables.			Y			F
CAD	848	Additional Attributes	Ability to define unit modifiers in the system code tables.			Y			F
CAD	849	Additional Attributes	Ability to dynamically define a unit modifier.			Y	Motorola demonstrated capability and was accepted.	P1	F
CAD	850	Additional Attributes	Ability to assign a unit modifier based on the skills of the personnel assigned to the unit.			Y	Motorola demonstrated capability and was accepted.	P1	F
CAD	851	Additional Attributes	Ability to restrict the ability to add a modifier to a unit.			Y			F

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
CAD	852	Additional Attributes	Ability to use Department-defined attributes in the unit recommendation process.			Y			F
CAD	853	Fire Incident Management	Use Case: Fire and EMS agencies have unique requirements for tracking unit assignments on the fire ground, specific fire ground assignments and activities, and times for specific events related to fire and medical responses. SFFD currently utilizes Tablet Command Enterprise Pro deployed on Apple iPads for incident command support in the field. It is expected that the replacement CAD system will have a bi-directional interface to Tablet Command Enterprise Pro Two Way (See interfaces). It is expected that the CAD system's fire incident management capabilities will be tightly coupled and integrated with Tablet Command.			Y	Full integration with Tablet Command that meet all the requirements in the RFP Motorola demonstrated capability and was accepted.	P1	S
CAD	854	Fire Incident Management	Ability to designate a unit as the Incident Commander.			Y			S
CAD	855	Fire Incident Management	Ability to track the Transfer of Command from one Incident Commander to Another.			Y			S
CAD	856	Fire Incident Management	Ability to assign units to the Incident Commander within the CAD system and Mobile (e.g., different color unit designator, unit number)			Y			S
CAD	857	Fire Incident Management	Ability to track Fire/EMS Specific times and conditions to include:			Y			
CAD	858	Fire Incident Management	Fire Condition on Arrival			Y			S
CAD	859	Fire Incident Management	Attack Strategy			Y			S
CAD	860	Fire Incident Management	Occupation Status			Y			S
CAD	861	Fire Incident Management	Patient Contact (Y/N)			Y			S
CAD	862	Fire Incident Management	Time of Patient Contact			Y			S
CAD	863	Fire Incident Management	CPR in Progress			Y			S
CAD	864	Fire Incident Management	Other Department-defined criteria	Dependent on criteria		N			NC
CAD	865	Fire Incident Management	Ability to capture in defined fields Fire Ground Operations times to include:			Y			N/A
CAD	866	Fire Incident Management	Command Established			Y			S
CAD	867	Fire Incident Management	Water Supply Established			Y			S
CAD	868	Fire Incident Management	RIC/RT established			Y			S
CAD	869	Fire Incident Management	Water on Fire			Y			S
CAD	870	Fire Incident Management	Primary Search Completed			Y			S
CAD	871	Fire Incident Management	Secondary Search Completed			Y			S
CAD	872	Fire Incident Management	Other Department-defined criteria	Dependent on criteria		N			NC
CAD	873	Fire Incident Management	Ability to assign units to Incident Command Roles to include:			Y			N/A
CAD	874	Fire Incident Management	Incident Commander			Y			S
CAD	875	Fire Incident Management	Operations			Y			S
CAD	876	Fire Incident Management	Safety Officer			Y			S
CAD	877	Fire Incident Management	Staging Officer			Y			S
CAD	878	Fire Incident Management	Transportation Officer			Y			S
CAD	879	Fire Incident Management	Strike Team Leader			Y			S
CAD	880	Fire Incident Management	Other Department-defined criteria	Dependent on criteria		N			NC
CAD	881	Fire Incident Management	Ability to designate staging area(s).			Y			S
CAD	882	Fire Incident Management	Ability to temporarily locate a dispatched resource to a staging area.			Y			S
CAD	883	Fire Incident Management	Ability to group resources into ICS functional groupings to include:			Y			N/A
CAD	884	Fire Incident Management	Section			Y			S
CAD	885	Fire Incident Management	Branch			Y			S
CAD	886	Fire Incident Management	Division			Y			S
CAD	887	Fire Incident Management	Group			Y			S
CAD	888	Fire Incident Management	Strike Team			Y			S
CAD	889	Fire Incident Management	Task Force			Y			S
CAD	890	Fire Incident Management	Department-defined group(s)			Y			S
CAD	891	Mutual Aid	Explain the need to utilize mutual aid for units within and outside of CCSF jurisdiction.			N*			NC
CAD	892	Mutual Aid	Ability to support automatic mutual aid within response plans.			Y			F
CAD	893	Mutual Aid	Ability to support requested mutual aid within response plans.			Y			F
CAD	894	Mutual Aid	Ability to maintain resource availability for mutual aid partners by Department.			Y			F
CAD	895	Mutual Aid	Ability to uniquely identify mutual aid resources in the CAD system.			Y			F
CAD	896	Mutual Aid	Ability to generate unit recommendations for mutual aid requests by requesting Department.			Y			F
CAD	897	Mutual Aid	Ability to track resource usage for mutual aid units.			Y			F
CAD	898	Mutual Aid	Ability to restrict the response of mutual aid units (e.g., a unit giving aid to SFFD will not be automatically recommended for a mutual aid request from a different mutual aid partner.)			Y			F
CAD	899	Mutual Aid	Ability for the system to create a multi-jurisdictional mutual aid event (e.g., Task Force).			Y			F

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
CAD	900	Incident Channel Assignments	Use Case: Each fire and EMS response is assigned one or more channels or talk groups that are used for on-scene and scene-to-dispatch communications. The system should automatically recommend the assignment of Control, Command, Tactical and other types of channels/talk groups as part of the dispatch process based on pre-defined parameters. The assignment of the channels may be based on incident type, incident location, or as a requested resource. The dispatcher should be able to view the status of all available and assigned channels to request a channel assignment by channel type (e.g., Command, Tactical). The system should automatically recommend the next available and appropriate channel(s), dispatchers can accept or modify the channel recommendation, and the channel is assigned to the incident. Dispatchers should also be able to assign any channel to an incident.			Y			S
CAD	901	Incident Channel Assignments	Ability to recommend radio system talk groups and include the accepted recommendation in the dispatch information.			Y			S
CAD	902	Incident Channel Assignments	Ability to recommend multiple talk groups by usage type (e.g., command, tactical) based on the event type.			Y			S
CAD	903	Incident Channel Assignments	Ability to recommend an unlimited number of channels or talk groups for an event.			Y			S
CAD	904	Incident Channel Assignments	Ability to modify the recommendation provided by the system prior to acceptance.			Y			S
CAD	905	Incident Channel Assignments	Ability to automatically recommend talk groups at the discretion of the dispatcher (e.g., dispatcher can assign additional talk groups as required to support incident needs).			Y			S
CAD	906	Incident Channel Assignments	Ability to designate a talk group or channel as unavailable.			Y			S
CAD	907	Incident Channel Assignments	Ability to temporarily change a default talk group or channel assignment (e.g., all responses in Battalion 24 are going to use talk group 26 instead of talk group 24).			Y			S
CAD	908	Incident Channel Assignments	Ability to assign any talk group or channel or an incident.			Y			S
CAD	909	Incident Channel Assignments	Ability to display the current status and assignments of all talk groups from:			Y			N/A
CAD	910	Incident Channel Assignments	CAD dispatch client			Y			S
CAD	911	Incident Channel Assignments	Mobile client			Y			S
CAD	912	Incident Channel Assignments	Ability to automatically recommend and or assign the appropriate number of talk groups based on:			Y			N/A
CAD	913	Incident Channel Assignments	Type of incident			Y			S
CAD	914	Incident Channel Assignments	Location of incident			Y			S
CAD	915	Incident Channel Assignments	Type of talk group or channel required			Y			S
CAD	916	Incident Channel Assignments	Assigned unit(s)			Y			S
CAD	917	Incident Channel Assignments	Department-defined criteria	Dependent on criteria		N			NC
CAD	918	Incident Channel Assignments	Ability to assign a function to a talk group (e.g., water supply, staging, transport).			Y			F
CAD	919	Incident Channel Assignments	Ability to release any talk groups assigned to an incident when an incident is closed.			Y			F
CAD	920	Incident Channel Assignments	Ability to utilize the ASTRO25 Dynamic Regrouping capability to steer a radio subscriber unit to a designated talk group.			Y			F
CAD	921	Incident Channel Assignments	Ability to automatically steer the radio subscribers of units assigned to an event to the assigned incident channel using Dynamic Regrouping.			Y			F
CAD	922	Incident Channel Assignments	Ability for a dispatcher to manually steer a radio subscriber unit to a designated talk group using Dynamic Regrouping from within the CAD application.			Y			F
CAD	923	Fire Resource Alerting	Use Case: When fire units are assigned to a call, the system shall automatically send alerts to system and devices to alert units and responders that they are being assigned to a response. The alert should include all the information that is pertinent to the response to include location, call type, command and tactical talk group assignments, other responding units, etc.			Y	Motorola demonstrated capability and was accepted.	P1	S
CAD	924	Fire Resource Alerting	Ability to notify units assigned to a response via:			Y			N/A
CAD	925	Fire Resource Alerting	Fire Station Alerting system			Y	Motorola demonstrated capability and was accepted.	P1	S
CAD	926	Fire Resource Alerting	Fire station printers			Y	Motorola demonstrated capability and was accepted.	P1	S
CAD	927	Fire Resource Alerting	Station desktop clients			Y	Motorola demonstrated capability and was accepted.	P1	S
CAD	928	Fire Resource Alerting	Native CAD connect mobile devices (e.g., MDT, Tablet, Smartphone)			Y	Motorola demonstrated capability and was accepted.	P1	S
CAD	929	Fire Resource Alerting	Non CAD connected mobile devices via Everbridge (e.g., email, pager, smartphones, SMS)			Y			S
CAD	930	Fire Resource Alerting	ASTRO25 subscriber unit			Y			S

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
CAD	931	Fire Resource Alerting	Ability to know the status of a unit and only alert using the appropriate delivery vector.	<p><b>User Story:</b> 1) A system that does not alert the fire station if the unit is out of the station must not use unit status as the method to determine if the unit is out of the station. 2) Additionally, if AVL is used, 'in station' must constitute several blocks around the fire station.</p> <p>1) After a call, the Engine 11 officer presses the ADR button. When arriving at the station, the Engine 11 officer neglects to press the AIQ button. Members are no longer at the engine monitoring the radio. If the station is not alerted the unit will miss the run.</p> <p>2) During morning check out, only the Truck 12 driver and tiller pull the truck out of the station. The standard position/location for the truck in the morning during check out requires the crew to drive one block to Parnassus, one block to Shrader, four blocks to 17th, one block to Stanyan, and three blocks back down to the front of Station 12 to park and check the truck. During this time, the rest of the crew is still in the station and not monitoring the radio. If the station is not alerted, they will not know to meet the truck outside.</p> <p>The SCRT team is moved to fire station 36's area. Based on the unit type, it should not be alerted at the fire station, only on the radio, even when inside the multi-block area that constitutes Station 36.</p>		Y			F
CAD	932	Fire Resource Alerting	Ability to override unit status based on AVL proximity and time near station.			Y			F
CAD	933	Fire Resource Alerting	Ability for the system administrator to configure the activation of the fire station alerting system on a per command basis.			Y			F
CAD	934	Fire Resource Alerting	Ability to customize the format the output that prints on the fire station printer to include:			Y			N/A
CAD	935	Fire Resource Alerting	Dispatch elements (e.g., location, comments, responders)			Y			S
CAD	936	Fire Resource Alerting	Location of elements on the page			Y			S
CAD	937	Fire Resource Alerting	Font style and size			Y			S
CAD	938	Fire Resource Alerting	Map		PremierOne Mobile accomplishes this functionality.	A			S
CAD	939	Fire Resource Alerting	Suggested route to incident location		PremierOne Mobile accomplishes this functionality.	A			S
CAD	940	Fire Resource Alerting	Premise and hazard information			Y			S
CAD	941	Fire Resource Alerting	Past Incidents			Y			S
CAD	942	Fire Resource Alerting	Occupancy Information		This functionality is available when included in premises/hazard.	Y			S
CAD	943	Fire Resource Alerting	Department-defined criteria		This functionality is available when the fields are in PremierOne CAD.	A			S
CAD	944	Fire Resource Alerting	Ability to send a alert to a unit when the unit is recommended for dispatch (prior to the acceptance of the recommendation by the dispatcher).			N			NC
CAD	945	Fire Resource Alerting	Ability to generate an alert to a station when a unit is recommended for dispatch.			Y			F
CAD	946	Fire Resource Alerting	Ability to manually activate the FSA system from within CAD without an associated dispatch for alerting and voice announcements by:			Y			N/A
CAD	947	Fire Resource Alerting	All Stations			Y			S
CAD	948	Fire Resource Alerting	Multiple operator selected stations			Y			S
CAD	949	Fire Resource Alerting	Single operator selected station			Y			S
CAD	950	Fire Resource Alerting	Predefined groups of stations (e.g., division, battalion)			Y			F
CAD	951	Fire Resource Alerting	Ability to support transmitting and receiving acknowledgments between the FSA and CAD systems for inclusion in the CAD record.			Y			F
CAD	952	Fire Resource Alerting	Ability to temporarily relocate a unit to an alternate station and alert that unit at that station without effecting unit recommendations (e.g., Battalion 1's default station is Station 2 but is attending a meeting at Station 5. Battalion 1 will still respond to all calls in Battalion 1's response area but the alert should be sent to Station 5). Use Case: Water supply is critical to fire suppression activities. The system should present dispatchers and responders with critical information about water supply resources for each response.			Y			F
CAD	953	Hydrant/Cistern Location and Status	Ability of the system to support:			Y			S
CAD	954	Hydrant/Cistern Location and Status	Municipal fire hydrants			Y			N/A
CAD	955	Hydrant/Cistern Location and Status	Private fire hydrants			Y			S
CAD	956	Hydrant/Cistern Location and Status	Cisterns			Y			S
CAD	957	Hydrant/Cistern Location and Status	Dry hydrants			Y			S
CAD	958	Hydrant/Cistern Location and Status	Draft points			Y			S
CAD	959	Hydrant/Cistern Location and Status	Department-defined water source type			Y			S
CAD	960	Hydrant/Cistern Location and Status	Ability to display the locations of a water supply resources on the dispatch and mobile maps.			Y			S
CAD	961	Hydrant/Cistern Location and Status	Ability to visually distinguish the water supply resource type on the dispatch and mobile map by color or symbol.			Y			S
CAD	962	Hydrant/Cistern Location and Status	Ability to include as text within the incident dispatch information the location of water supply resources (e.g., Closest Hydrant(s) are located at the intersection of X and Y Streets and A and B Avenues).			Y			S
CAD	963	Hydrant/Cistern Location and Status	Ability to temporarily designate a resources as unavailable or out-of-service.			Y			S
CAD	964	Hydrant/Cistern Location and Status	Ability to maintain display parameters and features including but not limited to:			Y			N/A
CAD	965	Hydrant/Cistern Location and Status	Service status			Y			S
CAD	966	Hydrant/Cistern Location and Status	Flow rate			Y			S
CAD	967	Hydrant/Cistern Location and Status	Rated pressure			Y			S
CAD	968	Hydrant/Cistern Location and Status	Type (e.g. single, double, high pressure, low pressure)			Y			S

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A = Not Applicable NC = Non-compliant
CAD	970	Hydrant/Cistern Location and Status	Water main size			Y			S
CAD	971	Hydrant/Cistern Location and Status	Shutoff location(s) and distance			Y			S
CAD	972	Hydrant/Cistern Location and Status	Capacity			Y			S
CAD	973	Hydrant/Cistern Location and Status	Last test date			Y			S
CAD	974	Hydrant/Cistern Location and Status	Water source			Y			S
CAD	975	Hydrant/Cistern Location and Status	Owner			Y			S
CAD	976	Hydrant/Cistern Location and Status	Department-defined parameter(s)			Y			S
CAD	977	Fire Resource Management							N/A
CAD	978	Covers/Move-Ups/System Status	Use Case: The Dispatch system shall provide the ability for designated users and dispatchers to be alerted by the system to move units to other locations for coverage during periods when resources are below Department-defined coverage requirement thresholds. The system should continually monitor CCSF-wide coverage and suggest move-ups and cover assignments to optimize the response time across CCSF. The automated move-up algorithm should take into consideration real-time and historical data, unit type, unit capabilities, the skills of the personnel assigned to the unit, previous work load, and station depth. Cover assignments are currently manual made and are the responsibility of one of the two on-duty Division Chiefs. The system should support both manual and automatic cover assignments and "cover-and-die" and "cover-and-move-up" algorithms. SFFD currently uses the DECCAN LiveMUM product to provide similar functionality to these requirements. If proposing a third-party system, SFFD desires to leverage the existing investment in LiveMUM.			Y			S
CAD	979	Covers/Move-Ups/ System Status	Ability to temporarily reallocate or reassign one or more units in order to appropriately cover predetermined geographical response areas.			Y			S
CAD	980	Covers/Move-Ups/ System Status	Ability to use predefined plans identify the most likely area(s) that the incident will likely occur based on past history to include:			Y			N/A
CAD	981	Covers/Move-Ups/ System Status	Environmental factors			Y			S
CAD	982	Covers/Move-Ups/ System Status	Historical data			Y			S
CAD	983	Covers/Move-Ups/ System Status	Season			Y			S
CAD	984	Covers/Move-Ups/ System Status	Time-of-day			Y			S
CAD	985	Covers/Move-Ups/ System Status	Day-of-week			Y			S
CAD	986	Covers/Move-Ups/ System Status	Ability to continually analyze the coverage levels, determine gaps in coverage, and recommend move-up, cover or posting assignments to provide optimal coverage based on a Department-defined response time target parameter (e.g., 4 minutes) by any combination of:		This requirement is met by using Deccan's Live Move Up Manager (MUM) product and the optionally proposed LiveMUM interface.	Y			S
CAD	987	Covers/Move-Ups/ System Status	Pre-determined geographical area (e.g., Citywide, Division, Sector, Battalion)		This requirement is met by using Deccan's Live Move Up Manager (MUM) product and the optionally proposed LiveMUM interface.	Y			S
CAD	988	Covers/Move-Ups/ System Status	User-defined ad hoc geographical area		This requirement is met by using Deccan's Live Move Up Manager (MUM) product and the optionally proposed LiveMUM interface.	Y			S
CAD	989	Covers/Move-Ups/ System Status	Department		This requirement is met by using Deccan's Live Move Up Manager (MUM) product and the optionally proposed LiveMUM interface.	Y			S
CAD	990	Covers/Move-Ups/ System Status	Discipline		This requirement is met by using Deccan's Live Move Up Manager (MUM) product and the optionally proposed LiveMUM interface.	Y			S
CAD	991	Covers/Move-Ups/ System Status	Unit type		This requirement is met by using Deccan's Live Move Up Manager (MUM) product and the optionally proposed LiveMUM interface.	Y			S
CAD	992	Covers/Move-Ups/ System Status	Time-of-day		This requirement is met by using Deccan's Live Move Up Manager (MUM) product and the optionally proposed LiveMUM interface.	Y			S
CAD	993	Covers/Move-Ups/ System Status	Day-of-week		This requirement is met by using Deccan's Live Move Up Manager (MUM) product and the optionally proposed LiveMUM interface.	Y			S
CAD	994	Covers/Move-Ups/ System Status	Other Department-defined criteria		This requirement is met by using Deccan's Live Move Up Manager (MUM) product and the optionally proposed LiveMUM interface.	Y			S
CAD	995	Covers/Move-Ups/ System Status	Ability to automatically adjust the response time target parameter based upon unit availability (e.g., when the number of available units of a given type drops below a Department-defined threshold, the response time target moves from 4 to 6 minutes).		This requirement is met by using Deccan's Live Move Up Manager (MUM) product and the optionally proposed LiveMUM interface.	Y			S
CAD	996	Covers/Move-Ups/ System Status	Ability for coverage requirements to be configurable by unit type to include:		This requirement is met by using Deccan's Live Move Up Manager (MUM) product and the optionally proposed LiveMUM interface.	Y			N/A
CAD	997	Covers/Move-Ups/ System Status	Engines		This requirement is met by using Deccan's Live Move Up Manager (MUM) product and the optionally proposed LiveMUM interface.	Y			S
CAD	998	Covers/Move-Ups/ System Status	Trucks		This requirement is met by using Deccan's Live Move Up Manager (MUM) product and the optionally proposed LiveMUM interface.	Y			S
CAD	999	Covers/Move-Ups/ System Status	Chief Officers		This requirement is met by using Deccan's Live Move Up Manager (MUM) product and the optionally proposed LiveMUM interface.	Y			S
CAD	1000	Covers/Move-Ups/ System Status	Transport ambulances		This requirement is met by using Deccan's Live Move Up Manager (MUM) product and the optionally proposed LiveMUM interface.	Y			S
CAD	1001	Covers/Move-Ups/ System Status	Non-transport EMS resources		This requirement is met by using Deccan's Live Move Up Manager (MUM) product and the optionally proposed LiveMUM interface.	Y			S
CAD	1002	Covers/Move-Ups/ System Status	Department-defined resource type(s)		This requirement is met by using Deccan's Live Move Up Manager (MUM) product and the optionally proposed LiveMUM interface.	Y			S
CAD	1003	Covers/Move-Ups/ System Status	Ability for Dispatcher to accept or reject any recommendation.		This requirement is met by using Deccan's Live Move Up Manager (MUM) product and the optionally proposed LiveMUM interface.	Y			S
CAD	1004	Covers/Move-Ups/ System Status	Ability for system to rescind the recommendation as resource availability changes when coverage requirements are reduced.		This requirement is met by using Deccan's Live Move Up Manager (MUM) product and the optionally proposed LiveMUM interface.	Y			S
CAD	1005	Covers/Move-Ups/ System Status	Ability to manually enter move-ups into the system.		This requirement is met by using Deccan's Live Move Up Manager (MUM) product and the optionally proposed LiveMUM interface.	Y			S
CAD	1006	Covers/Move-Ups/ System Status	Ability to take into consideration mutual aid resources that are:		This requirement is met by using Deccan's Live Move Up Manager (MUM) product and the optionally proposed LiveMUM interface.	Y			N/A
CAD	1007	Covers/Move-Ups/ System Status	Currently deployed within CCSF		This requirement is met by using Deccan's Live Move Up Manager (MUM) product and the optionally proposed LiveMUM interface.	Y			S
CAD	1008	Covers/Move-Ups/ System Status	Not currently deployed but potentially available		This requirement is met by using Deccan's Live Move Up Manager (MUM) product and the optionally proposed LiveMUM interface.	Y			S

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
CAD	1009	Covers/Move-Ups/ System Status	Ability to generate automatic notifications when the levels of available units drop below certain thresholds to designated:		The new release of LiveMUM 2.0 allows compliance with this item.	Y	The new release of LiveMUM 2.0 allows compliance with this item.	P2	N/A
CAD	1010	Covers/Move-Ups/ System Status	Dispatch workstations		The new release of LiveMUM 2.0 allows compliance with this item.	Y	The new release of LiveMUM 2.0 allows compliance with this item.	P2	S
CAD	1011	Covers/Move-Ups/ System Status	Controlling dispatcher		The new release of LiveMUM 2.0 allows compliance with this item.	Y	The new release of LiveMUM 2.0 allows compliance with this item.	P2	S
CAD	1012	Covers/Move-Ups/ System Status	Individuals		The new release of LiveMUM 2.0 allows compliance with this item.	Y	The new release of LiveMUM 2.0 allows compliance with this item.	P2	S
CAD	1013	Covers/Move-Ups/ System Status	Groups		The new release of LiveMUM 2.0 allows compliance with this item.	Y	The new release of LiveMUM 2.0 allows compliance with this item.	P2	S
CAD	1014	Covers/Move-Ups/ System Status	The ability to overlay the current coverage as a heatmap on the CAD map by resource type:		No. Deccan's LiveMUM is displayed in a separate map.	N	This would need to be displayed on a separate map. Displaying it on the PremierOne map is not currently on the committed roadmap but will be considered for a future enhancement.	P2	NC
CAD	1015	Covers/Move-Ups/ System Status	All resources		No. Deccan's LiveMUM is displayed in a separate map.	N	This would need to be displayed on a separate map. Displaying it on the PremierOne map is not currently on the committed roadmap but will be considered for a future enhancement.	P2	NC
CAD	1016	Covers/Move-Ups/ System Status	All fire suppression resources		No. Deccan's LiveMUM is displayed in a separate map.	N	This would need to be displayed on a separate map. Displaying it on the PremierOne map is not currently on the committed roadmap but will be considered for a future enhancement.	P2	NC
CAD	1017	Covers/Move-Ups/ System Status	All EMS resources		No. Deccan's LiveMUM is displayed in a separate map.	N	This would need to be displayed on a separate map. Displaying it on the PremierOne map is not currently on the committed roadmap but will be considered for a future enhancement.	P2	NC
CAD	1018	Covers/Move-Ups/ System Status	Engines only		No. Deccan's LiveMUM is displayed in a separate map.	N	This would need to be displayed on a separate map. Displaying it on the PremierOne map is not currently on the committed roadmap but will be considered for a future enhancement.	P2	NC
CAD	1019	Covers/Move-Ups/ System Status	Trucks only		No. Deccan's LiveMUM is displayed in a separate map.	N	This would need to be displayed on a separate map. Displaying it on the PremierOne map is not currently on the committed roadmap but will be considered for a future enhancement.	P2	NC
CAD	1020	Covers/Move-Ups/ System Status	Chief Officers only		No.; Deccan's LiveMUM is displayed in a separate map.	N	This would need to be displayed on a separate map. Displaying it on the PremierOne map is not currently on the committed roadmap but will be considered for a future enhancement.	P2	NC
CAD	1021	Covers/Move-Ups/ System Status	Transport ambulances only		No. Deccan's LiveMUM is displayed in a separate map.	N	This would need to be displayed on a separate map. Displaying it on the PremierOne map is not currently on the committed roadmap but will be considered for a future enhancement.	P2	NC
CAD	1022	Covers/Move-Ups/ System Status	Non-transport EMS resources only		No. Deccan's LiveMUM is displayed in a separate map.	N	This would need to be displayed on a separate map. Displaying it on the PremierOne map is not currently on the committed roadmap but will be considered for a future enhancement.	P2	NC
CAD	1023	Covers/Move-Ups/ System Status	Any available identified personnel characteristics		No. Deccan's LiveMUM is displayed in a separate map.	N	This would need to be displayed on a separate map. Displaying it on the PremierOne map is not currently on the committed roadmap but will be considered for a future enhancement.	P2	NC
CAD	1024	Covers/Move-Ups/ System Status	Any available identified unit (e.g., capabilities and skills) characteristics		No. Deccan's LiveMUM is displayed in a separate map.	N	This would need to be displayed on a separate map. Displaying it on the PremierOne map is not currently on the committed roadmap but will be considered for a future enhancement.	P2	NC
CAD	1025	Cross Staffing	Use Case: SFSD makes use of unstaffed, cross-staffed and multi-function units. The CAD system should be able to recommend unstaffed units (e.g., surf rescue, special units, fire boats) that may not be staffed with rostered personnel but are staffed by personnel assigned to other units or by members that have been recalled as well as units that provide multiple functions (e.g., fire suppression and EMS).	<p>User Story #1: <u>Fire Boat Cross-Staffing</u>                      The fire boats are cross-staffed by specific units in a predefined order (e.g., E35, E08, E13, E29). If those engines are unavailable, then the next available engine is sent. The location of the incident will also affect which engine will respond to cross-staff the fire boat and which will respond to the incident. CAD will allow for multiple cross-staffing options based on the department's policy decisions, which may include cross-staffing based on the box card system, AVL, skill, incident location, pre-defined order, or any combination of these options.</p> <p>User Story #2: A pier fire response is sent, which includes a fire boat cross-staffed with an engine. E35 is out for service on another call. CAD will send the fire boat that is cross-staffed with the appropriate engine, while all other units are sent to the incident location based on run card order or AVL. CAD will allow for multiple cross-staffing options based on the department's policy decisions, which may include cross-staffing based on the box card system, AVL, skill, incident location, pre-defined order, or any combination of these options.</p> <p>User Story #3: The fire boat is cross-staffed with an engine. The rescue water craft are cross-staffed with specific units, while all other units are sent to the incident location based on run card order or AVL. CAD will allow for multiple cross-staffing options based on the department's policy decisions, which may include cross-staffing based on the box card system, AVL, skill, incident location, pre-defined order, or any combination of these options.</p>		A			F
CAD	1026	Cross Staffing	Ability for system to recommend unstaffed units (e.g., surf rescue, special units, fire boats) that may not be staffed with rostered personnel but are staffed by personnel assigned to other units or by members that have been recalled.		Unstaffed units can be configured as reserved. Reserved units are unstaffed units that can be recommended for dispatch. This is typically used for units that need personnel from a recall or another station company that is responsible for picking up the piece of equipment.	Y			S
CAD	1027	Cross Staffing	Ability to cross staff units to include station and unit based cross staffing.		Cross staffing is configured by naming the cross staffing group and listing all units that need to be cross staffed. For example, name the group Station2, listing EN02, R02, and BT02. When R02 is dispatched or in an unrecommendable status, then EN02 and BT02 are placed in a cross-staffing status and typically the agency chooses the cross-staffing status to be unrecommendable but dispatchable.	Y			S

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
CAD	1028	Cross Staffing	Ability to cross staff units to include support for crew counting.		<p>PremierOne CAD supports crew counting. If to be an engine you must have four crew members, then an engine will be dispatched with a full crew. If there are only two crew members, then that engine plus another engine will be dispatched in order to meet the minimum number of crew.</p> <p>In addition, PremierOne CAD supports station staffing. Station staffing supports full crew, partial crew, and reserved. This is not related to the counting of crew.</p> <p><b>Full Crew</b> This level represents station-staffed units that require a staffing of four or more personnel. When a full crew unit is dispatched, a full crew unit leaves the station depleted of any additional personnel. Therefore, no other full or partial crew unit can be dispatched along with a full crew unit.</p> <p><b>Partial Crew</b> This level represents station-staffed units that require a staffing of two personnel. When a partial crew unit is the only unit dispatched, sufficient personnel remain in the station to handle one additional station-staffed unit. Therefore, when one partial crew unit is dispatched, one additional full crew or partial crew unit can be dispatched as well.</p> <p><b>Reserved</b> The level represents the reserved units that participate in station. Unstaffed units can be configured as reserved. Reserved units are unstaffed units that can be recommended for dispatch. This is typically used for units that need personnel from a recall or another station company that is responsible for picking up the piece of equipment.</p>	Y			S
CAD	1029	Cross Staffing	Ability for crews to jointly staff more than one available unit. When one unit responds, the other unit(s) is placed out of service.			Y			S
CAD	1030	Cross Staffing	Ability to cross-staff units using a skills based algorithm (e.g. Dive boat needs a diver, send the closest company regardless of type that has a diver on duty)			Y			S
CAD	1031	Cross Staffing	Ability for system to recognize that if the units required to cross-staff a unit are not available, then that unit is removed and the dispatcher is notified.	<b>User Story:</b> Rescue boat 1 is cross-staffed by engine 16 and/or truck 16. If neither unit is available then RB1 is not sent on the call. CAD will remove the unstaffed unit and alert the dispatcher.	The unavailable cross-staffed unit is skipped over for recommendations but dispatch is not notified. The only notification to the dispatcher is if something is missing from the recommendation.	A			F
CAD	1032	Cross Staffing	Ability to maintain a pooled list of units that can cross-staff a unit (e.g., only E1, E2, L3 can be used to staff FB1) and recommend the closest available unit.		Unstaffed units can be configured as reserved. Reserved units are unstaffed units that can be recommended for dispatch. This is typically used for units that need personnel from a recall or another station company that is responsible for picking up the piece of equipment.	Y			S
CAD	1033	Cross Staffing	Ability to maintain an ordered list of units and unit types that can cross-staff a unit (e.g., only E1, R1, R2 can cross-staff HAZMAT1), recommend them in the order specified based on availability. If E1, R1, and R2 are not available, then send the next due unit type that is eligible to cross staff the unit).	<b>User Story:</b> The multi-casualty unit is cross staffed by E04, E25, or E29 (in that order). If those engines are unavailable then the nearest engine to fire station 4 is sent. In this instance, after the first three engines are not available, CAD will recommend the closest engine to station 4.	This is handled according to how the incident response is configured. The response configuration defines the capabilities and skills needed for the response. Units, vehicles, and crew assigned to a unit determine which unit is recommended. If that unit is a cross-staffed unit and it is not available, the system will continue to search for the next closest or by run card (system configuration). This requirement is a combination of the response configuration and cross staffing.	Y			F
CAD	1034	Cross Staffing	Ability to prioritize the order in which a cross-staffing assignment is made (e.g., fill the response plan, then fill the cross-staff assignment or vice versa) by individual units within the pool or ordered list.			Y	<p>PremierOne Cross Staffing Group configuration is related to grouping units such that if one unit is dispatched to an incident, the other unit or units may be placed into a status that is not recommendable or dispatchable. This configuration is the basis for the original response of "No" to this item. After further discussion, Cross Staffing Groups are not related to the functionality desired in this item.</p> <p>Instead, the desire is to recommend and dispatch two units that require the same crew. For example, sending the appropriate engine and its crew to pick up and man the fire boat.</p> <p>In PremierOne, this configuration is related to the configuration of Run Cards and Response Cards and can draw unit recommendations based on an ordered list of individual units or stations where those units have the appropriate capabilities.</p>	P1	F
CAD	1035	Cross Staffing	Ability to alert the dispatcher that the resources required to cross-staff a unit are not available and they must manually assign a unit (e.g., only E1, R1, R2 can cross-staff HAZMAT1 and they are all unavailable).			Y	Motorola demonstrated capability and was accepted.	P1	

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S= Scenario R= Resiliency N/A = Not Applicable NC = Non-compliant
CAD	1036	Cross Staffing	Ability to dispatch the unit(s) providing the cross staffing to the location of the unit they will be cross staffing (vs. the location of the event) and have that location be used for alerting, dispatching, mapping, routing and unit recommendations.			Y	PremierOne offers two methodologies to support additional dispatchable locations: 1) Secondary Response Locations can be associated with specific locations, like addresses, or with Beats. PremierOne Beats are Response Districts (RDs) in the City's GIS. When an incident is created in a given Beat that has a Secondary Response Location, units can be recommended and dispatched to the Primary (Incident) location while a separate unit(s) are recommended and dispatched to the Secondary (dock) location. The limitations with this approach are: a) that the Secondary Response Location will show in the incident history for all incidents in the given Beat even if no units are recommended to that location, and b) that only one Secondary Response Location can be associated with a given location or beat. 2) Associated Incidents can be created with different locations than the primary incident. This allows the appropriate units to be recommended and dispatched to one or more additional locations. Comments entered in any of the incidents will be added to all incidents by default if configured to do so. Units dispatched to all of the associated incidents can be seen by all users on all incidents. Associated Incidents are linked allowing comment sharing and unit visibility but they are separate incident with their own Incident Numbers. They may have their own Report Numbers as well depending on configuration settings and/or manual choices by the dispatcher.	P1	F
CAD	1037	Cross Staffing	Ability to automatically adjust the roster/riding list for all units being cross-staffed.		Unit assignment in CAD and Mobile allows for modification of the roster/riding list. CAD has the ability modify a roster via the Roll Call module.	Y			F
CAD	1038	Cross Staffing	Ability to restrict the units available to cross staff a unit by a radius or geographic boundary.			Y	PremierOne Cross Staffing Group configuration is related to grouping units such that if one unit is dispatched to an incident, the other unit or units may be placed into a status that is not recommendable or dispatchable. This configuration is the basis for the original response of "No" to this item. After further discussion, Cross Staffing Groups are not related to the functionality desired in this item.  When recommending units, PremierOne can consider a static Run Card list of units and/or stations for a given capability or ETA for a given capability. This means that if the prioritized list of engines that are capable of driving the boat is used, ETA will not be considered. Conversely, if ETA is considered, the clo+G175set engine will be recommended, regardless of the prioritized list.  If there is a desire to see both at the same time, the same capability can be added to the Response Card twice, first based on the prioritized list and second based on ETA, giving the dispatcher more information with which to make an intelligent choice.	P1	F
CAD	1039	Cross Staffing	Ability for unit availability to be based on minimum unit staffing (e.g., a paramedic engine may not be available for an EMS response if the paramedic goes with a transport ambulance but may still be available for fire suppression responses if it meets the minimum			Y			F
CAD	1040	Cross Staffing	Ability to dispatch additional units to meet a minimum certification level, skill set, and/or equipment set.			Y			F
CAD	1041	Alternate Response Plans	Use Case: During periods of extremely high resource demands, SFD reverts to reduced or "modified" response plans. The modified response changes the dispatch levels to an alternative sets of response plans. Examples of situations include but are not limited to severe weather, major incidents, disasters, Mass Casualty Incidents (MCIs), acts of terrorism, and low resource levels.			Y			S
CAD	1042	Alternate Response Plans	Ability to provide alternate response plans that modify baseline response plans based on special conditions by:			Y			N/A
CAD	1043	Alternate Response Plans	Call type			Y			S
CAD	1044	Alternate Response Plans	Geographic location			Y			S
CAD	1045	Alternate Response Plans	Time of day			Y			S
CAD	1046	Alternate Response Plans	Day of Week			Y			S
CAD	1047	Alternate Response Plans	Ability to support static alternate response plans			Y			S
CAD	1048	Alternate Response Plans	Ability to support dynamic reductions in response plans (e.g., reduce all responses by 2 engines and 1 truck).			Y			S
CAD	1049	Alternate Response Plans	Add ability to override a response plan for incidents on a case-by-case basis.			Y			S
CAD	1050	Alternate Response Plans	Ability to define minimum response levels (e.g., if a response plan called for 1 truck and the dynamic reduction was reduce all responses by 1 truck, the modified response plan could define a minimum of 1 truck required).			Y			S
CAD	1051	Alternate Response Plans	Ability to dynamically modify the response based on the severity of the call and resource availability (e.g., for non-life-threatening responses, transport ambulance may not be sent to the patient until adequate ambulances are available).			Y			S
CAD	1052	Alternate Response Plans	Ability to activate alternate response plans for a designated area based on:						N/A
CAD	1053	Alternate Response Plans	Pre-defined geographical areas (e.g., citywide, division, battalion, special event boundary)			Y			S
CAD	1054	Alternate Response Plans	Geographical areas proximal to an active event (e.g., box response areas, special events)			Y			S

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
CAD	1055	Alternate Response Plans	User-defined ad hoc geographical area		Alternate method is user draws a geofence, which is visible to users and any incidents that fall within that area and can be visually seen to dispatchers and area of incidents can be changed to a specific area that someone is responsible for.	A	Motorola demonstrated alternate method and was accepted.  Alternate method is user draws a geofence, which is visible to users and any incidents that fall within that area and can be visually seen to dispatchers and area of incidents can be changed to a specific area that someone is responsible for.  NOTE: The ability to manage a Geofence is a permission at the Role Level in both CAD and Mobile. All users can visibly see Geofences, but the control to manage them (i.e. create, delete, modify) is behind this permission.	P2	S
CAD	1056	EMS Hospital Destination Decision Support							N/A
CAD	1057	Hospital Status	Use Case: Tracking hospital diversion status is critical for determining the transport destination of a patient. The system must be able to provide EMS transport ambulances with the current status of each of the hospitals within the EMS system.		SFFD utilizes ReddNet by logging into a web-browser portal using a shared username and password. This will be the continued practice for ReddNet. In regards to mobile functionality, PremierOne will allow for the launch of the ReddNet portal in a browser by the use of a function key at the top of the PremierOne Mobile client.	N		P2	S
CAD	1058	Hospital Status	Ability to track and display the status of each ECF in real-time to include:		Motorola will provide a Hospital Status Query	N			NC
CAD	1059	Hospital Status	Diversion status		Motorola will provide a Hospital Status Query	N			NC
CAD	1060	Hospital Status	ECF type (e.g., trauma, stroke, STEMI, burn centers)		Motorola will provide a Hospital Status Query	N			NC
CAD	1061	Hospital Status	ECF capability availability (e.g., MRI unavailable)		Motorola will provide a Hospital Status Query	N			NC
CAD	1062	Hospital Status	Average crew turn-around time		Motorola will provide a Hospital Status Query	N			NC
CAD	1063	Hospital Status	Special conditions (e.g., use of alternate entrance into the facility)		Motorola will provide a Hospital Status Query	N			NC
CAD	1064	Hospital Status	Ability to provide a dedicated, secure Internet portal that allows hospitals to exchange status and other information to support daily and crisis operations.		This functionality is provided by Reddnet.	N			NC
CAD	1065	Hospital Status	Ability to interface to the existing ReddNet system to obtain the required information to maintain an internal status table.			N			NC
CAD	1066	Hospital Status	Ability to provide additional routing or special instructions that may be required (e.g., an emergency room may be under construction and the ambulance may need to use an alternative entry point, proceed directly to cath lab).			N			NC
CAD	1067	Hospital Recommendation	Use Case: EMS transport ambulances transport patients to an appropriate Emergency Care Facility (ECF) based on a number of factors in addition to the relative location of the patient to the facility. The system should facilitate assisting EMS crews in determining the closest, available, and appropriate facility.			N			S
CAD	1068	Hospital Recommendation	Ability to recommend appropriate hospital(s) based on real-time and static parameters.		Motorola will provide a Hospital Status Query	N			NC
CAD	1069	Hospital Recommendation	Ability to track the number of available beds at each ECF by type.		Motorola will provide a Hospital Status Query	N			NC
CAD	1070	Hospital Recommendation	Ability to use the established point-of-entry protocol to take into consideration any combination of:		Motorola will provide a Hospital Status Query	N			NC
CAD	1071	Hospital Recommendation	Location		Motorola will provide a Hospital Status Query	N			NC
CAD	1072	Hospital Recommendation	Estimated travel time to destination		Motorola will provide a Hospital Status Query	N			NC
CAD	1073	Hospital Recommendation	Level of care required and available		Motorola will provide a Hospital Status Query	N			NC
CAD	1074	Hospital Recommendation	Hospital diversion status		Motorola will provide a Hospital Status Query	N			NC
CAD	1075	Hospital Recommendation	Specialized capabilities (e.g., hyperbaric chamber, trauma, stroke, STEMI center)		Motorola will provide a Hospital Status Query	N			NC
CAD	1076	Hospital Recommendation	Static rotations		Motorola will provide a Hospital Status Query	N			NC
CAD	1077	Hospital Recommendation	Turnaround time			N			NC
CAD	1078	Hospital Recommendation	Bed availability		Motorola will provide a Hospital Status Query	N			NC
CAD	1079	Hospital Recommendation	Department-defined criteria		The feasibility of other criteria would need to be discussed during interface and provisioning discussions with the deployment team.	N			NC
CAD	1080	Hospital Recommendation	Ability to provide a warning to unit if crew selects a hospital that is not recommended based on the configured parameters.		Motorola will provide a Hospital Status Query	N			NC
CAD	1081	Hospital Recommendation	Ability to notify the controlling dispatcher and/or supervisor if a crew selects an alternate hospital recommendation.			N			NC
CAD	1082	Hospital Recommendation	Ability to require the entry of a reason for not accepting one of the recommended destinations.			N			NC
CAD	1083	MCI Patient Tracking							N/A
CAD	1084	Patient Tracking	Use Case: The tracking of the injured at a major incident is critical to the treatment of patients and the reunification of family members. The regional ReddNet system does include a patient tracking component that is currently not utilized. The system should have the ability facilitating the process for both emergency responders and hospitals to track the transport of patients during a Mass Casualty Incident (MCI) or other large-scale incidents when a triage system is used to evaluate a patient's injuries, prioritize treatment, and provide transport to medical facilities for those who require transport and support the efficient and accurate tracking of the number of injured, as well as the status and location of each victim.		SFFD utilizes ReddNet by logging into a web-browser portal using a shared username and password. This will be the continued practice for ReddNet. In regards to mobile functionality, PremierOne will allow for the launch of the ReddNet portal in a browser by the use of a function key at the top of the PremierOne Mobile client.	N		P2	S
CAD	1085	Patient Tracking	Ability to monitor the number of available beds by capability (e.g., red, yellow).		SFFD utilizes ReddNet by logging into a web-browser portal using a shared username and password. This will be the continued practice for ReddNet. In regards to mobile functionality, PremierOne will allow for the launch of the ReddNet portal in a browser by the use of a function key at the top of the PremierOne Mobile client.	N	The Reddnet interface as been descope	P2	S
CAD	1086	Patient Tracking	Ability to monitor the number of patients transported to each receiving facility.		SFFD utilizes ReddNet by logging into a web-browser portal using a shared username and password. This will be the continued practice for ReddNet. In regards to mobile functionality, PremierOne will allow for the launch of the ReddNet portal in a browser by the use of a function key at the top of the PremierOne Mobile client.	N	The Reddnet interface as been descope	P2	S
CAD	1087	Patient Tracking	Ability to suggest the next available facility to the Transport Officer.		SFFD utilizes ReddNet by logging into a web-browser portal using a shared username and password. This will be the continued practice for ReddNet. In regards to mobile functionality, PremierOne will allow for the launch of the ReddNet portal in a browser by the use of a function key at the top of the PremierOne Mobile client.	N	The Reddnet interface as been descope	P2	S
CAD	1088	Patient Tracking	Ability to maintain data on multiple patients and multiple destinations.			N		P2	NC

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
CAD	1089	Patient Tracking	Ability for dispatchers to track and list patients based on information transmitted by radio, phone or other technology including mobile devices.			N		P2	NC
CAD	1090	Patient Tracking	Automated data entry technologies that leverage the information pre-printed on the triage tag (e.g., QR-code, barcode, OCR).			N		P2	NC
CAD	1091	Patient Tracking	Ability to track the following identifying fields in a database to include:			N		P2	NC
CAD	1092	Patient Tracking	Triage tag number			N		P2	NC
CAD	1093	Patient Tracking	Triage color			N		P2	NC
CAD	1094	Patient Tracking	Name			N		P2	NC
CAD	1095	Patient Tracking	Age			N		P2	NC
CAD	1096	Patient Tracking	Date of birth			N		P2	NC
CAD	1097	Patient Tracking	Gender			N		P2	NC
CAD	1098	Patient Tracking	Physical description			N		P2	NC
CAD	1099	Patient Tracking	Transporting unit number			N		P2	NC
CAD	1100	Patient Tracking	Destination facility			N		P2	NC
CAD	1101	Patient Tracking	Disposition			N		P2	NC
CAD	1102	Patient Tracking	Ability for field and dispatch personnel to query the database using any identifying field.			N		P2	NC
CAD	1103	Other CAD Functionality							N/A
CAD	1104	Notifications (Paging)	Use Case: The system supports sending notifications to specific users, groups of users, and roles based on Department-defined criteria in a call for service.			Y			S
CAD	1105	Notifications (Paging)	Ability to send notifications via SMTP.			Y			S
CAD	1106	Notifications (Paging)	Ability to send notifications via CCSF's Everbridge system.			Y			S
CAD	1107	Notifications (Paging)	Ability to send notifications to an ASTRO25 subscriber unit.			Y			S
CAD	1108	Notifications (Paging)	Ability to automatically generate notifications based on any combination of the following:			Y			N/A
CAD	1109	Notifications (Paging)	Specific incident types			Y			S
CAD	1110	Notifications (Paging)	Dispatched unit(s)			Y	Motorola demonstrated capability and was accepted.	P1	S
CAD	1111	Notifications (Paging)	Specific locations			Y			S
CAD	1112	Notifications (Paging)	Pre-defined geographical areas			Y			S
CAD	1113	Notifications (Paging)	Alarm levels			Y			S
CAD	1114	Notifications (Paging)	Incident locations			Y			S
CAD	1115	Notifications (Paging)	Time of day			Y			S
CAD	1116	Notifications (Paging)	Day of week			Y			S
CAD	1117	Notifications (Paging)	Ability to manually generate and send a notification.			Y			S
CAD	1118	Notifications (Paging)	Ability to define pre-canned messages that can be sent as a notification.			Y			S
CAD	1119	Notifications (Paging)	Ability for automatic or manual notifications can be sent to:			Y			N/A
CAD	1120	Notifications (Paging)	Individuals			Y			S
CAD	1121	Notifications (Paging)	Groups			Y			S
CAD	1122	Notifications (Paging)	Roles (Individuals may change depending on who is on shift)			Y			S
CAD	1123	Job Aids	Use Case: Job Aids are designed to assist communications center personnel by presenting event type specific guidance to the dispatcher. The Job Aid is intended to be locally developed content that may include SOPs or checklists that guide communications personnel. The automatic presentation of a job aid should be configurable such that when a high-risk or low-frequency event occurs, the Job Aid is automatically presented. In other cases the dispatcher can view the availability of a Job Aid if desired can access the job aid through a hot-key, button, or command line action. Dispatcher may also conduct a keyword search that will search help files, Job Aids and Contact List.  The Contact List is intended to provide communications center personnel with a "Rolodex" of information to include phone numbers of contacts that are available when personnel are required to place outbound phone calls or pages to individuals or groups of individuals that are not assigned to a unit. Ideally, the contact list is interfaced to the phone system to create a point-and-click capability for outbound calling. The system shall provide tools to create and maintain the Job Aids and Contact List.	Use Story: Units are responding to a cliff rescue. Additional call information needs to be sent to the batt chief. Using a contact list, a message is sent by the dispatcher through the CAD client to the battalion chief's cell number and/or the battalion chief's prelisted private cell phone number. If a unit is not logged into the CAD system and needs to be contacted, dispatcher can use the CAD client to find the officer through the contact list and send a message to a department and/or prelisted private cell phone.		Y			S
CAD	1124	Job Aids	The ability to display agency-developed job aids (e.g., SOP, checklist).			Y			F
CAD	1125	Job Aids	Ability to automatically display job aids at event creation or other trigger points based upon:			Y			NC
CAD	1126	Job Aids	Event type			Y	Motorola demonstrated capability and was accepted.	P1	F
CAD	1127	Job Aids	Location			A	Job aids are not automatically available, however, they could be made available through use of a link to an outside file.	P1	F
CAD	1128	Job Aids	Change of alarm level			Y	Motorola demonstrated capability and was accepted.	P1	F
CAD	1129	Job Aids	Emergency alarm activation			N			NC
CAD	1130	Job Aids	Disposition type			A	Job aids are not automatically available, however, they could be made available through use of a link to an outside file.	P1	F
CAD	1131	Job Aids	Other Department-defined criteria	Dependent on criteria		N			NC
CAD	1132	Job Aids	Ability to store information in a searchable index ("info file").			N			NC
CAD	1133	Job Aids	Ability to edit (with appropriate privileges) online help files.			N			NC

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S= Scenario R= Resiliency N/A= Not Applicable NC= Non-compliant
CAD	1134	Job Aids	Ability to access the searchable index from within the CAD application.		PremierOne has a ready reference. Ready Reference allows agencies to add reference items, such as Word Documents or textual information. Keywords may be added to the ready reference entry to search on.	Y			F
CAD	1135	Job Aids	Ability to maintain a list of contacts (names and contact information).			Y			F
CAD	1136	Job Aids	Ability to create new contacts.			Y			F
CAD	1137	Job Aids	Ability to search the contact list.			Y			F
CAD	1138	Job Aids	Ability to click on a contact to generate an outbound call.			N			NC
CAD	1139	Job Aids	Ability to provide context-specific help files.			N			NC
CAD	1140	Job Aids	Ability to embed hyperlinks in the job aids.			Y			F
CAD	1141	Job Aids	Ability to attach files to the job aids (e.g., documents, videos and photos).			Y			F
CAD	1142	Remote Access	Use Case: The CAD system supports security-controlled, encrypted remote web-based access by users outside of the communications center. Access includes permission-based views of CAD system data by certain workstations and/or individuals.			N			S
CAD	1143	Remote Access	Ability to support a secure (encrypted) web-based remote access of the CAD application by users outside of the communications center.		The PremierOne full CAD client is best accessed using Virtual Desktop Infrastructure (VDI) technology.	N			NC
CAD	1144	Remote Access	Ability to support a full-featured (all the features and capabilities of the communications center desktop client) secure (encrypted) web-based remote access of the CAD application by users outside of the communications center.		The PremierOne full CAD client is best accessed using Virtual Desktop Infrastructure (VDI) technology.	N			NC
CAD	1145	Remote Access	Ability to support Multi-Factor Authentication for remote CAD access.		Multi-factors would be authenticated by the remote client's operating system.	Y			P
CAD	1146	Remote Access	Ability to provide security provisions to control remote access to the CAD application.		VPN access to PremierOne is provided by the customer.	A			P
CAD	1147	Remote Access	Ability for security provisions to include permission-based views of CAD system data by:			Y			N/A
CAD	1148	Remote Access	Workstations			Y			S
CAD	1149	Remote Access	Roles			Y			S
CAD	1150	Remote Access	Individuals			Y			S
CAD	1151	CAD Catch-Up	Use Case: CAD can recover missed information resulting from the interruption of CAD services, allowing the Department to enter activity data performed during the interruption of service. Once the system is restored, all CAD information can be entered manually. Since the times captured while entering an event manually are later than the actual event, users can manually update the CFS event times.			Y			S
CAD	1152	CAD Catch-Up	Ability to manually enter information that was missed due to an interruption in CAD services:			Y			N/A
CAD	1153	CAD Catch-Up	Activity data			Y			S
CAD	1154	CAD Catch-Up	Call comments			Y			S
CAD	1155	CAD Catch-Up	Activity timestamps			Y			S
CAD	1156	CAD Catch-Up	Ability to capture system-generated timestamps reflecting the time an operator retroactively entered information as well as manually entered timestamps.			Y			S
CAD	1157	Geo-fences	Use Case: Geo-fencing refers to the function of defining a geospatially-defined area ("Geo-fence") on a map to trigger alerts or initiate action when the AVL system reports resources entering or leaving the geo-fenced area. The system shall support location reporting from mobile clients and other devices, including radio units, vehicles, cellular devices, and external location systems. The ability to alert, record and play back these actions is critical to operations, operations review and post action support. As an example, if a law enforcement agency is interested in activity with a specific area, a geographic boundary is created within the system. Based on Department-defined criteria, a unit crossing the geo-fence or an event created within the geo-fenced area will generate an alert to the authorized users.			Y			S
CAD	1158	Geo-fences	Ability to create and maintain geo-fenced areas.			Y			S
CAD	1159	Geo-fences	Ability to create multiple geo-fences.			Y			S
CAD	1160	Geo-fences	Ability to create overlapping geo-fences.			Y			S
CAD	1161	Geo-fences	Ability to enable/disable the display on the CAD or Mobile map any geo-fenced area on any CAD connected client.		All units within the Geofence message group can see the Geofence.	A			S
CAD	1162	Geo-fences	Ability to uniquely identify a geo-fence (e.g., label, name)			Y			S
CAD	1163	Geo-fences	Ability for an authorized user to create an ad hoc geo-fence.			Y			S
CAD	1164	Geo-fences	Ability to associate a geo-fence with an event.			Y			S
CAD	1165	Geo-fences	Ability to record in the event record any time a unit crosses a geofence that is associated with an event.			Y			S
CAD	1166	Geo-fences	Ability to use a geo-fence associated with an event to change unit status (e.g., change unit status to arrived for any unit assigned to the event that crosses into the geo-fence area) based on Department-defined criteria.			N			NC
CAD	1167	Geo-fences	Ability to generate an alert when a unit enters or leaves an established geo-fence to:			Y			N/A
CAD	1168	Geo-fences	Any dispatch client			Y			S
CAD	1169	Geo-fences	Authorized/selected dispatch clients			Y			S
CAD	1170	Geo-fences	Any mobile client			Y			S
CAD	1171	Geo-fences	Authorized/selected mobile clients			Y			S
CAD	1172	Geo-fences	Unit crossing the geo-fence			Y			S

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A= Not Applicable NC= Non-compliant
CAD	1173	Geo-fences	Authorized/selected non-dispatch desktop clients			Y			S
CAD	1174	Geo-fences	External devices (e.g., SMS, email)			Y			S
CAD	1175	Geo-fences	Ability to generate an alert when an event is created within an established geo-fence to.		An alert is not automatically created but dispatchers for that area would see the incident icon within the geofenced polygon and subsequently send a message to the Geofence message group.	A			N/A
CAD	1176	Geo-fences	Any dispatch client		This functionality is available when they are included in the Geofence message group.	A			S
CAD	1177	Geo-fences	Authorized/selected dispatch clients		This functionality is available when they are included in the Geofence message group.	A			S
CAD	1178	Geo-fences	Dispatch client creating the event		An alert is not automatically created but dispatchers for that area would see the incident icon within the geofenced polygon.	A			S
CAD	1179	Geo-fences	Any mobile client		Any unit dispatched to a incident within the geofence polygon (that was not already part of the geofence message group) could receive a notification that they are entering or departing a geofenced area, depending on how the dispatcher set up the geofence.	A			S
CAD	1180	Geo-fences	Authorized/selected mobile clients		This functionality is available when they are included in the Geofence message group.	A			S
CAD	1181	Geo-fences	Units within the geo-fence		An alert is not automatically created but dispatchers for that area see the incident icon within the geofenced polygon and send a message to the Geofence message group.	Y			S
CAD	1182	Geo-fences	Authorized/selected non-dispatch desktop clients		This functionality is available when they are included in the Geofence message group.	A			S
CAD	1183	Geo-fences	External devices (e.g., SMS, email)		This functionality is available when they are included in the Geofence message group.	A			S
CAD	1184	Geo-fences	Ability for authorized users to enable/disable an established geo-fence.			Y			F
CAD	1185	Geo-fences	Ability for all activity related to geo-fence to be included in the system's audit log.			Y			F
CAD	1186	Notifications (Paging)	System shall throw an error that prevents a CAD message from sending when sender mis-types (") at the end of message.			Y	Syntax error in messaging that prevents message from sending when sender mis-types (") at the end of message. Motorola demonstrated capability and was accepted.	P1/P2	F
CAD	1187	Unit Assignment	System shall allow for the splitting of two person Units into two and provide the ability to assign either unit to different assignments.		Item is not currently on the committed roadmap but will be considered for a future enhancement.	N	Item is not currently on the committed roadmap but will be considered for a future enhancement.	P1/P2	NC
CAD	1188	Address Book (Info File)	System shall provide the ability create hyperlinks to other entries in the Address book. (Example: the entry about "K9's" might include a hyperlink to each "allied agency" that has a K9. So they don't have to perform a second search to look up the phone number of that other agency.)		Item is not currently on the committed roadmap but will be considered for a future enhancement.	N	Item is not currently on the committed roadmap but will be considered for a future enhancement.	P1/P2	NC
CAD	1189	Electronic Cards	System shall provide electronic cards capability.		Item is not currently on the committed roadmap but will be considered for a future enhancement.	N	Item is not currently on the committed roadmap but will be considered for a future enhancement.	P1/P2	NC
CAD	1190	Training Environment	Training environment shall have the ability to have mock returns for reading CLETS returns practice.		Item is not currently on the committed roadmap but will be considered for a future enhancement.	N	Item is not currently on the committed roadmap but will be considered for a future enhancement.	P1/P2	NC
CAD	1191	Create/Incoming Run Viewer	System shall provide the ability to see a run still being created by another call taker who has NOT yet sent up the call for dispatch. (i.e. Ability to view what the call takers are typing while it is in progress and before it is submitted).		Item is not currently on the committed roadmap but will be considered for a future enhancement.	N	Item is not currently on the committed roadmap but will be considered for a future enhancement.	P1/P2	NC
CAD	1192	Enhancements Timeline	Solution shall include a more definite time table per item requested with either dates or projected quarter ranges for release.			N		P1/P2	NC
CAD	1193	N/A	N/A			N	CommandCentral Aware is being demonstrated to CCSF.	P1/P2	NC
CAD	1194	N/A	N/A			N	Update from 4/27: Harrison believes this could be done without a feature enhancement. Discussion pending.	P1/P2	NC
CAD	1195	DVRS	System shall provide the ability to show DVRS indicators in the CAD. Status text messages is the DVRS enabled or disabled at the scene. This status should be displayable in CAD.		Motorola will commit to having the DVRS status/indicator sent over to CAD and functionality will be available for training for a go live date of November 2025.	Y	Motorola will commit to having the DVRS status/indicator sent over to CAD and functionality will be available for training for a go live date of November 2025.	P1/P2	F
CAD	1196	Radio Location	Radio location data going into CAD. Filter by dept, unit type, alias, incident battalion division, Darea etc.		Filtering of location by unit type, etc. is not currently available. This functionality is not currently on the committed roadmap but will be considered for a future enhancement.	N	Filtering of location by unit type, etc. is not currently available. This functionality is not currently on the committed roadmap but will be considered for a future enhancement.	P1/P2	NC
CAD	1197	Location Verification	3rd location available as an option for an incident.		Item is not currently on the committed roadmap but will be considered for a future enhancement.	N	Item is not currently on the committed roadmap but will be considered for a future enhancement.	P1/P2	NC
CAD	1198	Unit Activity Tracking	Supervisors shall be able to have a printable list of all case numbers drawn on a particular shift to verify the reports have been completed.			Y	Motorola demonstrated capability and was accepted.	P1/P2	F
CAD	1199	Rostering/Logon	System shall provide the ability to change vehicles when one breaks down and allow the user to log in to a different vehicle and MDT.			Y	Motorola demonstrated capability and was accepted.	P1/P2	F
CAD	1200	Call Priorities	System shall support call priorities of A, B, C, and I.			Y	PremierOne will support Alphabetical Incident priorities that correspond to numeric Incident priorities 0 through 9. Committed on the Roadmap and will be available for training for a go live date of November 2025.	P1/P2	F
CAD	1201	UI/LUX	System shall have the ability to send up calls for service, specifically TIED – multi service events without having to open a form window.			Y	Motorola demonstrated capability and was accepted.	P1/P2	F
CAD	1202	UI/LUX	Should be able to handle all CLETS queries without a form window, form window is the backup method used, not the preferred method as utilized today.			Y	Motorola demonstrated capability and was accepted.	P1/P2	F
CAD	1203	UI/LUX	Command line should be a separate window on its own		Motorola is developing a new CAD UI that allows multiple (up to 18) command lines with call forms paired in the same work space. This work space will be resizable and all settings will follow the specific user based on login. NOTE: This will behave differently then the functionality of the current Tiburon System. Committed on the Roadmap and will be available for training for a go live date of November 2025.	Y	Motorola is developing a new CAD UI that allows multiple (up to 18) command lines with call forms paired in the same work space. This work space will be resizable and all settings will follow the specific user based on login. NOTE: This will behave differently then the functionality of the current Tiburon System. Committed on the Roadmap and will be available for training for a go live date of November 2025.	P1/P2	F
CAD	1204	UI/LUX	Command line/window should have the ability to be placed anywhere on the display monitor at the discretion of the user, separate and in addition to the main call taking GUI. And be able to have the window size adjusted by the user.		Motorola is developing a new CAD UI that will allow for the window/tab with the command line to be placed anywhere on the display. This command line area will be resizable. NOTE: This will behave differently then the functionality of the current Tiburon System. Committed on the Roadmap and will be available for training for a go live date of November 2025.	Y	Motorola is developing a new CAD UI that will allow for the window/tab with the command line to be placed anywhere on the display. This command line area will be resizable. NOTE: This will behave differently then the functionality of the current Tiburon System. Committed on the Roadmap and will be available for training for a go live date of November 2025.	P1/P2	F
CAD	1205	Emergency Messaging	Emergency activation is a high priority message and not a pop up that appears and disrupts workflow due to losing cursor focus.			Y	Motorola demonstrated capability and was accepted.	P1/P2	F

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"-Compliant/Validation Required "N"-Not Compliant/No Validation Required "A"-Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
CAD	1206	UI/UX	The system shall maintain cursor focus in the Command Line or the Create Incident Windows (or any chosen window) while scrolling through other windows (like reading an incident or reading a CLETS return).			Y	Motorola demonstrated capability and was accepted.	P1/P2	F
CAD	1207	UI/UX	System shall allow for configurations changes to be made to help limit mouse dependency			Y	Motorola demonstrated capability and was accepted.	P1/P2	F
CAD	1208	CAD Mapping	The CAD Dispatch Map shall have alignment with the CAD Mobile Map.		Motorola is currently developing a new CAD map. As the new CAD map is being developed these features will be considered. These features will be prioritized with other requested features on the map. Feature parity is being considered during map development.	N	Motorola is currently developing a new CAD map. As the new CAD map is being developed these features will be considered. These features will be prioritized with other requested features on the map. Feature parity is being considered during map development.	P1/P2	NC
CAD	1209	CAD Mapping	The map should display overlapping location circles (radius) for ALI, WP11, WP12, & RapidDS so that the Dispatcher and Field Units can see all of the data at the same time and make an informed decision about what the actual location might be.		Motorola is currently developing a new CAD map. As the new CAD map is being developed these features will be considered. These features will be prioritized with other requested features on the map.	N	Motorola is currently developing a new CAD map. As the new CAD map is being developed these features will be considered. These features will be prioritized with other requested features on the map.	P1/P2	NC
CAD	1210	UI/UX	System shall include the ability to log every transaction made at that terminal, including any commands made by a mouse. (User shouldn't have to switch Tabs in order to find information, instead there should be one running log in the Command Line.)		While there is no running log available on the Command Line, every transaction performed is tracked and available for search and audit. Document describing this functionality has been made available, titled "CCSF - Logging and viewing actions.docx" explaining methods of viewing these actions includes screenshots.	N	Although PremierOne does not log mouse activity in the command line, P1 CAD users do have the ability to see previous commands input into the command line, as well as whether each command was accepted or rejected. This activity is logged in the incident and/or unit history.	P1/P2	NC
CAD	1211	N/A	N/A					P1/P2	
CAD	1212	UI/UX	If configured by System Administrator as a single independent Command Line work space, that work space must have an audit of activity, and record and display all the activity (mouse and keyboard) the Dispatcher has done. Examples: After each transaction, the Status Information Bar should display whether the transaction was Processed or Rejected. This line needs to display: the CAD #, what the transaction was (command or radio code), unit ID's that it affected, time stamp, and if rejected then what the error was. (Currently, it only records transactions that were typed into the Command Line, and no transactions completed with a mouse, and no transactions completed in the Primary Work Area or Work Assist Area that were done by a keyboard.)		PremierOne offers multiple command lines or work areas to allow for multi-tasking which we find is often required and heavily utilized in the fast paced public safety communications environment. The CAD command line is designed and architected to work in conjunction with the work area and the work assist area. The command line is not intended, nor designed to function on its own.	N	PremierOne offers multiple command lines or work areas to allow for multi-tasking which we find is often required and heavily utilized in the fast paced public safety communications environment. The CAD command line is designed and architected to work in conjunction with the work area and the work assist area. The command line is not intended, nor designed to function on its own.	P1/P2	NC
CAD	1213	UI/UX	Command Line should show a running history of typed entries, without having to press the down arrow (as the starting point) to display the prior transactions. A relevant number of prior transactions should be visible.		Motorola is committed to showing a running list of typed entries. More detail can be provided as the new GUI is being developed, with the knowledge of CCSF's desired functionality.	A	Motorola is committed to showing a running list of typed entries. More detail can be provided as the new GUI is being developed, with the knowledge of what CCSF is wanting to see here.	P1/P2	NC
CAD	1214	UI/UX	New Incidents show in Reverse Color until it has been read by the controlling dispatcher. After reading it turns into normal colors.		PremierOne allows for update flags to be configured to indicate an incident has been updated, but does not provide any way to indicate an incident that has been read.	N	PremierOne allows for update flags to be configured to indicate an incident has been updated, but does not provide any way to indicate an incident that has been read.	P1/P2	NC
CAD	1215	UI/UX	Supplemental Updates must show in Reverse Color until read. (Currently it flashes.)		While PremierOne does not allow for the incident row color to change and flash, it allows users to configure update flags to indicate an incident has been updated.	A	While PremierOne does not allow for the incident row color to change and flash, it allows users to configure update flags to indicate an incident has been updated.	P1/P2	F
CAD	1216	UI/UX	The Control Channel and Box # need to be configurable for viewing in the Pending and Active Calls List.		Motorola will add the control channel and box # as a configurable option to the status monitors that will be readily visible on the new mobile UI/UX.  Committed on the Roadmap and will be available for training for a go live date of November 2025.	Y	The Control Channel and Box # need to be configurable for viewing in the Pending and Active Calls List. (P1 can handle DAREA's and Battalion District, but cannot currently display the Control Channel (using the Map Page field for that) and Box # as a column.  Motorola will add the control channel and box # as a configurable option to the status monitors that will be readily visible on the new mobile UI/UX.	P1/P2	F
CAD	1217	UI/UX	When you open an incident, the Control Channel, Box #, Sector need to be readily visible at the top of the run.		Motorola will add the control channel and box # as a configurable option to the status monitors that will be readily visible on the new mobile UI/UX.  Committed on the Roadmap and will be available for training for a go live date of November 2025.	Y	Motorola will add the control channel and box # as a configurable option to the status monitors that will be readily visible on the new mobile UI/UX. When you open an incident, the Control Channel, Box #, Sector need to be readily visible at the top of the run. (Control Channel & Box # are not currently not at the top of the run in P1.)	P1/P2	F
CAD	1218	UI/UX	System should limit the number of independent Command Line tabs that can be open utilizing back end configuration, ex a System Admin can limit the number that can be open from 1-18.		PremierOne is designed to utilize multiple Primary Work Areas. Each Primary Work Area has a command line. Limiting the number of command lines requires changes to core functionality that cannot be done.	N	PremierOne is designed to utilize multiple Primary Work Areas. Each Primary Work Area has a command line. Limiting the number of command lines requires changes to core functionality that cannot be done.	P1/P2	NC
CAD	1219	UI/UX	There should be no need to move/toggle/tab between the independent command line and the windows to execute a transaction. The user should be able to complete an entire transaction in the Command Line. System should be configurable to have the Primary Work Area and Work Assist Area hidden so that the window just shows the independent Command Line.		PremierOne offers multiple command lines or work areas to allow for multi-tasking which we find is often required and heavily utilized in the fast paced public safety communications environment. The CAD command line is designed and architected to work in conjunction with the work area and the work assist area. The command line is not intended, nor designed to function on its own.  For clarification regarding the operation of multiple command lines, and to safeguard against users from executing a command on the wrong command line (eg - how to prevent someone from dispatching a unit to the wrong event); when using any command that changes an incident or unit on the command line, the dispatcher needs to type the unique partial or full incident ID and/or the units they want to change.	N	PremierOne offers multiple command lines or work areas to allow for multi-tasking which we find is often required and heavily utilized in the fast paced public safety communications environment. The CAD command line is designed and architected to work in conjunction with the work area and the work assist area. The command line is not intended, nor designed to function on its own.  For clarification on the operation of multiple command lines in relation to safeguard against users from executing a command on the wrong command line (eg - how to prevent someone from dispatching a unit to the wrong event), using any command that changes an incident or unit on the command line the dispatcher needs to type the unique partial or full incident ID and/or the units they want to change.  There should be no need to move/toggle/tab between independent command line and the windows to execute a transaction. The entire transaction can be completed in the Command Line. User configurable to have the Primary Work Area and Work Assist Area hidden so that the window just shows the independent Command Line. (This sub-bullet needs to be discussed with Motorola. It may not be feasible to get rid of the Primary Work Area and Work Assist Area if you're trying to "read" a run. But you could potentially get rid of it if you are able to use the Independent Command Line to open an incident in a tab back in the "main window" or	P1/P2	NC

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
CAD	1220	Collect Incident Information	Must have the ability to add a clickable reference link for picture, video or other multimedia to a CAD incident from handheld devices. Only accepting media under a department defined size and format.		The ability to add a clickable reference link for picture, video, and other multimedia to a CAD incident is available on PremierOne handheld today. The size is defined in provisioning and limited to 5MB (CAD) and 9MB (Mobile), which is a total of 14 MB possible for a specific incident. The format is not provisionable. The multimedia linked would require a compatible player on the workstation and/or mobile device that is trying to access it.  NOTE: Executable files (.exe, .bat, and others) will not be opened for security reasons. Certain file types (.jpg, .png, and others) must be mapped to a default application on a CAD workstation and Windows Mobile. Permitted file types include .txt, .pdf, .xls, .xlsx, .doc, .docx, images, and videos on handheld devices.	Y	The ability to add a clickable reference link for picture, video, and other multimedia to a CAD incident is available on PremierOne handheld today. The size is defined in provisioning and limited to 5MB (CAD) and 9MB (Mobile), which is a total of 14 MB possible for a specific incident. The format is not provisionable. The multimedia linked would require a compatible player on the workstation and/or mobile device that is trying to access it.  NOTE: Executable files (.exe, .bat, and others) will not be opened for security reasons. Certain file types (.jpg, .png, and others) must be mapped to a default application on a CAD workstation and Windows Mobile. Permitted file types include .txt, .pdf, .xls, .xlsx, .doc, .docx, images, and videos on handheld devices.	P1/P2	F
CAD	1221	UI/LUX	Supplemental flags appear when a supplement or change in the call occurs. This supplemental flag should only go away once the controlling dispatcher has read the supplement, and should clear the flag from everyone's view.		PremierOne currently has this functionality and it can be set and controlled in provisioning. Specifics as to how it can be used via provisioning are as follows:  This field is sometimes referred to as a subtype field. If subtypes are not utilized by the agency, this is an alternative way to handle them. In the DEC screenshot tab, Motorola has provided an image to show how the dispatcher is able to utilize a Right click to note that this incident has been read/viewed. PremierOne also has an option to indicate when the incident has been advised that there are no units available. This may also be done from the command line. Note that though this is a single field and changing from "read" to "adv" will overwrite the existing entry. The audit trail will continue to indicate the changes that were made as part of the incident's history.	Y	PremierOne currently has this functionality and it can be set and controlled in provisioning. Specifics as to how it can be used via provisioning are as follows:  This field is sometimes referred to as a subtype field. If subtypes are not utilized by the agency, this is an alternative way to handle them. In the DEC screenshot tab, you can see the dispatcher was able to utilize a Right click to note that this incident has been read/viewed. I also have created an option to indicate when the incident has been advised that there are no units available. This may also be done from the command line. Important to note though that this is a single field and changing from "read" to "adv" will overwrite the existing entry. The audit trail will continue to indicate the changes that were made as part of the incident's history.	P1/P2	F
Mobile	1	General Mobile Requirements	Use Case: N/A						N/A
Mobile	2	General Mobile Requirements	Ability to log all mobile activities (e.g., chats, queries, uploads/downloads of field reports) with the following information:			Y	For clarification on the operation of multiple commands lines in relation to safeguard against users from executing a command on the wrong command line (eg - how to prevent someone from dispatching a unit to the wrong event), when dispatching on the command line the dispatcher needs to type the incident ID and the units that they want to dispatch on the command line. (Example:		N/A
Mobile	3	General Mobile Requirements	Department			Y			S
Mobile	4	General Mobile Requirements	Date and time of transmission			Y			S
Mobile	5	General Mobile Requirements	Mobile terminal ID			Y			S
Mobile	6	General Mobile Requirements	User ID			Y			S
Mobile	7	General Mobile Requirements	Unit ID			Y			S
Mobile	8	General Mobile Requirements	IP address		This information is managed by the mobile device management solution (like NetMotion) in use by the customer.	N			NC
Mobile	9	General Mobile Requirements	Computer name (domain name of the workstation)			Y			S
Mobile	10	General Mobile Requirements	Vehicle ID			Y			S
Mobile	11	General Mobile Requirements	GPS location of mobile client/device			Y			S
Mobile	12	General Mobile Requirements	Ability to provide an alert if mobile is receiving negative response from CAD system (no connection to CAD):			Y			N/A
Mobile	13	General Mobile Requirements	Visual			Y			S
Mobile	14	General Mobile Requirements	Audible			N			NC
Mobile	15	General Mobile Requirements	Ability to continuously attempt to reconnect to CAD system or mobile server in the event connectivity is lost.		PremierOne CAD Mobile is designed to operate on commercially available 3G and 4G networks. These networks all have dead spots so the application was designed with a degree of disconnect mode and can reconnect seamlessly without user intervention.	Y			F
Mobile	16	General Mobile Requirements	Ability to save data (e.g., queries and query returns) such that a user can resume operations upon reconnection following a period of disconnectivity.			Y			F
Mobile	17	General Mobile Requirements	Ability to support a user-initiated download of software/files at login without interfering with operational performance.			Y			F
Mobile	18	General Mobile Requirements	Ability to support an automatic download of software/files at login without interfering with operational performance.			Y			F
Mobile	19	General Mobile Requirements	Ability to upgrade and configure the Mobile application remotely.			Y		P1	F
Mobile	20	General Mobile Requirements	Ability to meet all CJIS requirements (including data encryption requirements per FIPS 140-2 for the transport and storage of data).			Y			F
Mobile	21	Mobile Application User Interface	Use Case: The mobile application provides an intuitive and easily navigated user interface that supports input via touch screen, command line and data entry masks. The user interface can be configured for different types of users or Departments (e.g., police versus fire) and can adapt to multiple form factors.			A	Motorola has agreed to include CCSF in the design phase of the new mobile UI/LUX. The details of this process will be included in the appropriate contract document(s).	P1	S
Mobile	22	Mobile Application User Interface	Ability to accept input from:			Y			N/A
Mobile	23	Mobile Application User Interface	Keyboard and touchpad			Y			S
Mobile	24	Mobile Application User Interface	Barcode reader			Y			S
Mobile	25	Mobile Application User Interface	Card swipe reader (2016 AAMVA DL/ID Card Design Standard compliant)			Y			S
Mobile	26	Mobile Application User Interface	QR code		This functionality is supported in PremierOne CAD Mobile for Android or iOS.	Y			S
Mobile	27	Mobile Application User Interface	Command entries on a command line			Y			S
Mobile	28	Mobile Application User Interface	Function keys (e.g., F1,F2)			Y			S
Mobile	29	Mobile Application User Interface	Point-and-click devices			Y			S

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A= Not Applicable NC= Non-compliant
Mobile	30	Mobile Application User Interface	Touchscreen			Y			S
Mobile	31	Mobile Application User Interface	Voice recognition		This functionality is available via a third-party application (not supplied).	N			NC
Mobile	32	Mobile Application User Interface	Ability to configure the Mobile user interface differently for different types of users (e.g., law enforcement, fire suppression, EMS, supervisor).			Y			S
Mobile	33	Mobile Application User Interface	Ability for users to configure the following features of their own Mobile displays:		Mobile screen configuration is unique down to the agency level according to an agency's preferences and training requirements.	Y			N/A
Mobile	34	Mobile Application User Interface	Font color		Mobile screen configuration is unique down to the agency level according to an agency's preferences and training requirements.	N			NC
Mobile	35	Mobile Application User Interface	Font size			Y			S
Mobile	36	Mobile Application User Interface	Day/night mode		Mobile screen configuration allows the user to adjust their day or night mode preference and follow the user profile.	Y			S
Mobile	37	Mobile Application User Interface	Audible alerts		Mobile audible alerts may be set at the agency level or may allow users to make adjustments.	Y			S
Mobile	38	Mobile Application User Interface	Ability for default colors to be "color-blind friendly."			Y			F
Mobile	39	Mobile Application User Interface	Ability to store a user profile for automatic Mobile display configuration upon application login.			Y			F
Mobile	40	Mobile Application User Interface	Ability to allow users to return to application default settings.		Mobile screen configuration is unique down to the agency level according to an agency's preferences and training requirements.	N			NC
Mobile	41	Mobile Application User Interface	Ability for dispatch data to be updated in real-time without user intervention (e.g., events, unit statuses, comments) [Automatic Refresh]			Y			F
Mobile	42	Mobile Application User Interface	Ability for each Department to disable automatic screen refreshes.			N			NC
Mobile	43	Mobile Application User Interface	Ability for each Department to determine the type of information that triggers an automatic refresh to open events when new information is available by:			N			NC
Mobile	44	Mobile Application User Interface	The change of any field that is defined in the system and visible on the mobile client (e.g., location, event type, priority)		The examples given are supported for automatic updates.	Y			S
Mobile	45	Mobile Application User Interface	The addition of a comment		The examples given are supported for automatic updates.	Y			S
Mobile	46	Mobile Application User Interface	Other Department-defined criteria		Dependent on criteria	N			NC
Mobile	47	Mobile Application User Interface	Ability for each Department to configure the interval between refreshes.			N			NC
Mobile	48	Mobile Application User Interface	Ability to receive updated dispatch information (e.g., location, suspect, pictures, vehicle information, medical updates) without interrupting or overlaying the current screen.			Y			F
Mobile	49	Mobile Application User Interface	Ability for new information to be visually distinct from information previously reviewed by Mobile user (e.g., text color, highlighting).			Y			F
Mobile	50	Mobile Application User Interface	Ability to "pin" an incoming event update so that it remains on the screen.			Y			F
Mobile	51	Mobile Application User Interface	Ability for users to configure the following types of alerts when new information is available:			Y			N/A
Mobile	52	Mobile Application User Interface	Visual			Y			S
Mobile	53	Mobile Application User Interface	Audible			Y			S
Mobile	54	Mobile Application User Interface	Ability for each Department to designate what audible and/or visual alerts can be enabled or disabled by the user on the mobile client.			Y			F
Mobile	55	Mobile Application User Interface	Ability for each Department to define the types of alerts that are active (e.g., disable loss of connectivity but enable new dispatch) on the mobile client.			Y			F
Mobile	56	Mobile Application User Interface	Ability to provide a day/night mode for use under different lighting conditions.			Y			F
Mobile	57	Mobile Application User Interface	Ability for each Department to configure the mobile client to automatically switch between day and night mode based on:		In Windows CAD, mobile switching between day and night modes is a manual operation only. In Android/iOS, this can be tied to operating system preferences.	N			NC
Mobile	58	Mobile Application User Interface	Ambient light		In Windows CAD, mobile switching between day and night modes is a manual operation only. In Android/iOS, this can be tied to operating system preferences.	N			NC
Mobile	59	Mobile Application User Interface	Time-of-day		In Windows CAD, mobile switching between day and night modes is a manual operation only. In Android/iOS, this can be tied to operating system preferences.	N			NC
Mobile	60	Mobile Application User Interface	Ability for each Department to disable the mobile client from automatically switching between day and night mode.		In Windows CAD, mobile switching between day and night modes is a manual operation only. In Android/iOS, this can be tied to operating system preferences.	N			NC
Mobile	61	Mobile Application User Interface	Ability for each Department to create on screen buttons for frequently used functions uniquely configurable by discipline (e.g., on scene, clear, AGR).			Y			F
Mobile	62	Mobile Application User Interface	Ability to map an on screen button to a function key.			Y			F
Mobile	63	Mobile Application User Interface	Ability to adapt to multiple form factors:			Y			N/A
Mobile	64	Mobile Application User Interface	Laptops			Y			S
Mobile	65	Mobile Application User Interface	Tablets			Y			S
Mobile	66	Mobile Application User Interface	iOS			Y			S
Mobile	67	Mobile Application User Interface	Android			Y			S
Mobile	68	Mobile Application User Interface	Windows			Y			S
Mobile	69	Mobile Application User Interface	Smartphones			Y			S
Mobile	70	Mobile Application User Interface	iOS			Y			S
Mobile	71	Mobile Application User Interface	Android			Y			S
Mobile	72	Mobile Application User Interface	Ability to continuously display critical all information on mobile screen when a unit is assigned to an event, regardless of other open views or other displayed information.			Y	Resolved by demo/screenshots. If an officer is on another area of the mobile workstation, the My Incident button will flash to notify the user that an update has been made. Additionally, while on the mobile map, the updated incident information is displayed on the right hand side (See screenshot on PD Screenshots tab).	P1	F
Mobile	73	Mobile Application User Interface	Ability for each Department to define what information is continuously displayed on the mobile screen when a unit is assigned to an event.			Y			F

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
Mobile	74	Mobile Application User Interface	Ability for each Department to determine the location of continuously displayed information.			N			NC
Mobile	75	Mobile Application User interface	Ability to tailor the mobile client by end-user and to save modifications to a user profile.			N			NC
Mobile	76	Mobile Application User interface	Ability for the user to configure the order of the display of most current event history data (e.g. newest-to-oldest, oldest-to-newest)			Y			F
Mobile	77	Mobile Application User Interface	Ability to hide the Reporting Party information on the MDT.			A	Motorola demonstrated alternate capability and it was accepted. The Reporting Party information is not displayed on the incident summary screen of the mobile client, it is in the persons tab. This is not displayed by default on the initial tab.	P1	F
Mobile	78	Mobile Logon/Logoff	Use Case: Users can log into/out of the Mobile application.			Y			S
Mobile	79	Mobile Logon/Logoff	Ability to provide a single sign-on for Mobile and integrated sub-systems/interfaces.			Y			F
Mobile	80	Mobile Logon/Logoff	Ability to sign on to remote using credentials supported by Microsoft Active Directory or the City Identity and Access Management System.			Y			P
Mobile	81	Mobile Logon/Logoff	Ability to integrate with third-party Identity Management Solutions		This functionality is available when done through the operating system.	A			P
Mobile	82	Mobile Logon/Logoff	Ability to enforce passwords per CJS requirements.			Y			P
Mobile	83	Mobile Logon/Logoff	Ability to enforce passwords per State-defined security requirements.			Y			P
Mobile	84	Mobile Logon/Logoff	Ability to require both user identification and password to logon.			Y			F
Mobile	85	Mobile Logon/Logoff	Ability to support Multi-Factor Authentication.		This functionality is available when the MFA is activated at operating system logon.	A			P
Mobile	86	Mobile Logon/Logoff	Ability to require any combination of the following information to logon to CAD/Mobile system:			Y			N/A
Mobile	87	Mobile Logon/Logoff	Equipment		A unit's equipment is determined in provisioning. The HRMS interface will refresh the equipment list with information from the HRMS system.	N			NC
Mobile	88	Mobile Logon/Logoff	Password			Y			S
Mobile	89	Mobile Logon/Logoff	Unit ID			Y			S
Mobile	90	Mobile Logon/Logoff	User ID			Y			S
Mobile	91	Mobile Logon/Logoff	Radio ID(s)			Y			S
Mobile	92	Mobile Logon/Logoff	Status (e.g., in service, out-of-service)			Y	Motorola demonstrated capability and was accepted.		S
Mobile	93	Mobile Logon/Logoff	Special skills/capabilities		A unit's equipment is determined in provisioning. The HRMS interface will refresh the equipment list with information from the HRMS system.	N			NC
Mobile	94	Mobile Logon/Logoff	Department-defined criteria		Provisioning allows each agency to define its own unit capabilities. Each agency will define which incident types are required for those capabilities.	Y			S
Mobile	95	Mobile Logon/Logoff	Ability for each Department to define mandatory logon fields for its personnel.			Y	Motorola demonstrated capability and was accepted.	P1	F
Mobile	96	Mobile Logon/Logoff	Ability to display a pre-defined message or banner upon log-on.			Y			F
Mobile	97	Mobile Logon/Logoff	Ability to manually enter and override any operator information (including radio ID and HRMS information) during logon.			Y			F
Mobile	98	Mobile Logon/Logoff	Ability to enable or disable override of any operator information (including radio ID, HRMS information, etc.) during logon.		User can override data provided by the HRMS interface at logon.	A			F
Mobile	99	Mobile Logon/Logoff	Ability to automatically logoff the previous unit(s) when a new unit(s) logs onto the mobile client.			Y	Motorola demonstrated capability and was accepted.		F
Mobile	100	Mobile Logon/Logoff	Ability to notify a user or dispatcher that the radio id they are attempting to logon with is assigned to another unit.			N			NC
Mobile	101	Mobile Logon/Logoff	Ability to notify a user or dispatcher that the User ID they are attempting to logon with is assigned to another unit.		The other unit would need to know both the user ID and password to login. If concurrent logins are set to "no" then the user could not log in the client. They should call a system administrator to change their password.	A			F
Mobile	102	Mobile Logon/Logoff	Ability to automatically notify DEC of logon/logoff.			N			NC
Mobile	103	Mobile Logon/Logoff	Ability to request confirmation prior to allowing a manual override.			N			NC
Mobile	104	Mobile Logon/Logoff	Ability to logon multiple individuals per unit.			Y			F
Mobile	105	Mobile Logon/Logoff	Ability for a mobile user to log on without being scheduled to work the current shift.			Y			F
Mobile	106	Mobile Logon/Logoff	Ability for each Department to set the time the mobile application can remain inactive before automatically logging out the user.			Y			F
Mobile	107	Mobile Logon/Logoff	Ability to prevent specific Mobile units from ever being logged out automatically (e.g., fire apparatus).			Y			F
Mobile	108	Mobile Logon/Logoff	Ability to clear all sensitive data from Mobile upon user log off.			Y			F
Mobile	109	Mobile Logon/Logoff	Ability to log a user onto a Mobile client from the CAD dispatch client.		Mobile clients can be provisioned to automatically log in when PremierOne CAD Mobile is invoked (usually used with a Fire Apparatus).	N			NC
Mobile	110	Mobile Logon/Logoff	Ability to log off a Mobile client from the CAD dispatch client.	<b>User Story:</b> Truck 5 is in a relief apparatus and is logged in to the MDT as Truck 5. Their regular truck is ready to be picked up from the shop. Truck 5 goes to the shop, swaps all the equipment, shuts down the MDT, and leaves the relief truck at the shop. Upon arrival at the station, the officer attempts to log into the MDT but ca not because Truck 5 is still logged into the MDT on the relief truck.  The dispatcher can logoff truck 5 from the relief apparatus at the communications center, even though the MDT is powered off. No in-person work is required on the relief apparatus MDT.		Y			F
Mobile	111	Mobile Logon/Logoff	Ability to log onto a non-dispatch CAD client while simultaneously maintaining a mobile log on.			Y			F
Mobile	112	Dispatches	Use Case: Mobile users receive CAD dispatches in a format such that pertinent information, especially safety information, is readily accessible.						S
Mobile	113	Dispatches	Ability to receive dispatches on the Mobile application.			Y			S

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
Mobile	114	Dispatches	Ability for mobile performer to receive dispatches simultaneously on all mobile telecommunications devices they are logged into, including, but not	dispatch information simultaneously on all mobile telecommunications devices they are logged into, including, but not		Y	Motorola demonstrated capability and was accepted.	P1	N/A
Mobile	115	Dispatches	Mobile computers			Y			S
Mobile	116	Dispatches	Smart phones			Y			S
Mobile	117	Dispatches	Tablets			Y			S
Mobile	118	Dispatches	Ability for dispatches to open automatically on Mobile devices.			Y	Motorola demonstrated capability and was accepted.	P1	S
Mobile	119	Dispatches	Ability to alert mobile users that a new dispatch has arrived:			Y			N/A
Mobile	120	Dispatches	Audible alert			Y			S
Mobile	121	Dispatches	Visual alert			Y			S
Mobile	122	Dispatches	Ability to provide a distinguishable alert for high priority events:			Y			N/A
Mobile	123	Dispatches	Audible alert			Y			S
Mobile	124	Dispatches	Visible alert			Y			S
Mobile	125	Dispatches	Ability to configure alerts to be visible or audible, depending on the priority of the event.			Y			S
Mobile	126	Dispatches	Ability to access and read all comments associated with an event, regardless of assignment.			Y			S
Mobile	127	Dispatches	Ability to display the following information in distinct fields or tabs (as opposed to in the event narrative) upon receipt of dispatch:			Y			N/A
Mobile	128	Dispatches	Assisting unit(s)			Y			S
Mobile	129	Dispatches	Case number			Y			S
Mobile	130	Dispatches	Comments/narrative (unlimited)			Y			S
Mobile	131	Dispatches	Date and time event entered			Y			S
Mobile	132	Dispatches	Event location			Y			S
Mobile	133	Dispatches	Alternate dispatch location (e.g., staging)			Y			S
Mobile	134	Dispatches	Event number			Y			S
Mobile	135	Dispatches	Event priority			Y			S
Mobile	136	Dispatches	Event type			Y			S
Mobile	137	Dispatches	Previous history for dispatched location			Y			S
Mobile	138	Dispatches	Pre-plan information			Y			S
Mobile	139	Dispatches	Reporting party information			Y			S
Mobile	140	Dispatches	Subject information			Y			S
Mobile	141	Dispatches	Suspect information			Y			S
Mobile	142	Dispatches	Premise information			Y	Motorola demonstrated capability and was accepted.	P1	S
Mobile	143	Dispatches	Recommended route			Y			S
Mobile	144	Dispatches	Event talk groups			Y			S
Mobile	145	Dispatches	ICS resource group			Y			S
Mobile	146	Dispatches	Ability to alert user of availability of information associated with a location (e.g., gate codes, Knox Box, hazards, premise history, pre-plans).			Y			F
Mobile	147	Dispatches	Ability to indicate type of information that is attached to an event (e.g., gate code, hazard) so that user can decide whether or not to retrieve the information.			Y			F
Mobile	148	Dispatches	Ability for field units to have the option of pulling up or not pulling up information attached to the event.			Y			F
Mobile	149	Dispatches	Ability to drill down in premise history to open links to a complete set of all events, persons, vehicles, etc. associated with the location.			Y			F
Mobile	150	Unit Status	Use Case: Mobile users can update their status in the mobile environment.			Y			S
Mobile	151	Unit Status	Ability to update unit status using function or hot keys.			Y			S
Mobile	152	Unit Status	Ability for each Department to define unit statuses.			Y			S
Mobile	153	Unit Status	Ability for each Department to determine which function keys update which unit statuses.			Y			S
Mobile	154	Unit Status	Ability to update location from within the mobile application.			Y			S
Mobile	155	Unit Status	Ability for a unit to log a location different from the event location.			Y			S
Mobile	156	Unit Status	Ability to create criteria for automated status changes (on scene, in service, in quarters, etc.) based on AVL.			Y			S
Mobile	157	Unit Status	Ability to generate a mask with fields to gather additional information required when using hot keys to update unit statuses requiring more information (e.g., a location update).			Y			S
Mobile	158	Unit Status	Ability to retrieve a list of units in a user-indicated geographical area and display.			Y			N/A
Mobile	159	Unit Status	Unit ID			Y			S
Mobile	160	Unit Status	Location (last known if no AVL)			Y			S
Mobile	161	Unit Status	Assigned event (if assigned to an event)			Y			S
Mobile	162	Unit Status	Unit status			Y			S
Mobile	163	Event Management	Use Case: Mobile users receive updates and add comments to events to which they have been assigned.			Y			S
Mobile	164	Event Management	Ability for any authorized user (call taker, dispatcher, mobile user) to add information to an event.			Y			S
Mobile	165	Event Management	Ability to enable or disable a user's ability to add comments or additional information to events by:			Y			N/A
Mobile	166	Event Management	Department			Y			S
Mobile	167	Event Management	Discipline			Y			S
Mobile	168	Event Management	Unit type			Y			S

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
Mobile	169	Event Management	User ID			Y			S
Mobile	170	Event Management	Unit ID			Y			S
Mobile	171	Event Management	Role			Y			S
Mobile	172	Event Management	Mobile Client ID			N			NC
Mobile	173	Event Management	Other department-defined criteria		Dependent on criteria	N			NC
Mobile	174	Event Management	Ability for authorized user to add comments to an event after the event is closed.			Y			F
Mobile	175	Event Management	Ability to identify other units assigned to same event.			Y			F
Mobile	176	Event Management	Ability for all personnel dispatched to an event to receive notification when other personnel are en route.			Y			F
Mobile	177	Event Management	Ability for all personnel dispatched to an event to receive notification of status and location changes of other personnel dispatched to the event. Ability to enable or disable the ability of mobile users to add themselves to an event by:			Y	Motorola demonstrated capability and was accepted.	P1	F
Mobile	178	Event Management				Y			N/A
Mobile	179	Event Management	Department			Y			S
Mobile	180	Event Management	Discipline			Y			S
Mobile	181	Event Management	Unit type			Y			S
Mobile	182	Event Management	User ID			Y			S
Mobile	183	Event Management	Unit ID			Y			S
Mobile	184	Event Management	Role			Y			S
Mobile	185	Event Management	Mobile Client ID			N			NC
Mobile	186	Event Management	Other department-defined criteria		Dependent on criteria	N			NC
Mobile	187	Event Management	Ability to directly access (e.g., hyperlink, drill down) previous event information related to the address of the event.			Y	Motorola demonstrated capability and was accepted.	P1	F
Mobile	188	Event Management	Ability to retrieve a list of events identified as:			Y			N/A
Mobile	189	Event Management	Dispatched			Y			S
Mobile	190	Event Management	Pending			Y	Motorola demonstrated capability and was accepted.	P1	S
Mobile	191	Event Management	New (per a Department-defined length of time)		Sort the pending list by time created.	A			S
Mobile	192	Event Management	Ability of list of events to display:			Y			S
Mobile	193	Event Management	Event number and type			Y			S
Mobile	194	Event Management	Event location			Y			S
Mobile	195	Event Management	Event public safety geographical area			Y			S
Mobile	196	Event Management	Assigned units (if dispatched)			Y			S
Mobile	197	Event Management	Ability to upload a file (e.g., photo, video, pdf) from the mobile and have it included in the CAD record.			Y	Motorola demonstrated capability and was accepted.	P1	F
Mobile	198	Self-Dispatch	Use Case: Units/individuals can use their mobile devices to create an "on-view" event (e.g., traffic or subject stop).			Y	Motorola demonstrated capability and was accepted.	P1	S
Mobile	199	Self-Dispatch	Ability to populate location fields in an on-view event.			Y		P1	S
Mobile	200	Self-Dispatch	The controlling dispatcher can see all updates to the on-view event.			Y		P1	S
Mobile	201	Self-Dispatch	Ability to alert a dispatcher that a mobile user has created a self-initiated event by:			Y		P1	N/A
Mobile	202	Self-Dispatch	Ability to configure the types of self-initiated events that generate an alert by:			Y		P1	N/A
Mobile	203	Self-Dispatch	Department			Y		P1	S
Mobile	204	Self-Dispatch	Event type			Y		P1	S
Mobile	205	Self-Dispatch	Time of day			Y		P1	S
Mobile	206	Self-Dispatch	Department-defined criteria			Y		P1	S
Mobile	207	Self-Dispatch	Ability for location information to populate the location fields in the event upon creating an on-view event, assuming the mobile device is equipped with GPS.			Y		P1	S
Mobile	208	Self-Dispatch	Ability to initiate an event from the Mobile, including:			Y	Motorola demonstrated capability and was accepted.	P1	N/A
Mobile	209	Self-Dispatch	Call for service			Y		P1	S
Mobile	210	Self-Dispatch	Traffic stop			Y		P1	S
Mobile	211	Self-Dispatch	Subject stop			Y		P1	S
Mobile	212	Self-Dispatch	Administrative activity (e.g. training, field inspections)		This functionality can be provided by using the unit status. The unit would change their status to administration, and by the agency's choice, this could either keep them available for dispatch or not available for dispatch.	Y		P1	S
Mobile	213	Self-Dispatch	Ability to initiate an event with:			Y		P1	N/A
Mobile	214	Self-Dispatch	Function key			Y		P1	S
Mobile	215	Self-Dispatch	Quick touch button			Y		P1	S
Mobile	216	Self-Dispatch	Ability to enable or disable the initiation of events from a mobile device by any combination of:			Y		P1	N/A
Mobile	217	Self-Dispatch	Event type			Y		P1	S
Mobile	218	Self-Dispatch	Department			Y		P1	S
Mobile	219	Self-Dispatch	Role			Y		P1	S
Mobile	220	Self-Dispatch	Time of day			Y		P1	S
Mobile	221	Self-Dispatch	Ability, with appropriate supporting mapping/AVL technology, to indicate unit/event location when initiating an event from the field.			Y		P1	F
Mobile	222	Self-Dispatch	Ability to revalidate self-initiated event location at the dispatch level.			Y		P1	F
Mobile	223	Call Disposition	Use Case: Units can clear from an event to which they are assigned. Units can also enter a disposition for an event to which they are assigned.			Y			S
Mobile	224	Call Disposition	Ability for users to enter a disposition for an event to which they are assigned.			Y			S

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F = Functional I = Interface S = Scenario R = Resiliency N/A = Not Applicable NC = Non-compliant
Mobile	225	Call Disposition	Ability for a mobile user to change the disposition code for an event after the event has been closed.			Y			S
Mobile	226	Call Disposition	Ability to provide a drop down menu for event dispositions.			Y			S
Mobile	227	Call Disposition	Ability to provide a text field for disposition comments.			Y	Motorola demonstrated capability and was accepted.	P1	S
Mobile	228	Call Disposition	Ability for users to add comments to an event when they enter a disposition.			Y			S
Mobile	229	Call Disposition	Ability for field personnel to clear from an event in the Mobile application.			Y			S
Mobile	230	Call Disposition	Ability for a Mobile user to clear from an event when other units are assigned without requiring a disposition.			Y			S
Mobile	231	Call Disposition	Ability to require a Mobile user to enter a disposition if clearing from an event with no other assigned units, if the event has been handled. Otherwise a Mobile user should be given the option to preempt from the event without a disposition which will then place the event back on the pending call board.			Y	Motorola demonstrated capability and was accepted.	P1	S
Mobile	232	Call Disposition	Ability for users and their controlling dispatchers to receive a warning when they add a disposition to an event for which they are the last assigned unit.		PremierOne uses the concept of primary unit and the user will have to enter the disposition before going back into service.	A			S
Mobile	233	Mobile CJIS Queries	Use Case: Users can query CLETS, NLETS, DMV and other interfaced government databases from within the mobile application. The CAD system will forward and receive queries to and from the SFPD LEVEL II Message Switch. The SFPD LEVEL II Message Switch will generate the actual query to the external system. CAD will receive the returns from the LEVEL II Message Switch and forward them to the appropriate mobile client.			Y			S
Mobile	234	Mobile CJIS Queries	Ability to use predefined data entry forms/screens (masks) to minimize data transmitted during queries.			Y			S
Mobile	235	Mobile CJIS Queries	Ability to create standard query screen formats (masks).			Y			S
Mobile	236	Mobile CJIS Queries	Ability to access query forms by:			Y			N/A
Mobile	237	Mobile CJIS Queries	Command line entry			Y			S
Mobile	238	Mobile CJIS Queries	Drop down menus			Y			S
Mobile	239	Mobile CJIS Queries	Dedicated function keys			Y			S
Mobile	240	Mobile CJIS Queries	Ability for users to conduct multiple license plate searches simultaneously.			Y			F
Mobile	241	Mobile CJIS Queries	Ability to save Message Switch searches until user clears data.			Y			F
Mobile	242	Mobile CJIS Queries	Ability to save Message Switch searches, but not the returns, to event and unit history.			Y			F
Mobile	243	Mobile CJIS Queries	Ability to automatically set up a command to run a query based on the return received from a previous query (e.g., run a RQ, the system will automatically generate a DNQ using the name and DOB returned for the registered owner in the RQ return).	<b>User Story:</b> A dispatcher runs a driver license query. The officer asks the dispatcher to run a query on the driver's name that matches the driver license. Instead of typing the name and DOB, the system is able to pull that information from the DL query and use that for the next query.	PremierOne can mimic this functionality using the cascading query concept. Where a single query is initiated, multiple other queries are automatically spawned, based on the returns.	Y			F
Mobile	244	Mobile CJIS Queries	Ability to generate a query based on the information returned from a previous query (e.g., run a RQ, then click on registered owner name to run DNQ).		PremierOne can mimic this functionality using the cascading query concept. Where a single query is initiated, multiple other queries are automatically spawned, based on the returns.	Y			F
Mobile	245	Mobile CJIS Queries	Ability for users to run different queries simultaneously in different windows.			Y			F
Mobile	246	Mobile CJIS Queries	Ability for users to receive an audible and/or visual alert upon receiving a return to a query request.			Y			F
Mobile	247	Mobile CJIS Queries	Ability to save all query returns until user clears data or logs off.			Y	Motorola demonstrated capability and was accepted.		F
Mobile	248	Mobile CJIS Queries	Ability for agencies to configure which specific Message Switch searches are saved.		All CJIS searches are logged.	Y	Motorola demonstrated capability and was accepted.		F
Mobile	249	Mobile CJIS Queries	Ability for mobile query returns to appear on dispatcher's screen as well as the mobile computer screen if the return contains a Department-defined keyword (e.g., stolen, missing, wanted, felony).			Y			F
Mobile	250	Mobile CJIS Queries	Ability to require the entry of a unique officer ID when running a CJIS inquiry.			Y			F
Mobile	251	Mobile CJIS Queries	Ability to pre-populate the officer ID field used when running a CJIS query by:			Y			N/A
Mobile	252	Mobile CJIS Queries	Primary officer ID			Y			S
Mobile	253	Mobile CJIS Queries	Last used officer ID		This is the officer currently logged in.	A			S
Mobile	254	Mobile Mapping and AVL	Use Case: Integrated mobile mapping supports Soundex location searches, multiple map layers that users can turn on and off, display of event and unit locations and routing instructions among other geospatial CAD functionality. Mobile applications can consume positional data from a GPS device connected to the vehicle or mobile device. The positional data is used for various functions, including mapping unit locations, setting up perimeters and closest most appropriate unit dispatching.	<b>User Story:</b> Both fire and police are responding to the same location. To get to the location, a police car might be able to drive down that street or a police officer can walk up the stairs but a fire engine or truck might not be able to follow a particular route.		Y			F
Mobile	255	Mobile Mapping and AVL	Ability to support AVL/GPS functionality.			Y			S
Mobile	256	Mobile Mapping and AVL	Ability to provide users with the following map navigation functionality:			Y			S
Mobile	257	Mobile Mapping and AVL	Pan from given area to adjacent area			Y			S
Mobile	258	Mobile Mapping and AVL	Return back to previous view			Y			S
Mobile	259	Mobile Mapping and AVL	Zoom in on area for enhanced detail			Y			S
Mobile	260	Mobile Mapping and AVL	Zoom out of an area			Y			S
Mobile	261	Mobile Mapping and AVL	Move up and down			Y			S
Mobile	262	Mobile Mapping and AVL	Move left and right			Y			S
Mobile	263	Mobile Mapping and AVL	Ability for user to update/modify map displays (e.g., preset default zoom levels and views).			Y			S
Mobile	264	Mobile Mapping and AVL	Ability to utilize color, text, and/or symbols to distinguish status of unit.			Y			S

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F = Functional I = Interface S = Scenario R = Resiliency N/A = Not Applicable NC = Non-compliant
Mobile	265	Mobile Mapping and AVL	Ability to display on the Mobile map and in real time the location of a reporting party using the location provided by third-party enhanced location service providers.	<b>User Story:</b> Incident location information is sent to mobile device clients of responding units. The incident does not have an exact address point. The call is located in a park, beach, or other undeveloped area. Units are going to a cliff rescue and additional call information needs to be sent to the Battalion Chief. The reporting party is using a cell phone to call in the emergency. CAD will send the precise location of the reporting party's cell phone to a map client such as Google Maps or Apple Maps on the responding units' mobile device clients. If a unit is not logged into CAD and needs to be contacted, dispatcher can use the CAD client to locate the officer through the contact list and send a message to a department and/or prelisted private cell phone.		Y	PremierOne Mobile will have the ability to ingest location information from 3rd party applications such as Rapid505 or What3Words from the CAD system. A hyperlink will be provided from CAD, selecting the hyperlink in the mobile application will display the location in the Mobile Map with a clear icon identifying the location as being generated from the 3rd party.  Committed on the Roadmap and will be available for training for a go live date of November 2025.  <b>User Story:</b> Incident location information is sent to mobile device clients of responding units. The incident does not have an exact address point. The call is located in a park, beach, or other undeveloped area. Units are going to a cliff rescue and additional call information needs to be sent to the Battalion Chief. The reporting party is using a cell phone to call in the emergency. CAD will send the precise location of the reporting party's cell phone to a map client such as Google Maps or Apple Maps on the responding units' mobile device clients. If a unit is not logged into CAD and needs to be contacted, dispatcher can use the CAD client to locate the officer through the contact list and send a message to a department and/or prelisted private cell phone. This is the Rapid 505 integration that we require. Overlap with DEM-DEC. Need a common view/operating picture for Dispatch and First Responders. *Current understanding that the subound texting is only available using Motorola's phone system.	P2	S
Mobile	266	Mobile Mapping and AVL	Add the ability to set routing or street networks based on responding department.			Y			
Mobile	267	Mobile Mapping and AVL	Ability to select a specific reporting party for display in real time when there are multiple reporting parties associated with a CAD event.			N	Item is not currently on the committed roadmap but will be considered for a future enhancement.	P2	NC
Mobile	268	Mobile Mapping and AVL	Ability to center map display on:			Y			N/A
Mobile	269	Mobile Mapping and AVL	CAD event location			Y			S
Mobile	270	Mobile Mapping and AVL	Specified geographic area			Y			S
Mobile	271	Mobile Mapping and AVL	Specified vehicle/unit			Y			S
Mobile	272	Mobile Mapping and AVL	Vehicle activating emergency button			Y			S
Mobile	273	Mobile Mapping and AVL	Ability to track a selected unit.			Y			S
Mobile	274	Mobile Mapping and AVL	Ability for Departments to determine default map display:			Y			N/A
Mobile	275	Mobile Mapping and AVL	Layers			Y			S
Mobile	276	Mobile Mapping and AVL	Geographic Boundaries			Y			S
Mobile	277	Mobile Mapping and AVL	Ability to zoom to relevant map location by searching on available map layer information.			Y			F
Mobile	278	Mobile Mapping and AVL	Ability to view map and mobile application on the screen at the same time.			Y			F
Mobile	279	Mobile Mapping and AVL	Ability to cache map layers to minimize the amount of data transmitted wirelessly.			Y			F
Mobile	280	Mobile Mapping and AVL	Ability for map to function without wireless connectivity.			Y			F
Mobile	281	Mobile Mapping and AVL	Ability for user to select map layers for display.			Y			F
Mobile	282	Mobile Mapping and AVL	Ability for user to select a satellite map view.	<b>User Story:</b> A Sergeant is responding to and monitoring an incident in an area that the team is unfamiliar with. The nature of the incident requires a perimeter to be set up to search for the suspect. Using satellite view, they are able to see the various possible hiding areas and escape routes which aids in the perimeter setup.		Y	Motorola demonstrated capability and was accepted.  PremierOne allows a user to right click in mobile map and open up a given point clicked on the maps, street view via Google Maps	P2	F
Mobile	282.1	Mobile Mapping and AVL	Ability for user to select a street view.			Y	Motorola demonstrated capability and was accepted.  PremierOne allows a user to right click in mobile map and open up a given point clicked on the maps, street view via Google Maps	P2	F
Mobile	283	Mobile Mapping and AVL	Ability to automatically refresh current vehicle location at Department-defined intervals.			Y			F
Mobile	284	Mobile Mapping and AVL	Ability to update map with:			Y			N/A
Mobile	285	Mobile Mapping and AVL	Unit locations			Y			S
Mobile	286	Mobile Mapping and AVL	Event locations			Y			S
Mobile	287	Mobile Mapping and AVL	Ability to right click on a location to display information associated with that location.			Y			F
Mobile	288	Mobile Mapping and AVL	Ability to display user-specified map layers (e.g., hydrants, hazards) surrounding an event location.			Y			F
Mobile	289	Mobile Mapping and AVL	Ability to display live traffic conditions on the map.			N			NC
Mobile	290	Mobile Mapping and AVL	Ability for unit icons to rotate on the map to provide direction of travel.			N			NC
Mobile	291	Mobile Mapping and AVL	Ability to display the location of other units on mobile map in near real-time (assuming AVL and sufficient bandwidth).			Y			F
Mobile	292	Mobile Mapping and AVL	Ability to filter display of field units on mobile map by:			Y			N/A
Mobile	293	Mobile Mapping and AVL	Units associated with an event			Y			S
Mobile	294	Mobile Mapping and AVL	Department			Y			S
Mobile	295	Mobile Mapping and AVL	Defined geographical area			Y			S
Mobile	296	Mobile Mapping and AVL	All units			Y			S
Mobile	297	Mobile Mapping and AVL	Unit types			Y			S
Mobile	298	Mobile Mapping and AVL	Unit status			Y			S
Mobile	299	Mobile Mapping and AVL	Ability to click on a unit or event in the event queue or unit status bar and have it displayed on the map.			Y			F
Mobile	300	Mobile Mapping and AVL	Ability for authorized users to turn AVL functionality on/off for individual units (e.g., undercover units).			Y			F

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F = Functional I = Interface S = Scenario R = Resiliency N/A = Not Applicable NC = Non-compliant
Mobile	301	Mobile Mapping and AVL	Ability to automatically calculate turn-by-turn directions from user's current location (on Mobile using AVL) to dispatched location.			Y			F
Mobile	302	Mobile Mapping and AVL	Ability to automatically calculate turn-by-turn directions from the unit's current location (on Mobile using GPS) to the dispatched location when the mobile has no network connectivity (e.g., loss of connection).			Y			F
Mobile	303	Mobile Mapping and AVL	Ability to provide alternative routes along with estimated travel time for each route.			N	Item is not currently on the committed roadmap but will be considered for a future enhancement.	P2	NC
Mobile	304	Mobile Mapping and AVL	Ability for users to click on address in a dispatch to initiate routing directions on the mobile map.			Y	Motorola demonstrated capability and was accepted.	P2	F
Mobile	305	Mobile Mapping and AVL	Ability to support quickest-time routing for all dispatches.	<b>User Story 1:</b> The routing system should be able to disregard legal road rules and route the unit.  When Battalion 6 is dispatched to Mission and Richland, a conventional routing system will route the unit east on Cesar Chavez (a due east/west street) and right on Mission (running northeast/southwest), backtracking to the west with a total route distance of 1.43 miles. The best route available for the unit, using red lights, siren, and disregarding traffic directions, is east on Mission, south on Dolores, merging onto San Jose, and a left turn (legally prohibited) onto Randall to travel the 100-foot separation between Mission and San Jose, then south onto Mission, a total route distance of one mile. The routing system should be able to disregard the left turn prohibition and produce this route. Similarly, the system should be able to offer a route using the wrong way on one-way streets with a limit of 1-2 blocks.	This routing information would need to be included in the customer supplied ESRI map.	Y	Motorola demonstrated capability and was accepted.	P2	F
Mobile	306	Mobile Mapping and AVL	Ability to recalculate directions to event/specified location on the fly.			N			NC
Mobile	307	Mobile Mapping and AVL	Ability to provide audible routing information.			N			NC
Mobile	308	Mobile Mapping and AVL	Ability to provide text-based routing information.			Y			F
Mobile	309	Mobile Mapping and AVL	Ability to provide closest cross streets.	<b>User Story:</b> Cross streets should be distinguishable between vehicle and foot travel.  A dispatch to 10 Glendale gives the cross streets of Market and Corbett. The physical streets of Glendale and Corbett do not cross. The connection is a stairway, which is common in San Francisco. For the purpose of responding fire vehicles, the cross streets should be Market and 'end', as fire vehicles must arrive at the building, not at the end of the street.  For the purpose of responding police vehicles where responding subjects may flee to Corbett, access to Glendale from Corbett is available and therefore the streets are considered crossable.  The system should be able to differentiate stairs as cross streets or dead ends depending on the department.	This information would need to be in the customer supplied ESRI map data.	Y			F
Mobile	310	Mobile Mapping and AVL	Ability to take into account the following when calculating routing directions:  Ability to take into account the following when calculating routing directions:	<b>User Story:</b> Stretches of freeway in San Francisco are divided into boxes by entrances. The nearest unit to the incident is considered to be the unit with best access to the entrance. The system should be able to offer a second choice to select a unit with the best access at the first off-ramp beyond the incident if the freeway or off-ramp is reported to be blocked by the RP.  When an accident occurs on 101 S. between the Silver Entrance and the Paul Exit, Engine 42, the closest unit to the Silver entrance is recommended for dispatch. The RP reports that all lanes are blocked and traffic is not moving. The dispatcher checks the alternate offering from the CAD. Engine 44 is located near the Paul exit and dispatch chooses to send Engine 44 who is routed up the offramp onto 101 South, to travel north to the accident.		Y			N/A
Mobile	311	Mobile Mapping and AVL	Street speed limits			Y			S
Mobile	312	Mobile Mapping and AVL	Closed streets			Y			S
Mobile	313	Mobile Mapping and AVL	Real-time traffic			N			NC
Mobile	314	Mobile Mapping and AVL	Obstacles (e.g., physical barriers)			Y			S
Mobile	315	Mobile Mapping and AVL	Dispatch entered temporary obstacles (e.g., temporary street closures, closed to public transit, obstructed streets)			Y			S
Mobile	316	Mobile Mapping and AVL	Height and weight restrictions			Y			S
Mobile	317	Mobile Mapping and AVL	Distance between vehicle and event location			Y			S
Mobile	318	Mobile Mapping and AVL	Suitability for responding emergency vehicle			Y			S
Mobile	319	Mobile Mapping and AVL	Ability to highlight on the map the recommended route from current location to a dispatched event site.			Y			F
Mobile	320	Mobile Mapping and AVL	Ability to display vehicle location on a map and view progress toward event location.			Y			F
Mobile	321	Mobile Mapping and AVL	Ability to clearly display potential obstacles along route.		CCSF would have to define 'potential' and amend their GIS data accordingly.	Y			F
Mobile	322	Mobile Mapping and AVL	Ability to provide estimated travel time.			Y			F
Mobile	323	Mobile Mapping and AVL	Add the ability to display time for arrival for units that have AVL, especially fire and medical units.	<b>User Story:</b> This should be displayed and visible to all departments that are on an incident. For example, PD would see the ETA for the ambulance that is on a tied run to their incident.		N	Item is not currently on the committed roadmap but will be considered for a future enhancement.  User Story: This should be displayed and visible to all departments that are on an incident. For example, PD would see the ETA for the ambulance that is on a tied run to their incident. While not written in the requirement, CCSF clarifies that the requirement speaks to "estimated" time for arrival. This is a DEC oversight under Miscellaneous Items - Mobile - the request is for the MDT's to show ETA's to destination/hospital/police station. This feature is available to Dispatchers only in PremiereOne but not available to units in the field. Need to discuss integration with real-time traffic applications.	P2	NC

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F = Functional I = Interface S = Scenario R = Resiliency N/A = Not Applicable NC = Non-compliant
Mobile	324	Mobile Mapping and AVL	Ability to toggle on/off views of mapping applications such as Waze or Google suggested routes.			N			NC
Mobile	325	Mobile Mapping and AVL	Ability for map to pull in data from third party sources, including, but not limited to:			N			NC
Mobile	326	Mobile Mapping and AVL	Traffic Department			N			NC
Mobile	327	Mobile Mapping and AVL	Waze			N			NC
Mobile	328	Mobile Mapping and AVL	Google Maps			A	Alternative method accepted. PremierOne allows a user to right click on mobile map and open in google maps to street view but does not provide google routing/directions.		P
Mobile	329	Mobile Mapping and AVL	Real-time traffic assessments			N*			NC
Mobile	330	Mobile Mapping and AVL	Ability to toggle between multiple map orientations:			Y			N/A
Mobile	331	Mobile Mapping and AVL	North up			Y			S
Mobile	332	Mobile Mapping and AVL	Heading up			Y			S
Mobile	333	Mobile Mapping and AVL	Ability for a responder to obtain real-time walking directions from the mobile client's current location to a selected destination using the Mobile Map or a 3rd party map layer such as Apple or Google Maps.	This functionality is available on PremierOne CAD Mobile handheld devices.		Y			F
Mobile	334	Mobile Mapping and AVL	Ability for a responder to obtain real-time walking directions from the mobile client's current location to the location of another mobile device using the X/Y location of the mobile device.	This functionality is available on PremierOne CAD Mobile handheld devices.		Y			F
Mobile	335	Mobile Mapping and AVL	Ability to update in real-time the walking directions (from the user's current location) to a mobile device's current location using the best available location information provided by the device or carrier.	This functionality is available on PremierOne CAD Mobile handheld devices.		Y			F
Mobile	336	Mobile Mapping and AVL	Ability to select the desired destination for walking directions by:	This functionality is available on PremierOne CAD Mobile handheld devices.		Y			F
Mobile	337	Mobile Mapping and AVL	CAD location identifier (e.g., staging area, base camp, injured party)	This functionality is available on PremierOne CAD Mobile handheld devices.		Y			F
Mobile	338	Mobile Mapping and AVL	Caller name			N			NC
Mobile	339	Mobile Mapping and AVL	IP address			N			NC
Mobile	340	Mobile Mapping and AVL	Caller phone number			N			NC
Mobile	341	Mobile Mapping and AVL	X/Y location	Motorola assumes that this requirement describes the same functionality as requirement Mobile 334.		Y			NC
Mobile	342	Mobile Mapping and AVL	Address	Motorola assumes that this requirement describes the same functionality as requirement Mobile 335.		Y			NC
Mobile	343	Mobile Mapping and AVL	What3words location			Y	Motorola has committed to bringing What3Words location over from RapidSOS and included in the CAD record as well as on the P1 and P1 Mobile map. Commitment to be available for training for a go live of November 2025.	P1	F
Mobile	344	Mobile Mapping and AVL	CAD unit number			Y			F
Mobile	345	Emergency Key	Use Case: Depressure of a hot key on a mobile device sends a silent signal to designated CAD and mobile users in a pre-defined geographical area, along with the last known location of the mobile unit.			Y	Motorola demonstrated capability and was accepted.	P1	S
Mobile	346	Emergency Key	Ability to initiate an emergency message transmission from a touch screen button or hot key.			Y	Motorola demonstrated capability and was accepted.		S
Mobile	347	Emergency Key	Ability to automatically transmit the following information in an emergency situation:			Y			S
Mobile	348	Emergency Key	Last known location			Y	Motorola demonstrated capability and was accepted.	P1	S
Mobile	349	Emergency Key	Location based AVL			Y			S
Mobile	350	Emergency Key	Unit ID			Y			S
Mobile	351	Emergency Key	Event number for the assigned event if assigned to an event			N			
Mobile	352	Emergency Key	Ability for a controlling dispatcher to reset emergency key.			Y			S
Mobile	353	Emergency Key	Ability for the following to be notified upon emergency key activation:			Y			N/A
Mobile	354	Emergency Key	Units within proximity			Y	Motorola demonstrated capability and was accepted.	P1	S
Mobile	355	Emergency Key	Department associated units			Y			S
Mobile	356	Emergency Key	All units			Y			S
Mobile	357	Emergency Key	Dispatch/Communications			Y			S
Mobile	358	Emergency Key	Ability for system administrator to disable the emergency key functionality.			Y			F
Mobile	359	BOLOs	Use Case: Units can receive, view and create BOLOs in the mobile environment.			Y			S
Mobile	360	BOLOs	Ability for users to view BOLOs in the mobile environment.			Y			S
Mobile	361	BOLOs	Ability for users to attach files (e.g., photos) to BOLOs.			Y			S
Mobile	362	BOLOs	Ability for each Department to configure which other Departments can receive and view BOLOs in the mobile environment.			Y			S
Mobile	363	BOLOs	Ability for field personnel to create BOLOs in the mobile environment.			Y			S
Mobile	364	BOLOs	Ability for Fire personnel to see authorized law enforcement BOLOs.			Y			S
Mobile	365	BOLOs	Ability to save BOLOs to a digital dashboard for later review.			Y			S
Mobile	366	BOLOs	Ability to pin a BOLO for quick reference.			Y			S
Mobile	367	Perimeters	Use Case: Authorized mobile units should be able to define a perimeter from the mobile unit. They should also be able to view any perimeter and assign units to perimeter points.			Y			S
Mobile	368	Perimeters	Ability to define and manage a perimeter from the mobile unit.			Y			S
Mobile	369	Perimeters	Ability to assign units to specific points on the perimeter	This is a dispatcher function.		A			S
Mobile	370	Perimeters	Ability to view the perimeter, perimeter points and assigned units on the mobile map.			Y			S
Mobile	371	Perimeters	Ability for field personnel to assign themselves to perimeter posts.	Field units can assign their unit's location.		A			S

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S= Scenario R = Resiliency N/A = Not Applicable NC = Non-compliant
Mobile	372	General Mobile Requirements	System should include a configurable "survey" feature for the Dispatch Terminal, MDT and Smartphone. This feature should provide the ability for DEM to create a survey with customizable questions and fields that the Field User could quickly fill out from their MDT to facilitate data gathering for whatever statistical purpose the department deems necessary. The survey should be configurable by the CAD Administrator with field options that allow for selection from either a drop-down list, geo-location verified field, or free form text options.			Y	Motorola demonstrated capability and was accepted.	P1/P2	F
Mobile	373	Mobile Application User Interface	Pending/Active calls should display the sector in addition to the address and call type.			Y	Motorola demonstrated capability and was accepted. Event Management: Pending/Active calls should display the sector in addition to the address and call type. The demos were not configured for 10 different district stations like SFPD, and showed minimal categories to sort calls by district, car sector, etc.	P1/P2	F
Mobile	374	General Mobile Requirements	System should provide retention ability for 2 years of prior incidents at a given location.			Y	Motorola demonstrated capability and was accepted.	P1/P2	F
Mobile	375	Mobile Application User Interface	System should provide the ability to continuously display critical all information on mobile screen when a unit is assigned to an event, regardless of other open views or other displayed information.			Y	Motorola demonstrated capability and was accepted.	P1/P2	F
Mobile	376	Mobile Application User Interface	System should provide the ability to monitor incidents you are not assigned to			Y	Motorola demonstrated capability and was accepted.	P1/P2	F
Mobile	377	Mobile Application User Interface	System should provide the ability for the user to draw their own case number from mobile.			Y	Motorola demonstrated capability and was accepted.	P1/P2	F
Mobile	378	General Mobile Requirements	Officers should have access to the same "rolodex" of the dispatchers to (previously under the INFO query).			Y	Motorola demonstrated capability and was accepted.	P1/P2	F
Mobile	379	General Mobile Requirements	System should support the department specific MDM's used by each department such as Avwatch/MobileOne, In-Tune, or other as needed to complete the Motorola installation services.		Handheld products support MDM configuration. P1 Mobile can be controlled with MDM tools, but cannot test/validate with specific vendors. Details on the process of updating and maintaining the MDM are provided in the SCW.	Y		P1/P2	F
Mobile	380	Mobile Application User Interface	System should provide the ability to see real-time pending calls and unit status without making inquiries.			Y	Motorola demonstrated capability and was accepted.	P1/P2	F
Mobile	381	Mobile Application User Interface	The MDT alert should automatically populate the screen and override any other program on the Station Desktop client. This alert shall display all of the current run information. This information shall always display, but not be limited to: address, cross streets, call type box number, all units due, radio channels, CAD comments. The user should not have to select the run to view the information.		Upon dispatch, the incident is automatically displayed for the dispatched unit(s). This will display some basic incident information including premise information and alerts, and will allow the user to click further into the incident for further details.	A	Upon dispatch, the incident is automatically displayed for the dispatched unit(s). This will display some basic incident information including premise information and alerts, and will allow the user to click further into the incident for further details.	P1/P2	F
Interfaces	1	ESInet	High-level Description: The system must provide bi-directional interface between the CalOES Regional and Statewide ESInets to support the exchange of incident data between Functional Elements (FE) as described in NENA STA-E10 Detailed Functional and Interface Standards for the NENA IS Solution.		Motorola has contributed to, and will continue to actively contribute to, the development of standards such as APCD and NENA around the world. As finalized standards are presented to the industry for implementation, Motorola incorporates these requirements within product roadmaps to be ready when the features are deployed and available for consumption.	Y			I
Interfaces	2	ESInet	Ability to process information between the CAD system and other Functional Elements on the ESInet(s) using:			Y			I
Interfaces	3	ESInet	JavaScript Object Notation (JSON) schema formatted Emergency Incident Data Object (EIDO) Note: This standard is currently under development in joint APCO/NENA working groups.			Y			I
Interfaces	4	ESInet	NIEM Compliant XML EIDD IAW NENA/APCO-INT-005.01			Y			I
Interfaces	5	ESInet	Ability to import and process ANI/ALI data exchange(s) from the CalOES statewide and regional ESInets using legacy NENA ANI/ALI exchange formats.			Y			I
Interfaces	6	ESInet	Ability to transfer events information from the CAD system to other Functional Elements on the ESInet(s).			Y			I
Interfaces	7	ESInet	Ability to support the transfer of non-voice communications records via the ESInet for inclusion in the CAD record to include:			Y			I
Interfaces	8	ESInet	SMS			Y			I
Interfaces	9	ESInet	RTT			Y			I
Interfaces	10	ESInet	MMS			Y			I
Interfaces	11	ESInet	TDQ/TTY			Y			I
Interfaces	12	3-1-1 CRM	High-level Description: The system must support a bi-directional interface between the San Francisco 3-1-1 CRM system and CAD. This interface communicates with the 3-1-1 CRM Service Hub ("3-1-1 Hub"). The Service Hub facilitates communications between CCSF's 3-1-1 and other departmental systems including CAD.			Y			I
Interfaces	13	3-1-1 CRM	Ability to automatically create events in the CAD system based on information entered in the CCSF 3-1-1 system and retrieved from the 3-1-1 Service Hub.			Y			I
Interfaces	14	3-1-1 CRM	Ability to configure the interval in minutes that the system will retrieve new Service Requests from the 3-1-1 Hub.		CSI will make the request on a timer basis to obtain new requests from the 3-1-1 hub. The period of the timer will be configurable in the CSI configuration file.	Y			I
Interfaces	15	3-1-1 CRM	Ability to configure the maximum number of new 3-1-1 Service Requests that are retrieved from the 3-1-1 Hub during a retrieval session.		CSI will make the request on a timer basis to obtain new requests from the 3-1-1 hub. The period of the timer will be configurable in the CSI configuration file.	Y			I
Interfaces	16	3-1-1 CRM	Ability for the interface to transfer the following data elements from the 3-1-1 Hub and populate the appropriate fields within the CAD system.			Y			I
Interfaces	17	3-1-1 CRM	Location			Y			I
Interfaces	18	3-1-1 CRM	Location description			Y			I
Interfaces	19	3-1-1 CRM	Service Request number			Y			I
Interfaces	20	3-1-1 CRM	Service Code		There are several options for how 311 to PremierOne CAD requests can be mapped. A few options can allow CCSF to self-maintain the mapping. More details will be required during CAD-to-CAD designing to insure this.	Y			I
Interfaces	21	3-1-1 CRM	Date and time of Service Request creation			Y			I
Interfaces	22	3-1-1 CRM	3-1-1 caller's name			Y			I
Interfaces	23	3-1-1 CRM	3-1-1 caller's address			Y			I
Interfaces	24	3-1-1 CRM	3-1-1 caller's phone number			Y			I
Interfaces	25	3-1-1 CRM	3-1-1 caller's email			Y			I

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
Interfaces	26	3-1-1 CRM	Service Request descriptive text		There are several options for how 311 to PremierOne CAD requests can be mapped. A few options can allow CCSF to self-maintain the mapping. More details will be required during CAD-to-CAD designing to insure this.	Y			I
Interfaces	27	3-1-1 CRM	Nature of request		There are several options for how 311 to PremierOne CAD requests can be mapped. A few options can allow CCSF to self-maintain the mapping. More details will be required during CAD-to-CAD designing to insure this.	Y			I
Interfaces	28	3-1-1 CRM	Problem description			Y			I
Interfaces	29	3-1-1 CRM	Vehicle information			N	What field would this refer to? It is not mentioned in the Hub Web API Specification document.		NC
Interfaces	30	3-1-1 CRM	Hyperlink to attachment			Y			I
Interfaces	31	3-1-1 CRM	Ability to configure the mapping of Service Request data elements to CAD fields.		Only location and call for service types are directly entered. All other information will go to comments.	A			I
Interfaces	32	3-1-1 CRM	Ability to add/modify/configure data elements transferred via the interface without vendor support.		This cannot be a Y if it includes the "without vendor support" comment. If that comment is removed, it can be a Y.	N			NC
Interfaces	33	3-1-1 CRM	Ability to map CRM Service Codes to CAD event types.			Y			I
Interfaces	34	3-1-1 CRM	Ability to configure/modify the mapping of 3-1-1 Service Codes to CAD event types without vendor support.		This cannot be a Y if it includes the "without vendor support" comment. If that comment is removed, it can be a Y.	N			NC
Interfaces	35	3-1-1 CRM	Ability to configure the interface to retrieve new types of Service Requests without vendor support.		This cannot be a Y if it includes the "without vendor support" comment. If that comment is removed, it can be a Y.	N			NC
Interfaces	36	3-1-1 CRM	Ability to create a CAD event using Department-defined CAD event type for Service Requests that are received without a valid 3-1-1 Service Type to CAD event type mapping.		Depending how CCSF configures the CAD-to-CAD, certain elements can be modified by CCSF.	Y			I
Interfaces	37	3-1-1 CRM	Ability to validate the location of a Service Request when creating the event in CAD.			Y			I
Interfaces	38	3-1-1 CRM	Ability to create and flag an event in CAD when the location transferred with the Service Request does not validate in CAD.			Y			I
Interfaces	39	3-1-1 CRM	Ability to route or assign CAD events created from 3-1-1 Service Requests to dispatch groups using any combination of:			Y			I
Interfaces	40	3-1-1 CRM	3-1-1 Service Code		This functionality is available by assigning, not routing. Routing is understood to have location components.	A			I
Interfaces	41	3-1-1 CRM	CAD event type		This functionality is available by assigning, not routing. Routing is understood to have location components.	A			I
Interfaces	42	3-1-1 CRM	Location			Y			I
Interfaces	43	3-1-1 CRM	Time-of-day		This functionality is available by assigning, not routing. Routing is understood to have location components.	A			I
Interfaces	44	3-1-1 CRM	Day-of-week		This functionality is available by assigning, not routing. Routing is understood to have location components.	A			I
Interfaces	45	3-1-1 CRM	Department-defined criteria		Dependent on criteria	N			
Interfaces	46	3-1-1 CRM	Ability to send an "acceptance update" to the 3-1-1 Hub upon event creation that includes the following:			Y			I
Interfaces	47	3-1-1 CRM	Update type		This is an acknowledgment.	A			I
Interfaces	48	3-1-1 CRM	CAD event number			Y			I
Interfaces	49	3-1-1 CRM	Other Department-defined criteria		Dependent on criteria	N			
Interfaces	50	3-1-1 CRM	Ability to receive and send updates between the 3-1-1 Hub and CAD system when an update is made to either 3-1-1 Service Request and the CAD system to include:			Y			I
Interfaces	51	3-1-1 CRM	Change in Service Type of CAD event type			Y			I
Interfaces	52	3-1-1 CRM	Change in location			Y			I
Interfaces	53	3-1-1 CRM	Change of status (e.g., pending, dispatched, closed)			Y			I
Interfaces	54	3-1-1 CRM	Addition of call comments			Y			I
Interfaces	55	3-1-1 CRM	Addition of attachments (e.g., files, pictures, videos, audio files)			Y			I
Interfaces	56	3-1-1 CRM	Ability to configure the types of updates that are exchanged between the CAD system and the 3-1-1 Hub.		PremierOne will provide updates pertaining to any changes to the incident history to the 311 system.	N			NC
Interfaces	57	3-1-1 CRM	Ability to configure/modify the types of updates that are exchanged between the CAD system and the 3-1-1 Hub without vendor support.		PremierOne will provide updates pertaining to any changes to the incident history to the 311 system.	Y			I
Interfaces	58	3-1-1 CRM	Ability to restrict the transfer of sensitive information from the CAD event to the 3-1-1 (e.g., PII, CJIS).		PremierOne will provide updates pertaining to any changes to the incident history to the 311 system. Any information not desired in the 311 system will require coding changes to the 311 side of the interface to reject this transfer.	Y			I
Interfaces	59	3-1-1 CRM	Ability to configure the CAD actions taken based on the type of update received from the 3-1-1 Hub (e.g., CRM Status changes from open to closed; CAD event remains open but a comment is added to the CAD event record; CRM change of location, CAD event location is automatically updated).		Once the incident is created in PremierOne, all changes to the initial data will be sent to the incident comments. A change in location will appear in comments but a PremierOne operator will take appropriate action.	Y			I
Interfaces	60	3-1-1 CRM	Ability to configure/modify the CAD actions taken based on the type of update received from the 3-1-1 Hub without vendor support.		This cannot be a Y if it includes the "without vendor support" comment. If that comment is removed, it can be a Y.	N			NC
Interfaces	61	3-1-1 CRM	Ability to transfer any attachments between 3-1-1 Hub and the CAD system as:			Y			I
Interfaces	62	3-1-1 CRM	File			N			NC
Interfaces	63	3-1-1 CRM	Hyperlink			Y			I
Interfaces	64	3-1-1 CRM	Ability to include any attachment in the CAD event record.			N			NC
Interfaces	65	3-1-1 CRM	Ability to configure the type of attachments that are included in the CAD event record.			N			NC
Interfaces	66	3-1-1 CRM	Ability to provide a "Closure Code" to 3-1-1 Hub when an event is closed in CAD.			Y			I
Interfaces	67	3-1-1 CRM	Ability to map CAD disposition codes to 3-1-1 "Closure Codes"		A PremierOne disposition code will be sent to the 311 hub. It will be up to the CCSF to determine if 311-created incidents use 311 service descriptions. Then 311 dispositions can be used for 311 events.	Y			I
Interfaces	68	3-1-1 CRM	Ability to provide a default "Closure Code" when an event is closed without entering a disposition in CAD (e.g., duplicate event)			Y			I
Interfaces	69	3-1-1 CRM	Ability to configure/modify the mapping of CAD disposition codes to 3-1-1 "Closure Codes" without vendor support.		A PremierOne disposition code will be sent to the 311 hub. It will be up to the CCSF to determine if 311-created incidents use 311 service descriptions. Then 311 dispositions can be used for 311 events.  This cannot be a Y if it includes the "without vendor support" comment. If that comment is removed, it can be a Y.	N			NC

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S= Scenario R= Resiliency N/A = Not Applicable NC = Non-compliant
Interfaces	70	3-1-1 CRM	Ability to maintain an interface log that contains detailed information on the success/failure all transactions between CAD and the 3-1-1 Hub.		PremierOne's incident history will contain a high-level log of the activity. If more detailed logging is required, Motorola support can turn on a more verbose logging. This verbose logging is not recommended for extended periods of time.	A			I
Interfaces	71	Mass Notification System	High-level Description: Ability to provide a bi-directional interface between CAD and CCSF's Mass Notification System to support the notification of internal and external entities. CCSF currently uses Everbridge for its Mass Notification System.			Y			I
Interfaces	72	Mass Notification System	Ability for CAD to send messages to Mass Notification System based on the internal notification logic of the CAD system.		PremierOne complies with the functionality as described in the requirement.	Y			I
Interfaces	73	Mass Notification System	Ability to receive delivery acknowledgements and failures from Mass Notification System.		PremierOne complies with the functionality as described in the requirement.	Y			I
Interfaces	74	Motorola ASTRO25 Radio System	High-level Description: The system must provide an interface that communicates with CCSF's Motorola ASTRO25 system. The interface must include radio control functionality, messaging and Radio ID information for radio Push-to-Talk (PTT) group calls (radio transmissions), radio-emergency-button-pushed notifications, and real-time location information. The functionality will be implemented using Motorola provided APIs and services. PTT and location information is displayed by the CAD system on the dispatch clients in the manner prescribed in the system requirements for the CAD system.			Y			I
Interfaces	75	Motorola ASTRO25 Radio System	The data transfer of PTT information must include the following data elements at a minimum:			Y			I
Interfaces	76	Motorola ASTRO25 Radio System	Radio ID		A radio PTT status monitor window displays an identification of the source of a configurable number of the most recent radio transmission. The information shown to identify the radio varies depending on how the radio has been identified within the system. If the radio has been associated with a unit, a vehicle, or a person, the system identifies that unit, vehicle, or person as the source of the transmission. If an association has not been made, the system displays the ID of the radio.	Y			I
Interfaces	77	Motorola ASTRO25 Radio System	Radio Alias		The CAD system supports radio alias synchronization with the radio system.	Y			I
Interfaces	78	Motorola ASTRO25 Radio System	Talk Group ID		Motorola complies with this specification.	Y			I
Interfaces	79	Motorola ASTRO25 Radio System	Talk Group Alias		Motorola complies with this specification.	Y			I
Interfaces	80	Motorola ASTRO25 Radio System	Emergency Call		Any radio that is in emergency status will be displayed in a distinctly different manner in the CAD's work monitor window. Every time a unit keys up a radio that is in emergency status, the display in the PTT window will show the unit is in emergency status.	Y			I
Interfaces	81	Motorola ASTRO25 Radio System	GPS location		PremierOne mapping can also display the location of each first responder on the PremierOne CAD map, based upon the location of the responder's portable radio. Person location information is available from a GPS receiver integrated into the ASTRO portable radio.  When the first responder is in the vehicle, the map displays a vehicle icon. When out of the vehicle, the map displays the location of the first responder, along with the vehicle, if the vehicle is still reporting its location.	Y			I
Interfaces	82	Motorola ASTRO25 Radio System	The interface will monitor connectivity and session persistence using heart beats and respond accordingly to error status indications.		Functionality differs slightly between the different interfaces.	Y			I
Interfaces	83	Motorola ASTRO25 Radio System	The interface will also provide administrative and error messages that can be displayed on the interface console and/or recorded in CAD system logs to inform on the status of the interface.		The interface status displays 'up/down' in the log. SCOM is used to alert that an interface is down using various channels.	Y			I
Interfaces	84	Motorola ASTRO25 Radio System	Ability to transfer the GPS location of the subscriber unit upon:						I
Interfaces	85	Motorola ASTRO25 Radio System	PTT		The location of PTT responder enables radio users to continuously track the location of individual radio users while they are involved in voice calls. With each transmission, the APX radio with Location on PTT will send its Global Positioning System (GPS) location to the dispatch mapping application.  Radios with Location on PTT can be configured to send their location after each PTT during group calls and during emergency calls. Location on PTT can be sent over the voice channel in addition to cadence, distance, or manual updates already being sent over the radio.	Y			I
Interfaces	86	Motorola ASTRO25 Radio System	Emergency Alert/Call		Any radio that is in emergency status will be displayed in a distinctly different manner in the CAD's work monitor window. Every time a unit keys up a radio that is in emergency status, the display in the PTT window will show that the unit is in emergency status.	Y			I
Interfaces	87	Motorola ASTRO25 Radio System	Request/On Demand		The dispatcher can use a command or click on the map to initiate a location update.	Y			I
Interfaces	88	Motorola ASTRO25 Radio System	Department-defined interval		A capacity analysis may need to be performed to ensure the system has the capacity to support the required cadence.	Y			I
Interfaces	89	Motorola ASTRO25 Radio System	Ability to send an alert to subscriber units associated with a CAD unit when that CAD unit is dispatched to a CAD event.	<u>User Story 1:</u> Medic 55 is dispatched to a call while posting in the ambulance. Portable radios are off but the mobile radio is on. By entering the dispatch in CAD, the system pages the mobile radio which audibly alerts the crew to a dispatched call. <u>User Story 2:</u> Medic 55 is dispatched to a call while walking through the grocery store. The ambulance is turned off as is the mobile radio. The medics have their portable radios turned on. By entering the dispatch in CAD, the system pages the portable radios which audibly alerts the crew to a dispatched call.	This functionality is available when the portable or mobile subscriber is associated with the units identified in user stories 1 and 2. The system can be provisioned to alert the appropriate subscriber by using page/call alert or Advanced Messaging Service (AMS) functionality. AMS provides additional information via text messaging.	Y			I
Interfaces	90	Motorola ASTRO25 Radio System	Ability to support selective paging to a portable and mobile radio.		This functionality is available using protocol supported by the radio system console.	Y			I
Interfaces	91	Motorola ASTRO25 Radio System	Ability to send textual CAD dispatch information directly to a subscriber unit when the subscriber unit is associated with a CAD unit.		This functionality is available when subscribers are equipped with a display.	Y			I

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F = Functional I = Interface S = Scenario R = Resiliency N/A = Not Applicable NC = Non-compliant
Interfaces	92	Motorola ASTRO25 Radio System	Ability to receive status update messages from a subscriber unit and update the CAD unit status (e.g., Acknowledge, En route, On Scene, ACP) based on the message sent.		The radio system and subscribers would need to be provisioned appropriately.	Y			I
Interfaces	93	Motorola ASTRO25 Radio System	Ability to Dynamically Regroup a subscriber unit from the CAD system.		This functionality is supported. However, codeplug updates may be required.	Y			I
Interfaces	94	Priority Dispatch Structured Call Taking	High-level Description: DEC uses the ProQA Paramount software suite for processing Fire and EMS calls for response. SFPD and DEC are considering deploying EPD for law enforcement calls. In the current system, when a call requiring screening is initiated, the ProQA screen automatically opens upon the press of a button on the dispatch terminal. The Initial CAD information is transferred to ProQA and the interface automatically populates the appropriate ProQA fields. As determinate codes are updated during the screening process the dispatcher operator must manually push the update so the information can be transferred to the CAD incident as desired. At the completion of the call the responder script is transferred to the CAD record. The information transferred is configurable.			Y			I
Interfaces	95	Priority Dispatch Structured Call Taking	Ability to provide a bidirectional interface between CAD and Priority Dispatch Paramount Applications.		This functionality is supported if the CCSF elects to purchase this optionally priced interface. See interfaces listed as optional in Attachment 18.	Y			
Interfaces	96	Priority Dispatch Structured Call Taking	Paramount ProQA MPDS		This functionality is supported if the CCSF elects to purchase this optionally priced interface. See interfaces listed as optional in Attachment 18.	Y			
Interfaces	97	Priority Dispatch Structured Call Taking	Paramount ProQA FPDS		This functionality is supported if the CCSF elects to purchase this optionally priced interface. See interfaces listed as optional in Attachment 18.	Y			
Interfaces	98	Priority Dispatch Structured Call Taking	Paramount ProQA PPDS		This functionality is supported if the CCSF elects to purchase this optionally priced interface. See interfaces listed as optional in Attachment 18.	Y			
Interfaces	99	Priority Dispatch Structured Call Taking	LowCode ECNS		This functionality is supported if the CCSF elects to purchase this optionally priced interface. See interfaces listed as optional in Attachment 18.	Y			
Interfaces	100	Priority Dispatch Structured Call Taking	Ability to transfer the following data from Priority Dispatch to CAD:		This functionality is supported if the CCSF elects to purchase this optionally priced interface. See interfaces listed as optional in Attachment 18.	Y			
Interfaces	101	Priority Dispatch Structured Call Taking	Case Number		This functionality is supported if the CCSF elects to purchase this optionally priced interface. See interfaces listed as optional in Attachment 18.	Y			
Interfaces	102	Priority Dispatch Structured Call Taking	Classification		This functionality is supported if the CCSF elects to purchase this optionally priced interface. See interfaces listed as optional in Attachment 18.	Y			
Interfaces	103	Priority Dispatch Structured Call Taking	Description		This functionality is supported if the CCSF elects to purchase this optionally priced interface. See interfaces listed as optional in Attachment 18.	Y			
Interfaces	104	Priority Dispatch Structured Call Taking	Problem		This functionality is supported if the CCSF elects to purchase this optionally priced interface. See interfaces listed as optional in Attachment 18.	Y			
Interfaces	105	Priority Dispatch Structured Call Taking	Questions and Answers		This functionality is supported if the CCSF elects to purchase this optionally priced interface. See interfaces listed as optional in Attachment 18.	Y			
Interfaces	106	Priority Dispatch Structured Call Taking	Ability to record in CAD all code changes made during a session		This functionality is supported if the CCSF elects to purchase this optionally priced interface. See interfaces listed as optional in Attachment 18.	Y			
Interfaces	107	LEVEL II Message Switch	High-Level Description: The system must support a bi-directional interface between the CAD system and the SFPD LEVEL II Message Switch System. The current CAD system interfaces to the SFPD LEVEL II Message Switch which validates queries, then transmits the query and returns the results between CLETS, NLETS and other local CITS systems. The SFPD LEVEL II Message Switch plans to support multiple agencies.			Y			I
Interfaces	108	LEVEL II Message Switch	Ability to provide a bidirectional interface for users to send queries to and receive responses within the CAD and mobile applications and the SFPD LEVEL II MAGUS Message Switch.			Y			I
Interfaces	109	LEVEL II Message Switch	Ability to support a second (redundant) LEVEL II MAGUS Message Switch.			Y			I
Interfaces	110	LEVEL II Message Switch	Ability to encrypt, using FBI-approved algorithms, the transfer of all CITS data between CAD and external systems to include:			Y			I
Interfaces	111	LEVEL II Message Switch	LEVEL II Message Switch			Y			I
Interfaces	112	LEVEL II Message Switch	Dispatch clients			Y			I
Interfaces	113	LEVEL II Message Switch	Mobile clients			Y			I
Interfaces	114	HRMS	High-Level Description: The system must include bi-directional interfaces for the import of roster data from the scheduling modules of departmental Human Resource Management Systems (HRMS) as well as scheduling data from private EMS providers. The interface shall support the import of personnel records and scheduling information as well as the ability to transfer back to the HRMS the actual time a user signs on or off the system.			Y			I
Interfaces	115	HRMS	Ability for CAD to accept and process scheduling information from multiple HRMS applications that are unique for each department including:			Y			I
Interfaces	116	HRMS	PeopleSoft (SFPD)			Y			I
Interfaces	117	HRMS	Customer developed system (SFPD)			Y			I
Interfaces	118	HRMS	VCS Software POSS (SFSO)			Y			I
Interfaces	119	HRMS	Kronos Telestaff (SFMTA)			Y			I
Interfaces	120	HRMS	Ability to use a single interface (by Department) for processing personnel roster data and schedule updates.			Y			I
Interfaces	121	HRMS	The ability to accept and process personnel roster transactions (e.g., add employee, add skill, modify or delete employee).			Y			I

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
Interfaces	122	HRMS	Ability to transfer and process the following personnel roster information from the HRMS:						I
Interfaces	123	HRMS	Department			Y			I
Interfaces	124	HRMS	Employee ID			A	Best to avoid Personnel ID. If something doesn't have a home, it can go into general comments or keywords. Note: Badge number can be used - see next field		I
Interfaces	125	HRMS	Badge numbers or other Department unique ID			Y			I
Interfaces	126	HRMS	Assigned radio ID			Y			I
Interfaces	127	HRMS	Email address			Y			I
Interfaces	128	HRMS	Mobile phone number			Y			I
Interfaces	129	HRMS	Skills			Y			I
Interfaces	130	HRMS	Assigned mobile client ID			N			NC
Interfaces	131	HRMS	Ability to receive scheduling updates at least three days in advance.			Y	Proposed SRD Language: Ability to receive scheduling updates at least three days in advance.  Status: HRMS ICD has been developed by Motorola and delivered to CCSF for review.  Although separate HRMS interfaces were required, CCSF would like to develop a single structured/table type of interface that will be populated by each department's HRMS process (manual, or integrated with the specific HRMS system). This information shall be processed by PremierOne CAD to detect any errors, overlaps, configuration issues and those errors shall be reported so the responsible department can correct and re-submit those HRMS updates. This is a bi-directional interface.	P1	
Interfaces	132	HRMS	Ability to configure the number of days ahead scheduling updates can be received.		Remove comments as they are no longer accurate per the updated ICD. Shouldn't this be non configurable, number of days ahead agreed upon is three.	A			I
Interfaces	133	HRMS	Ability to resend schedule updates and process changes since the previous update.		This functionality is available when supported by the HRMS.	Y			I
Interfaces	134	HRMS	Ability to receive bulk schedule updates ahead of time for future processing.		This functionality is available when supported by the HRMS.	A			I
Interfaces	135	HRMS	Ability to receive and process schedule updates in real time.			Y			I
Interfaces	136	HRMS	Ability to receive and process multiple scheduling records in a single transfer.		This functionality is available when supported by the HRMS.	Y			I
Interfaces	137	HRMS	Ability to receive and process schedule updates after the start of a shift.		This functionality is available when supported by the HRMS.	Y			I
Interfaces	138	HRMS	Ability to transfer the following schedule based data elements:			Y			I
Interfaces	139	HRMS	Department or service			Y			I
Interfaces	140	HRMS	Division/District			Y			I
Interfaces	141	HRMS	Shift ID			Y			I
Interfaces	142	HRMS	Unit ID			Y			I
Interfaces	143	HRMS	Scheduled start date and time		<p>PremierOne CAD only supports the following three roster states:</p> <p><b>Master Roster</b> PremierOne Master Roster is created by the third-party system when the roll call is not yet active. Updates sent from the third-party system will change the Master Roster.</p> <p><b>Next Occurrence Roster</b> PremierOne Next Occurrence Roster is created by the third-party system that is active in PremierOne CAD. Updates sent from the third-party system will change the Next Occurrence Roster if the roll call is active. The Next Occurrence Roster is a working instance of a Master Roster and is created either when a scheduled action occurs, such as on duty or update, or when the PremierOne user selects to view the Next Occurrence from a roll call listing form.</p> <p><b>Last Occurrence Roster</b> The PremierOne roster becomes the Last Occurrence Roster when a Next Occurrence Roster is updated. The only action allowed on a Last Occurrence Roster is off duty.</p>	A		I	
Interfaces	144	HRMS	Scheduled end date and time			Y	Remove comments as they are no longer accurate per the updated ICD.		I
Interfaces	145	HRMS	Vehicle ID			Y			I
Interfaces	146	HRMS	Employee ID(s) (up to 6 per unit)			Y			I
Interfaces	147	HRMS	Radio ID(s) (up to 6 per unit)			Y			I
Interfaces	148	HRMS	Mobile Terminal ID			N			NC
Interfaces	149	HRMS	Assignment		Unit ID can be updated.	A			I
Interfaces	150	HRMS	Other Department-defined field(s)			N			NC
Interfaces	151	HRMS	Ability to add, delete, or modify Department-defined fields within the interface without vendor assistance (e.g., add new field, change values, change length).			N			NC
Interfaces	152	HRMS	Ability to define a default assignment order when multiple employees are assigned to a single unit (e.g., 1st entry is the Company Officer, 2nd entry is Chauffeur/Engineer, 3rd position is paramedic, etc.)		Unit ID can be updated.	Y			I
Interfaces	153	HRMS	Ability to send CAD/Mobile log-on and log-off transactions to the departmental scheduling system for reporting time & attendance.			N			NC
Interfaces	154	HRMS	Ability to process and validate schedule updates.			Y			I
Interfaces	155	HRMS	Ability to configure the business logic/validation for schedule updates.			N			NC

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
Interfaces	156	HRMS	Ability to process all valid schedule updates when there are exceptions to the defined business logic/validation rules.		PremierOne CAD consumes the schedule and equipment information that is built and managed in the HR system of record. PremierOne also supports querying what is provisioned. This functionality, as described, would need to be part of the HR system.	A			I
Interfaces	157	HRMS	Ability to support units being automatically logged on/off based on HRMS data.		HRMS data would be used to place units on/off duty (assuming this is what is meant by "logged on/off") in CAD.	N			NC
Interfaces	158	HRMS	Ability to accept and process scheduling and personnel roster information from multiple HRMS applications that are unique for each department. CAD shall process and activate the following rostering function:			Y			I
Interfaces	159	HRMS	In the case of Fire, units are always logged on and MDTs are always signed on. Personnel are automatically added/removed from units at beginning/end of shift.			Y			I
Interfaces	160	HRMS	In the case of PD and EMS personnel, units are automatically logged on/off at beginning/end of shift with appropriate personnel assigned. Once the unit is logged on in CAD, the personnel on the unit will sign on to the MDT to make it active.		In PremierOne, a unit's on/off duty status is independent of being logged onto a PremierOne CAD mobile unit. A dispatcher can place a unit on or off duty. A PremierOne mobile user will be asked if this is a lagon to place them on duty or a lagon to place them off duty for an off-duty assignment.	A			I
Interfaces	161	HRMS	The CAD system shall provide configuration options for automatic logon/logoff conditions.			Y			I
Interfaces	162	HRMS	Ability to support an ad-hoc capability for HRMS to send "schedule update" files for individual changes and these are read/processed in the same manner as other HRMS files except that the ad-hoc roster changes may impact units that are currently logged on.			Y			I
Interfaces	163	HRMS	Ability to detect and report overlaps of schedules for units, personnel IDs, radios, and/or vehicles and result in CAD processing errors and potential rejection of the shift entry. CAD considers an overlap condition to be an error. Overlaps can cause personnel to be deleted and therefore logged off; this generally happens with updates.	<b>User Story:</b> An example of an overlap is when HRMS assigns a radio to an officer that is already assigned to a different officer in CAD. CAD shall provide an HRMS roster processing error report to CAD users and the DBMS.	PremierOne CAD consumes the schedule and equipment information that is built and managed in the HR system of record. PremierOne also supports querying what is provisioned. This functionality, as described, would need to be part of the HR system.	N			NC
Interfaces	164	HRMS	Ability to log all transactions with a start and end processing time of the HRMS data.			Y			I
Interfaces	165	HRMS	Ability to maintain data integrity so that data entries in the CAD tables exactly match the data in the HRMS systems, otherwise loading the shift entries into CAD may fail. This applies to personnel IDs, vehicle IDs, radio IDs, unit IDs, and DBMS.	<b>User Story:</b> An example of an error is when HRMS assigns vehicle 28015 to a unit in CAD the vehicle is known as 0028015.	PremierOne CAD consumes the schedule and equipment information that is built and managed in the HR system of record. PremierOne also supports querying what is provisioned. This functionality, as described, would need to be part of the HR system.	N			NC
Interfaces	166	HRMS	Ability to synchronize databases for radios and vehicles. The CAD system shall provide a process for entering and updating the Vehicle Radio table in CAD. These entries are static (radios are installed in to the vehicle and only changed by the radio shop if there is a			Y			I
Interfaces	167	HRMS	Ability to maintain Radio ID entries for personnel to ensure PTT-ID on the CAD workstations shows personnel IDs or Unit IDs associated with the Radio IDs. If the HRMS system sends a different radio ID for an individual, the HRMS entry will prevail for the duration of the shift and an error will be logged into the DBMS.		PremierOne CAD does maintain radio ID associations with units. These radio IDs do not usually come from a HRMS, they come from ASTRO radio provisioning. If a radio is replaced by the radio shop, they would update the ASTRO provisioning.	A			I
Interfaces	168	HRMS	Ability to allow operational configuration for rules associated with MDT and personnel logins. In addition, OEM personnel shall have the ability to override login rules and remotely login MDT's and personnel.		Login provisioning for PremierOne Mobile is limited to what information is required by the unit to log in. Remote login by administrators and maintenance personnel is usually accomplished using third-party, remote login software that these organizations already use.	A			I
Interfaces	169	HRMS	Ability to support units and personnel to work outside of the planned shift, such as overtime, or substitutions. The CAD system shall be configurable to change the rules associated with automating logoff and the status of a call at the end of shifts.		In PremierOne, a unit's on/off duty status is independent of being logged onto a PremierOne CAD mobile unit. A dispatcher can place a unit on or off duty. A PremierOne mobile user will be asked if this is a lagon to place them on duty or a lagon to place them off duty for an off-duty assignment.	A			I
Interfaces	170	HRMS	Ability to allow the manual logon by a CAD user (dispatcher/supervisor). The CAD system will support the ability to associate a unit, or personnel login with the schedule and roster so rules for unit or personnel logoffs can be applied.	<b>User Story:</b> If a unit or individual works overtime, the HRMS system should be updated immediately so that CAD can be updated with the unit's new end time before their shift expires. In addition, when a unit is manually logged on in CAD, allow the entry of end of shift time so the unit does not remain logged on indefinitely.	PremierOne CAD consumes the schedule and equipment information that is built and managed in the HR system of record. This functionality will need to be part of the HR payroll system's timeclock functionality.	N			NC
Interfaces	171	HRMS	Ability to provide a way to present and report login/logoff anomalies to the CAD dispatcher.	<b>User Story:</b> Show units, or personnel that have been logged in for over 24 hours.	This condition can be mitigated by provisioning PremierOne's mobile session timers. These timers will automatically log a user off the mobile device.	Y			I
Interfaces	172	HRMS	Ability to allow, process and report changes to ad-hoc changes to active schedules that are complex and can introduce to "overlaps" and rejection by CAD.		PremierOne CAD consumes the schedule and equipment information that is built and managed in the HR system of record. This functionality will need to be part of the HR system.	N			NC
Interfaces	173	HRMS	Ability to maintain and provide status rules for unit, and personnel ready for dispatch status at the beginning of a shift.	<b>User Story:</b> A unit may be automatically logged in but personnel are not ready for service. The system shall indicate status changes to the CAD dispatcher.		N			NC
Interfaces	174	HRMS	Ability to process department rosters to ensure the personnel display in CAD incidents in the same order listed in the HRMS.		PremierOne CAD displays units in alphabetical order.	A			I
Interfaces	175	HRMS	Ability to accept schedules a minimum of 3 days in advance. In addition, schedule updates shall be accepted and processed for any incremental changes prior to the start of a shift.			N			NC
Interfaces	176	HRMS	Ability to support special rules for the dates of shifts that cross over midnight. The CAD system shall validate the time ranges of HRMS data and will not process the entry if the rules are not met.			N			NC
Interfaces	177	HRMS	Ability to support time ranges of HRMS data to prevent any changes to an entry if the data timeframe has expired.			N			NC
Interfaces	178	Fire Station Alerting	High-level Description: The system requires a bi-directional interface between the CAD system and the FSA system. This is used primarily for dispatch alerting and voice announcements at the CCSF's fire stations. CCSF currently uses the MACH Alert Fire Station Alerting (FSA) system.			Y			I
Interfaces	179	Fire Station Alerting	Ability to support a bi-directional interface between the CAD system to the MACH Alert Fire Station Alerting (FSA) system.		PremierOne complies with the functionality as described in the requirement.	A			I
Interfaces	180	Fire Station Alerting	Ability to support transmitting and receiving acknowledgments between the FSA and CAD systems using the Motorola Fire Dispatch Protocol (MFD-P) version 7.34.		PremierOne complies with the functionality as described in the requirement.	A			I
Interfaces	181	Fire Station Alerting	Ability to transmit a message from CAD to FSA if the message is not acknowledged within a Department-defined time period.		PremierOne complies with the functionality as described in the requirement.	Y			I

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
Interfaces	182	Central Fire Alarm Processor	High-level Description: The system requires a one-way interface between the SigCom Vision 21 and TRX50 Fire Alarm Processors. The SigCom systems collect alarms from the municipal fire alarm boxes distributed throughout CCSF. They also collect alarms from certain buildings connected to the systems. The Processor is capable of automatically forwarding these alarms to CAD. When CAD system receives the alarms, a CAD event is automatically generated.			N	This interface is descope		I
Interfaces	183	Central Fire Alarm Processor	Ability to provide a one-way interface from CCSF's SigCom Vision21 and/or TRX50 system.		Motorola requires a more contemporary API to accomplish this functionality.	N	This interface is descope		NC
Interfaces	184	Central Fire Alarm Processor	Ability for CAD to automatically create an event in the CAD based on the data transferred from the alarm processor.			N	This interface is descope		NC
Interfaces	185	ARIES	High-level Description: The system should support a bidirectional interface between the CAD system and ARIES (AutoReturn Integrated Enterprise System) tow system for the creation of tow requests from within the CAD system.			Y			I
Interfaces	186	ARIES	Ability to create a tow request from within the CAD system in the ARIES system.			Y			I
Interfaces	187	ARIES	Ability to receive information from ARIES system for import and inclusion in the CAD event record and CAD Tow History.			Y			I
Interfaces	188	ASAP-TO-PSAP	High-level Description: The system should support a fully functional bi-directional interface between CAD and TMA based on the ASAP-TO-PSAP standard as defined in the latest version of APCO/CSSA/ANS 2.101.2-2014 (Alarm Company to PSAP CAD Automated Secure Alarm Protocol) for the automatic creation, update, and closure of events in CAD.			Y			I
Interfaces	189	ASAP-TO-PSAP	Ability to support a bi-directional interface IAW APCO/CSSA/ANS 2.101.2-2014 to include:			Y			I
Interfaces	190	ASAP-TO-PSAP	Address verification request			Y			I
Interfaces	191	ASAP-TO-PSAP	Accept address verification			Y			I
Interfaces	192	ASAP-TO-PSAP	New Alarm event			Y			I
Interfaces	193	ASAP-TO-PSAP	PSAP response to a New Alarm event			Y			I
Interfaces	194	ASAP-TO-PSAP	Update messages initiated by either entity to the other that provide additional information about the alarm event to include:			Y			I
Interfaces	195	ASAP-TO-PSAP	Request to cancel			Y			I
Interfaces	196	ASAP-TO-PSAP	ETA for the key holder			Y			I
Interfaces	197	ASAP-TO-PSAP	Individual on premise			Y			I
Interfaces	198	ASAP-TO-PSAP	Change to one or more data elements originally sent with the New Alarm event			Y			I
Interfaces	199	ASAP-TO-PSAP	Other items of importance			Y			I
Interfaces	200	ReddNet	High-level Description: ECFs within the County and City of San Francisco use the ReddNet system for the updating and communicating of hospital availability status.			N	This interface is descope		NC
Interfaces	201	ReddNet	Ability to interface to the ReddNet system using the vendor supplied API.			Y	This interface is descope		NC
Interfaces	202	ReddNet	Ability to receive updates to the hospital diversion status for all of the ECFs that are possible destinations for EMS transports.		A query will be developed to obtain the status for the for all of the ECFs that are possible destinations for EMS transports.	A	This interface is descope		NC
Interfaces	203	ReddNet	Ability to receive updates the hospital diversion status for all of the ECFs that are possible destinations for EMS transports.		A query will be developed to obtain the status for the for all of the ECFs that are possible destinations for EMS transports.	A	This interface is descope		NC
Interfaces	204	Tablet Command	High-level Description: SFFD currently utilizes Tablet Command Enterprise Pro deployed on Apple iPads for incident command support. In the field, it is expected that the replacement CAD system will have a bi-directional interface to Tablet Command Enterprise Pro Two Way. It is expected that the CAD system's fire incident management capabilities will be tightly coupled and integrated with Tablet Command.			Y	Motorola demonstrated capability and was accepted.	P1	I
Interfaces	205	Tablet Command	Ability to interface to the Tablet Command Enterprise Pro Two Way application using the vendor supplied API.		PremierOne complies with the functionality as described in the requirement.	Y		P1	I
Interfaces	206	Tablet Command	Ability to support a fully functional (all available functionality from the vendor supplied API) two-way interface between the CAD system and the Tablet Command Enterprise Pro Two Way.		Motorola has provided a two-way interface to Tablet Command. Motorola will provide a description of this interface but cannot guarantee all of the current Tablet Command API features are incorporated.	Y		P1	I

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
Interfaces	207	Intrado Viper/Power 911	High-level Description: The CCSF operates a NG9-1-1 capable Intrado Viper Call handling system with Power 911 workstations for the user interface. This interface transfers ANI/ALI data from the Intrado Viper system to the CAD workstation receiving the incoming call from 911-1. As currently implemented the CAD system receives ANI/ALI information from the Intrado system via an RS-232 connection emulated using a "Digi One SP" serial-to-IP converter. The ANI/ALI data follows NENA ALI format D4. The CAD system parses the data and routes the ANI/ALI data to the workstation that answered the 9-1-1 call using the AU position field. If the ANI/ALI data is retransmitted or refreshed during the call, the CAD system will automatically update the changed fields in the Event Entry screen. The ANI/ALI information is also transferred to CAD event history file. A secondary interface provides the call taker with the ability to communicate with a TTY/TDD caller via the CAD keyboard and displays the TTY/TDD conversation on a graphical user interface (GUI) on the CAD workstation. To provide this functionality each Power 9-1-1 workstation has a RS-232 serial connection that provides the communications link between the CAD workstation and the Power 9-1-1 workstation.			A			I
Interfaces	208	Intrado Viper/Power 911	Ability to provide a one-way interface from the call handling system to the CAD application.		PremierOne complies with the functionality as described in the requirement.	Y			I
Interfaces	209	Intrado Viper/Power 911	Ability to import ANI/ALI data into the CAD system to pre-populate the CAD event entry screen. If any data elements cannot be imported from the phone system, please indicate those fields in the "Comments" field.		PremierOne complies with the functionality as described in the requirement.	Y			I
Interfaces	210	Intrado Viper/Power 911	Ability to parse address information when transferring data from the call handling system to the CAD system so that it transfers into appropriate address fields.		PremierOne complies with the functionality as described in the requirement.	Y			I
Interfaces	211	Intrado Viper/Power 911	Ability to support the import of ANI/ALI data via:		PremierOne complies with the functionality as described in the requirement.	Y			I
Interfaces	212	Intrado Viper/Power 911	Automatic data transfer		PremierOne complies with the functionality as described in the requirement.	Y			I
Interfaces	213	Intrado Viper/Power 911	Manual intervention		PremierOne complies with the functionality as described in the requirement.	Y			I
Interfaces	214	Intrado Viper/Power 911	Ability to route incoming ANI/ALI data to the CAD workstation that corresponds to the Power 911 position.		PremierOne complies with the functionality as described in the requirement.	Y			I
Interfaces	215	Intrado Viper/Power 911	Ability to geoverify the imported address immediately upon transfer.		PremierOne complies with the functionality as described in the requirement.	Y			I
Interfaces	216	Intrado Viper/Power 911	Ability to import conversation data from TTY.		PremierOne complies with the functionality as described in the requirement.	N			NC
Interfaces	217	Intrado Viper/Power 911	Ability to determine a physical address from X/Y coordinates imported from the phone system.		PremierOne complies with the functionality as described in the requirement.	Y			I
Interfaces	218	Intrado Viper/Power 911	Ability to transfer call times from the phone system to the CAD system to include:		A custom report authored by the City can present this data from both the Viper system (requires Intrado's Analytics package) and PremierOne.	A			I
Interfaces	219	Intrado Viper/Power 911	Call origination		A custom report authored by the City can present this data from both the Viper system (requires Intrado's Analytics package) and PremierOne.	A			I
Interfaces	220	Intrado Viper/Power 911	Call answer		A custom report authored by the City can present this data from both the Viper system (requires Intrado's Analytics package) and PremierOne.	A			I
Interfaces	221	Intrado Viper/Power 911	Call transfer		A custom report authored by the City can present this data from both the Viper system (requires Intrado's Analytics package) and PremierOne.	A			I
Interfaces	222	Intrado Viper/Power 911	Call end		A custom report authored by the City can present this data from both the Viper system (requires Intrado's Analytics package) and PremierOne.	A			I
Interfaces	223	Intrado Viper/Power 911	Ability to plot incoming calls on the CAD application map.		PremierOne complies with the functionality as described in the requirement.	Y			I
Interfaces	224	Intrado Viper/Power 911	Ability to support the import information from text-to-911.		PremierOne complies with the functionality as described in the requirement.	N			NC
Interfaces	225	Intrado Viper/Power 911	Ability to comply and maintain compliance with published NENA and APCO 9-1-1 standards (to include the import of text).		PremierOne complies with the functionality as described in the requirement.	N			NC
Interfaces	226	Intrado Viper/Power 911	Ability to support the import of Wireless Phase 1 data.		PremierOne complies with the functionality as described in the requirement.	Y			I
Interfaces	227	Intrado Viper/Power 911	Ability to support the import of Wireless Phase 2 data.		PremierOne complies with the functionality as described in the requirement.	Y			I
Interfaces	228	CAD-to-CAD - King-American	High-level Description: Proposers shall provide all services to design, configure, test and implement the following bi-directional CAD-to-CAD capability with King-American (KING). KING uses the ZOLL CAD system.		The CCSF assume the responsibility of having King-American and ZOLL engaged in the CAD-to-CAD interface development.	Y			I
Interfaces	229	CAD-to-CAD - King-American	Ability to generate requests for service from specified peer agencies.			Y			I
Interfaces	230	CAD-to-CAD - King-American	Ability to send requests for service to specified peer agencies.			Y			I
Interfaces	231	CAD-to-CAD - King-American	Ability to monitor availability of specified peer agency units and special equipment.			Y			I
Interfaces	232	CAD-to-CAD - King-American	Ability to log interagency communications in CAD audit files.			Y			I
Interfaces	233	CAD-to-CAD - King-American	Ability to take into account the unit status of specified peer agency apparatuses when recommending appropriate units for dispatch.			Y			I
Interfaces	234	CAD-to-CAD - King-American	Ability to take into account unit location of specified peer agency apparatuses when recommending appropriate units for dispatch.			Y			I
Interfaces	235	CAD-to-CAD - King-American	Ability to send messages to users from specified peer agencies.		Motorola looks forward to further discussion to more clearly understand this requirement.	Y			I
Interfaces	236	CAD-to-CAD - King-American	Ability to define agency-specific business rules for the handling of CAD-to-CAD messages.		Motorola looks forward to further discussion to more clearly understand this requirement.	Y			I

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S= Scenario R= Resiliency N/A = Not Applicable NC = Non-compliant
Interfaces	237	CAD-to-CAD - King-American	Ability to integrate AVL data of units from other outside agencies in the CAD map.			Y			I
Interfaces	238	CAD-to-CAD - King-American	Ability for CCSF to update information on incidents in other jurisdictions when CCSF units are involved in those incidents.			Y			I
Interfaces	239	CAD-to-CAD - King-American	Ability for peer agencies to update information (including call comments) on incidents in CCSF's jurisdiction when their units are involved in those incidents.			Y			I
Interfaces	240	CAD-to-CAD - King-American	Ability to allow CCSF to decide whether or not to release units for dispatch during peer agency requests for units through the CAD-to-CAD system.		This functionality can be achieved if AMR agrees to and the Logis system allows it.	Y			I
Interfaces	241	CAD-to-CAD - King-American	Ability for peer agencies to set a disposition and clear themselves from a run.			Y			I
Interfaces	242	CAD-to-CAD - King-American	Ability for peer agencies to view hospital status and change their own unit status to transporting, on scene, etc.		King-American would need their own Reddinet interface to their Zoll CAD.	N			NC
Interfaces	243	CAD-to-CAD - King-American	Ability to ingest the following rostering data from peer agencies:		CAD-to-CAD interface for ambulances have not been fully defined, however, no additional work is expected for dispatchers.	A			I
Interfaces	244	CAD-to-CAD - King-American	Department		The data sent or received from a foreign CAD is limited to incident, incident details, unit status, and request for resources. King-American can provide a complete roster report.	A			I
Interfaces	245	CAD-to-CAD - King-American	Unit ID or Call Sign		The data sent or received from a foreign CAD is limited to incident, incident details, unit status, and request for resources. King-American can provide a complete roster report.	A			I
Interfaces	246	CAD-to-CAD - King-American	Employee ID		The data sent or received from a foreign CAD is limited to incident, incident details, unit status, and request for resources. King-American can provide a complete roster report.	A			I
Interfaces	247	CAD-to-CAD - King-American	Radio ID		The data sent or received from a foreign CAD is limited to incident, incident details, unit status, and request for resources. King-American can provide a complete roster report.	A			I
Interfaces	248	CAD-to-CAD - King-American	Special Skill(s) (e.g., Hostage Negotiator, Spanish speaker)		The data sent or received from a foreign CAD is limited to incident, incident details, unit status, and request for resources. King-American can provide a complete roster report.	A			I
Interfaces	249	CAD-to-CAD - King-American	Special equipment based on individual qualifications (e.g., shotgun, long gun)		The data sent or received from a foreign CAD is limited to incident, incident details, unit status, and request for resources. King-American can provide a complete roster report.	A			I
Interfaces	250	CAD-to-CAD - King-American	Riding Position or Role (e.g., nozzle, pipe, hydrant, paramedic, officer, chauffer)		The data sent or received from a foreign CAD is limited to incident, incident details, unit status, and request for resources. King-American can provide a complete roster report.	A			I
Interfaces	251	CAD-to-CAD - King-American	Vehicle ID		The data sent or received from a foreign CAD is limited to incident, incident details, unit status, and request for resources. King-American can provide a complete roster report.	A			I
Interfaces	252	CAD-to-CAD - King-American	Department-defined criteria		The data sent or received from a foreign CAD is limited to incident, incident details, unit status, and request for resources. King-American can provide a complete roster report.	A			I
Interfaces	253	CAD-to-CAD - AMR	High-level Description: Proposers shall provide all services to design, configure, test and implement the following bi-directional CAD-to-CAD capability with American Medical Response (AMR). KING uses the LOGIS Solutions CAD system.		The CCSF assume the responsibility of having AMR and LOGIS engaged in the CAD-to-CAD interface development.	Y			I
Interfaces	254	CAD-to-CAD - AMR	Ability to generate requests for service from specified peer agencies.			Y			I
Interfaces	255	CAD-to-CAD - AMR	Ability to send requests for service to specified peer agencies.			Y			I
Interfaces	256	CAD-to-CAD - AMR	Ability to monitor availability of specified peer agency units and special equipment.			Y			I
Interfaces	257	CAD-to-CAD - AMR	Ability to log interagency communications in CAD audit files.			Y			I
Interfaces	258	CAD-to-CAD - AMR	Ability to take into account the unit status of specified peer agency apparatuses when recommending appropriate units for dispatch.			Y			I
Interfaces	259	CAD-to-CAD - AMR	Ability to take into account unit location of specified peer agency apparatuses when recommending appropriate units for dispatch.			Y			I
Interfaces	260	CAD-to-CAD - AMR	Ability to send messages to users from specified peer agencies.		Motorola looks forward to further discussion to more clearly understand this requirement.	Y			I
Interfaces	261	CAD-to-CAD - AMR	Ability to define agency-specific business rules for the handling of CAD-to-CAD messages.		Motorola looks forward to further discussion to more clearly understand this requirement.	Y			I
Interfaces	262	CAD-to-CAD - AMR	Ability to integrate AVL data of units from other outside agencies in the CAD map.			Y			I
Interfaces	263	CAD-to-CAD - AMR	Ability for CCSF to update information on incidents in other jurisdictions when CCSF units are involved in those incidents.			Y			I
Interfaces	264	CAD-to-CAD - AMR	Ability for peer agencies to update information (including call comments) on incidents in CCSF's jurisdiction when their units are involved in those incidents.			Y			I
Interfaces	265	CAD-to-CAD - AMR	Ability to allow CCSF to decide whether or not to release units for dispatch during peer agency requests for units through the CAD-to-CAD system.		This functionality can be achieved if AMR agrees and the Logis system allows it.	Y			I
Interfaces	266	CAD-to-CAD - AMR	Ability for peer agencies to set a disposition and clear themselves from a run.			Y			I
Interfaces	267	CAD-to-CAD - AMR	Ability for peer agencies to view hospital status and change their own unit status to transporting, on scene, etc.		AMR would need their own Reddinet interface to their LOGIS CAD.	N			NC
Interfaces	268	CAD-to-CAD - AMR	Ability to ingest the following rostering data from peer agencies:		CAD-to-CAD interface for ambulances have not been fully defined, however, no additional work is expected for dispatchers.	A			I
Interfaces	269	CAD-to-CAD - AMR	Department		The data sent or received from a foreign CAD is limited to incident, incident details, unit status, and request for resources. AMR can provide a complete roster report.	A			I
Interfaces	270	CAD-to-CAD - AMR	Unit ID or Call Sign		The data sent or received from a foreign CAD is limited to incident, incident details, unit status, and request for resources. AMR can provide a complete roster report.	A			I
Interfaces	271	CAD-to-CAD - AMR	Employee ID		The data sent or received from a foreign CAD is limited to incident, incident details, unit status, and request for resources. AMR can provide a complete roster report.	A			I
Interfaces	272	CAD-to-CAD - AMR	Radio ID		The data sent or received from a foreign CAD is limited to incident, incident details, unit status, and request for resources. AMR can provide a complete roster report.	A			I
Interfaces	273	CAD-to-CAD - AMR	Special Skill(s) (e.g., Hostage Negotiator, Spanish speaker)		The data sent or received from a foreign CAD is limited to incident, incident details, unit status, and request for resources. AMR can provide a complete roster report.	A			I

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
Interfaces	274	CAD-to-CAD - AMR	Special equipment based on individual qualifications (e.g., shotgun, long gun)		The data sent or received from a foreign CAD is limited to incident, incident details, unit status, and request for resources. AMR can provide a complete roster report.	A			I
Interfaces	275	CAD-to-CAD - AMR	Riding Position or Role (e.g., nozzle, pipe, hydrant, paramedic, officer, chaffeur)		The data sent or received from a foreign CAD is limited to incident, incident details, unit status, and request for resources. AMR can provide a complete roster report.	A			I
Interfaces	276	CAD-to-CAD - AMR	Vehicle ID		The data sent or received from a foreign CAD is limited to incident, incident details, unit status, and request for resources. AMR can provide a complete roster report.	A			I
Interfaces	277	CAD-to-CAD - AMR	Department-defined criteria		The data sent or received from a foreign CAD is limited to incident, incident details, unit status, and request for resources. AMR can provide a complete roster report.	A			I
Implementation/P	1	Project Management	Proposer will be responsible for applying project management methodologies according to PMBOK/PMI standards and best practices.			Y			
Implementation/P	2	Project Management	Does the Proposer agree to provide the following project management services?			Y			
Implementation/P	3	Project Management	Project Planning			Y			
Implementation/P	4	Project Management	Project Management Plan			Y			
Implementation/P	5	Project Management	Communication Plan			Y			
Implementation/P	6	Project Management	Risk Management Plan			Y			
Implementation/P	7	Project Management	Resource Management			Y			
Implementation/P	8	Project Management	Project Monitoring			Y			
Implementation/P	9	Project Management	Production Control			Y			
Implementation/P	10	Project Management	Configuration Management			Y			
Implementation/P	11	Project Management	Quality Assurance			Y			
Implementation/P	12	Project Management	Test Planning and Execution		This functionality is provided in accordance with Motorola's response to Attachment 14 - DORS, Section 7.6.	Y			
Implementation/P	13	Project Management	Training Plan		This functionality is provided in accordance with Motorola's response to Attachment 14 - DORS, Section 7.8.	Y			
Implementation/P	14	Project Management	Implementation Methodology		This functionality is provided in accordance with the Statement of Work provided in response to Attachment 14 - DORS, Section 7.1.	Y			
Implementation/P	15	Project Management	Go-Live Planning and Cutover Plan		This functionality is provided in accordance with the Statement of Work provided in response to Attachment 14 - DORS, Section 7.1.	Y			
Implementation/P	16	Project Management	Organizational Change Management		This functionality is provided in accordance with Motorola's response to Attachment 14 - DORS, Section 7.8 and the Statement of Work provided in response to Attachment 14 - DORS, Section 7.1.	Y			
Implementation/P	17	Project Management	Business Process Re-engineering		This functionality is provided in accordance with Motorola's response to Attachment 14 - DORS, Section 7.8 and the Statement of Work provided in response to Attachment 14 - DORS, Section 7.1.	Y			
Implementation/P	18	Project Management	Post-Implementation Support		This functionality is provided in accordance with Motorola's response to Attachment 14 - DORS, Section 9.	Y			
Implementation/P	19	Project Management	System Documentation		This functionality is provided as described in response to Attachment 14 - DORS, Section 7.5.	Y			
Implementation/P	20	Project Management	The Proposer's implementation plan shall include the Proposer provided capabilities for remote, and/or cloud-based systems to develop, test and demonstrate incremental functionality prior to the installation of CCSF infrastructure.		The use of a cloud environment for provisioning activities is described in the Statement of Work provided in Motorola's response to Attachment 14 - DORS, Section 7.1.	Y			
Implementation/P	21	Project Team	Proposer shall assign a dedicated Project Team to complete system implementation.			Y			
Implementation/P	22	Project Team	Proposer shall assign a dedicated Project Manager during system implementation.			Y			
Implementation/P	23	Project Team	Project Manager shall adhere to PMBOK and industry standards.			Y			
Implementation/P	24	Project Team	Proposed PM shall report to the CCSF PM and Project Team.		The Motorola PM will be the primary point of contact for the CCSF PM, who will manage the CCSF project team and notify the Motorola PM of issues raised by the CCSF project team.	Y			
Implementation/P	25	Project Team	At a minimum, Proposer PM responsibilities will include:			Y			
Implementation/P	26	Project Team	Project plan development and implementation			Y			
Implementation/P	27	Project Team	Project status reporting			Y			
Implementation/P	28	Project Team	Subcontractor management			Y			
Implementation/P	29	Project Team	Requested system changes and modifications to the project plan		This functionality is provided in accordance with the change order provisions in the agreement.	Y			
Implementation/P	30	Project Team	All technical, educational, documentation and support services		The Motorola PM will manage the Motorola project team members who will deliver the contracted technical, educational, documentation, and support services.	Y			
Implementation/P	31	Project Team	Proposer shall commit to Executive participation and attendance at any required meetings and provide feedback as requested.			Y			
Implementation/P	32	Project Team	Proposer shall commit to a Project Management escalation process that includes Executive support.			Y			
Implementation/P	33	Project Team	The proposed Project Manager will:			Y			
Implementation/P	34	Project Team	Lead regular status meetings			Y			
Implementation/P	35	Project Team	Submit regular status reports			Y			
Implementation/P	36	Project Team	Participate in regularly scheduled project status calls			Y			
Implementation/P	37	Project Team	Communicate project progress to Stakeholder audiences			Y			
Implementation/P	38	Project Team	Travel on-site as determined necessary by the CCSF Project Manager			Y			
Implementation/P	39	Project Team	Proposer shall submit resumes for assigned project Team members for review and approval by CCSF.			Y			
Implementation/P	40	Project Team	Proposed Project Manager is a Certified Project Management Professional (PMP).			Y			
Implementation/P	41	Project Team	Proposed Project Manager possesses at least five years of experience leading successful implementations of comparable scale of the proposed applications.		The proposed Program Manager meets this requirement.	Y			
Implementation/P	42	Project Team	Proposer shall meet staffing requirements as described in the Description of Required Services section of the RFP.		This functionality is provided in accordance with Motorola's responses to Attachment 14 - DORS.	Y			

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
Implementation/P M	43	Project Team	Proposed Training Manager possesses at least five years of experience developing and successfully implementing multi-agency, multi-discipline training plans.		Motorola's project team includes Application Specialists, who have public safety experience, that will deliver standard training courses. These resources are not responsible for developing training plans.	A			
Implementation/P M	44	Project Team	Proposed Product Support Manager possesses at least five years of experience providing post-go-live support to multi-agency, multi-discipline clients with at least one million annual calls for service.			Y			
Implementation/P M	45	Project Team	Proposer shall permit CCSF to review and approve all assigned project personnel and any changes to assigned personnel.			Y			
Implementation/P M	46	Project Schedule	Proposer shall provide a detailed implementation schedule in MS Project Schedule format to CCSF prior to contract negotiations.						
Implementation/P M	47	Project Schedule	Proposer shall provide a Project Schedule that includes schedules by Department inclusive of all Mobile, interface and corresponding functionality.			Y			
Implementation/P M	48	Project Schedule	Proposer shall provide a Project Schedule that forecasts and clearly documents all CCSF required milestones, activities. The Project Schedule shall also incorporate all CCSF-designated blackout dates and holidays.		The preliminary project schedule documents CCSF milestones and activities. However, Motorola is not aware of CCSF-designated blackout dates and holidays. Such updates to the schedule shall be made during contract negotiations or post-contract during the project planning activities.	A			
Implementation/P M	49	Project Schedule	Proposer shall describe the methods by which adaptive and/or agile approaches will be documented and managed in accordance with the project schedule.		This functionality is provided in accordance with Motorola's response to Attachment 14 - Section 7.2.2 and 7.2.4.	Y			
Implementation/P M	50	Project Schedule	Proposer shall collaborate with CCSF to update the implementation schedule during contract negotiations.			Y			
Implementation/P M	51	Project Schedule	Proposer shall incorporate the collaboratively developed implementation schedule into any resulting negotiated contract with CCSF.			Y			
Implementation/P M	52	Project Schedule	Upon review and approval by CCSF Project Manager, Proposer shall post project schedule and subsequent updates to CCSF's CAD Replacement SharePoint site. All updates to Project Schedule need to be reviewed and approved by the CCSF Project Manager.			Y			
Implementation/P M	53	Communication	Selected vendor shall develop a communication plan for the system implementation.			Y			
Implementation/P M	54	Communication	Communication Plan shall include Proposer and CCSF responsibilities pertaining to:			Y			
Implementation/P M	55	Communication	Meeting Agendas			Y			
Implementation/P M	56	Communication	Meeting Minutes			Y			
Implementation/P M	57	Communication	Status Reports			Y			
Implementation/P M	58	Communication	Action Items			Y			
Implementation/P M	59	Communication	Stakeholder Communications			Y			
Implementation/P M	60	Communication	Selected vendor shall update the communication plan in agreement with CCSF periodically throughout the implementation as appropriate.			Y			
Implementation/P M	61	Communication	Proposer shall utilize the CCSF SharePoint and Microsoft Teams platforms throughout the implementation.		Motorola can agree to the CCSF SharePoint or a Motorola-hosted Google site as the project repository. Motorola does not use Microsoft Teams, so teleconferences scheduled by the Motorola PM will be conducted through Google Meet.	A			
Implementation/P M	62	System Documentation	Proposer shall develop documentation to support the software.		documentation to be provided is described in the Statement of Work	Y			
Implementation/P M	63	System Documentation	Proposer shall develop documentation to support CCSF's business processes pertaining to the software.		Motorola's will support CCSF's efforts for business process re-engineering and documentation as described in Appendix A2.2	N			
Implementation/P M	64	System Documentation	At a minimum, Proposer shall provide CCSF with the following:			Y			
Implementation/P M	65	System Documentation	User documentation			Y			
Implementation/P M	66	System Documentation	Application configuration documentation			Y			
Implementation/P M	67	System Documentation	Interface documentation			Y			
Implementation/P M	68	System Documentation	System administration manuals			Y			
Implementation/P M	69	System Documentation	Application software tutorials			Y			
Implementation/P M	70	System Documentation	Data dictionaries			Y			
Implementation/P M	71	System Documentation	Database setup and maintenance		This functionality is provided and supported by the Reporting Data Warehouse data models provided with the documentation.	A			
Implementation/P M	72	System Documentation	Entity relationship diagrams		This functionality is provided and supported by the Reporting Data Warehouse data models provided with the documentation.	A			
Implementation/P M	73	System Documentation	Business process maps/workflow diagrams		Motorola has not proposed to develop new process maps/workflow diagrams but will provide documentation with which the CCSF can update those provided in Attachment 20.	A			
Implementation/P M	74	System Documentation	Documentation for web services/interface definitions		Motorola looks forward to further discussion to more clearly understand what "documentation" refers to.	A			
Implementation/P M	75	System Documentation	Help desk support call escalation process			Y			
Implementation/P M	76	System Documentation	Continuity of Operations and Disaster Recovery Plan			Y			
Implementation/P M	77	System Documentation	Version(s), release and build notes			Y			
Implementation/P M	78	System Documentation	Enhancements		This functionality is provided in accordance with item 77.	Y			
Implementation/P M	79	System Documentation	As built documentation			Y			
Implementation/P M	80	System Documentation	Asset inventory (including hardware and software licensing)			Y			
Implementation/P M	81	System Documentation	Proposer shall provide documentation describing CCSF's configuration (e.g. all applications, interfaces and modules implemented by CCSF).			Y			
Implementation/P M	82	System Documentation	Proposer will provide documentation with upgrades and updates to the CAD system.			Y			

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
Implementation/P M	83	System Documentation	All user documentation, including hardware documentation, application and interface documentation, help documentation, training documentation, and software tutorials shall be available online and accessible from within the relevant application.		Documentation to be provided is described in the Statement of Work, A2.	Y			
Implementation/P M	84	System Testing	The implementation must include adequate provisions for functional, performance and reliability testing in accordance with CCSF's ATP, System Requirements, Use Cases and testing milestones described in the RFP.		Documentation to be provided is in the Acceptance Test Plan	Y			
Implementation/P M	85	System Testing	CCSF requires the Proposer's involvement in the development and execution of all test plans to assure that the system delivers the expected results.			Y			
Implementation/P M	86	System Testing	Proposer shall satisfactorily complete a mutually agreed-upon Acceptance Test for each stage of the implementation, which will include Proposer's response to CCSF's functional requirements and use cases.			Y			
Implementation/P M	87	System Testing	Proposer shall satisfactorily complete a mutually agreed-upon Final Acceptance Test in a fully integrated environment (to ensure components work together as intended and use cases are validated).			Y			
Implementation/P M	88	System Testing	The Acceptance Test Plan shall include a confirmation of each functional requirement and use case.		This functionality is provided in accordance with Motorola's responses to the requirements in Attachment 13 - SRD and to the degree the function has been purchased, provisioned, and is demonstrable.	Y			
Implementation/P M	89	System Testing	The Acceptance Test Plan shall include a confirmation of required performance and reliability acceptance procedures.			Y			
Implementation/P M	90	System Testing	The Proposer shall demonstrate all contracted functionality, using the product as configured for CCSF agencies during testing.		This functionality is provided in accordance with Motorola's responses to the requirements in Attachment 13 - SRD and to the degree the function has been provisioned and is demonstrable.	Y			
Implementation/P M	91	System Testing	Final System Acceptance shall not occur until all testing demonstrates the implemented product works as contracted in the live environment for ninety days.			Y			
Implementation/P M	92	Legacy Data Migration	Selected vendor shall collaborate with CCSF to develop a mutually agreed upon data migration plan.		Documentation to be provided is described in the Statement of Work	Y			
Implementation/P M	93	Legacy Data Migration	Selected vendor shall load initial data for testing and then purge/refresh the data as necessary just prior to cutover.			A			
Implementation/P M	94	Legacy Data Migration	Ability for selected vendor to utilize selected legacy system call history for the purposes of testing.		Motorola has provided optional pricing for data migration and for a legacy data query, in accordance with the RFP. If the data migration option is included in the agreement, migration will be performed in accordance with the data migration plan, which will be reviewed with the CCSF for approval.	A			
Implementation/P M	95	Legacy Data Migration	Selected vendor shall provide human resources and tools/utilities necessary to complete CCSF's desired data migration.		Motorola has provided optional pricing for data migration and for a legacy data query, in accordance with the RFP. If the data migration option is included in the agreement, migration will be performed in accordance with the data migration plan, which will be reviewed with the CCSF for approval.	A			
Implementation/P M	96	Legacy Data Migration	Ability to provide the query and reporting of three years of legacy CAD data on the proposed system to support dispatching queries, investigations and to provide tools to support the custodian of records ability to handle requests for information and reports during that time frame.	<b>User Story:</b> The Custodian of Records (COR) has a sunshine request for report on a CAD incident that happened two years before the live cutover date. The COR needs to query the database to determine the nature of the incident, involved parties, units dispatched, and the police case number reference and disposition. In addition, the COR needs to create a report with the appropriate redactions and anonymizations necessary in PDF format to respond to the sunshine request.		Y			F
Implementation/P M	97	Business Process Re-Engineering	Proposer shall assist CCSF with business process re-engineering and organizational change management efforts as specified in the Attachment 12 - Scope of Services.		Documentation to be provided is described in the Statement of Work	Y			
Implementation/P M	98	Business Process Re-Engineering	Proposer shall develop training tools and materials to facilitate the transition to the new systems using new business processes.			Y			
Implementation/P M	99	Business Process Re-Engineering	Proposer shall clearly identify any unique approaches or tools that are used in their business re-engineering process.		Documentation to be provided is described in the Statement of Work	Y			
Implementation/P M	100	NIBRS Experience	Proposer has experience working on RMS projects where CAD had to consider or make accommodations with NIBRS reporting requirements.		PremierOne CAD is not designed to support NIBRS reporting requirements. CAD incident types and dispositions do not necessarily correspond to NIBRS Reporting codes. However, if the CCSF provides CAD provisioning data that conforms with NIBRS reporting requirements, that data can be transferred to the CCSF's third-party records management system for NIBRS reporting via a calls for service interface to that system (not proposed).	A			
Implementation/P M	101	System Documentation	AS-BUILT documentation will be provided for CCSF review		AS-BUILT document provided by Motorola	Y	Status: AS-BUILT document provided by Motorola and being reviewed by CCSF.  To support the City Cybersecurity requirements - CCSF would like Motorola to provide the appropriate AS-Built drawings, labeling and asset management input for all on-premise equipment and software. In addition, documents and procedures to handle system failures shall be provided.		
Training	1	Programs	Proposer shall provide a training program for CCSF's core project implementation team that includes the training necessary to understand:			Y			
Training	2	Programs	Overall system architecture			Y			
Training	3	Programs	Interface configurations		Training is provided on how the system must be provisioned in order to support contracted interfaces. Training on the interface configuration is not provided.	N			
Training	4	Programs	Data import/export capabilities		During system provisioning, Motorola will import data the CCSF makes available from the legacy CAD system. Training on import is not provided.	N			
Training	5	Programs	Workflow configuration options (e.g. high priority call types available for immediate dispatch with minimal data entered into call entry screen while low priority calls require more information).		Workflow configuration options are addressed during CAD/Mobile Provisioning Training but the specific case described here is not functionally supported. Any call can be initiated with minimal data (address and incident type).	A			

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S= Scenario R= Resiliency N/A = Not Applicable NC = Non-compliant
Training	6	Programs	Proposer shall provide a training program for application administrators that includes the training necessary to perform the following aspects of the system.						
Training	7	Programs	Configure			Y			
Training	8	Programs	Tailor			Y			
Training	9	Programs	Monitor		It is unclear what specific functionality is required to "Monitor".	N			
Training	10	Programs	Administer			Y			
Training	11	Programs	Proposer shall provide a training program for end users that includes the training necessary to perform all system functions related to the following roles:		Motorola has proposed a train-the-trainer approach in accordance with the clarifications provided by the CCSF. Online training that familiarizes users with PremierOne functionality prior to training will be available to all users, but it is not considered comprehensive end-user training.	A			
Training	12	Programs	DEM Dispatcher (PD, Fire, EMS)		In accordance with CCSF CAD Proposer Questions_011922, one (1) train-the-trainer for ten (10) DEM trainers (combined call takers, dispatchers, coordinators, and supervisors) is included.	Y			
Training	13	Programs	SFMTA Dispatcher		In accordance with CCSF CAD Proposer Questions_011922, one (1) train-the-trainer for eight (8) SFMTA dispatch trainers is included.	Y			
Training	14	Programs	DEM Call Taker		As noted in item 12 above, one (1) train-the-trainer for ten (10) DEM trainers (combined call takers, dispatchers, coordinators, and supervisors) is included.	Y			
Training	15	Programs	SFMTA Call Taker		As noted in item 13 above, one (1) train-the-trainer for eight (8) SFMTA dispatch trainers is included.	Y			
Training	16	Programs	SFSD Call Taker		In accordance with CCSF CAD Proposer Questions_011922, one (1) train-the-trainer for fifteen (15) SFSD trainers is included.	Y			
Training	17	Programs	SFSD Dispatcher		As noted in item 16, one (1) train-the-trainer for fifteen (15) SFSD trainers is included.	Y			
Training	18	Programs	Communications Supervisors and Managers (including the ability to export Dispatcher data entry for evaluation at a later date)		Motorola assumes DEM communications supervisors and managers are included in the ten (10) DEM trainers the CCSF identified in the CCSF CAD Proposer Questions_011922, who will receive CAD train-the-trainer training, as noted for item 12 above. During provisioning training, class participants are taught how to utilize the import/export feature using the templates the system generates. Provisioning training is limited to six (6) participants.	Y			
Training	19	Programs	Department Field Personnel		Training for the PremierOne mobile client for Windows and Android/iOS is available online and on-demand for all mobile users. In addition, Motorola has included one (1) instructor-led mobile train-the-trainer class for law, one (1) mobile train-the-trainer class for fire (for mobile Windows users), and one (1) train-the-trainer class for fire Android/iOS users. In accordance with the CCSF CAD Proposer Questions_011922, three (3) more mobile train-the-trainer classes are provided for the SFMTA mobile trainers. Motorola has also included three (3) additional train-the-trainer classes for SFMTA mobile users in accordance with CCSF CAD Proposer Questions_011922.	Y			
Training	20	Programs	Department Command Staff		No training for department command staff has been proposed. Motorola would be happy to discuss command staff training needs and modify the proposed training plan.	N			
Training	21	Programs	Data Analyst (including Supervisors, Coordinators and Command Staff)		Motorola has included SSRS Report Builder training in PremierOne for CAD, Mobile, and Intelligent Data Discovery in PremierOne CAD for up to fifteen (15) participants in accordance with the CCSF CAD Proposer Questions_011922. SSRS training provides personnel with knowledge on how to create custom reports against the PremierOne Reporting Data Warehouse (RDW) using Microsoft SQL Server Reporting Service (SSRS) and Report Builder software. IDD training provides selected personnel with knowledge to create business intelligence dashboards in PremierOne using Microsoft SQL Server Reporting Services tools (SSRS) and Report Builder software.	Y			
Training	22	Programs	Information Technology/Administration Personnel		PremierOne CAD, Mobile, and Records system administrator training has been included for up to fifteen (15) personnel.	Y			
Training	23	Programs	External/Partner Agencies (Data Sharing) (e.g. Department of Public Health seeking S150 CFS data)		No training has been proposed for external or partner agencies.	N			
Training	24	Programs	Proposer shall agree to complete all training in a satisfactory manner before CCSF will give formal Final System Acceptance (except for post-implementation training).		Training will be delivered by qualified personnel in accordance with the approved training plan.	Y			
Training	25	Documentation	Proposer shall provide a training plan describing the proposed approach for training all end-users in the functionality of the various proposed system components.		A preliminary training plan is provided with our response to Attachment 14 - DORS, Section 8.	Y			
Training	26	Documentation	Ability to import training material into a directory accessible on or off the operations floor.		If the CCSF supports a directory that is available to users, the training materials can be stored there. Online, on-demand training courses are also available from a web browser from any location, but that content is not the same as the training materials used in instructor-led training classes.	A			
Training	27	Documentation	Ability to provide all training materials in an online help directory accessible from workstations and Mobile devices.		The CAD user guide can be launched from the CAD client. Online help is available from the CAD client, but it does not include the specific training materials from instructor-led courses. Online, on-demand training courses are available from a web browser from any location, but that content is not the same as the training materials used in instructor-led training classes.	N			
Training	28	Documentation	Ability to provide checklists or templates for context specific job aids.			Y			
Training	29	Documentation	Ability to provide cheat sheets for Department-defined function/workflows.			Y			
Training	30	Documentation	Proposer shall provide source documentation for Departments to tailor the training material to fit specific needs.			Y			
Training	31	Post-Implementation	Proposer shall provide post-implementation training for ongoing end user training of the initial system.		All users will have continued access to the Learning eXperience Portal (LXP) which can be accessed on-line and on-demand for refresher training. Training for software releases is available via the LXP. Formal instructor-led post-implementation training is available but has not been proposed. If requested, Motorola can also provide instructor-led training for new software releases.	A			
Training	32	Post-Implementation	Proposer shall provide post-implementation training for future version releases.		Training for future version releases is available on-line via the Learning eXperience Portal (LXP).	Y			
Training	33	Post-Implementation	Proposers shall make available post-implementation training as requested by CCSF.		Motorola can provide quotes for post-implementation training upon request.	N			

Component	ID	Category	Requirement	User Story	MOTOROLA Clarifying Comments	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Negotiation Comments	P1/P2 Priority Requirements	Testing Method: P=Product F=Functional I=Interface S=Scenario R=Resiliency N/A=Not Applicable NC=Non-compliant
Training	34	Materials	All training material shall meet the following requirements:						
Training	35	Materials	Finalized, mutually agreed-upon training materials shall be provided at least one (1) month prior to the start of any training course.			Y			
Training	36	Materials	Training materials must be for the version of the software that will be deployed.			Y			
Training	37	Materials	Training materials shall be tailored by the Proposer to include functionality defined in this RFP and any functionality that is developed through the implementation process.		The content delivered by the Motorola instructor is based on CCSF provisioning and workflows/business processes, but training materials are standard documents.	N			
Training	38	Materials	All training material will be provided in electronic format (one version must be a .pdf) for unlimited duplication and modification by CCSF.			Y			
Training	39	Environment	Proposer shall provide a training system that will allow users to simulate live operations for the System without degrading system performance.			Y			
Training	40	Environment	Ability to access the training environment from a Mobile device (handheld, tablet, NOD).			Y			
Training	41	Environment	Ability to access the training environment remotely for practice learning.		Users must use a CAD client to access the training environment.	N			
Training	42	Environment	Proposer shall provision the Training environment for Training Managers for a mutually agreed upon period prior to go live (30, 60, 90 days).		The production environment is used for training up until go-live. Following go-live, the training environment will be configured to mirror the provisioning of the production environment.	A			
Post-Implementation	1	Warranty	The entire system solution as proposed must include a first year warranty for Proposer-supplied software, including all software updates, enhancements and refinements and interfaces, for a minimum of twelve (12) months after the Final System Acceptance date. (Refer to the SRP for further information regarding warranty provisions).		Motorola provides a one-year warranty for On-Premises Software Systems, beginning with Beneficial Use of the System rather than Final System Acceptance.	A			
Post-Implementation	2	Warranty	The warranty shall conform to contractually agreed upon specifications.			Y			
Post-Implementation	3	Warranty	The warranty shall protect against any defects or damage.		In accordance with contractually agreed upon specifications.	Y			
Post-Implementation	4	Warranty	The Proposer shall warrant its responses to the functional requirements included and any other element of its proposal.			Y			
Post-Implementation	5	Warranty	Proposer shall agree to attach its proposal to any contract reached with CCSF.			Y			
Post-Implementation	6	Warranty	Proposer shall provide and include their Service Level Agreement with their proposal. The SLA shall include their response and resolution provisions.		Motorola complies with our redlines of Attachment 1: P-600, Appendix E Service Level Obligations included in Section 10.	Y			
Post-Implementation	7	Warranty	Proposer shall provide a separate Service Level Agreement for any hardware, third party, etc. provider included in their proposal.		Motorola complies with our redlines of Attachment 1: P-600, Appendix E Service Level Obligations included in Section 10.	Y			
Post-Implementation	8	Warranty	Proposer shall assume all responsibilities for the warranties of any third parties.		Motorola will pass through all manufacturer's warranties and assume responsibility for coordinating third party warranty services.	A			
Post-Implementation	9	Warranty	Proposer shall provide all Service Level Agreement priority level response and resolution services during the Warranty period.		Priority Level responses are described in our response to Attachment 14 - DORS, Section 9.2 (which apply during Warranty).	Y			
Post-Implementation	10	Support and Maintenance	CCSF expects a ten (10) year maintenance and support agreement will be offered for the products being supplied.			Y			
Post-Implementation	11	Support and Maintenance	Proposer shall provide 24x7x365 support for the CAD/Mobile system.			Y			
Post-Implementation	12	Support and Maintenance	Proposer shall provide a workflow describing how product support will be handled for each Department.		In accordance with our response to Attachment 14 - DORS, Section 9.5.	Y			
Post-Implementation	13	Support and Maintenance	Proposer shall agree to CCSF designated priority levels and responses for system errors included in the RFP.		As requested in the RFP, Motorola has provided our standard priority levels and responses in response to Attachment 14 - DORS, Section 9.2.2 and 9.2.3.	N			
Post-Implementation	14	Support and Maintenance	Proposer shall provide financial reimbursement and/or service credits for Proposer failure to meet the agreed upon support obligations.		In accordance with our redlines of Attachment 1: P-600, Appendix E Service Level Obligations included in Section 10.	Y			



London Breed  
Mayor

## Department of Emergency Management

1011 Turk Street, San Francisco, CA 94102

Phone: (415) 558-3800 Fax: (415) 558-3843



Mary Ellen Carroll  
Executive Director

# City and County of San Francisco Department of Emergency Management CAD System Replacement Project

## Motorola PremierOne CAD Contract APPENDIX A2 - Statement of Work SECTION 1 – IMPLEMENTATION PLAN

December 2023

CCSF PeopleSoft Contract ID: 1000031673

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: 1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

**SECTION 1 - IMPLEMENTATION**

## Table of Contents

### Table of Contents

Section 1	Implementation Plan .....	3
1.1	Introduction.....	3
1.2	Security.....	4
1.3	Project Management Plan .....	4
1.4	Award, Administration, and Project Initiation .....	4
1.5	Completion Criteria .....	4
1.6	Project Roles and Responsibilities Overview .....	5
1.6.1	Motorola Project Roles and Responsibilities .....	5
1.1.1	CCSF Project Roles and Responsibilities Overview .....	10
1.7	Project Planning.....	18
1.7.1	Project Planning Session - Teleconference/Web Meeting.....	18
1.8	Project Management Plan .....	21
1.8.1	Project Portal/Repository .....	21
1.8.2	Project Status .....	22
1.8.3	Project Controls.....	25
1.8.4	Project Delivery .....	30
1.8.5	Communication Plan .....	31
1.8.6	Quality Management.....	33

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: 1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

**SECTION 1 - IMPLEMENTATION**

## Section 1 Implementation Plan

### 1.1 Introduction

In accordance with the terms and conditions of the Agreement, this Statement of Work (“SOW”) defines the principal activities, milestones and responsibilities of all parties for the delivery of the Motorola Solutions (“Motorola”) system for the City and County of San Francisco (“CCSF”). The Motorola CAD Replacement system includes PremierOne CAD and Mobile, CommandCentral applications/products, and related products as defined and described in the PDD.

When assigning responsibilities, the phrase “Motorola” includes Motorola’s subcontractors and Motorola’s third-party partners. Motorola will engage Fidato Technology Builders (“Fidato”), a Local Business Enterprise (LBE) to perform some tasks including procurement, configuration, installation and testing of CAD workstations, installation of Mobile client software, inspection of sites at which CAD workstations will be installed and testing of the Fire Station Alerting interface at fire stations, as further described in Section 2 – Scope. Motorola will also engage an LBE to provide the Project Coordinator services described in this document. Adam Timm with The Healthy Dispatcher will facilitate organizational change management activities.

Deviations and changes to this SOW are subject to mutual agreement between Motorola and the CCSF and will be addressed in accordance with the change provisions of the Agreement.

Motorola work will be performed on-site and remotely.

Motorola and the CCSF will work to complete their respective responsibilities in accordance with the mutually agreed upon Project Schedule. Any changes to the Project Schedule will be mutually agreed upon via the Change Control Process of the Agreement.

The number and type of software or subscription licenses, products, or services provided by Motorola, or its subcontractors are specifically listed in the Agreement and any reference within this document as well as subcontractors’ SOWs (if applicable) does not imply or convey a software or subscription license or service that are not explicitly listed in the Agreement.

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: 1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

## SECTION 1 - IMPLEMENTATION

### 1.2 Security

The CCSF will provide Motorola resources, training, and guidance on cyber security policies required for all individuals accessing CCSF resources, applications and network access. Cyber security training is provided through online modules not to exceed 4 hours per year. Courses include but are not limited to:

- Cybersecurity Training
- Cybersecurity Training for IT Staff
- Cybersecurity Privacy Training
- CJIS Training

CCSF will provide authorized individuals the required network access to enable Motorola to fulfill its delivery obligations. Motorola (Vendor and Contractor) will comply with the CCSF wide Cybersecurity Policy <https://sfcoit.org/cybersecurity>.

### 1.3 Project Management Plan

The following project management terms are used in this document. Since these terms may be used differently in other settings, these definitions are provided for clarity.

**Project Schedule** means the schedule providing dates and timeframes for completion of tasks and deliverables during the course of the project.

**Project Management Plan** is comprised of the components described in Section 1.8

### 1.4 Award, Administration, and Project Initiation

Project Initiation and Planning will begin following execution of the Agreement between Motorola and the CCSF.

### 1.5 Completion Criteria

The project milestones are considered complete upon Motorola providing all deliverables for a specific task according to the project scope and schedule, and the CCSF providing written approval based on the mutually agreed review time period for the deliverable in the schedule. The CCSF task completion will occur per the project schedule without unreasonable delay, enabling Motorola to complete its tasks.

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: 1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

## SECTION 1 - IMPLEMENTATION

If the CCSF does not accept the **Motorola Deliverables** or rejects Motorola's completion of **Motorola Responsibilities**, the CCSF will provide Motorola written notification based on the mutually agreed review time period for the deliverable in the schedule. If a deliverable is rejected by CCSF, the reasons will be reviewed and MSI will take mutually agreed upon action to remedy and redeliver it for CCSF review and acceptance.

## 1.6 Project Roles and Responsibilities Overview

### 1.6.1 Motorola Project Roles and Responsibilities

A Motorola team, made up of specialized personnel, will be assigned to the project under the direction of the Motorola Project Manager. Team members will be multi-disciplinary and may fill more than one role. Team members will be engaged in different phases of the project as necessary.

Motorola's project team will provide services on-site, remotely via teleconference, web-conference or other remote method in fulfilling its commitments as outlined in this Statement of Work. Motorola project team resources will be on site at the CCSF location for all tasks or activities that are mutually agreed upon.

The personnel role descriptions noted below provide an overview of typical project team members. One or many resources of the same type may be engaged as needed throughout the project. There may be other personnel engaged in the project under the direction of the Project Manager.

Motorola's project management approach has been developed and refined based on lessons learned in the execution of hundreds of system implementations. Using experienced and dedicated people, industry-leading processes, and integrated software tools for effective project execution and control, we have developed and refined practices that support the design, production, and testing required to deliver a high-quality, feature-rich system.

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: 1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

## SECTION 1 - IMPLEMENTATION

### **Program Director**

A Motorola Program Manager will be assigned to oversee the activities of the project and be the liaison between the CCSF, the Project Manager and Motorola executive and regional leadership. The Program Director is a senior-level executive responsible for overseeing the entire project from its initiation to completion. Their primary role involves providing strategic direction, leadership, and guidance to ensure successful project delivery. The Program Director collaborates with stakeholders, establishes project objectives, allocates resources, and manages risks. They also monitor project progress, communicate with key stakeholders, and make critical decisions to keep the project on track and aligned with the organization's goals. Additionally, the Program Director is accountable for maintaining the project's budget, timeline, and overall quality while fostering a cohesive and motivated project team.

### **Project Manager**

A Motorola Technical Project Manager will be assigned as the principal business representative and point of contact for the organization. The Project Manager's responsibilities include the following:

- Manage the Motorola responsibilities related to the delivery of the project.
- Maintain the project schedule and manage the assigned Motorola personnel and applicable subcontractors/supplier resources.
- Manage the Change Order process per the Agreement.
- Maintain project communications with the CCSF.
- Identify and manage project risks.
- Collaborative coordination of CCSF resources to minimize and avoid project delays.
- Measure, evaluate, and report the project status against the Project Schedule.
- Conduct remote status meetings on mutually agreed dates to discuss project status.
- Prepare and submit a monthly status report that identifies the activities of the previous month, as well as activities planned for the current month, including an updated Project Schedule and action item log.
- Provide timely responses to issues related to project progress.

### **Project Coordinator (LBE TBD)**

Motorola will engage with a Local Business Enterprise for a Project Coordinator who will work with the Motorola Program and Project Managers and is responsible for the following:

- Facilitating and participating in status meetings
- Record and distribute meeting minutes and action items
- Document management (including SharePoint Administration)
- Project schedule maintenance,

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: 1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

## SECTION 1 - IMPLEMENTATION

- Managing the efforts of third-party providers,
- Maintenance of the elements of the Communications Plan and
- Further assisting the Motorola program manager as required with customer communications, resource scheduling, action item tracking.

### **Scheduler**

A Motorola Scheduler is responsible for developing and maintaining the overall project schedule, ensuring that all activities are properly sequenced, and resources are allocated efficiently. They collaborate with various stakeholders to gather project data, analyze dependencies, and identify critical paths to ensure timely project completion. The Scheduler plays a crucial role in monitoring project progress, tracking deviations, and implementing necessary adjustments to keep the project on track.

### **Solution Specialist**

The Motorola Solution Specialist will work with the CCSF project team with business process reviews (BPR), business process re-engineering and system provisioning. The Solution Specialist will focus on the overall business process reengineering of all departments. The Solution Specialists' responsibilities include the following:

- Conduct Business Process Reviews with each department (with the Application Specialists)
- Provide consultation services to the CCSF regarding the provisioning and operation of the Motorola system.
- Provide guidance and recommendations to CCSF on ways in which PremierOne CAD/Mobile can create efficiencies or introduce re-engineered business processes that are more effective than the current processes.
- Document all agreed-upon re-engineered processes.
- Responsible for as-built documentation

### **Application Specialists (Law Enforcement and Fire/EMS)**

Motorola Application Specialists focus on the functional aspects of PremierOne CAD and Mobile. One Application Specialist will be assigned to focus on law enforcement users and one on fire users. The Application Specialists shall work with both the Division of Emergency Communications (Dispatchers) and field users. Law enforcement includes SFPD, SFSO and SFMTA Parking Enforcement. The Application Specialists primary responsibilities are to:

- Conduct Business Process Reviews.
- Perform system provisioning.
- Provide provisioning training to the CCSF to provide the knowledge to setup and maintain the system.

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: 1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

## SECTION 1 - IMPLEMENTATION

- Complete the provisioning ownership handoff to the CCSF.
- Perform functional testing and assist with interface validation.
- Conduct application training.
- Provide on-site support for go-live activities
- Responsible for as-built documentation

### GIS Specialist

The Motorola GIS Analyst specializes in geographical information technology. Responsibilities of the Motorola GIS Analyst include the following:

- Perform the GIS analysis on the CCSF-supplied GIS source data.
- Provide the results of the GIS analysis based on the requirements of the Motorola GIS Data Requirements document to include:
  - Geocoding Data.
  - Centerlines to support Routing.
  - Response Area Polygons.
- Offer consultation services for the conversion of CCSF GIS source data for Motorola use.
- Provide instruction on the use of GIS as it pertains to the Motorola system.

### Report Specialist

The Motorola Report Specialist is responsible for developing SSRS reports and dashboards for the various consumers. This resource also conducts the SSRS Reporting and IDD Training.

### Solutions Architect

The Motorola Solutions Architect is responsible for the delivery of the technical and equipment elements of the solution. Specific responsibilities include the following:

- Confirmation that the delivered technical elements meet contracted requirements.
- Delivery and testing of interfaces and integrations between Motorola products.
- Remain engaged throughout the duration of the delivery.
- Responsible for as-built documentation

### Infrastructure Engineer

The Motorola Infrastructure Engineer is responsible for:

- Pre-installation site inspections
- Responsible for as-built documentation

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: 1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

## SECTION 1 - IMPLEMENTATION

- Finalizing the Bill of Materials (BOM) with the County
- Procurement and delivery of equipment to Motorola's staging facilities
- Inventory of Motorola-provided equipment
- Managing the staging effort of the equipment.
- Install staged equipment at the City's facilities.
- Work with the SA to establish physical connectivity to network, 3rd party systems to which PremierOne will interface, etc.

### Data Conversion

The Data Conversion analyst is responsible for converting specified CAD data from the legacy system into PremierOne CAD. They will remain engaged throughout the conversion process. The responsibility of Data Conversion analyst includes the following:

- Conduct Data conversion Kick off/Data discovery
- Run/analyze initial data profiling and mapping
- Conduct Data mapping workshop with CCSF SME
- Run a small set of converted data for CCSF review and verify the data quality using a combination of manual processes and automated steps. This is an iterative process.
- Share the information related to discrepancies found in the conversion with the CCSF.
- Upon CCSF approval of initial conversions, perform final data conversion and publish it to Premier One CAD.

### Organizational Change Manager (The Healthy Dispatcher)

Motorola has included the services of Adam Timm who is the founder and president of The Healthy Dispatcher, based in Los Angeles. Adam will provide organizational change management (OCM) services to the CCSF based on the CHANGE model. This methodology includes the services to assess the CCSF's readiness for change and develop a systematic approach, body of knowledge, training tools and materials to facilitate a successful transition to the CAD and Mobile system.

### Customer Success Advocate

A Motorola Customer Success Advocate (CSA) will be assigned to the CCSF prior to go-live. The CSA will be familiar with the CAD implementation at CCSF, including department stakeholders and general public safety dispatch operations. The CCSF will support efforts to train the CSA on the CCSF CAD ecosystem. The CSA is responsible for:

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: 1000031673

## SECTION 1 - IMPLEMENTATION

- Assisting the CCSF with maximizing the use of their Motorola software and service investment.
- Actively managing, escalating, and logging issues with Support, Product Management, and Sales.
- Providing ongoing communication about progress, timelines, and next steps.
- Liaising with the CCSF on industry trends and product evolutions.

### Third-party Installer (Fidato)

Fidato will:

- Procure CAD workstation hardware (not including monitors)
- Install CAD client software on CAD workstations.
- Install a mobile client image, to include PremierOne Mobile client software, on CCSF-provided mobile Windows devices.
- Apply CCSF-provided inventory tags to workstations.
- Inspect sites at which CAD workstations will be installed for power and network connectivity
- Install CAD workstations at CCSF-designated locations.
- Connect CAD workstations to CCSF-provided power and network connections at each CAD position.
- Test CAD workstations to verify power-up and connectivity to CCSF-provided interface points.

### On-Site System Administrator

The Motorola On-site System Administrator (OSA) is responsible for the infrastructure and engaged approximately three (3) months prior to live-cut. Post-live, they will perform the responsibilities described in the Maintenance and Support Agreement.

### On-Site Application Administrator

The Motorola On-site Application Administrator is responsible for CAD and Mobile applications and engaged approximately three (3) months prior to live-cut. Post-live, they will perform the responsibilities described in the Maintenance and Support Agreement.

### Customer Support Team

The Motorola Customer Support team will provide ongoing support following commencement of beneficial use of the CCSF's system as defined in the Maintenance and Support Agreement.

#### 1.1.1 CCSF Project Roles and Responsibilities Overview

The success of the project is dependent on early assignment of key CCSF resources. In many cases, the CCSF will provide project roles that correspond with Motorola's project roles. It is critical these resources are empowered to make provisioning decisions based on the CCSF's operational and administration

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: 1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

## SECTION 1 - IMPLEMENTATION

needs. The CCSF project team should be engaged from project initiation through beneficial use of the system. The continued involvement in the project and use of the system will convey the required knowledge to maintain the system post completion of the project. In some cases, one person may fill multiple project roles. The project team must be committed to participate in activities for a successful implementation. In the event the CCSF is unable to provide the roles identified in this section Motorola may be able to supplement CCSF resources at an additional price.

### CCSF Project Manager

The Project Manager will act as the primary point of contact for the Motorola Project Manager for the duration of the project. The CCSF Project Manager is responsible for management of any third-party vendors that are the CCSF's subcontractors. In the event the project involves multiple agencies, Motorola will work exclusively with a single CCSF assigned Project Manager (the primary Project Manager). The Project Manager's responsibilities include the following:

- Communicate and coordinate with other project participants.
- Manage the CCSF project team including timely facilitation of efforts, tasks, and activities.
- Maintain project communications with the Motorola Project Manager.
- Identify the efforts required of CCSF staff to meet the task requirements and milestones in this SOW and Project Schedule.
- Consolidate all project-related questions and queries from CCSF staff to present to the Motorola Project Manager.
- Review the Project Schedule with the Motorola Project Manager and finalize the detailed tasks, task dates, and responsibilities.
- Measure and evaluate progress against the Project Schedule.
- Monitor the project to ensure resources are available as scheduled.
- Attend status meetings.
- Provide timely responses to issues related to project progress.
- Liaise and coordinate with other agencies, CCSF vendors, contractors, and common carriers.
- Ensure CCSF vendors' adherence to overall Project Schedule and Project Plan.
- Assign one or more personnel who will work with Motorola staff as needed for the duration of the project, including the CCSF personnel responsible for CAD application administration and system infrastructure representative(s).
- Identify the resource with authority to formally acknowledge and approve Change Orders, approval letter(s), and milestone recognition certificates as well as approve and release payments in a timely manner.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: 1000031673

## SECTION 1 - IMPLEMENTATION

- Provide building access to Motorola personnel to all CCSF facilities where system equipment is to be installed during the project. Temporary identification cards are to be issued to Motorola personnel if required for access to facilities.
- As applicable to this project, assume responsibility for all fees for licenses and inspections and for any delays associated with inspections due to required permits.
- Provide reasonable care to prevent equipment exposure to contaminants that cause damage to the equipment or interruption of service.
- Ensure a safe work environment for Motorola personnel.
- Provide signatures of Motorola-provided milestone certifications within the timeframe described in the Project Management Plan.
- Process approval for Change Orders within the timeframe described in the Project Management Plan.

### Transformation Lead

The Transformation Lead, who may or may not be your Project Manager, must be able to holistically represent your organization and be able to work cross functionally between Motorola, your organization, and all stakeholders involved in the delivery of your new system. The Transformation Lead must be empowered to acknowledge the resource and time commitments required of your organization and authorize Motorola to proceed with scheduling the Project Kickoff event. The Transformation Lead responsibilities include the following:

- Reporting to the CAD Program Manager (and DEM Management), holistically bridge the CAD Program with Department Stakeholders.
- Work cross functionally between Motorola, the CAD Program, and all stakeholders involved in the delivery of the new CAD system.
- Evaluation of CAD implementation's impact on dispatch and response policies and operations
- Support communications between the CAD Program and Stakeholder Department end users to foster knowledge and understanding of change and how to address change.
- Support recommendations and implementation for:
  - Development of new policies and procedures in coordination with the CAD Program, Stakeholder Departments' senior leadership, and end users, including dispatchers, field units, and others.
  - Development of communications strategies and content for end users with the CAD Program, Stakeholder Departments' senior leadership.

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: 1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

## SECTION 1 - IMPLEMENTATION

- Organizational Change Management (OCM) in coordination with the CAD Program, Motorola, the Healthy Dispatcher, and end users, including dispatchers, field units, and others.
- Develop relationships with Stakeholder Departments in order to foster CAD Program awareness, participation, and to receive feedback from the Departments.

### Lead System Engineer

The CCSF Lead System Engineer is a Principal IT Systems Engineer that manages all the technical efforts and ongoing tasks and activities of the system integration and deployment. The Lead System Engineer will also be managing the technical efforts as an IT liaison for installation, configuration and provisioning of all the IT systems and interfaces.

- Facilitate all the CCSF IT design reviews and solicit approvals
- Ensure the City network is available and meets Motorola's system requirements
- Ensure remote network connectivity and access to Motorola resources
- Liaise for IT Infrastructure, Network and Security teams
- Liaise for ASTRO 25 Radio System team
- Liaise for the City department IT teams (SFPD, SFFD, SFSO, SFMTA and the SF Department of Technology)
- Liaise for the 911 Phone System team
- Liaise for the third-party city vendors
- Coordinate the implementation and testing of all CAD interfaces
- Provide technical support for the SFPD CJIS Application Process
- Manage the requirements compliance and testing activities through system acceptance

Provide building access to Motorola personnel to all CCSF facilities where system equipment is to be installed during the project. Temporary identification cards are to be issued to Motorola personnel if required for access to facilities.

### System & Application Administrator(s)

The CAD Administrator(s) manage the CAD Operations migration to the PremierOne system to include provisioning/code tables, user management, database management and consumers and operational changes. In addition, participate in the development of processes to support the IT helpdesk and workstation configurations.

The CAD Administrators involvement starts with the Project Kickoff and planning activities. They participate in the BPRs and will attend Provisioning and Train-the-Trainer Training and remain engaged

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: 1000031673

## SECTION 1 - IMPLEMENTATION

throughout the project to ensure they are able to maintain the provisioning post Customer Provisioning handoff. The Application Administrator's responsibilities include the following:

- Participate with the SMEs during all department Business Process Reviews (BPR), provisioning process, and training.
- Review and solicit approval for all the Motorola provisioning checkpoints
- Develop and maintain the users, roles, privileges and access management
- Facilitate the training and integration with all the CAD data consumers
- Facilitate and review Motorola's legacy data conversion
- Liaise with IT desktop support and maintenance personnel for CAD users
- Facilitate the configuration and administration of all Workstation and Mobile configurations
- Participate in overall delivery and training activities to understand the software, interfaces, and functionality of the system.
- Participate in the testing and system acceptance activities.
- Participate and facilitate operations support for cutover preparations and go-live
- Authorize global provisioning choices and decisions and be the point of contact for reporting and verifying problems and maintaining provisioning.
- Obtain inputs from other user agency stakeholders related to business processes and provisioning.

### GIS Administrator

The GIS Administrator is responsible for the development and maintenance of all the GIS data used in the Motorola system. The GIS Administrator must have a working knowledge of Esri software including ArcDesktop and ArcPro. Administrator proficiency with model builder, toolbox tools, Network Analyst, and general database structures is key to the GIS Administrators ability to manage the GIS needs of the Motorola system. Duties for this resource include the following: providing data in the correct schema; developing, maintaining and updating GIS data; supporting the GIS elements used in Motorola Solutions software; keeping in regular communication with the other administrative resources.

### Subject Matter Experts

The Subject Matter Experts (SMEs or Super Users) are the core group of users involved with the Business Process Review (BPR) and analysis, the provisioning process, including making global and department-specific provisioning choices and decisions, and training. These members should be experienced users in the working area(s) they represent (PD dispatch, FD dispatch, patrol, etc.), and should be empowered to make decisions related to provisioning elements, workflows, and screen layouts.

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: 1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

## SECTION 1 - IMPLEMENTATION

### **IT Personnel**

IT personnel provide required information related to LAN, WAN, wireless networks, server, and client infrastructure. They must also be familiar with connectivity to internal, external, and third-party systems to which the Motorola system will interface.

### **Training Representative**

Training representatives will be the point of contact for the Motorola Application Specialist when policy and procedural questions arise during training delivery. They will act as course facilitators and are the CCSF's educational monitors.

### **User Agency Stakeholders**

User Agency Stakeholders are those resources representing agencies outside of the CCSF's agency. These resources will provide provisioning inputs to the SMEs if operations for these agencies differ from that of the CCSF agency. The CCSF will manage User Agency Stakeholder involvement as needed to fulfil CCSF Responsibilities.

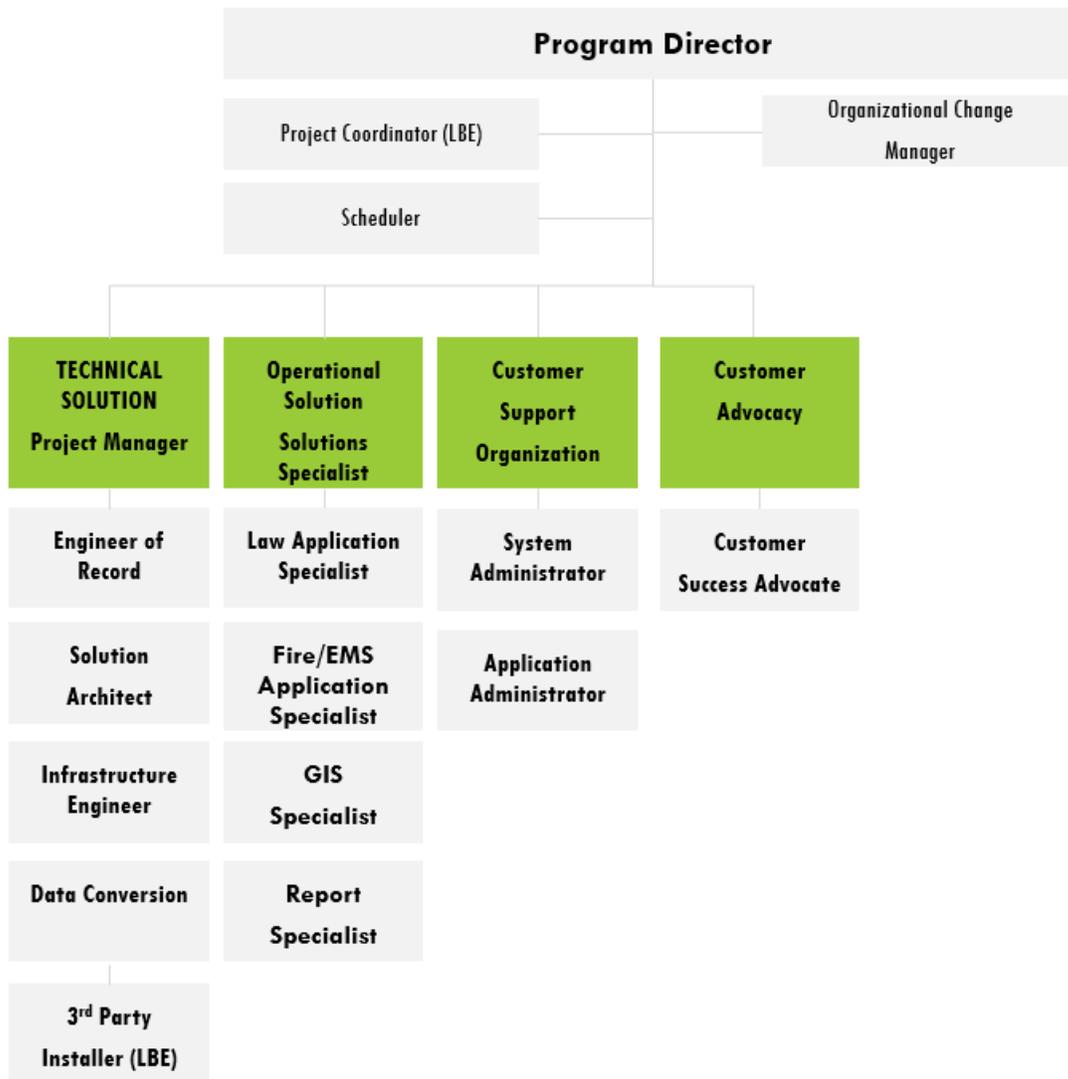
### **General CCSF Responsibilities**

In addition to the CCSF Responsibilities stated elsewhere in this SOW, the CCSF is responsible for the following:

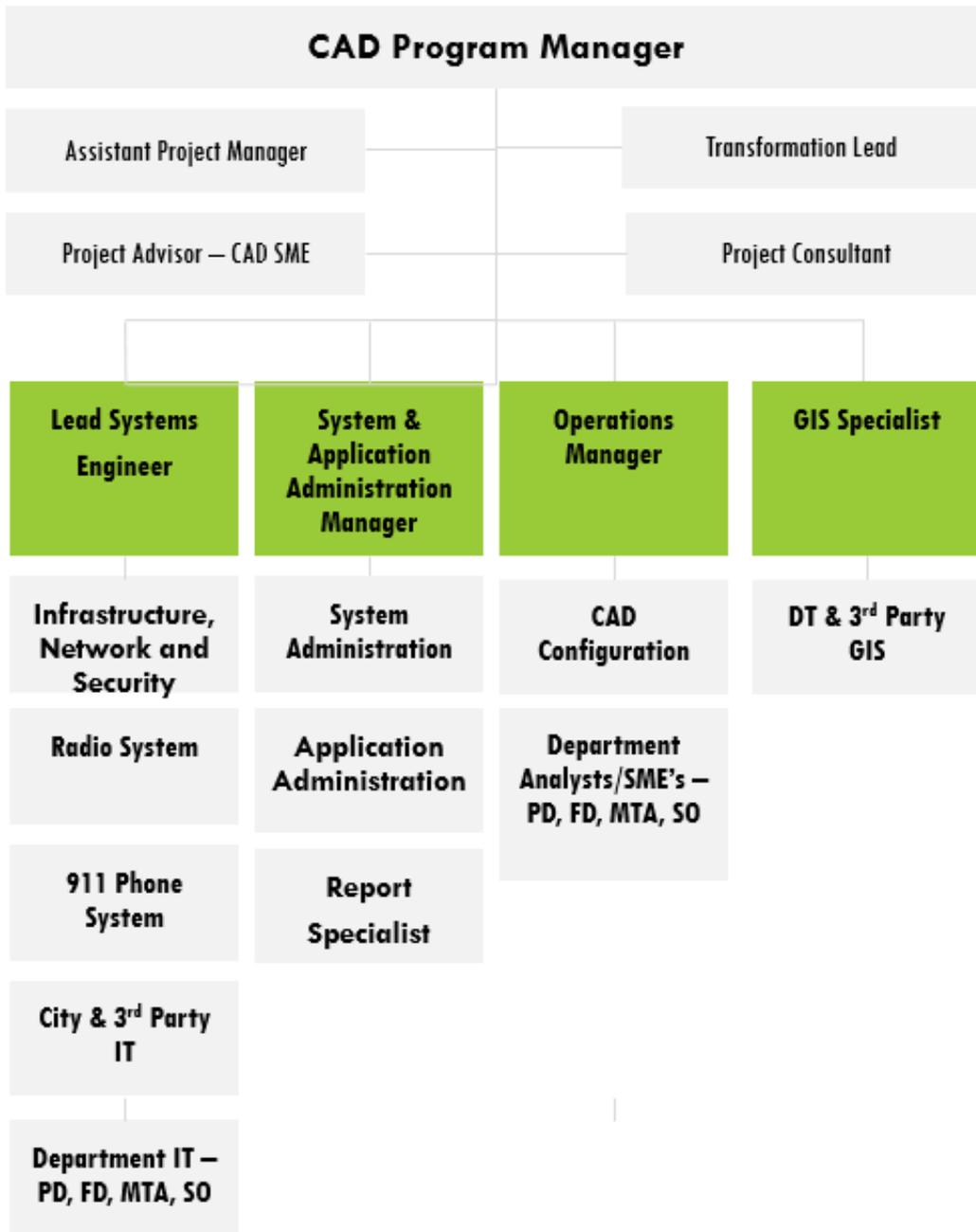
1. All CCSF-provided equipment including hardware and third-party software necessary for delivery of the System not specifically listed as a Motorola deliverable. This will include end user workstations, network equipment, telephone, or TDD equipment and the like.
2. Configuration, maintenance, testing, and supporting the third-party systems the CCSF operates which will be interfaced to as part of this project. The CCSF is responsible for providing Application Programming Interface (API) documentation to those systems that document the integration process for the level of interface integration defined by Motorola.
3. Initiate, coordinate, and facilitate communication between Motorola and CCSF's third-party vendors as required to enable Motorola to perform its duties.
4. Active participation of CCSF Subject Matter Experts (SME's) in project delivery meetings and working sessions during the course of the project. CCSF SME's will possess requisite knowledge of CCSF operations and legacy system(s) and possess skills and abilities to operate and manage the system.
5. The provisioning information required to populate CAD/Mobile code tables and providing and provisioning GIS data as requested by Motorola. This information must be provided in a timely manner in accordance with the Project Schedule.
6. Electronic versions of any documentation associated with the business processes identified.

7. Providing a facility with the required computer and audio-visual equipment for training and work sessions as defined in the Training Plan.
8. Ability to participate in remote project meeting sessions using MS Teams conferencing solution.

**Motorola Organizational Chart**



**CCSF Organizational Chart**



City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: 1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

## SECTION 1 - IMPLEMENTATION

NOTE: CCSF's Organizational Chart is subject to adjustment based on resource availability, needs, and management review. CCSF acknowledges that the roles/functions included in the Organizational Chart are needed for the project.

### 1.7 Project Planning

A clear understanding of the needs and expectations of both Motorola and the CCSF are critical to fostering a collaborative environment of trust and mutual respect. Project Planning requires the gathering of project specific information that is required to set clear project expectations and guidelines, create the Project Management Plan, project schedule and set the foundation for a successful implementation. Motorola will review the CCSF Business Process Maps (BPM), Concept of Operations (CONOPS) and Concept of Support (CONSUP) to gain insight to CCSF operations in order to tailor Motorola's work with the CCSF. Additionally, Motorola may gather specific information through a Business Process Review Agency Pre-Kickoff Survey. A survey is sent to the CCSF to collect agency-specific information such as dispatch logistics, communication center information, operational process, and workflow) and the GIS Discovery Survey (used to assist Motorola Solutions in gathering information to better understand the CCSF's current capabilities and needs relating to the GIS.)

#### 1.7.1 Project Planning Session - Teleconference/Web Meeting

A Project Planning Session teleconference will be scheduled after the Agreement has been executed. The agenda will include the following:

1. Review the Agreement documents.
2. A summary review of the contracted applications, interfaces and queries, and bill of materials.
3. Review project delivery requirements as described in this SOW.
4. Confirmation of tasks that will be conducted by on-site Motorola resources as well as the activities when the Motorola Project Manager will be on-site.
5. Confirm CCSF involvement in provisioning and data gathering to confirm understanding of the scope and required time commitments.
6. Review the initial Project Schedule and incorporate CCSF feedback resulting in the delivery of the Project Schedule. The Project Schedule will be maintained by Motorola and updated through mutual

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: 1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

## SECTION 1 - IMPLEMENTATION

collaboration. Schedule updates that impact milestones will be addressed via the Change Order provision of the Agreement.

7. Review the Project Management Plan.
8. Confirm CJIS background investigations and fingerprint requirements for Motorola employees and/or contractors. Required fingerprints will be submitted on Motorola provided FBI FD-258 Fingerprint cards.
9. Identify requirements for completing California DOJ's CJIS compliance matrix.
10. Review Virtual Desktop (VD) and Learning Management System (LMS) role in the Project Plan Delivery and provide Username and Access Information.
11. Discuss Motorola remote access requirements (24-hour access to a secured two-way Internet connection to the Motorola system firewalls for the purposes of deployment, maintenance, and monitoring).
12. Discuss the CCSF's obligation to work with Motorola to manage change among the stakeholder and user communities.
13. Review the Business Process Review Agency Pre-Kick Off Survey. The information in the survey is used to prepare for the Business Process Review.
14. Review Software System completion criteria and the process for transitioning to support.

### Motorola Responsibilities

1. Schedule the remote Project Planning Session.
2. Work with CCSF to identify necessary resources required to participate with reasonable notice to schedule their attendance.
3. Provide the initial Project Schedule and Project Management Plan.
4. Provide the Business Process Review Agency Pre-Kickoff Survey and the GIS Discovery Survey.
5. Provide the PremierOne Agency Build Guide.
6. Conduct a review of the Project Management Plan.
7. Baseline the Contract Project Schedule (execution date).
8. Review Motorola's delivery approach and its reliance on CCSF provided remote access.
9. Document the mutually agreed upon Project Kickoff Meeting Agenda.

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: 1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

**SECTION 1 - IMPLEMENTATION**

10. Request user information required to establish the CCSF in the Motorola Learning eXperience Portal (“LXP”).
11. Gather information required to assist the CCSF with completing California DOJ’s CJIS compliance matrix.

**CCSF Responsibilities**

1. Schedule the availability of the Transformation Lead to meet with Motorola.
2. Ensure the CCSF GIS Administrator reviews the GIS data requirements.
3. Provide GIS sample to Motorola within ten business days of the GIS Discovery Session to avoid impact on the Project Schedule.
4. Provide required information to complete the PremierOne Agency Build Guide.
5. Provide acknowledgement of the mutually agreed upon Project Kickoff Meeting agenda.
6. Provide approval to proceed with the Project Kickoff meeting.
7. Provide LXP user information as requested by Motorola.
8. Verify CCSF Administrator(s) have access to the LXP.
9. Review and complete the Business Process Review Agency Pre-Kickoff Survey within ten business days of the Project Planning Session to avoid impact on the Project Schedule.
10. Complete California DOJ’s CJIS compliance matrix and assume responsibility for follow-up actions related to such.

**Motorola Deliverable**

- Project Kickoff Meeting Agenda.
- Project Management Plan.
- Business Process Review Agency Pre-Kickoff Survey Link.
- GIS Discovery Worksheet.
- PremierOne Agency Build Guide.
- Inputs to California DOJ’s CJIS compliance matrix.

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: 1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

**SECTION 1 - IMPLEMENTATION**

## **1.8 Project Management Plan**

The project will be implemented in accordance with this Project Management Plan that will be reviewed and updated during the planning phase of the project. The Project Management Plan defines a comprehensive strategy for managing the project.

### **1.8.1 Project Portal/Repository**

A project portal or repository will be established in MS SharePoint into which all project documentation and controls will be posted. The project documents and artifacts described below will be maintained throughout the implementation phase.

Documentation is organized into the following categories:

- Project Status
  - Project Calendar
  - Monthly Status Report
  - Project Status Meeting Minutes
  - Ad-hoc Project Meeting Minutes
  - Executive Stakeholder Briefings
  - Project Schedule
  - Action Item Register
  - Risk Management Register
- Project Controls
  - Requests for Information
  - Task Orders
  - Change Control Requests
  - Project Submittals
  - Change Order Log
  - Milestone Completion Certificates
  - Project Knowledge Database (Lessons Learned)
- Project Communications
  - Communication Plan
  - Project Team Rosters
- Project Delivery
  - Contract
  - Technical Design and Implementation

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: 1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

## SECTION 1 - IMPLEMENTATION

- Business Process and Application
- User Management and Training

### 1.8.2 Project Status

**Project Calendar** - The Motorola Project Manager will maintain the project calendar that reflects all meetings and briefings.

**Status Meetings** - The Motorola Project Manager will conduct status meetings with the CCSF Project Manager on a weekly basis to review and coordinate upcoming work and project activity, update the Action and Risk Management Registers, and review the project schedule of current activities and the planning of future activities. The Motorola PM will prepare and submit monthly Status Reports to the CCSF PM. Status Reports will include the following:

- A summary of the activities completed in the month
- Activities planned for the following month
- Project progress against the project schedule
- Items of concern that require attention (action items)
- Potential/identified project risks.

Action items and project risks will be more fully elaborated in the Action Register and Risk Management Register.

Ad-hoc meetings are conducted as needed. Motorola will create a summary of those discussions for distribution and posting.

**Executive Stakeholder Briefings** – The Motorola Program Director (PD) will schedule briefings with CCSF executive stakeholders as mutually agreed to by the Motorola and CCSF project managers. Motorola will review topics relevant to the project status, Motorola's work effort status, roadblocks, budget and funding, change requests, and risk management review. Motorola will post such briefings to the repository/portal.

**Project Schedule** – Implementation of this project will proceed in accordance with a project schedule that is jointly approved by Motorola and the CCSF project manager during the project initiation phase. The mutually agreed upon Project Schedule will become the governing Project Schedule incorporated into the contract.

The Project Schedule is based upon work being accomplished Monday through Friday during normal business hours, with the exception of holidays and other events such as training that may be delivered during evening and/or weekend hours; and cutover to the production environment, which is typically

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: 1000031673

## SECTION 1 - IMPLEMENTATION

scheduled during periods of low activity. These schedule exceptions will be agreed to prior to scheduling the activities and will be documented in the Training Plan and Cutover Plan and updated in the project schedule.

The schedule will be maintained using Microsoft Project. The project schedule will be reviewed and baselined during Project Planning. Thereafter, the Scheduler will collect the status of milestones due, review upcoming milestones, and update the schedule and critical path in preparation for weekly schedule reviews with Motorola and the CCSF. If the critical path in the schedule experiences a 10% variance, or changes to critical milestones, it will necessitate a discussion and approval of a Re-baselined schedule that will be subject to the change order process. The Scheduler will also make changes to the schedule that result from executed change orders. The current schedule will be stored in the project repository.

**Action Item Register** – The Action Item Register is utilized to log activity within the project that requires action from a project resource. The Register will provide updated details about the status of the requested action.

Action items are managed as follows:

- Raising the Action Item
  - Any project members may identify an action item by notifying the Motorola or CCSF PM.
  - Motorola's Project Management Team will add issues to the log as necessary and will assign a priority, owner, expected action and required resolution date.
  - The owner is the primary point of contact responsible for action item tracking, resolution and closure.
- Evaluate/Prioritize Action Items
  - The Motorola PM, CCSF PM and key Motorola and CCSF stakeholders assess the priority each action item will receive with respect to its impact on the project. Priorities are:
    - ◆ Critical – Issue will stop project progress
    - ◆ High – Issue will likely impact budget, schedule, or scope
    - ◆ Medium - Issue will impact the project but could be mitigated to avoid an impact on budget, schedule or scope
    - ◆ Low – Issue is low impact and/or low effort to resolve
- Monitor and Control
  - Action owners are expected to come to the weekly Status Meeting with updated information regarding their assigned action.
  - If the action owner would like to add or change the status or comments associated to the assigned action, such request can be fielded with the Motorola Project Management Team at any time via email.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: 1000031673

**SECTION 1 - IMPLEMENTATION**

- If the action owner requires an extension of time, the request should be done during a project status meeting and requires the approval of the collective project teams.
- Action items are reviewed weekly to determine if:
  - ◆ The priority has changed.
  - ◆ The due date needs to be changed; if the due date is past, it either needs to be extended further or an explanation needs to be added to the notes section providing a current update on the action item and when it is expected to be completed).
  - ◆ Ownership needs to be changed.
  - ◆ The action item has been completed and can be closed
- Escalation
  - Once the Motorola and CCSF project managers identify that an action item due date has passed without resolution, the action item may become an issue, based on the priority and potential impact to the project.
- Closing the Action Item
  - After it has been completed and communicated, the Motorola PM closes the action item.
  - The Motorola PM will audit to validate action items are resolved and closed.

**Risk Management** – Risk Management is an iterative process of identifying and measuring risks and developing, selecting, and managing options for handling those risks. The Motorola PM will manage the Risk Management Register in order to identify, analyze and respond to project risks. The process for managing risks includes:

- Risk Identification
  - During the planning phase, an initial evaluation of risks will occur by the project team, led by the Motorola PM. When a risk is identified, the Motorola PM will review project documentation and conduct brainstorming sessions with the project team. A project team member can identify new risks at any point during the project.
- Risk Response Planning
  - The Risk Register will be used to prioritize risks. The risks will be rated using the probability/likelihood and estimated impact. The risk trigger and owner will be identified for further monitoring of the risk.
- Risk Monitoring & Control
  - Each risk is recorded in the Risk Management Register. A risk control plan is established for each risk. The focus of the control plan is to manage or minimize the effect or impact of each risk by increasing the number of choices available and/or reducing the probability of occurrence.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: 1000031673

**SECTION 1 - IMPLEMENTATION**

- The risk owner will be responsible for monitoring the risk through the project execution and will report the status during every Status Meeting. Any updates to the probability/likelihood and impact of the risks will be communicated to the PM.
- Change Requests & Lessons Learned
  - Any change to the project activities to mitigate a risk or workaround for an unidentified risk may generate change requests. These change requests will follow the procedures detailed in the Change Orders section of this document.
  - Lessons learned will be documented in the Project Knowledge Database (Lessons Learned).

**1.8.3 Project Controls**

The following types of documents will be used to manage the various project controls. All of these documents will be recorded in the Project Control Workbook (informally referred to as the project log).

**Requests for Information** – A Request for Information (RFI) will be issued by Motorola to CCSF when there is a need for the formal collection of information from a party within the project. An RFI may also be used when a specific task requires completion within a specified period of time. The RFI memorializes the ask, identify completion criteria and formally introduce a required completion date.

- Receipt and Processing – Unless specified within the RFI, a complete response is due to the issuing party within five (5) business days of its delivery to the responsibility party. If the RFI is requesting an action, the completed action is expected on or before the close of business on the 5<sup>th</sup> day.
- Request for Extension – If the requested information is unavailable or requires more time to collect, the responsible party must respond to the RFI within three (3) business days, requesting a formal extension. The responsible party will specify the requested extension in days; if no duration is specified, three (3) days will be granted. If the requested extension is greater than five (5) days, the matter will be formally reviewed between the Motorola and CCSF PMs.
- Acceptance/Archive – The requestor will log the response on the RFI in the RFI folder noting the date of receipt, mark it complete in the Project Control Workbook, and submit the response to the team.

**Task Orders** - A Project Task Order is a controlled method of ordering work and tracking progress. Task Orders define specific tasks, deliverables, and timelines that are critical to the project's delivery. It may apply to a task/activity from the Scope of Services, or it may be a task that has come up as a result of other activities. Overall, Project Task Orders enhance project governance and ensure that the project stays on track, delivering the desired outcomes within the agreed-upon scope.

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: 1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

## SECTION 1 - IMPLEMENTATION

### **Timeline Process for Task Order Delivery:**

1. Request Initiation: The process begins with the initiation of the Task Order request by the project manager or authorized personnel. This includes defining the scope of work, required deliverables and any other specific requirements.
2. Task Order Preparation (2 days): The responsible team members work together to prepare the Task Order. This includes drafting the requested action, deliverable, timeline and identification of the resources required to complete the request.
3. Review and delivery (5 days): Once the Task Order is prepared, it shall be submitted to the project for processing. Relevant stakeholders, and or project resources will engage and complete the requested action or submit a response to the order requesting clarification or declaring that the work will not be completed. Any required revisions are made during this stage.
4. Final Approval and Issuance (3 day): After obtaining the completed task order response the project manager will confirm that the order's requirements were met, and the order will be closed. Information will be shared with the appropriate resources and circulated appropriately. The Project Coordinator will prepare a sign-off document that will request acknowledgment from Motorola and CCSF acknowledging the agreement. The document will then be logged in the project artifacts.

### **Policy for Time Extension:**

If circumstances arise that necessitate an extension to the Task Order delivery timeline, the recipient must submit a notification for an extension, explaining the reasons for the extension, and providing an updated estimated completion date. The extension notification must be submitted as soon as the need for an extension becomes evident, and it should be sent to the project manager or the designated authority responsible for Task Order administration. The project managers, in consultation with relevant stakeholders, will review the extension notification and assess its validity. Both parties, working collaboratively with each other, will review the extension notification and determine the best course of action. A new agreed-upon completion date will be documented in an addendum to the original Task Order. Any change to a Task Order delivery timeframe that may impact the project schedule and/or milestone(s) will be subject to the Change Control Process.

### **Delinquency Policy:**

In the event of delinquency, where the contractor fails to meet the agreed-upon Task Order delivery timeline without an approved extension, the following actions will be taken:

1. Escalation and Communication: The project manager will communicate with the recipient to understand the reasons for the delay and discuss possible solutions.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: 1000031673

## SECTION 1 - IMPLEMENTATION

2. Impact Evaluation: The project manager will assess the impact on the overall project timeline and objectives.

3. Notification and Mitigation: The project manager will make formal notification to program administrators with Motorola and CCSF, determine a new delivery timeline, provide the updated timeline to the scheduler, and re-log the task order with the identified extensions.

The delinquency will be added to the regular project status meeting and will be included in the project manager's executive report to CCSF. The delinquency and the actions taken will be documented for future reference and to ensure compliance with contract terms. The project manager may also initiate measures to mitigate the impact of the delay on the project's overall schedule and success.

**Change Control Requests** - The Change Control Request (CCR) is a formal process for documenting changes that are made to critical portions of the system. Once an environment is in place and being used for configuration and/or training it is important that we control access and downtime for that system, as extended downtime or changes to it could impact project progress. The Change Control Process is a formal submission for any requested change and then tracks it as it goes through the right approvals so that everyone who should be advised of the proposed change is aware of it and buys into it. It keeps order in the project to make sure that uptime of critical environments is maintained.

- Motorola and CCSF will complete and submit a Change Control Form to the CCSF Change Control Board for all changes to critical portions of the system once the system is being used for configuration and/or training. The Change Control Form contains the following information:
  - Description of Change
  - Justification
  - Implementation Plan
  - Risk and Impact Analysis
  - Back out Plan
  - Test Plan
  - Validation Plan
  - Planned Start Data & Time
- The Change Control Board (CCB) meets weekly, and reviews all submitted change control requests. If the CCB approves the change, a mutually agreed start date and time will be determined.
- Receipt and Processing – Once the CCB approves the change request, a signed acknowledgement of the submission is due back to the issuing party within three (3) business days of delivery. Depending on the span of changes, a CCR may require multiple signatures from within the same organization. In this case, twenty-four (24) hours will be allocated for each individual to review and sign the CCR.
- Request for Extension – Due to the urgency of the type of work associated with the CCR process, an abbreviated revision cycle shall be observed. If the submitted document requires a revision, the

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: 1000031673

**SECTION 1 - IMPLEMENTATION**

details of the revision should be submitted to the issuer within two (2) business days of its delivery. The issuer then has two (2) business days to respond to the revision request. If the revision requires more than two (2) business days to complete, the issuer shall respond to the revision request specifying the amount of time requested. This response is due within the aforementioned two (2) business days.

- Acceptance/Archive – When responses are completed, the Motorola PM will disseminate the CCR to all parties, log the completed CCR in the project artifacts folder, and mark it complete in the Project Control Workbook.

**Project Submittals** – A Project Submittal (SUB) is an official document submission to the project artifacts. It includes technical diagrams, design documents, specification documents (including business process information and provisioning data), training material, product information, software release notes, or other documents that require permanent recording in the project archives. The submittal process serves as a method of review and acceptance of those documents. The recipient of a SUB circulates it for proper approval and returns it with a signature in cases where one is required.

- Receipt and Processing – Unless specified within the SUB, a signed acknowledgement of the submission is due back to the issuing party within three (3) business days of delivery.
- Request for Extension – A revision to the SUB should be submitted to the issuer prior to the expiration of business on the third (3) business days after delivery. The issuer has three (3) business days to respond to the revision request. If the revision requires more than three (3) business days to complete, the issuer shall respond to the revision request specifying the requested amount of time. This response is due within three (3) business days. If the requested extension is greater than seven (7) days, the matter will be formally reviewed between the Motorola and CCSF PMs.
- Acceptance/Archive – Upon acknowledgement, the requestor shall log the completed SUB in the project SUB folder, mark it complete in the Project Control Workbook, indicate the date of approval and post the SUB and acknowledgement to the project artifacts log.

**Change Orders (CO)/Change Order Log** – The change order process covers contract changes and defines the procedures by which the project scope may be changed. It includes the paperwork, tracking systems, and approvals necessary for authorizing changes.

The intent of the change order process is to ensure concurrence between the CCSF and Motorola on any changes to the contracted scope, schedule and/or price. Section 1.0 Requirements (SRD), Section 2.0 Scope of Services, Section 3.0 Preliminary Design Document, Section 4 Interface Control Documents,

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: 1000031673

## SECTION 1 - IMPLEMENTATION

Section 5 Acceptance Test Plans and Section 7.0 Hardware and Software represent the contractual baselines.

Changes to the contract may originate for several reasons including but not necessarily limited to:

- Addition/deletion to scope of Project
- System design change
- Requirement changes
- Functional change
- Milestone/deliverable change
- Milestone Payment change
- Procedural change spelled out in the contract
- Supplier change of equipment
- Alternate equipment or solution(s)

The Motorola Program Director reviews the requested change with the CCSF project manager to determine the proper course of action necessary to respond to the requested change. This review may involve resources from Contracts, Engineering, and/or key subcontractors (if applicable) to properly evaluate and respond to the merits of the change. An evaluation usually determines whether a proposed change is feasible, meets the intent of the change, is appropriately priced, if applicable, and tests for acceptance of the change by both parties involved. Change orders may or may not result in a change to the price.

- Receipt and Processing – When the change request is issued by the City, Contractor shall submit to City a written response, which shall include any adjustments to the contractual baselines within ten (10) business days, unless otherwise agreed by the Parties. When issued by Contractor, and unless specified within the CO, a signed acknowledgement is due back to the issuing party within three (3) business days of delivery. Depending on the span of changes, a CO may require multiple signatures from within the same organization. In this case, twenty-four (24) hours will be allocated for each individual to review and sign the CO.
- Request for Extension – Due to the urgency of the type of work associated with the CO process, an abbreviated revision cycle shall be observed. If the submitted document requires a revision, the details of the revision should be submitted to the issuer within two (2) business days of its delivery. The issuer then has two (2) business days to respond to the revision request. If the revision requires more than two (2) business days to complete, the issuer shall respond to the revision request specifying the amount of time requested. This response is due within the aforementioned two (2) business days.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: 1000031673

## SECTION 1 - IMPLEMENTATION

- **Acceptance/Archive** – The Change Order must be authorized and executed by the CCSF and Motorola before work on the change order can begin. Upon execution, the Scheduler updates the schedule, if applicable. The Motorola PM updates the appropriate Project Delivery document(s), as applicable. The requestor logs the executed CO in the Change Order Log, marks it complete in the Project Control Workbook, indicates the date of execution and posts the CO to the project artifacts log.

**Milestone Completion Certificates (CERTs)** formally document the completion of a Major Project Deliverable (MPD) or Major Billing Event (MBE) (which triggers an invoice).

The Motorola PM will deliver CERTs to the CCSF PM for acknowledgement. The CERT will identify the specific milestone and identify whether or not it is a progress or payment milestone.

- **Receipt and Processing** – Unless specified within the CERT, acknowledgement is due within five (5) business days of its delivery to the CCSF signatory.
- **Request for Extension** – If an extension is required before acknowledgement can be made, the CCSF signatory must respond within three (3) business days, requesting a formal extension and the additional days required. If no duration is specified, three (3) days will be granted. If the requested extension is greater than five (5) days, the matter will be formally reviewed between the Motorola and CCSF PMs.
- **Acceptance/Archive** – The Motorola PM will log the acknowledged CERT in the project repository and mark it complete in the Project Control Workbook.

**Project Knowledge Database** will be the repository for ad-hoc artifacts related to change requests, business process engineering, training, etc.

### 1.8.4 Project Delivery

The Project Delivery repository space (SharePoint) contains the documents/deliverables developed and updated during implementation activities. Documents in this space include but are not necessarily limited to business process reviews and workbooks, business process re-engineering documents, provisioning worksheets, hardware inventory and installation, testing/validation exercises, training classes and schedules, interface deployment, software version management and release notes, third party partner scope, cutover planning, as-built documentation, and documents related to the transition to the support phase.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: 1000031673

## SECTION 1 - IMPLEMENTATION

A Project Submittal (SUB) (as described above) will be completed to describe all document deliverables created/developed during the implementation. Iterative changes to such documents, such as updated provisioning data, will also be documented with a SUB.

### 1.8.5 Communication Plan

The Communication Plan will be created after project kickoff. The Communication Plan will consist of two sections: the internal Project Communication Plan and the Stakeholder Communication Plan.

The adoption and adherence to the Communication Plan will:

1. Generate Awareness and alignment across all stakeholder Departments, and among project stakeholders, project delivery teams and executive leadership.
2. Create understanding of acceptable methodologies for the delivery and acceptance of time-sensitive documents that trigger important activity which directly ties to the project's Critical Path.
3. Trigger action between and among project resources, stakeholders, and sponsors.
4. Hold all parties accountable to agreed upon timelines and processes for documentation of critical project activities.
5. Ensure adherence to agreed upon delivery timeline and the timely and efficient delivery of tasks within the project's scope.

The Internal Communication Plan describes and includes the following types of communications:

- Motorola project team meetings – Informal meetings amongst project team member to discuss general status and raise potential concerns.
  - Meeting notes, minutes, action item lists will be documented and managed by Motorola in coordination with the CCSF Project Team.
- Request for Information (RFI) - Issued when there is a need for the formal collection of information from a party within the project.
- Task Order - Serves as a formal request between the parties to perform defined tasks or services, outlining the scope of work, responsibilities, and performance expectations.
- Project Submittal (SUB) - An official document submission to the project artifacts. It may include technical diagrams, specification documents, training material, product information, software release notes, or other documents that require permanent recording in the project's archive.
- Note to File (NTF) - Serves as a mechanism of documentation for any agreement that does not change scope, budget or schedule, but requires logging between or among project stakeholders.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: 1000031673

## SECTION 1 - IMPLEMENTATION

- Change Order (CO) - Executed when the scope to the project should be or has been altered either intentionally or unintentionally, preemptively or in corrective order.
- Change Control Request (CCR) - Utilized to manage requests to conduct alterations to any system that is being utilized in a production capacity and or any system that is deemed critical to the operation and advancement of project delivery activities.
- Milestone Acceptance Certificate (CERT) - executed when a Major Project Deliverable (MPD) or Major Billing Event (MBE) has been completed.
- Invoice Event - Triggered by the completion of specific events that have been agreed upon between CCSF and MSI and documented within the "Payment Milestones" of the executed contract.

Each type of communication includes the purpose, delivery method, signature requirements, approval lifecycles, request for revisions or time extension, delinquency criteria, and approval process.

A corresponding Communication Schedule Matrix describes the Communication, Method, Frequency, Goal, Owner, and Audience for each type of communications.

The Stakeholder Communication Plan will be developed by the CCSF Project Team in consultation with CCSF stakeholders and Motorola. The Stakeholder Communication Plan will be the governing document regarding the proper process of communicating with the various stakeholders, subcontractors, the media and other key project participants. The Stakeholder Communication Plan will incorporate Organizational Change Management communication.

Motorola and CCSF shall use Microsoft teams, channels and SharePoint for teleconference, instant messaging and project file management. The Stakeholder Communication Plan is an external facing plan to ensure that stakeholders are well informed, and to support stakeholder buy-in for the project. It will also use various communications channels, including but not limited to: e-mail, workshops, development and publication of documents and notifications at stakeholder facilities, multi-media presentations, etc.

### Motorola Deliverables

- Communication Plan

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: 1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

**SECTION 1 - IMPLEMENTATION****1.8.6 Quality Management**

Motorola Quality Management covers the general policies that govern our approach to quality. These policies are used to satisfy our customers, manage our processes, and meet our business objectives. Our project quality framework supports a set of guidelines and checkpoints designed to demonstrate that the solutions we design, integrate, implement and support, will meet your requirements and expectations. Each project quality plan is created using a collaborative approach to manage the unique needs of your project. Motorola instills quality into the project to lower the risk and lower the total costs over the life of the system.

Our “culture of quality,” involves the standardization of business practices, investment in quality tools, and the delivery of quality training to our management, field personnel, and customers.

**Quality Audits**

Motorola will perform Quality audits on a regular basis throughout the implementation phase and will be used to verify that the project team is following prescribed processes and procedures. The audits take into consideration the status and importance of the processes and areas to be audited, as well as the results of any previous audits.

Quality Audit	Purpose	Planned Frequency
Documentation Reviews	Review of project documents and communications to ensure documentation standards are being followed.	TBD
Quality Audits	Project deliverables subject to quality audits and reviews: <ul style="list-style-type: none"> <li>▪ Schedule</li> <li>▪ Communications Management Plan</li> </ul>	TBD



London Breed  
Mayor

## Department of Emergency Management

1011 Turk Street, San Francisco, CA 94102

Phone: (415) 558-3800 Fax: (415) 558-3843



Mary Ellen Carroll  
Executive Director

# City and County of San Francisco Department of Emergency Management CAD System Replacement Project

## Motorola PremierOne CAD Contract APPENDIX A2 - Statement of Work SECTION 2 – SCOPE OF SERVICES

December 2023

CCSF Peoplesoft Contract ID #: 1000031673

## Table of Contents

### Table of Contents

- Section 2 Scope of Services ..... 5
  - 2.1 Project Kickoff Meeting ..... 5
  - 2.2 Project Design Review (PDR) ..... 7
    - 2.2.1 Functional Specification Review ..... 7
    - 2.2.2 PSAP and Data Center Site Assessment Surveys..... 7
    - 2.2.3 IP Network Analysis ..... 9
    - 2.2.4 GIS Discovery Session ..... 9
    - 2.2.5 Interface Planning Session..... 10
    - 2.2.6 CJIS Compliance Process..... 11
    - 2.2.7 Detailed Design Review ..... 11
  - 2.3 Project Execution..... 12
    - 2.3.1 General CCSF Implementation Responsibilities ..... 12
    - 2.3.2 CCSF Implementation Assumptions..... 13
    - 2.3.3 GIS Services ..... 14
      - 2.3.3.1 GIS Scope Review ..... 14
      - 2.3.3.2 GIS Boundaries Workshop..... 15
      - 2.3.3.3 GIS Service Delivery ..... 15
      - 2.3.3.4 GIS Administrator Workshop and Review ..... 16
    - 2.3.4 Business Process Review (BPR)..... 17
    - 2.3.5 Produce Vision and Scope Document..... 19
    - 2.3.6 Preliminary Provisioning Profiles ..... 20
    - 2.3.7 PremierOne Provisioning..... 21
      - 2.3.7.1 PremierOne CAD Provisioning Scenario ..... 21
      - 2.3.7.2 PremierOne Mobile Provisioning Scenario ..... 22
      - 2.3.7.3 Provisioning Finalization..... 22
    - 2.3.8 Organizational Change Management (OCM)..... 23

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: 1000031673

**SECTION 2 – SCOPE OF SERVICES**

- Step 1: Challenge the Current State ..... 24
- Step 2: Harmonize and Align Leadership..... 25
- Step 3: Activate Commitment ..... 26
- Step 4: Nurture and Formalize a Design ..... 27
- Step 5: Guide Implementation ..... 28
- Step 6: Evaluate and Institutionalize the Change ..... 28
- 2.4 Reporting Data Warehouse (RDW) Sharing Integration..... 30
  - 2.4.1.1 Intelligent Data Discovery ..... 33
- 2.5 Transactional Data Conversion ..... 34
  - 2.5.1 System Procurement ..... 36
  - 2.5.2 System Staging ..... 36
- 2.6 On-Site Installation ..... 37
  - 2.6.1 Server Installation..... 37
  - 2.6.2 CAD Workstation Installation ..... 38
  - 2.6.3 Mobile Client Software Installation ..... 39
  - 2.6.4 Cumulative Updates ..... 40
  - 2.6.5 Interfaces and Integration ..... 41
    - 2.6.5.1 Interface Control Document (ICD) Review and Delivery..... 41
    - 2.6.5.2 Interface Development, Integration and Test ..... 43
- 2.7 System Validation and Acceptance Testing ..... 45
  - 2.7.1 Acceptance Test Plan and Requirements Traceability ..... 45
  - 2.7.2 Project Acceptance Test Planning (ATP) ..... 45
    - 2.7.2.1 Product Validation..... 46
    - 2.7.2.2 Functional Validation ..... 47
    - 2.7.2.3 Functional Interface Validation ..... 47
    - 2.7.2.4 Scenario-Based Validation..... 48
    - 2.7.2.5 System Performance, Resiliency, Networking and Security Testing ..... 49
  - 2.8.1 Cutover Planning ..... 50
  - 2.8.2 Motorola On-Site System Administrator Services ..... 51
  - 2.8.3 Motorola Support Engagement..... 51
  - 2.8.4 Project Cutover..... 51

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: 1000031673

**SECTION 2 – SCOPE OF SERVICES**

2.8.5 90-Day Reliability Period ..... 52

2.9 Final System Acceptance ..... 53

2.10 Documentation ..... 53

2.11 Project Completion ..... 55

2.11.1 PremierOne Project Closure – Transition to the Warranty & Support Phases ..... 55

City and County of San Francisco, CA  
CCSF PeopleSoft Contract ID#: 1000031673  
December 2023

Motorola PremierOne CAD Contract  
APPENDIX A2 - STATEMENT OF WORK  
**SECTION 2 – SCOPE OF SERVICES**

## Section 2 Scope of Services

### 2.1 Project Kickoff Meeting

The purpose of the Project Kickoff Meeting is to introduce project participants and review the scope of the project. The Project Kickoff event consists of various branching activities such as the Site Survey and Interface Planning session commence following the general kickoff meeting (while Motorola resources are still onsite) and the GIS Discovery Session teleconference. Availability of CCSF resources to participate in each branching activity is critical to the project success.

#### Motorola Responsibilities

1. Schedule and facilitate the Project Kickoff Meeting to clarify roles, responsibilities, establish team working relationships, and initiate project tasks.
2. The PM, lead Solution/Application Specialists, and lead Solutions Architect travel to the CCSF's site. Other Motorola project team resources may attend remotely.
3. Present a high-level overview of project scope.
4. Confirm CCSF access to the LXP.

#### CCSF Responsibilities

1. Provide a meeting space equipped with remote conferencing capability enabling remote Motorola project team members to participate.
2. Identify and ensure participation of key team members in kickoff and project initiation activities.
3. Confirm access to the LXP.

#### Motorola Deliverable

- ◆ Project Kickoff Meeting Minutes.

### 2.2 UI/UX Development

Motorola has agreed to involve the San Francisco CAD and Mobile users as Motorola continues to focus on the UI experience in CAD and Mobile.

For purposes of this section, San Francisco CAD and Mobile users include San Francisco Division of Emergency Communications (DEC), San Francisco Police Department (SFPD), San Francisco Fire Department (SFFD), San Francisco Sheriff's Department (SFSD), and San Francisco Municipal Transportation Agency (SFMTA).

Below is a list of activities available for participation.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

CCSF PeopleSoft Contract ID#: 1000031673

APPENDIX A2 - STATEMENT OF WORK

December 2023

## SECTION 2 – SCOPE OF SERVICES

### UI/UX Objective:

◆ UX Design and Research and Product Management will conduct workshops with end users, supervisors, and stakeholders to gather desired outcomes, requirements, and problems to solve. The customer will provide Subject Matter experts with different experience levels for participation

### Collaboration Overview

- In-depth interviews, identify challenges and opportunity areas
- Use of various tools to measure and quantify the experience of using a product
- Feedback & ideas from the session will be used by UX designers and Product Managers
- Review of key findings of UX designers
- San Francisco CAD and Mobile User Engagement in CAD and Mobile UI Advisory Group
- Establish a mutually agreeable cadence of engagement from CAD and Mobile Product Managers
- Provide opportunity for user feedback in various stages of the development process and testing if feasible
- Engage in conversations regarding external data/system integrations and potential uses of Machine Learning and AI and impact on UI/UX

### Motorola Responsibilities

1. Collaborate with San Francisco CAD and Mobile users to schedule meetings, workshops and on-site visits.
2. Solicit San Francisco CAD and Mobile users SME input into CAD and Mobile Client UI/UX.
3. Provide CCSF with regular updates on product development efforts related to the Mobile and CAD Client UI/UX.

### CCSF Responsibilities

1. Engage with Motorola product management teams during the development and enhancements of the Mobile and CAD Client UI/UX.
2. San Francisco CAD and Mobile users will provide SMEs representing their various departmental UI/UX workflows and perspectives.

Motorola's PremierOne CAD product is a Commercial-off-the-Shelf (COTS) product, which is standard in the CAD industry. Customers' involvement may or may not result in adaption/development of specific features/functions suggested by specific customers. Motorola product management analyzes the feasibility, potential impact, and alignment of specific features/functions based on a number of relevant inputs. These inputs include: customer suggestions from the entire Motorola customer base; prioritization of suggestions based on customer demand; the overall software roadmap; strategic and regulatory importance; technical feasibility; and resource availability. Motorola product management

City and County of San Francisco, CA

CCSF PeopleSoft Contract ID#: 1000031673

December 2023

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

## SECTION 2 – SCOPE OF SERVICES

analyzes the impact of ideas based on usability, functionality, scalability, and overall user experience, then creates a detailed plan for implementation of the accepted ideas.

### 2.3 Project Design Review (PDR)

#### 2.3.1 Functional Specification Review

The purpose is to review the functional requirements matrix to explain and/or demonstrate how the CCSF's requirements will be met by the provisioning approach and Motorola's implementation methodology. The CCSF is encouraged to invite representatives from the user community in order to level set functional abilities in accordance with the user community expectations.

Motorola will conduct a Functional Specification Review of Motorola's responses on the mutually agreed upon System Requirement Document (SRD). Following that review, Motorola will conduct Business Process Reviews with subject matter experts (SMEs) in the DEC and mobile users to understand the incident management processes in dispatch and in the field and with project team members from the other Departments to learn how they use the CAD system. The information about the workflows is captured in BPR workbooks.

Motorola will recommend provisioning approaches that achieve business process improvements and meet the functional requirements in the SRD. Motorola provides provisioning worksheets on which all the information required to provision (configure) the system will be documented by CCSF resources.

#### Motorola Responsibilities

1. Facilitate a demonstration of Motorola's responses to the CCSF's requirements/ functional matrix.
2. Repeat the functional review following the provisioning phase and business process re- engineering activities. Motorola's response to functional matrix requirements that are affected by those activities will be updated accordingly.

#### CCSF Responsibilities

1. Make knowledgeable individuals available to review the CCSF requirements.

#### Motorola Deliverable

- Functional Specification Review Summary.

#### 2.3.2 PSAP and Data Center Site Assessment Surveys

Following the Project Kickoff meeting, while Motorola resources are onsite, Motorola will review the existing PSAP and Data Center infrastructure(s) and installation location(s) to

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

CCSF PeopleSoft Contract ID#: 1000031673

APPENDIX A2 - STATEMENT OF WORK

December 2023

**SECTION 2 – SCOPE OF SERVICES**

validate that the installation environment(s) will provide optimal support of the Motorola solution.

The purpose of the site survey is to confirm the CCSF's installation environment conforms to the site requirements presented in the Preliminary Design Document (PDD) and hardware manufacturer's specification verifying that the physical installation environment is accessible, without special accommodation, to support the movement of equipment in CCSF's facility from receiving dock to the equipment room. Examples of areas of concern include door/hallway widths and heights, stairs, elevator weight limitations, ventilation including cooling, power receptacle locations, and power types.

Motorola makes no provision for cabling, special accommodations, power consumption, or capital improvements to the installation environment that may be required to support the Motorola system.

**Motorola Responsibilities**

1. Review the site requirements section of the PDD with the CCSF.
2. Facilitate a meeting to review the physical installation environment and equipment travel path from receiving dock through equipment room.
3. Prepare a report with recommendations for any site preparation required to provide an optimal environment for installation of the system equipment and identify any deficiencies related to power, power supplies, cabling and communications equipment.

**CCSF Responsibilities**

1. Provide escorted access to the installation location where Motorola system equipment will be installed.
2. Provide documentation on the current infrastructure (i.e., existing hardware and operating system software components and terminal networks), as well as projected utilization statistics and other information as is reasonably required to validate final hardware requirements.
3. Make knowledgeable staff available to explain the current architecture, infrastructure, environment and physical environment conditions (e.g., building engineers/electrician) as needed.
4. Provide a site for the installation, operation, and maintenance of all computer server(s), workstation(s), and related peripheral in accordance with Motorola requirements and all network infrastructures described in the Solution Description.
5. Ensure the computer processor(s), operating system software, third-party software, all associated workstations, printers, communications, and related components conform with the specifications in the Solution Description.
6. Provide a programmer work area for Motorola on-site staff in the primary facility, located near, but outside of the computer machine room. The room will be equipped with a

City and County of San Francisco, CA  
CCSF PeopleSoft Contract ID#: 1000031673  
December 2023

Motorola PremierOne CAD Contract  
APPENDIX A2 - STATEMENT OF WORK

## SECTION 2 – SCOPE OF SERVICES

workstation, AC power to support workspace for a minimum of two people, and Internet access. Wireless access is recommended. This work area will be available during the course of the project.

7. Provide 24-hour access to a secured two-way Internet connection to the Motorola system firewalls for the purposes of deployment, maintenance, and monitoring throughout the course of the project and maintenance and warranty phases.
8. Provide any cabling or capital improvements required for the installation environment and/or power consumption considerations.

### Motorola Deliverables

- Site Survey Results.

### 2.3.3 IP Network Analysis

An IP Network Analysis will be conducted at the PSAPs, and data centers as specified in the PDD.

#### Motorola Responsibilities

1. Review the site requirements section of the PDD with the CCSF.
2. Analyze IP network data.
3. Prepare a report with recommendations for any network preparation required to provide an optimal environment for installation of the system equipment and identify any deficiencies related to IP network connectivity.

#### CCSF Responsibilities

1. Provide escorted access to the installation locations where the IP Network Analysis will be performed.
2. Provide information on current network architecture and configuration as well as physical site information such as building plans and schemas, as available.

#### Motorola Deliverables

- Network Analysis Results

### 2.3.4 GIS Discovery Session

A GIS discovery session will be scheduled to review the GIS Data Requirements document and complete an overview of the GIS components of the project. The agenda will include:

- Review the Motorola GIS Data Requirements document.

City and County of San Francisco, CA  
 CCSF PeopleSoft Contract ID#: 1000031673  
 December 2023

Motorola PremierOne CAD Contract  
 APPENDIX A2 - STATEMENT OF WORK

## SECTION 2 – SCOPE OF SERVICES

- Discuss CCSF GIS skill set and responsibilities.
- Review the requirements of the CCSF GIS sample data provided by the CCSF that is required in the Motorola system.
- Discuss any GIS related project questions.

### Motorola Responsibilities

- 1 Schedule and conduct the remote GIS Discovery Session.
- 2 Request initial GIS dataset for initial data review.

### CCSF Responsibilities

1. Review the GIS Data Requirements document prior the meeting.
2. Discuss any areas of concern relative to GIS and schedule requirements.
3. Provide initial GIS dataset for review by Motorola.

Providing the GIS Data is a critical Project Task. Delayed, incomplete, or inaccurate information may have a significant impact on the Project Schedule.

### Motorola Deliverable

- Follow-up notes, if applicable, to the GIS Discovery Session.

### 2.3.5 Interface Planning Session

Motorola will conduct planning sessions for each interface to discuss the implementation plan and roles & responsibilities for each interface team. This planning session is conducted during the Project Design Review phase.

The objective of the interface planning session is to discuss the interface experience presented by each contracted interface. Topics of discussion will include the following:

- Reviewing the functionality delivered with each interface as presented in the Interface Control Document (ICD).
- Reviewing the deployment requirements and dependencies of each interface (NDA, network information, API, and access credentials required to connect to third-party systems).
- Discuss and collect information on third party API, SDKs, data schema, and any internal and third-party documents necessary to establish interfaces with all local and remote systems and facilities within ten days of the after the interface planning session to avoid impact on the Project Schedule.
- Reviewing the interface delivery and validation process.

City and County of San Francisco, CA  
CCSF PeopleSoft Contract ID#: 1000031673  
December 2023

Motorola PremierOne CAD Contract  
APPENDIX A2 - STATEMENT OF WORK

## SECTION 2 – SCOPE OF SERVICES

The interface deployment requirements (NDA, network information, API, and access credentials required to connect to third-party systems) are needed to begin deployment of the interfaces.

### Motorola Responsibilities

1. Conduct planning meetings for each interface
2. Develop an implementation plan for each interface
3. Document roles/responsibilities for Motorola, CCSF and third-parties
4. Discuss the need for additional information such as third-party API, SDKs, data schema, and any internal and third-party documents necessary to establish interfaces.
5. Update the project schedule

### CCSF Responsibilities

1. Act as liaison between Motorola and the City and third-party vendors as required to attend the planning sessions, ensure delivery of information/documentation required from third party vendors, and provide representatives to support the interface implementation.

### Motorola Deliverable

1. Implementation plan for all interfaces
2. Elaboration of Schedule and Milestones

#### 2.3.6 CJIS Compliance Process

- CCSF Identifies California DOJ Compliance Matrix Requirements
- Motorola assists CCSF with the California DOJ's CJIS Compliance Matrix

#### 2.3.7 Detailed Design Review

A Detailed Design Review includes providing all the details necessary to describe the installation and configuration of all the system components. This review is a group of sessions to review the following documents prior to any Motorola development, or procurement of system components. The Preliminary Design Document is updated as a Detailed Design Document that include but not limited to the following sections:

City and County of San Francisco, CA  
CCSF PeopleSoft Contract ID#: 1000031673  
December 2023

Motorola PremierOne CAD Contract  
APPENDIX A2 - STATEMENT OF WORK

## SECTION 2 – SCOPE OF SERVICES

- System Architecture Drawings and Descriptions
- Disaster Recovery operations (DR Playbook)
- Multiple Environment support, maintenance procedures and supported interfaces)
- Site Installation Drawings (floor, rack elevations, power, network, labeling plan) – baseline for as-built drawings
- Network and System Security
- Identity Access Management (IAM)
- CAD Database schema and Report templates
- GIS and Mapping configuration
- Interfaces (Updated interface overviews as needed))
- CAD Workstation configurations
- CAD Mobile, phone/handheld configurations (for example - provisioning worksheets)
- Final System Schematics (to be a baseline for as-built drawings)
- Final BOM (Basis for CCSF's Asset Management tool/process)

### Motorola Deliverable

- Detailed Design Document (DDD) – Completed version of the design document based on the PDD and System Scope.

## 2.4 Project Execution

This section describes the work to implement the PremierOne CAD Replacement System

### 2.4.1 General CCSF Implementation Responsibilities

In addition to the CCSF responsibilities stated elsewhere in this SOW, the CCSF is responsible for the following:

All CCSF-provided equipment including hardware and third-party software necessary for delivery of the System not specifically listed as a Motorola deliverable. This will include end user workstations, network equipment, telephone, or TDD equipment and the like.

1. Configuration, maintenance, testing, and supporting the third-party systems the CCSF operates which will be interfaced to as part of this project. The CCSF is responsible for providing Application Programming Interface (API) documentation to those systems that document the integration process for the level of interface integration defined by Motorola.
2. Initiate, coordinate, and facilitate communication between Motorola and CCSF's third-party vendors as required to enable Motorola to perform its duties.

City and County of San Francisco, CA

CCSF PeopleSoft Contract ID#: 1000031673

December 2023

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

## SECTION 2 – SCOPE OF SERVICES

3. Active participation of CCSF Subject Matter Experts (SME's) in project delivery meetings and working sessions during the course of the project. CCSF SME's will possess requisite knowledge of CCSF operations and legacy system(s) and possess skills and abilities to operate and manage the system.
4. The provisioning information required to populate CAD/Mobile code tables and providing and provisioning GIS data as requested by Motorola. This information must be provided in a timely manner in accordance with the Project Schedule.
5. Electronic versions of any documentation associated with the business processes identified.
6. Providing a facility with the required computer and audio-visual equipment for training and work sessions as defined in the Training Plan.
7. Ability to participate in remote project meeting sessions using MS Teams or a mutually agreeable CCSF provided alternate remote conferencing solution.

### 2.4.2 CCSF Implementation Assumptions

Motorola's project scope and contracted features and functionality has been crafted with the following assumed conditions or exclusions:

The CCSF GIS staff is proficient with ArcGIS. Motorola has not included ArcGIS training.

The CCSF will provide a single geofile including any preparation and/or editing, if necessary, to meet PremierOne Geofile Build Requirements for the purpose of address validation in PremierOne CAD.

Motorola is responsible for developing and configuring all system and subsystem interfaces to the third-party systems as listed in the Technical Solution Summary. Each interface included as part of Motorola's deliverables will be developed per an Interface Control Document (ICD) that lists the specific requirements of the contracted interface and will be installed and validated to provide the features listed in the ICD.

Motorola is not responsible for managing any third-party systems and/or software not included as part of Motorola's contracted solution.

Motorola assumes no responsibility for training, installation, configuration, on-going support or warranty for any third-party systems and/or software not included as part of Motorola's contracted solution.

Motorola assumes no responsibility for issues arising from lack of engagement of Third-Party and/or CCSF resources performing work related to the interface or troubleshooting any issues on the CCSF's third-party systems.

City and County of San Francisco, CA  
CCSF PeopleSoft Contract ID#: 1000031673  
December 2023

Motorola PremierOne CAD Contract  
APPENDIX A2 - STATEMENT OF WORK  
**SECTION 2 – SCOPE OF SERVICES**

### **2.4.3 GIS Services**

#### **2.4.3.1 GIS Scope Review**

The Motorola GIS Analyst meets remotely with the CCSF's GIS Administrator to discuss the approach to developing the GIS data for use with the Motorola system.

GIS Scope Review topics that will be discussed include the following:

- Agency Response boundaries needs, routing requirements, premise hazard areas and specifics for address validation using street centerlines, common place points, address points, alias tables, and premise hazard areas.

The GIS Data Report describes the CCSF source feature classes and data values that have been made available to Motorola. The data is reviewed, and any items identified that may impact the applicable functionality of the data within the Motorola System are noted within the GIS Data Report. The GIS Data Report is delivered post contract after review of the CCSF GIS data. As GIS data is critical to the provisioning and operation of the system, it is imperative that the CCSF GIS Data be made available to Motorola prior to the GIS Scope Review.

#### **Motorola Responsibilities**

1. Review GIS Draft Data Report.
2. Discuss current GIS business practices.
3. Discuss GIS data types that are going to be used within the Motorola system.
4. Discuss the need for Agency Code and Beat Names being provided to Motorola prior to the GIS Boundaries Workshop.

#### **CCSF Responsibilities**

1. Ensure availability of GIS administrator for this meeting.
2. Finalize the agency code and beat names for the geodatabase and provide to Motorola. All of the data will be required but the streets, address points, and common places can be works in progress that can be updated as the project progresses.

#### **Motorola Deliverable**

- GIS Data Report.

City and County of San Francisco, CA

CCSF PeopleSoft Contract ID#: 1000031673

December 2023

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

## SECTION 2 – SCOPE OF SERVICES

### 2.4.3.2 GIS Boundaries Workshop

The Motorola GIS Analyst will meet remotely with the CCSF's GIS Administrator and CAD SMEs to discuss and confirm Response Boundaries data that is loaded into CAD. Motorola will provide an overview of the available boundaries types and their function that can be used in CAD.

Topics that will be discussed include confirmation of the CCSF Code, Agency Code, and Beat Names, and provide an overview of the CCSF Code, Agency Code, and Beat Names role in CAD to determine if any modifications need to be made prior to import into the System.

#### **Motorola Responsibilities**

1. Provide an overview of the CCSF Code, Agency Code, and Beat Names role in the CAD system.
2. Discuss additional boundary capabilities and data development needs.

#### **CCSF Responsibilities**

1. Ensure availability of GIS administrator and CAD SMEs for this workshop.
2. Confirm CCSF Code, Agency Code, and Beat Names readiness for load into CAD.

### 2.4.3.3 GIS Service Delivery

GIS Service delivery provides for the creation of a draft geodatabase that will be uploaded to the CAD server to support provisioning efforts as well as draft maps that are created for use by the CAD workstations.

Error reports are produced as a result of developing the draft geodatabase and will be delivered to the CCSF in updates to the GIS Data Report. The CCSF will correct any data errors allowing Motorola to incorporate the data into a revised draft geodatabase.

Geodatabase development provides for up to two iterations of draft databases developed by Motorola. The final geodatabase is created as a product of the GIS Administrator Workshop.

Note the following tasks are supplementary to the tasks required to maintain the data set using Esri ArcGIS toolset. Education specific to the use of Esri ArcGIS tools can be obtained from Esri. Motorola's scope does not include the creation or maintenance of data into the NENA NG911 schema, any NG911 work is out of the scope of this contract. Motorola is not responsible for data errors stemming from the CCSF's source data.

#### **Motorola Responsibilities**

1. Schedule and initiate a data delivery design teleconference to address critical data errors or to confirm the data being incorporated into the draft geodatabase.
2. Create the draft visual maps and Routing Network.
3. Create the draft geodatabase.

City and County of San Francisco, CA

CCSF PeopleSoft Contract ID#: 1000031673

December 2023

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

## SECTION 2 – SCOPE OF SERVICES

4. Provide updates to the GIS Data Report reflecting any issues found during the geodatabase build.
5. Provide up to two iterations of draft geodatabases.
6. Initiate GIS Administrator Readiness Check which enables Motorola to schedule and conduct the GIS Administrator Workshop.

### CCSF Responsibilities

1. Attend data delivery design teleconference.
2. Correct any GIS errors identified in the GIS Data Report from geodatabase build.
3. Participate in the GIS Administrator Readiness Check and confirm the dates for the GIS Administrator Workshop.

### Motorola Deliverable

- GIS Data Report Updates.

#### 2.4.3.4 GIS Administrator Workshop and Review

The GIS Administrator Workshop enables the CCSF to work with the Motorola GIS Analyst to understand the required GIS data structure and maintenance needs of the data in order to support address validation, response determination, routing and visual map displays. The workshop is conducted via remote teleconference over a period of three consecutive eight-hour days during normal business hours. The product of the workshop is the final geofile build and the CCSF assuming responsibility for further GIS updates and maintenance.

### Motorola Responsibilities

1. Provide the CCSF Project Manager with the workshop agenda.
2. Conduct the workshop.
3. Document any CCSF and or Motorola GIS action items that require follow up and resolution.
4. Resolve any Motorola follow up action items.
5. Schedule the post workshop follow-up review and GIS action item close out.
6. Within 30 days of the conclusion of the GIS Administrator Workshop conduct a remote two- hour post workshop follow-up review to address any remaining GIS process questions and close out any follow up actions noted during the GIS Administrator Workshop work.

### CCSF Responsibilities

1. Ensure availability of GIS administrator participation in the workshop.

City and County of San Francisco, CA  
CCSF PeopleSoft Contract ID#: 1000031673  
December 2023

Motorola PremierOne CAD Contract  
APPENDIX A2 - STATEMENT OF WORK

## SECTION 2 – SCOPE OF SERVICES

2. Resolve any CCSF follow up action items.
3. Assume responsibility for the update and maintenance of the geofile.
4. Participate in the follow up review.

### Motorola Deliverable

- Action Item Report (as applicable)

#### 2.4.4 Business Process Review (BPR)

Motorola-led Business Process Reviews (BPR) provide Motorola and the CCSF the opportunity to review current operational processes and workflows and determine the provisioning parameters that will provide the most optimal use of the PremierOne system use cases and support the user stories and requirements in the SRD. Motorola will conduct a series of meetings during which information is gathered to provision the system to best meet the functional requirements for the following agencies:

- DEC
- SFFD
- SFPD
- SFSO
- SFMTA

Prior to the start of the BPRs, Motorola will read, review and confirm to the CCSF that Motorola understands CCSF's existing business processes as documented in the CONOPS, CONSUP, and Business Process Map (BPM) documentation and the requirements in the SRD. In conjunction with the BPRs, a Solution Specialist will be assigned to evaluate current business processes to determine efficiencies that may be gained based on PremierOne functionality and modified workflows. The Solution Specialist will observe current workflows, "as-is" process maps, operational practices and governing policies. These observation and discovery sessions provide Motorola with an opportunity to gauge the volume of potential change and provides the CCSF with the opportunity to provide "real world" feedback into how they currently do business.

The CCSF is responsible for engaging all user agencies that will be provisioned in PremierOne to obtain required inputs. The BPRs should be attended by senior operational decision makers, such as dispatch supervisors, senior call takers/dispatchers and experienced patrol and fire personnel. Manager-level personnel can help guide the discussion of business practices and/or policies that have the potential to be improved, modified or re-engineered.

The first meeting for each agency will be an operational study of current processes and work streams that will include sit-alongs, ride-alongs and interview sessions with personnel from each of the agencies. On-site meetings will be conducted Monday through Friday - 8:00 a.m. to 5:00 p.m.

City and County of San Francisco, CA

CCSF PeopleSoft Contract ID#: 1000031673

December 2023

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

## SECTION 2 – SCOPE OF SERVICES

During the operational study, Motorola will begin gathering Agency and Discipline Information (Agency Type, # of Personnel, shift types) and User Permissions/Security Groups and will discuss user roles and the work areas and work streams relevant to each role (call taker, dispatcher, supervisor, patrol, fire, etc).

The agency-level data required for provisioning will be identified for the agency personnel to gather and provide. Motorola will provide and review the provisioning input templates with CCSF to identify the information that is required for the provisioning data tables. CCSF will collect provisioning data using the templates.

Motorola will review the options for modifying the CAD User Interface (UI) for each role and document the requested changes.

Motorola will provision the system for five (5) agencies: DEC, SFPD, SFFD, SFSO, SFMTA. CCSF will be responsible for completing the provisioning templates with agency specific information. Motorola will use the information collected in the templates and will import/enter it into the replacement system as needed to meet the CCSF's use cases, user stories and requirements in the SRD.

PremierOne provisioning data collection and entry/import is a critical project Milestone. Delayed, incomplete, or inaccurate information may have a significant impact on the Project Schedule.

### Motorola Responsibilities

1. Review CCSF's existing business processes as documented in the CONOPS, CONSUP, and Business Process Map (BPM) documentation and the requirements in the SRD.
2. Meet with the CCSF subject matter expert and stakeholders to validate that the current CCSF As-Is process maps align with current observed processes.
3. Conduct operational studies, site visits and ride-alongs with each agency and conduct interview sessions with personnel from the DEC, SFPD, SFFD, SFSO and SFMTA.
4. Provide documented observations and suggestions for operational and policy changes (Services Delivery Reports).
5. Document requested CAD UI changes.
6. Document preliminary configuration of status monitors for each role.
7. Capture Mobile UI provisioning parameters.
8. Complete the BPR workbook.
9. Provide provisioning templates/worksheets for CCSF to complete.
10. Identify additional information required to provision the system.

### CCSF Responsibilities

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

CCSF PeopleSoft Contract ID#: 1000031673

APPENDIX A2 - STATEMENT OF WORK

December 2023

## SECTION 2 – SCOPE OF SERVICES

1. Identify and schedule the Transformation Lead, Application Administrator, and subject matter experts knowledgeable in CCSF's "as-is" business processes to work with Motorola resource(s) during each session and provide relevant documentation on the workflow and operating procedures.
2. Schedule applicable resources (dispatch, police and fire/EMS personnel) for sit-alongs, ride-alongs and interviews.
3. Provide required information to complete the BPR including field modification decisions for the CAD UI, input into provisioning of Mobile UI changes, and status monitor configuration.
4. Complete provisioning worksheets (including extraction of data from legacy CAD system, if/as required).
5. Provide additional information required to provision the system, as identified during the BPR.

### Motorola Deliverable

- BPR Agenda.
- BPR Workbooks for DEM/DEC, SFFD, SFPD, SFSO, SFMTA.

### 2.4.5 Produce Vision and Scope Document

Motorola will develop Vision and Scope documents for each agency based on the operational studies. The Vision and Scope documents reflect Motorola's recommended provisioning approach to support the CCSF's agencies roles and workflows.

#### Motorola Responsibilities

1. Produce Initial Vision and Scope documents
2. Review Initial Vision and Scope documents with the agencies
3. Review agencies feedback in the Vision & Scope documents
4. Produce and deliver the Final Vision & Scope documents
5. Gain approval of the Vision & Scope documents.

#### CCSF Responsibilities

1. Review Initial Vision and Scope documents.
2. Provide feedback in the Vision & Scope documents.
3. Review and provide feedback on the Final Vision & Scope documents.
4. Approve the Vision and Scope documents.

### Motorola Deliverable

- Vision and Scope documents for DEM/DEC, SFFD, SFPD, SFSO, SFMTA.

City and County of San Francisco, CA

CCSF PeopleSoft Contract ID#: 1000031673

December 2023

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

**SECTION 2 – SCOPE OF SERVICES**

### **2.4.6 Preliminary Provisioning Profiles**

Depending on the availability of the system hardware, Motorola will either begin provisioning in a cloud instance of PremierOne or on a virtual machine (VM) instance. A provisioning profile for each role identified during the BPR and the Vision and Scope documents will be configured using CCSF-provided information. Motorola will schedule meetings to review the provisioning and work streams for each role to gain feedback and/or approval of the provisioning approach.

Motorola will proceed with the provisioning effort after approval of the provisioning profiles is received from the CCSF.

#### Motorola Responsibilities

1. Develop provisioning profiles.
2. Incorporate CAD and Mobile workflow changes through the BPR and provisioning activities.
3. Conduct meetings to review the provisioning profiles (1-2 days for each agency review).
4. Discuss requested changes to provisioning.
5. Modify provisioning profiles based on feedback.
6. Conduct reviews of updated provisioning profiles (1-2 days for each agency review).
7. Finalize the provisioning approach upon CCSF approval.
8. Update Vision and Scope documents to reflect final provisioning approach.

#### CCSF Responsibilities

1. Schedule applicable resources to participate in provisioning reviews.
2. Evaluate each of Motorola's documented observations and suggestions for operational and policy updates.
3. Provide feedback/requested changes to provisioning approach.
4. Review updated provisioning profiles.
5. Approve the final provisioning approach.

#### Motorola Deliverable

- Final Provisioning Profiles for DEM/DEC, SFPD, SFFD, SFSO, SFMTA.

City and County of San Francisco, CA

CCSF PeopleSoft Contract ID#: 1000031673

December 2023

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

**SECTION 2 – SCOPE OF SERVICES**

### **2.4.7 PremierOne Provisioning**

Motorola will complete the services required for system configuration, based on the approved provisioning profiles.

Motorola is responsible for all manual (data entry) or automated migration of all configurations, code tables and legacy data into the proposed replacement system. Motorola does not extract the data from the CommandCAD system. Motorola enters and/or imports the provisioning data as provided and then conducts working sessions with the SMEs to demonstrate functionality and workflows.

The Solution Specialist will participate in the CAD/Mobile Provisioning activities and training and will document changes to business processes. Then during Train-the-Trainer training, they will observe the implementation of changes to business processes as it is presented to users in a practical environment to ensure the desired results.

Motorola is responsible for updating and maintaining provisioning tables until provisioning validation has been completed and accepted by CCSF. Motorola will manage provisioning updates through system acceptance. Provisioning activities include instruction of the mechanics and methodologies (Provisioning Training) required to maintain system provisioning and provides CCSF with the required knowledge to maintain system provisioning as required to support CCSF's operational needs. On-site Provisioning Training is presented as outlined in the Training Plan.

#### **2.4.7.1 PremierOne CAD Provisioning Scenario**

The Motorola Application Specialist will complete the following provisioning tasks for CAD.

##### **Motorola Responsibilities**

1. Import/enter information from the provisioning input templates.
2. Complete additional provisioning data entry activities in accordance with existing and re-engineered business processes.
3. Consistently communicate with the Solution Specialists leading the BPRs and provisioning activities.
4. Conduct the following three-day remote Check Point sessions:
  - a. Check Point #1 Follow-up Provisioning Review/Discussion.
  - b. Check Point #2 CCSF Provisioning Review/Discussion.
  - c. Check Point #3 Provisioning Finalization Readiness.

##### **CCSF Responsibilities**

1. Continue to evaluate changes to business processes during Train the Trainer.

City and County of San Francisco, CA

CCSF PeopleSoft Contract ID#: 1000031673

December 2023

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

## SECTION 2 – SCOPE OF SERVICES

2. Work with Motorola to finalize business process changes to be incorporated into the CCSF-led end-user training.

### Motorola Deliverable

- CAD Provisioning Finalization Readiness

#### 2.4.7.2 PremierOne Mobile Provisioning Scenario

The provisioning of Mobile (Windows and Android/iOS) will generally follow the completion of the base CAD provisioning due to a large amount of Mobile provisioning completed with CAD provisioning. The City has confirmed four Departments that will use the Mobile application: SFDEM, SFFD, SFPD, SFSO. At time of contract the SFMTA has confirmed the need for 2 tablets and has not confirmed the need for Mobile applications (Smartphone) but may request at a later date.

### Motorola Responsibilities

1. Complete additional provisioning entry activities in accordance with existing and re-engineered business processes.
2. The Motorola Application Specialist and the CCSF's Mobile Administrators will participate in the following two-hour remote Check Point Meetings for each department in accordance with the Project Schedule:
  - PremierOne Mobile Check Point #1 Initial Provisioning Review/Discussion.
  - PremierOne Mobile Check Point #2 CCSF Provisioning Review/Discussion.
  - PremierOne Mobile Check Point #3 Provisioning Finalization Readiness.

### Motorola Deliverable

- Mobile Provisioning Finalization Readiness
- System ready for acceptance testing

#### 2.4.7.3 Provisioning Finalization

Upon completion of provisioning, Motorola will conduct a working session with the CCSF's Administrators and desired SMEs demonstrating system operation in accordance with CCSF-determined provisioning parameters (BPR Workbook, Provisioning Worksheets and Scope and Vision documents). The purpose of the session is to enable CCSF to make minor changes to documented provisioning parameters.

Motorola will perform another review of the SRD to update any requirements that are no longer applicable and will not be validated during Functional Product Validation due to provisioning decisions or business process re-engineering efforts.

### Motorola Responsibilities

1. Conduct an operational walk-through of the provisioned system enabling CCSF to verify the operational behavior of the provisioned system.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

CCSF PeopleSoft Contract ID#: 1000031673

APPENDIX A2 - STATEMENT OF WORK

December 2023

## SECTION 2 – SCOPE OF SERVICES

2. Consult on any minor changes to provisioning options that better support CCSF's business operations.
3. Complete final desired provisioning updates.
4. Update business process re-engineering documentation to reflect provisioning updates.
5. Update provisioning tables, if/as required.

### CCSF Responsibilities

1. Participate in the operational walk-through.
2. Update As-Is process maps, as required.

### Motorola Deliverable

- Final provisioned system
- Services Delivery Reports (SS)
- CAD/Mobile Functional Validation Readiness

## 2.4.8 Organizational Change Management (OCM)

CCSF's CAD replacement project poses significant operational and organizational impacts to its Public Safety Departments and its personnel. It is highly likely that current business processes will be altered and that changes to policies and procedures will be necessitated. Because of these probable changes, The Healthy Dispatcher is proposing OCM services to assess the organization's readiness for change and develop a systematic approach, body of knowledge, training tools and materials to facilitate a successful transition to the new systems.

Even small changes to established practices bring challenges. Change introduces ambiguity, which results in anxiety and stress. The more complex and expansive the change, the greater the level of potential disruption, and the higher the level of anxiety and resistance to the change.

A CAD replacement project is one of the most complex and disruptive changes an agency can undertake, upending worn habits and forcing personnel to adopt new ways of working. Through the change process, prioritizing people must take precedence. Without clearly understanding CCSF's willingness and ability to change, and then defining a change management approach that provides the necessary capabilities, the project is put at risk.

To ensure the success of a project this size, it is essential to follow a proven OCM framework. Such a framework must be comprehensive, attending to the both the technical and human aspects of the transition. The framework chosen for this project is the CHANGE Model. The CHANGE Model's framework consists of six steps that occur over the lifecycle of the project, each requiring accomplishment of distinct tasks. Tasks related to one step may overlap and inform others.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

CCSF PeopleSoft Contract ID#: 1000031673

APPENDIX A2 - STATEMENT OF WORK

December 2023

**SECTION 2 – SCOPE OF SERVICES**

Step 1 – Challenge the Current State

Step 2 – Harmonize & Align Leadership

Step 3 – Activate Commitment

Step 4 – Nurture & Formalize Design

Step 5 – Guide Implementation

Step 6 – Evaluate & Institutionalize Change

These services will be provided through Motorola’s Consulting Services and Adam Timm, President of The Healthy Dispatcher.

Adam Timm is performing Steps 1-3 for the DEC under separate contract. He will perform Steps 1-3 with the SFPD, SFFD, SFSO and SFMTA as part of the PremierOne implementation.

The OCM framework shifts the initial focus from the technical aspects of the project to the people dimension. By preparing the various stakeholder groups for the change, the technical aspects of the project are executed more smoothly, preventing foreseeable delays related to adoption and utilization of the new CAD system.

### Step 1: Challenge the Current State

- The first step in the CHANGE Model involves a thorough evaluation of the current state of CCSF's Public Safety Departments. Understanding the present operational processes, as well as the perspectives of various stakeholders, is essential for successful change management. The goal is to identify key areas of potential resistance and opportunities for improvement that can help shape an effective change management strategy.
- *Activities:*
- Stakeholder Engagement: We will engage with executive sponsors and key stakeholder representatives to further understand the specific needs, concerns, and expectations of all stakeholders. This session will help in contextualizing the reason for the change, thereby improving buy-in from all parties involved.
- Initial Impact Analysis: The Healthy Dispatcher team will begin by facilitating an in-depth impact analysis of the existing workflows, systems, and processes. This analysis will provide an understanding of how the new CAD system will disrupt current operations and identify any critical factors that need to be incorporated into the change management plan.
- Change Readiness Audit: The Healthy Dispatcher will conduct a comprehensive change readiness audit to assess the department's readiness for the proposed change. This audit will include the evaluation of the staff's preparedness, the organization's culture towards change, and current capabilities to manage change effectively.

City and County of San Francisco, CA

CCSF PeopleSoft Contract ID#: 1000031673

December 2023

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

## SECTION 2 – SCOPE OF SERVICES

### Client Deliverables:

- The client, CCSF's Public Safety Departments, will be required to:
- Ensure the availability and participation of executive sponsors and stakeholder representatives for the on-site sessions.
- Provide relevant departmental data and personnel for the Initial Impact Analysis.
- Participate in the Change Readiness Audit, including completing questionnaires and interviews.

### Consultant Deliverables:

- The Healthy Dispatcher will provide:
- A detailed report of the Initial Impact Analysis, highlighting critical factors to be considered for the change management plan.
- A Change Readiness Audit report that outlines the current readiness state of the department, identifies areas of weaknesses, and includes a plan for addressing these areas.
- A Change Readiness Checklist to provide guidance for the departments throughout the change process.
- The aim of "Challenge the Current State" is to lay the groundwork for an effective change management plan. It will identify key issues and set the stage for the development of strategies that address these issues, helping to ensure that the transition to the new CAD system is as smooth and successful as possible.

### Step 2: Harmonize and Align Leadership

- The second phase of the CHANGE Model focuses on establishing and aligning leadership with the change. The goal of this phase is to assemble a strong leadership team that will guide and manage the change process, effectively engaging stakeholders and overcoming barriers to change.

### Activities:

- Establish Ownership and Sponsorship: The Healthy Dispatcher will identify and empower the sponsors of the change who will provide leadership, resources, and decision-making capacity throughout the process.
- Identify and Assess Transformation Leads: We will work with CCSF DEC/DEM to identify potential Transformation Leads to serve on the Change Management Team. These individuals will drive the change at various levels of the organization. They will be assessed based on their position power, leadership skills, credibility, and other factors.
- Define Project Success: Sponsors and Transformation Leads will define their view of project success, setting clear objectives and measures for the change initiative.
- Review Barriers and Counter-Strategies: Potential barriers to project success are reviewed and counter-strategies developed.
- Build Change Management Team and Charter Document: We will assemble a dedicated change management team and develop a charter document that outlines the team's mission, objectives, roles, and responsibilities.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

CCSF PeopleSoft Contract ID#: 1000031673

APPENDIX A2 - STATEMENT OF WORK

December 2023

**SECTION 2 – SCOPE OF SERVICES**

- Create Unifying Vision Statement: We will collaborate with the leadership team to create a unifying vision statement for the change initiative, which provides clear benefits and aligns with the overall strategic vision of the organization.
- Perform Stakeholder Analysis: Finally, we will conduct a stakeholder analysis to understand their interests, potential impact, and communication needs.

**Client Deliverables:**

- The client, CCSF's Public Safety Departments, will be required to:
- Participate in sessions to identify and assess Transformation Leads.
- Assist in defining the project's success parameters.
- Participate in brainstorming sessions for the creation of the vision statement with Transformation Leads (and others?)
- Collaborate on the development of the change management team and charter document.
- Provide necessary information for the stakeholder analysis.

**Consultant Deliverables:**

- The Healthy Dispatcher will provide:
- A "VIEW for Success" document outlining the characteristics of an effective Transformation Lead.
- A Vision Clarity Chart providing a clear and consistent vision for the change.
- Change Leadership Guidelines to help direct the actions and decisions of the change leadership team.
- A Change Management Team structure with clear roles and responsibilities, along with a charter document.
- A Change Management Dashboard (CM Drivers) to track the change management process.
- A detailed Stakeholder Analysis report.

**Step 3: Activate Commitment**

- This phase of the CHANGE Model, "Activate Commitment," centers on mobilizing the organization towards the desired change, overcoming resistance, and fostering commitment.
- *Activities:*
- Group Stakeholders: We will categorize stakeholders into respective phases of the change journey, taking into consideration their influence, interest, and expected level of commitment to change.
- Define Stakeholder Management Plan: For each stakeholder group, we will develop a tailored plan to guide them through their respective phase and level of commitment to change.
- Explore Resistance to Change: We will conduct sessions to uncover any resistance to change, understand the underlying reasons, and strategize on how best to address them.
- Implement Strategic Interventions: Leveraging the SHIFT model, we will apply strategic interventions to overcome resistance and drive commitment to the proposed change.

**Client Deliverables:**

- CCSF's Public Safety Departments are expected to:
- Provide necessary information to categorize stakeholders into respective phases of change.
- Participate in meetings to define the stakeholder management plan.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

CCSF PeopleSoft Contract ID#: 1000031673

APPENDIX A2 - STATEMENT OF WORK

December 2023

**SECTION 2 – SCOPE OF SERVICES**

- Engage in discussions to explore and understand resistance to change within the department.
- Collaborate in implementing strategic interventions to overcome resistance.

**Consultant Deliverables:**

- The Healthy Dispatcher will provide:
- A Commitment Chart to visualize the progression of stakeholder commitment to the change.
- A Force Field Analysis report that outlines the forces that either drive or hinder change.
- A detailed SHIFT model plan for overcoming resistance to change.

**Step 4: Nurture and Formalize a Design**

- The fourth step of the CHANGE Model, "Nurture and Formalize a Design," involves solidifying the proposed change plans and preparing for their implementation while proactively addressing potential risks and communication needs.
- *Activities:*
- Identify People and Process Considerations: We will identify the key human elements and process changes that are critical to the success of the change initiative.
- Finalize Change Management Plan: Using insights gathered from previous stages and taking into account identified people and process considerations, we will finalize the change management plan, addressing any potential obstacles to its successful implementation.
- Conduct Risk Assessment: We will perform a comprehensive risk assessment related to the change management plan to identify, quantify, and plan for potential risks.
- Define Communication Strategy: To ensure clarity and consensus, we will assess the communication needs of different stakeholders and define a comprehensive communication strategy.

**Client Deliverables:**

- CCSF's Public Safety Departments are expected to:
- Participate in identifying key people and process considerations.
- Provide necessary feedback to finalize the change management plan.
- Cooperate in risk assessment activities.
- Help identify communication needs specific to various stakeholder groups.

**Consultant Deliverables:**

- The Healthy Dispatcher will provide:
- A detailed report identifying key people and process considerations.
- A finalized Change Management Plan.
- A comprehensive risk assessment report.
- A tailored Communication Strategy, which includes guidelines for effective communication throughout the change process.
- "Nurture and Formalize a Design" is a critical phase that helps solidify our approach towards the change while addressing potential risks and setting up a comprehensive communication strategy.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

CCSF PeopleSoft Contract ID#: 1000031673

APPENDIX A2 - STATEMENT OF WORK

December 2023

**SECTION 2 – SCOPE OF SERVICES**

This ensures we are fully prepared to execute the change management plan and effectively manage the implementation process.

**Step 5: Guide Implementation**

- The fifth step of the CHANGE Model, "Guide Implementation," addresses building support for the change solution, identifying and executing quick wins, sustaining momentum, and encouraging the integration of change into the organization's culture.

**Activities:**

- Monitor Change Management Plan: Change leader provides guidance, support and task oversight to ensure activities outlined in change management plan are carried out within expected timelines and the change process achieves desired results.
- Identify Short-Term Gains: Define short-term gains to be accomplished early in implementation phase that are measurable and visible to the organization; are clear "wins" for the organization; and are part of the change implementation.
- Sustain Energy for Change: Use communication channels developed in Step 4 to publicize and celebrate progress; debunk rumors and neutralize or remove obstacles early.
- Assess Resilience Dimensions: Identify factors that will prevent stakeholders from embracing and sustaining change and offer opportunities for those impacted by change to develop resilience factors.

**Client Deliverables:**

- CCSF's Public Safety Departments are expected to:
- Implement change management plan according to expected timeline.
- Work with change leader to define short-term gains and plan to achieve them.
- Share regular communication across organization related to change project.
- Manage consequences of change fatigue and potential project delays.

**Consultant Deliverables:**

- The Healthy Dispatcher will provide:
- A Change Management Dashboard, updated regularly, reflecting progress along project timeline, risks, and milestones.
- Ongoing guidance, support and task oversight according to change management plan.

**Step 6: Evaluate and Institutionalize the Change**

- The final phase of the CHANGE Model, "Evaluate and Institutionalize Change," involves making sure the change sticks. During this phase we will continue to keep everyone involved in the process by evaluating the change effort, reporting on successes, and implementing a monitoring plan. This phase also involves adjusting all documented policies and procedures to support the new system, along with recognizing and disbanding the change management team.
- *Activities:*

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

CCSF PeopleSoft Contract ID#: 1000031673

APPENDIX A2 - STATEMENT OF WORK

December 2023

**SECTION 2 – SCOPE OF SERVICES**

- Implement Monitoring Plan: Identify metrics used to evaluate ongoing state of project and develop remedies for addressing potential roadblocks, then assign party for reporting on it regularly.
- Review and Revise Policy and Procedures: Align new systems and processes with policy and procedure, integrating change into daily operations.
- Evaluate Impact of Change: Assess success of change, quantifying costs, ROI, interruptions caused by project, commitment across hierarchy and responsiveness to problems that arose during project.
- Recognize and Disband Change Management Team: Formally recognize change management team and change sponsors. Ask team to document best practices and results. Encourage team members to stay involved, informally monitor and remain informed of the impact of change.

**Client Deliverables:**

- CCSF's Public Safety Departments are expected to:
- Identify metrics use to evaluate ongoing success of project.
- Assign person responsible for reporting on project regularly.
- Review and revise policy and procedures to accommodate any changes made to operations as a result of project.
- Assist in assessment of project success.
- Formally recognize change management team using team meetings, email communication and other methods of public recognition.

**Consultant Deliverables:**

- The Healthy Dispatcher will provide:
- Change management project monitoring software interface.
- Follow-up plan development focusing on key transition areas.
- Evaluating the Change Process checklist, including rating success areas, lessons learned, and reviewing best practices.
- Process by which to close out Change Management Team and celebrate successes.
- "Evaluate and Institutionalize the Change" helps ensure the changes stick and all parties impacted how to monitor and adjust to the change moving forward. Finally, teams evaluate how the change process went, and recognize the work of the change management team and change sponsors.

**Summary**

- Motorola's role in the OCM process is primarily one of guidance and facilitation, responsible for transferring capabilities to customer stakeholders leading the change. It is essential to project success that champions of the project are designated at each level of the affected departments' hierarchy. These Transformation Leads will serve as representatives on the change management team, providing both input and gathering feedback for the duration of the project lifecycle. As such, prospective Transformation Leads must be qualified for the role, and they must be given the resources (in time and attention) to participate fully.
- Ideal candidates for the Transformation Lead role include a varied selection of senior operational decision makers, such as dispatch supervisors, senior call takers/dispatchers, senior records clerks, and records supervisors as applicable. As participants on the change management team, their efforts will prove invaluable to project success.

City and County of San Francisco, CA

CCSF PeopleSoft Contract ID#: 1000031673

December 2023

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

**SECTION 2 – SCOPE OF SERVICES****Motorola Responsibilities**

Provide OCM subject matter expertise

Facilitate formation of change management team

Establish metrics and provide framework for team success

Provide training and development related to OCM activities

Monitor change management initiative and critical success factors

- Conduct debriefings with senior management, key stakeholders, and change management team

**Customer Responsibilities**

Provide resources knowledgeable of the Customer's business processes, organizational culture and departmental hierarchy to serve on change management team

1. Schedule applicable resources (dispatch, police and fire/EMS, and Records personnel for meetings and debriefings)
  1. Provide ongoing senior management support for change management activities
  1. Create roles and responsibilities matrix, indicating who is responsible, accountable, consulted and informed (RACI) for specific function and tasks
- Document needs for developing policies and procedures required to support proposed changes

**Motorola Deliverables**

- Stakeholder analysis, including impact analysis and risk assessment of DEM, FD, PD, Sherriff's, and SFMTA.
- Strategic plan for involving stakeholders and engaging personnel, based on stakeholder analysis
- Change management plan, including outcomes, expectations, milestone events and pacing
- Change management dashboard for project, reflecting qualitative and quantitative metrics for change outcomes and change process during each phase of project
- Communication plans: initial, on-going, and post-Go Live
- Documented contingency plans
- Ongoing project reports highlighting areas at-risk

**2.5 Reporting Data Warehouse (RDW) Sharing Integration**

CCSF supports the RDW data sharing with many City departments. The following types of integration services are needed:

- RDW Views & support the department database administrators to access the RDW with the department tools (e.g., PowerBI, or similar COTS DBMS access)
- Provide CCSF tailored RDW queries

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

CCSF PeopleSoft Contract ID#: 1000031673

APPENDIX A2 - STATEMENT OF WORK

December 2023

**SECTION 2 – SCOPE OF SERVICES**

- The development of a dashboard with reporting capabilities
- The real-time database connections with external databases

Motorola will support the integration effort for all the CCSF data consumers. The level of support is summarized in the following table (Table 1 Data Consumer RDW Integration) in terms of data consumer connections.

Table 1 Data Consumer RDW Integration

Department Name	DBMS Views	Tailored Queries	Dashboards/ Reports	Data Streaming
<b>DEM</b>	2	RDW	10	10
<b>SFFD</b>	2	RDW	3	2
<b>SFPD</b>	2	RDW	3	2
<b>SO</b>	1	RDW	2	2
<b>SFMTA</b>	1	RDW	1	1

The following table (Table 2 CCSF RDW Data Consumers) is included as an example of the scope of the existing data consumers as of this document creation. The list of data consumers, and the methods of data sharing continuously changes. The scope of integration services for Views, Queries, Reports and Streaming in Table 1 is estimated to support all CAD data consumers in Table 2.

Table 2 CCSF RDW Data Consumers

Department Name (Department/Business Unit)	Description of Data Sharing Information
<b>DEM</b>	
<b>DPH/DEM-Data Collections</b>	Covid-19 Concern Calls with specific Symptoms/Chief Complaints
<b>DEM-Data Collections/DPH</b>	Track Phantom Medics during surge
<b>Data Collections</b>	ACFS Monthly- Police Calls for Service
<b>Medical Director</b>	Dispatch Intervals for Create to Onscene time

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

CCSF PeopleSoft Contract ID#: 1000031673

APPENDIX A2 - STATEMENT OF WORK

December 2023

**SECTION 2 – SCOPE OF SERVICES**

<b>DEM-IT/CQI</b>	Capture all Medical calls where a Call-taker did not launch ProQA Software
<b>DEM/Data Collections</b>	Language line Translation statistics
<b>DEM/CQI</b>	Comparison tool used to QI Medical and Fire Call types between ProQA and CAD
<b>DEM/DPH</b>	Street Crisis Response Team response and intervals report
<b>DEM</b>	Calls for service for Navigation centers
<b>DEM/COR</b>	Reformatting of CAD record for easy reading, and redaction.
<b>DEM/HSOC</b>	HSOC incidents/call-backs/dispatched calls
<b>DataSF - CFS_CLOSED</b>	Closed Police Calls for Service
<b>DataSF - CFS_REAL</b>	Realtime Police Calls for Service
<b>DataSF - SFFD_EMS</b>	SFFD EMT Calls for Service
<b>DataSF, DPH, SFMTA - SFPD_Crash_only24</b>	Traffic Collisions
<b>DEM/CQI/Medical Director</b>	Desire a report that identifies Stroke/Heart Attack/Breathing Problems calls, look at the create to entry, Dispatch to onscene time, transport time/outcomes and recidivism rate
<b>DEM/EMSA</b>	Firstwatch (1 Session w/1 Connection)
<b>DEM/UASI</b>	Firstwatch (1 Session w/1 Connection)
<b>DEM/DEC - DEC-SCRT</b>	SCRT Dashboard
<b>DEM/DES - DES_TL_Basic</b>	Tenderloin related calls for service
<b>DEM/DES - DES_TL2_ETL</b>	Tenderloin related calls for service
<b>District Attorney - MonthlyDAExportSFTP</b>	Police Calls for Service
<b>Snowflake</b>	DEM developed database
<b>SFFD</b>	
<b>SFFD</b>	SFFD Fire Portal Database (2 sessions w/ 3 connections)
<b>EMSA PulsePoint</b>	Pulsepoint (1 session w/2 connections)
<b>SFPD</b>	

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

CCSF PeopleSoft Contract ID#: 1000031673

APPENDIX A2 - STATEMENT OF WORK

December 2023

**SECTION 2 – SCOPE OF SERVICES**

<b>SFPD - SFPD_CFS_DAILY_BI</b>	All PD related CAD data, inclusive of narrative fields for trend analysis/PRA response. Data pulled via BI.
<b>SFPD</b>	Crime Data Warehouse Data
<b>SFPD - SFPD_EVID</b>	Synchronize Body Worn Camera (BWC) Timestamps
<b>SFPD - SFPD_NAR</b>	PD Incident Stream
<b>SFSO</b>	
<b>SFSO</b>	Sheriffs A16 unit responses
<b>SFMTA</b>	
<b>SFMTA</b>	DPT Incidents

**2.5.1.1 Intelligent Data Discovery**

The objective of this task is to introduce the functionality available via the Intelligent Data Discovery (IDD) tool. IDD Training will be conducted in accordance with the Training Plan.

Motorola will review the three standard CAD dashboards, the View Only CAD IDD Bundle dashboards and the CCSF-defined dashboards for the following departments as described in the Technical Solution:

- DEM
- SFFD
- SFPD
- SFSO
- SFMTA

This effort will utilize the CCSF's existing Microsoft SQL Server licenses and Business Intelligence tools to configure dashboards and data views using data available from the PremierOne environment.

The IDD services include the following dashboards:

- Three (3) Tailored Standard Dashboards for each CCSF Department
  - a. Roll Call Briefing Dashboard
  - b. Intelligent Resource Deployment Dashboard
  - c. COMPSTAT Dashboard
- View Only CAD IDD bundle
  - a. Unit Status
  - b. Unit History
  - c. Map
  - d. Incident Search
  - e. Drill-through to Incident Details and Officer Activity Reports
- CCSF Defined Dashboards (quantity as specified in the Table 2 CCSF RDW Data Consumers. (built during IDD Training and limited to data existing in the system CAD dataset)

City and County of San Francisco, CA  
 CCSF PeopleSoft Contract ID#: 1000031673  
 December 2023

Motorola PremierOne CAD Contract  
 APPENDIX A2 - STATEMENT OF WORK

## SECTION 2 – SCOPE OF SERVICES

- Two (2) days of consultative services pertaining to reports and dashboards for the CAD
- Two (2) days of PremierOne Intelligent Data Discovery (IDD) Training, after completion of training requirements.

A single copy of each of the Standard IDD dashboards will be tailored per the provisioning of the CAD system and delivered to the site. IDD is limited to data existing in the system CAD dataset. Microsoft's SSRS is a reporting and report distribution application. A map view of the data, such as location of Incidents, may be produced as part of the report output without interactive mapping ability. Total system capacity for IDD is dependent upon the total number of concurrent reports being requested from the RDW server. Final system capacity is dependent upon final design and report types being generated on a concurrent basis.

### Motorola Responsibilities

1. Conduct a two-day overview/consultation to review standard dashboards and reports.
2. Define and document requirements for the CCSF-defined dashboards.
3. Create CCSF-defined dashboards based on a list of 50 graphical elements (maps, charts, gauges).
4. Install the standard and CCSF-defined dashboards. (This task will occur during the IDD training course.)

### CCSF Responsibilities

1. Perform data entry (typically accomplished during Train the Trainer and end-user training) to confirm sufficient data exists for reporting.
2. Define requirements for the CCSF-defined dashboards within 30 days of the overview/consultation.
3. Assign resource(s) that have received the CAD SSRS (Ad hoc) Reporting training to participate in the review of the dashboards.

### Motorola Deliverable

- Dashboards (Standard and CCSF-defined).

## 2.6 Transactional Data Conversion

Motorola will convert specified data that exists in the legacy CAD system to conform to the data structure of the Motorola system. While Motorola is responsible for converting the specified data, it is critical the CCSF assigns a knowledgeable resource to this activity who will remain engaged throughout the conversion process.

Motorola will provide the following legacy data conversion capabilities:

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

CCSF PeopleSoft Contract ID#: 1000031673

APPENDIX A2 - STATEMENT OF WORK

December 2023

**SECTION 2 – SCOPE OF SERVICES**

- Motorola Production Database has 2 years of data of legacy data. There are no external data consumers. Searches within CAD include the 2 years of legacy data at Go-Live
- CCSF Legacy data is converted from 2018 at Go-Live into the Motorola RDW. The data is accessed by Motorola PremierOne tools to include RDW Views, Tailored Queries, Premier One Reporting (IDD/SSRS) and through Data Streaming.
- RDW shall contain all near-real-time data (within 30 seconds) for all data consumers

The legacy databases must be relational databases. Motorola must be able to link directly to the legacy databases from MS SQL Server.

The CCSF should conduct a comprehensive analysis of the data in the legacy systems to identify duplicate data/records, lost data, orphaned records, or records that haven't been linked properly and resolve those issues prior to extracting the data to be converted. Motorola does not provide any data clean up or manipulation of the provided data and conducts a single, one-time, bulk load of legacy data.

The legacy data must be sent to a designated Motorola facility to develop and test the conversion routines. If the CCSF does not agree to send the data to a Motorola facility, Motorola will provide a quote to develop the required environment at the CCSF's site.

**Motorola Responsibilities**

1. Analyze data files with the CCSF to determine which tables contain the desired data and identify truncated, coded, or masked data.
2. Conduct the Data Conversion Preparation Workshop to identify where the information will be positioned in PremierOne and develop documentation (Data Conversion Guide).
3. Extract the data to be converted from the legacy databases.
4. Develop and execute the conversion routine up to two times on a small representative data set to identify and correct any issues.
5. Perform a final test run on a small representative data set to verify the conversion results.
6. Perform the final data migration prior to the Live Cut, in accordance with the Project Schedule.
7. Ensure that all legacy CAD trailing data has been migrated to PremierOne

**CCSF Responsibilities**

1. Provide adequate documentation of legacy database and field mapping information of legacy systems.
2. Engage resources from legacy system vendors, if required, to provide information on legacy database schema.
3. Participate in Data Conversion Preparation Workshop.
4. Review and approve the Data Conversion Guide.
5. Extract and ship legacy data to Motorola for conversion processing.

City and County of San Francisco, CA  
CCSF PeopleSoft Contract ID#: 1000031673  
December 2023

Motorola PremierOne CAD Contract  
APPENDIX A2 - STATEMENT OF WORK

## SECTION 2 – SCOPE OF SERVICES

6. Provide access to legacy systems from which data will be extracted or execute a Change Order enabling Motorola to provide and configure the require data conversion environment on CCSF's legacy system(s).
7. Review data at each test iteration.
8. Provide acknowledgement of completion of data conversion.

### Motorola Deliverables

- Data Conversion Guide.
- Converted Data.

### 2.6.1 System Procurement

Motorola will procure the system equipment (Hardware, Software and Licenses) in accordance with the bill of materials.

#### Motorola Responsibilities

1. Identify and procure all system equipment in accordance with the final BOM.

### 2.6.2 System Staging

System staging provides for the installation of the software components on the hardware procured by Motorola at our staging facility. The system will be tested and verified to be operational in a staged environment. Once validated, the system will be packaged and shipped to the CCSF's location for installation.

#### Motorola Responsibilities

1. Receive the contracted hardware, software, and related components at the Motorola staging facility.
2. Rack and install hardware components.
3. Conduct an equipment inventory and provide it to CCSF.
4. Install and configure system software.
5. Complete Staging Validation Testing
6. Ship staged system to the CCSF's installation sites.

#### CCSF Responsibilities

1. Receive staged system documentation, installation and validation results.
2. Receive the staged system and securely store it until Motorola installation.
3. Provide acknowledgement of receipt of delivered equipment.

City and County of San Francisco, CA  
CCSF PeopleSoft Contract ID#: 1000031673  
December 2023

Motorola PremierOne CAD Contract  
APPENDIX A2 - STATEMENT OF WORK  
**SECTION 2 – SCOPE OF SERVICES**

### **Motorola Deliverable**

- Cabinet, equipment, cables labeled (both ends of all network and power cables)
- System Drawings
- Staging Validation Testing Results
- Staged System Delivery

## **2.7 On-Site Installation**

The objective of this activity is to install the system at the CCSF's site. This activity addresses physical installation activities and system connectivity verification.

### **2.7.1 Server Installation**

Server installation will occur at the Primary CAD Data Center and then at the Disaster Recovery CAD Data Center.

#### **Motorola Responsibilities**

- Install the staged system in the CCSF's environments.
- Connect Motorola Rack Power to CCSF provided power receptacles, or APC PDU's
- Connect to CCSF provided network connections
- Conduct a Power On test to validate the installed hardware and software are ready for configuration.
- Load preliminary provisioning data.
- Verify contracted software is available and accessible on the installed system.
- Synchronize the primary and disaster recovery systems.
- Verify failover and restore connectivity.
- Complete applicable installation validation test

#### **CCSF Responsibilities**

- Validate server room availability and meets the requirements stated in the Preliminary Design Document.
- Seismic mounting of the Motorola Rack.
- Install the necessary rack power connections to the rack PDU's.

City and County of San Francisco, CA  
 CCSF PeopleSoft Contract ID#: 1000031673  
 December 2023

Motorola PremierOne CAD Contract  
 APPENDIX A2 - STATEMENT OF WORK

## SECTION 2 – SCOPE OF SERVICES

- The CCSF must provide access to the loading dock at the installation location for the delivery of equipment and that a CCSF resource is able to receive and secure the storage of equipment.
- Additionally, a temporary staging area for the unpacking and assembly of equipment must be provided.
- The CCSF is responsible for any accommodation necessary to provide clearance and access through hallways, doorways, and elevators meeting or exceeding the specifications of the shipping container/rack at all sites housing system components.
- Review and approve the installation validation tests and documentation.

### Motorola Deliverable

- Cabinet, equipment, cables labeled (both ends of all network and power cables)
- System Drawings
- Power On/Installation Verification.
- Installation Validation Results

### 2.7.2 CAD Workstation Installation

Fidato will procure workstations (excluding monitors) and deliver them to a CCSF-provided staging area where client software will be installed and configured. Workstations will be imaged to support client-based interfaces as identified by CCSF (i.e., ProQA). Fidato will transport the workstations to the installation locations and install them in CCSF-provided furniture, connect them to CCSF-provided network cabling, powered on and validated. Fidato will install workstations at the locations and in the quantities identified in the CAD Inventory and Access Matrix – Appendix A3.2.

### Motorola Responsibilities

1. Procure workstations in accordance with the BOM.
2. Request client software.
3. Install and configure client software.
4. Perform physical installation of workstations at CCSF-designated positions.
5. Establish connectivity to position-specific interfaces.
6. Connect workstations to CCSF-provided monitors.
7. Complete Workstation Validation Testing

### CCSF Responsibilities

City and County of San Francisco, CA  
 CCSF PeopleSoft Contract ID#: 1000031673  
 December 2023

Motorola PremierOne CAD Contract  
 APPENDIX A2 - STATEMENT OF WORK

## SECTION 2 – SCOPE OF SERVICES

1. Provide a staging area to which workstations will be delivered and at which Motorola will install and configure client software. Space required to store up to eighty (80) workstations and room to configure client software on approximately five (5) at a time.
2. Install additional CCSF software after Motorola has installed client software in staging.
3. Receive and store workstations at each location until installation begins.
4. Ensure locations at which workstations will be installed have space, network connectivity, interface connectivity, and power at each workstation position.
5. Install monitors at all CAD positions.
6. Review and approve Workstation Validation Testing.
7. Complete additional testing, if/as required.
8. Participate in CAD Workstation Installation Training
9. Participate in CAD Workstation installation and testing

### Motorola Deliverable

- Inventory of all Motorola-provided workstations.
- Physical installation of CAD workstations and installation of CAD client software.
- Updated system drawings
- Workstation Validation Testing Results

### 2.7.3 Mobile Client Software Installation

Fidato will install Mobile client software on mobile Windows devices and provide instruction to CCSF personnel on download/installation of mobile client software for Android/iOS devices.

#### Motorola Responsibilities

1. Request client software.
2. Deliver the Pre-Installation Preparation Checklist.
3. Fidato will install and configure mobile client software on mobile Windows devices utilizing the Department-specific tool such as an MDM or manual process.
4. Support the integration of each Department's MDM to install required Motorola software.
5. Provide instruction on mobile client software download/installation for Android/iOS devices.
6. Provide instruction on Motorola's remote client software deployment utility.

City and County of San Francisco, CA  
CCSF PeopleSoft Contract ID#: 1000031673  
December 2023

Motorola PremierOne CAD Contract  
APPENDIX A2 - STATEMENT OF WORK  
**SECTION 2 – SCOPE OF SERVICES**

### **CCSF Responsibilities**

1. Ensure mobile devices are available in the quantities and at the locations mutually agreed to and in accordance with the project schedule.
2. Supply Mobile Device Management (MDM) software for Mobile devices, as desired by the CCSF.
3. Distribute instructions on download/installation of application for Android/iOS devices.
4. Complete installation of client software on Android/iOS devices.

### **Motorola Deliverable**

- Pre-installation Preparation Checklist.
- Installation Guide.

#### **2.7.4 Cumulative Updates**

A Cumulative Update (CU) may be required and will need to be installed following the initial system software installation. If CUs are installed by Motorola, a remote demonstration of the newly introduced or modified features/functions will be provided to CCSF. CU delivery is determined at Motorola's discretion.

### **Motorola Responsibilities**

1. Provide release notes.
2. Remotely install CU.
3. Remotely demonstrate any new delivered features as needed.
4. Utilize configuration management plan processes for system changes.
5. Perform regression testing, or relevant components of the ATP prior to system acceptance.

### **CCSF Responsibilities**

1. Witness the demonstration of newly installed features, as required.
2. Provision the additional functionality as desired, based on the release notes.
3. Educate users on new features.

### **Motorola Deliverable**

- Installation of CU(s).
- Provide regression, or ATP testing results

City and County of San Francisco, CA

CCSF PeopleSoft Contract ID#: 1000031673

December 2023

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

**SECTION 2 – SCOPE OF SERVICES**

### **2.7.5 Interfaces and Integration**

Motorola will develop and configure PremierOne interfaces to the third-party systems as listed in the Preliminary Design Document and the ICDs . Interfaces included as part of Motorola’s deliverables will be developed per Interface Control Document (ICD) that list the specific requirements of the contracted interfaces. Motorola is not responsible for managing any third-party systems and/or software not included as part of Motorola’s solution.

- In cases where it is necessary for Motorola to work with the CCSF’s third-party vendors, not included as part of Motorola’s solution, to develop interface requirements, the CCSF will be responsible for facilitating communications between Motorola and the third-party vendor
- The CCSF will be responsible for any costs associated with efforts required of the CCSF’s third-party vendors, other than those third-party vendors that are being provided by Motorola, which may include professional services, API/SDK fees, licenses, and configuration or development, if necessary to support desired interface functionality
- Motorola assumes no responsibility for training, installation, configuration, on-going support or warranty for any third-party systems and/or software not included as part of Motorola’s solution.
- Motorola assumes no responsibility for issues arising from lack of engagement of the CCSF’s third-party vendors and/or CCSF resources to perform work related to the interface, or troubleshooting any issues on the CCSF’s third-party systems that are not included as part of Motorola’s solution.

The installation, configuration, and demonstration of interfaces may be an iterative series of activities depending upon access to third-party systems. Interfaces will be installed and configured in accordance with the Technical Solution and Project Schedule. Integrated functionality between Motorola developed products will be completed through the software installation and provisioning activities described herein.

#### **2.7.5.1 Interface Control Document (ICD) Review and Delivery**

Motorola will review and update the preliminary ICDs in the contract. Each interface control document will be updated based on reviews with Motorola, CCSF and third-party stakeholders. Each ICD will provide enough detail for the Motorola, and/or CCSF and third-party vendors to develop the interface. Motorola will conduct design review meetings for each interface as needed. This ICD development is conducted during the Interface Configuration phase.

The Interface Design Review is a series of sessions to review all system interfaces. The review will include the structure of the interface, involved data elements and data mapping, event trigger, update cadence, communication path, connectivity requirements and the expected user experience.

Following the Interface Design Review, Motorola and the CCSF will update the ICD’s defined in the contract, if/as required. The ICD’s will be updated with the agreed upon changes for this review. Motorola will present updated ICDs for design approval by the City prior to Motorola commencing

City and County of San Francisco, CA

CCSF PeopleSoft Contract ID#: 1000031673

December 2023

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

## SECTION 2 – SCOPE OF SERVICES

with development efforts

Changes in design and or functionality identified during the review that materially impact Motorola's level of effort to develop the interface will be evaluated for cost and price impact. In such cases, Motorola reserves the right to provide the CCSF with a change order for the increased price or to de-scope the interface from the contract.

### Motorola Responsibilities

1. Conduct a review of the interface to explain the design of the interface and how the interface functions in the Motorola system.
2. Conduct reviews of the interface to explain how each functions as well as any dependency on third-party API, SDKs, data schema, and any internal and third-party documents necessary to establish interfaces with local and remote systems.
3. Document data mappings, as required to establish the interface.
4. Identify and mutually agree on the functional interface demonstration process and the scenario and interface acceptance tests and update the requirements traceability matrix (ATP Test Table)
5. Work with the CCSF's third-party vendors, as required, to clarify any connectivity issues/data transfer issues.
6. Develop final ICDs for each interface
7. Review the ICD's with CCSF and third-party vendors for approval
8. Provide guidance on hardware, software and network connectivity that may be required of Customer to support the interface implementation use and maintenance, prior to implementation.
9. Update the scope of services associated with updated ICDs, if/as required.

### CCSF Responsibilities

1. Act as liaison between Motorola and the City and third-party vendors as required to attend the ICD design sessions and reviews.
1. Provide clarity on the use case of the interface and verify the functional specification in the ICD meets the use case or identify desired changes to the specifications.
2. Participate in the ICD review session and provide details required for interface installation, configuration, test and support.
3. Facilitate communications and assist with resolution of issues that arise between Motorola and the CCSF's third-party vendor(s).

City and County of San Francisco, CA

CCSF PeopleSoft Contract ID#: 1000031673

December 2023

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

## SECTION 2 – SCOPE OF SERVICES

4. Assume costs associated with efforts required of the third-party vendors, which may include professional services, API/SDK fees, Non-Disclosure Agreements, licenses, and configuration or development, if necessary, to support desired interface functionality.
5. Provide all required third party API and SDK licensing and documentation for CCSF's system interfaces.
6. Memorialize the interface specification by signature expeditiously enabling Motorola to initiate development activities.
7. Initiate a Change Order for any modifications.
8. Update the interface implementation plan as needed
9. Update the project schedule as needed

### Motorola Deliverable

- Develop final ICDs for all interfaces for approval by CCSF

#### 2.7.5.2 Interface Development, Integration and Test

Motorola will develop the interfaces as specified in the final ICD's. Once complete, each interface will be installed, configured and unit tested to meet the ICD specification and requirements specified in the SRD. Connectivity will be established between the Motorola system and the external and/or third-party systems to which the contracted software will interface. Motorola will configure the system to support each contracted interface. CCSF is responsible for engaging third-party vendors if and as required to facilitate connectivity and testing of the interfaces. The acceptance of the interface protocol is demonstrated and accepted to show readiness for the system functional validation.

### Motorola Responsibilities

1. Establish connectivity to external and third-party systems.
2. Implement all interfaces
3. Configure interfaces to support the functionality described in the Detailed Design Review, System Requirements Document and Final ICD as developed in the ICD development phase.
4. Validate each interface can transmit and/or receive data in accordance with the ICD and ATP.
5. Conduct a functional demonstration validating the Interface works in accordance with this ICD.
6. Integrate PremierOne CAD and Mobile with existing third-party multifactor using a commonly used, open protocol such as (but potentially not limited to) SAML 2.0 or OIDC. PremierOne will only support one protocol and Motorola will define what protocols are supported.

City and County of San Francisco, CA  
CCSF PeopleSoft Contract ID#: 1000031673  
December 2023

Motorola PremierOne CAD Contract  
APPENDIX A2 - STATEMENT OF WORK

**SECTION 2 – SCOPE OF SERVICES**

7. Address defects associated with integration with third-party multifactor, provided the defect is around identity verification, and defect is aligned with the chosen open standard for integration.
8. Conduct high level overview of interface configuration and troubleshooting.

**CCSF Responsibilities**

1. Act as liaison between Motorola and third-party vendors or systems as required to establish interface connectivity with the Motorola system.
2. Provide personnel proficient with and authorized to make changes to the network and third- party systems to support Motorola’s interface installation efforts.
3. Provide network connectivity between PremierOne and the third-party systems.
4. Provide all hardware, software and network connectivity not specifically provided by Motorola Solutions, prior to implementation.
5. Deploy, manage, and maintain third-party identity platform including provisioning users on the third-party identify platform.
6. The customer’s third-party system must be on a version supported by the customer third-party. Customer will procure any required upgrades.
7. Witness the functional demonstration of the Interface.
8. Protect the Enterprise Network against unauthorized access.
9. Provide secure connections between PremierOne and the Interface.
10. Manage customer third-party responsibilities to completion, as applicable, enabling Motorola Solutions to complete its responsibilities.
11. Manage communication between Motorola Solutions and Customer third-party, enabling Motorola Solutions to complete its responsibilities.

**Motorola Deliverable**

- Contracted Interfaces and Integration.
- Interface ATP results
- Provide updated ICDs as required
- Provide a plan for support and maintenance for each interface

City and County of San Francisco, CA

CCSF PeopleSoft Contract ID#: 1000031673

December 2023

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

**SECTION 2 – SCOPE OF SERVICES**

## **2.8 System Validation and Acceptance Testing**

### **2.8.1 Acceptance Test Plan and Requirements Traceability**

Motorola is responsible for the services needed to specify and execute a mutually acceptable Acceptance Test Plan and procedures. Test procedures will trace all system requirements in the SRD, including use cases and user stories. Motorola will execute the acceptance test plan in preparation for training and cutover. System acceptance includes completion of the 90-day reliability period.

Acceptance testing involves demonstrating, or providing evidence through factory, compliance, analysis or testing methods that the Motorola PremierOne system meets the CCSF requirements. An Acceptance Test Plan (ATP) describes the testing methods to validate all the requirements in the System Requirements Document (SRD). The ATP includes all product, functional, interface and scenario-based validation testing.

Motorola conducts functional and interface verification on the PremierOne system installed on-site. Functional validation is performed after all system provisioning (configuration) is completed to validate that all functional requirements have been met.

Iterative testing may be performed if required to validate software updates installed to address functions that failed the initial validation. Software updates won't require execution of the entire ATP. Interface validation will be performed as each interface is installed and configured and required provisioning is completed, then again during the system integration validation.

### **2.8.2 Project Acceptance Test Planning (ATP)**

The objective of this series of tasks is to finalize the activities to be conducted in accordance with the ATP. Motorola will update the ATP Test Table (SRD Traceability Matrix) to be approved by CCSF to describe how the system meets all the product, functional, interface and scenario-based validation activities.

The ATP Test Table will be finalized following system provisioning activities and in accordance with any business process engineering changes. The ATP Test Table describes the scope and objectives of each type of demonstration executed by Motorola as well as the techniques used during each type of demonstration and the completion criteria. CCSF may execute their own tests outside the scope of Motorola's demonstration responsibility as desired.

The Project Validation Plan covers the following types of demonstrations:

- Product Validation

City and County of San Francisco, CA

CCSF PeopleSoft Contract ID#: 1000031673

December 2023

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

## SECTION 2 – SCOPE OF SERVICES

- Functional Validation.
- Interface Validation.
- Scenario-Based Validation (Use Cases, User Stories and CCSF-specific scenarios).
- System Resiliency and Cybersecurity Validation

### Motorola Responsibilities

1. Work with CCSF to finalize the ATP Test Table and provisioning and business process re-engineering decisions.
2. Review and update the schedule of demonstration activities.

### CCSF Responsibilities

1. Review and approve the ATP Test Table.
2. Review and update the schedule of demonstration activities.
3. Initiate any desired user testing.

### Motorola Deliverable

- ATP Test Table (SRD Traceability Matrix)
- Functional Validation Workbook
- ATP Testing Schedule

#### 2.8.2.1 Product Validation

The objective of Product Validation is to identify those requirements that are met with the Motorola standard product suite. Product Validation is also the opportunity to demonstrate how some product features in the SRD are met without having to incorporate them into a functional validation scenario. The ATP Test Table will identify those product features that meet the SRD.

### Motorola Responsibilities

1. Update the ATP Test Table with the product compliance and testing if required for CCSF Approval.
2. Complete any testing as needed to validate the product features.
3. Deliver Completed Product Validation Results

### CCSF Responsibilities

1. Review the updates of the ATP Test Table
2. Witness testing activities
3. Review and approve Product Validation Results

### Motorola Deliverable

City and County of San Francisco, CA

CCSF PeopleSoft Contract ID#: 1000031673

December 2023

- Updated ATP Test Table
- Provide Product Validation Results

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

## SECTION 2 – SCOPE OF SERVICES

### 2.8.2.2 Functional Validation

The objective of Functional Validation is to demonstrate the features and functions of the system in the CCSF's provisioned environment. Included in Functional Validation are the execution of Motorola Functional Validation Workbook that may include additional tests required to meet the SRD requirements. The functional demonstration may not exercise all functions of the system, if identified as not being applicable to the CCSF's operations as a result of provisioning or business process re-engineering. The functional demonstration will be on-site, during CCSF's regular business hours. The functional demonstration is a critical activity that must occur following the completion of provisioning and will occur prior to the start of Train the Trainer.

#### Motorola Responsibilities

1. Update the ATP Test Table with the functional validation testing procedures for CCSF Approval.
2. Conduct functional validation according to the ATP.
3. Assign Priority Levels and develop a Remediation Plan for features and functions that do not perform in accordance with the functional requirements matrix.
4. Manage the Remediation Plan and coordinate Motorola and CCSF remediation actions.

#### CCSF Responsibilities

1. Ensure relevant resources are present for their specific area of responsibility.
2. Witness the functional demonstration and acknowledge its completion.
3. Participate in developing the Remediation Plan.
4. Coordinate and manage CCSF remediation actions.

#### Motorola Deliverable

- Update the Acceptance Test Plan (ATP) including the SRD traceability
- Completed Functional Validation Results.
- Remediation Plan.

### 2.8.2.3 Functional Interface Validation

The objective of Interface Validation is to verify that the installed interfaces perform in accordance with the ICDs as reviewed during the Interface Planning Session. Interface Validation may require the execution of Use Cases, or User Stories to validate the interface functionality as described in the ATP.

City and County of San Francisco, CA

CCSF PeopleSoft Contract ID#: 1000031673

December 2023

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

## SECTION 2 – SCOPE OF SERVICES

Motorola is not responsible for issues arising from lack of engagement of third-party and/or CCSF resources to perform work required to enable/provision and/or configure an interface to a third-party system or troubleshooting any issues on the CCSF's third-party systems.

Interfaces that cannot be tested in the agreed upon scheduled timeframe between Motorola and CCSF due to connectivity issues to external systems or the unavailability of CCSF's third-party system will be demonstrated to show that Motorola's portion of an interface is enabled to send and/or receive data that supports the ICD. In such cases, Motorola demonstrating the elements within Motorola's control will constitute a successful demonstration and completion of the demonstration task.

### Motorola Responsibilities

1. Update the Acceptance Test Plan (ATP) with the functional validation testing procedures for CCSF approval.
2. Conduct Interface Validation demonstration.
3. Develop a Remediation Plan for anomalies that do not align with the ICD.
4. Manage the Remediation Plan and take Motorola remediation actions.

### CCSF Responsibilities

1. Ensure required resources are present for their specific area of responsibility.
2. Provide access to a resource with access to the interfacing system to validate functionality.
3. Witness the execution of the demonstration and acknowledge successful completion.
4. Participate in the documentation of anomalies and work with Motorola to develop remediation action(s).
5. Coordinate and manage CCSF remediation actions.

### Motorola Deliverable

- Update the Acceptance Test Plan (ATP) including the SRD traceability
- Completed Interface Validation Results.
- Remediation Plan.

#### 2.8.2.4 Scenario-Based Validation

Upon completion of the functional and interface demonstrations, a scenario-based demonstration will occur. Scenario based demonstration emulates typical operational workflows from transaction initiation through transaction disposition and exercises both CAD and Mobile functionality. In addition to the Use Cases and User Stories in the SRD that have been identified in the ATP for validation, scenarios developed during provisioning of the system will be documented in the ATP and Project Validation Plan.

### Motorola Responsibilities

1. Perform scenario-based demonstration in accordance with the ATP and Project Validation Plan.

City and County of San Francisco, CA

CCSF PeopleSoft Contract ID#: 1000031673

December 2023

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

## SECTION 2 – SCOPE OF SERVICES

2. Develop remediation for demonstration discrepancies.

### CCSF Responsibilities

1. Ensure required resources are present for their specific area of responsibility.
2. Review the demonstration scenarios and notify the Motorola Project Manager of any items that require discussion.

### Motorola Deliverable

- Update the Acceptance Test Plan (ATP) including the SRD traceability
- Scenario-based Validation Results Report.
- Remediation Plan/Schedule for discrepancies that prevent the CCSF from achieving beneficial use of a specific module.

#### 2.8.2.5 System Performance, Resiliency, Networking and Security Testing

System resiliency and cybersecurity validation will involve the testing of system failure modes. Validation will involve testing automatic and manual failovers and recovery procedures. Network and Security Operations center tools will be tested to detect and audit system failures and performance issues. The system security requirements and use cases in the SRD will be validated by the ATP test scenarios.

### Motorola Responsibilities

1. Perform system resiliency and system failure modes to validate security tools, operations and audit capabilities in accordance with the ATP and Project Validation Plan.
2. Develop remediation for demonstration discrepancies.
3. Participate in the CCSF's Cyber Security Risk Assessment for the Motorola and Motorola's PremierOne Solution.

"All departments within the city are required to conduct a Third-Party Cybersecurity Risk Assessment review for any technology products or services procured from third-party vendors that are intended for city or department operations. This is to ensure that the vendor's products or services comply with the city's cybersecurity requirements."

4. Support CCSF's submission responses for the Annual DEM Cybersecurity Maturity Assessment that involve Motorola's PremierOne solution.

"The California Department of Technology (CDT), Office of Information Security (OIS) has established the California Cybersecurity Maturity Metrics (SIMM 5300-C). The California Cybersecurity Maturity Metrics consist of a system of objective metrics that feed into a maturity score to measure an entity's cybersecurity program implementation, as well as its effectiveness. By tracking departments' gaps and trends, additional guidance, training, and remediation support may be offered. The metrics will allow departments to better evaluate the effectiveness of their budgeted cybersecurity allocations and will capture objective data points. The California Cybersecurity Maturity Metrics capture many of the National Institute of Standards and Technology (NIST) Cybersecurity Framework sub-categories, and a majority of the Foundational Framework (SIMM 5300-B). The

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

CCSF PeopleSoft Contract ID#: 1000031673

APPENDIX A2 - STATEMENT OF WORK

December 2023

## SECTION 2 – SCOPE OF SERVICES

metrics are reflective of NIST Cybersecurity Framework (CSF) functions: Identify, Protect, Detect, Respond, and Recover.”

### CCSF Responsibilities

1. Provide system network and operations support to introduce system failure modes
2. Ensure required resources are present for their specific area of responsibility.
3. Review the demonstration scenarios and notify the Motorola Project Manager of any items that require discussion.

### Motorola Deliverable

- Update the Acceptance Test Plan (ATP) including the SRD traceability
- System Resiliency and Cybersecurity Validation Results Report.

### 2.9 System Cutover

#### 2.9.1 Cutover Planning

Motorola will provide support of CCSF’s efforts with commencing live operation use of the system. Motorola resources are supplemental to CCSF resources and provide support to CCSF administrators, trainers and subject matter experts. CCSF administrators, trainers and subject matter experts are the first line of support to end users in the transition of live operations from the legacy system to the PremierOne system.

Motorola will work with CCSF to develop a detailed Cutover Plan. This plan includes the following information:

- Motorola and CCSF resources and staffing.
- Pre-cutover tasks/activities to be performed leading up to go live.
- Preparing the databases (e.g., purging all test data)
- Readiness review meetings.
- Contingency/roll-back plans.
- Go Live tasks and responsibilities during and after the live cut.
- Post live cut support resources and schedules.
- Issue reporting process.
- Escalation process.

### Motorola Responsibilities

1. Facilitate meetings with CCSF staff to develop and document the Cutover Plan.

### CCSF Responsibilities

1. Coordinate the participation of technical and operational staff in cutover planning and development and documentation of the Cutover Plan.

City and County of San Francisco, CA

CCSF PeopleSoft Contract ID#: 1000031673

December 2023

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

**SECTION 2 – SCOPE OF SERVICES**

### **Motorola Deliverable**

- Cutover Plan.

#### **2.9.2 Motorola On-Site System Administrator Services**

The On-Site System Administrators will be engaged approximately 90 days prior to Go-Live. During the 90-day period prior to Go-Live, these resources will become familiar with the system architecture and related infrastructure, provisioning parameters, and may shadow end-user training courses.

Post-live, this resource will monitor and maintain the PremierOne infrastructure, to achieve the highest level of system availability in order to meet service level objectives. This resource will also assume some of the system administration tasks from CCSF resources as further described in Section 6.0 Warranty, Support and Upgrades.

#### **2.9.3 Motorola Support Engagement**

As part of Go Live planning, the Motorola Project Manager will complete a System Configuration workbook consisting of CCSF contact information and information required for remote access to the system. Motorola will schedule a Support Engagement meeting between the Project Manager, Customer Success Advocate, Customer Support Manager (“CSM”), Focal Support Technician and the CCSF’s project team representatives. The CSM will review the CCSF Support Plan with CCSF, including the process for obtaining support and contact information.

#### **2.9.4 Project Cutover**

In accordance with the Cutover Plan, Motorola and CCSF will begin transitioning the CCSF from their legacy system to live operation use of the PremierOne system. Motorola is proposing a single go-live event rather than a phased cutover.

Motorola will provide on-site support at the primary communications center in accordance with the Cutover Plan. The on-site resources will be available to support CCSF personnel at the other departments as required. The Go Live event transitions the CCSF from an implementation project to a support project under the governance of the Motorola Support organization.

The final visit by the Solution Specialist will occur during cut-over after which a final Services Summary Report will be delivered that captures all business process recommendations and which were adapted, which were modified, and that identifies changes to the CCSF’s business process maps (Motorola is not including any effort to update the business process maps).

### **Motorola Responsibilities**

1. Work with CCSF to schedule the date and time for Go Live.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

CCSF PeopleSoft Contract ID#: 1000031673

APPENDIX A2 - STATEMENT OF WORK

December 2023

**SECTION 2 – SCOPE OF SERVICES**

2. Facilitate the Support Engagement Meeting between the CCSF and the Motorola Support organization.
3. Execute the Cutover Plan.
4. Provide on-site resources as specified in the Cutover Plan to support CCSF administrators, trainers and SMEs as they provide first level support to end users. Unless otherwise documented in the Cutover Plan, support will be provided in accordance with the following:

Starting at Day of Live Cut		Motorola Onsite Cutover Resources		
Product	Job Classification	Number of Resources	Daily Hours of Coverage	Total # Live Cut Support Days
PremierOne CAD/Mobile	Application Specialist	5	24	5
PremierOne CAD	Solutions Architect	1	8	2

**CCSF Responsibilities**

1. Coordinate the participation of CCSF technical and operational staff in cutover planning and development and documentation of the Cutover Plan.
2. Identify the administrators, trainers and SMEs who will serve as first line support to end users during Go Live activities.
3. Manage Go Live activities.
4. Perform and support the cutover activities defined in the Cutover Plan.
5. Inform CCSF personnel about the CCSF Support Plan and the process to contact CCSF Support.

**Motorola Deliverable**

- Completion of Go Live Activities.
- Services Summary Report

**2.9.5 90-Day Reliability Period**

The Reliability Period starts at Go Live and provides CCSF remote access to a Motorola Solution/Application Specialist while using the products in a live operation mode. During this period, the system will perform in conformance with the functional requirements matrix, based on CCSF's

City and County of San Francisco, CA

CCSF PeopleSoft Contract ID#: 1000031673

December 2023

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

## SECTION 2 – SCOPE OF SERVICES

provisioning methodology. The Solution/Application Specialist can provide guidance on working through business process changes, provisioning changes and addressing training questions.

Throughout the Reliability Period, refer to Appendix D for the Priority Level classifications and response times.

The system will be available for ninety consecutive calendar days without interruption by Priority Level 1 or 2 errors as defined in the Agreement. If a Priority Level 1 issue occurs, Motorola will make all reasonable efforts to resolve the problem as soon as possible, escalating it as required. The Reliability Period will start over once a Priority Level 1 incident is resolved. If a Priority Level 2 incident occurs during the Reliability Test Period, Motorola will make all reasonable efforts to resolve the issue within 24 hours. If resolution is achieved within 24 hours, the Reliability Test Period will continue from the point it was interrupted. If it is not resolved within 24 hours, the Reliability Period will start over once the issue is resolved.

Priority Level 3 and 4 issues will not interrupt the continuation of the Reliability Period. If a Priority Level 3 issue is identified during the Reliability Period, Motorola and CCSF will mutually agree to a resolution plan which may result in a fix that will be made available after the Reliability Period. In the event numerous Priority Level 3 issues exist that, when evaluated collectively, substantially meet the definition of a Priority Level 2 issue, Contractor and the City will mutually agree to such classification in order to consider interrupting the continuation of the Reliability Period and prioritize resolution of such Priority Level 3 issues. Priority Level 4 issues will not affect Final System Acceptance.

### 2.10 Final System Acceptance

Following the Go-Live and Reliability period, all test procedures have been demonstrated and all issues have been addressed in accordance with a mutually agreed upon resolution plan, delivery of all final documentation and completion of the tasks described in the SOW, the service delivery is complete. The CCSF and Motorola will verify that all final acceptance criteria have been met. The CCSF will deliver to Motorola a Final Acceptance Certificate evidencing achievement of Final Acceptance and the system is transitioned to the support phase of the Agreement per the terms and conditions of the Maintenance and Support Agreement.

### 2.11 Documentation

Motorola will provide the services to develop and deliver documentation to support the software, hardware and CCSF's business processes. Any software tools or utilities that are needed to tune, test, maintain or support the system must be specified in the documentation. The CCSF may tailor, modify, and/or update the delivered documentation for internal CCSF usage. All user documentation, including hardware documentation (as provided by the manufacturers), application and interface documentation,

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

CCSF PeopleSoft Contract ID#: 1000031673

APPENDIX A2 - STATEMENT OF WORK

December 2023

**SECTION 2 – SCOPE OF SERVICES**

help documentation, training documentation, and software tutorials shall be available electronically, online and/or accessible from within the relevant application.

Notes on documentation:

- Motorola will provide all source documents for CCSF to tailor documentation to support modifications during the lifecycle of the documents.
- All drawings will be date/time stamped with version control
- The following design documentation and information approved for implementation will be updated for the as-built condition:
  - o Detailed Design Document
  - o Interface Control Documents (ICDs)
  - o Site Installation Drawings (rack elevations, power & network schematics)
    - Installation drawings are consistent equipment and cable labels
  - o Equipment Inventory
    - Equipment (make/model/serial#/versions & warranty documentation)
    - Software (make/model/versions)
    - Licenses
    - IP/Port Mapping
  - o CAD Database schema and Report templates
  - o CAD Workstation configurations
  - o Business Process Review Workbooks, Provisioning Worksheets

As part of project completion, Motorola will validate CCSF receipt of electronic copies of the system documentation.

**Motorola Deliverable**

- Business Process Review workbook
- Documentation for Updated Business Processes (not Business Process maps)
- Provisioning Guides (CAD/Mobile)
- User Guides (for the primary products).
- Training guides, materials
- Interface Specification documents (ICDs)
- System Administration guide
- Reporting Data Warehouse data models
- SQL Server Reporting Services (SSRS) Training Guide
- System Administration Guide
- Disaster Recovery Procedures
- As-Built System Design Documentation to include the Motorola System Configuration Workbook. (As-built system documentation is also archived with the System Support Center along with CCSF

City and County of San Francisco, CA  
CCSF PeopleSoft Contract ID#: 1000031673  
December 2023

Motorola PremierOne CAD Contract  
APPENDIX A2 - STATEMENT OF WORK  
**SECTION 2 – SCOPE OF SERVICES**

information and access procedures to facilitate efficient response and resolution of any reported system issues.)

## **2.12 Project Completion**

### **2.12.1 PremierOne Project Closure – Transition to the Warranty & Support Phases**

Following the Go-Live Event and Reliability Period, the service delivery is complete. Motorola and CCSF certify the Software System Completion milestone and the implementation project is formally closed.

The system is transitioned to the support phase of the contract per the terms and conditions of the Maintenance and Support Agreement.



London Breed  
Mayor

**Department of Emergency Management**

1011 Turk Street, San Francisco, CA 94102

Phone: (415) 558-3800 Fax: (415) 558-3843



Mary Ellen Carroll  
Executive Director

**City and County of San Francisco  
Department of Emergency Management  
CAD System Replacement Project**

**Motorola PremierOne CAD Contract  
APPENDIX A2 - Statement of Work  
SECTION 3 - TRAINING  
December 2023**

**CCSF PeopleSoft Contract ID#: #1000031673**

## Table of Contents

### Table of Contents

- Section 3 Training ..... 7
  - 3.1 Training Overview..... 7
    - 3.1.1 Implementation Team Training ..... 8
    - 3.1.2 Application Administration Training..... 8
    - 3.1.3 End-user Functional Train-the-Trainer Training..... 8
    - 3.1.4 Learning eXperience Portal (LXP) Online Training ..... 9
  - 3.2 Training Plan ..... 9
    - 3.2.1 System Administrator ..... 9
    - 3.2.2 Training Facilities and Schedules ..... 10
    - 3.2.3 Training Methods and Procedures ..... 10
    - 3.2.4 Training Environment ..... 11
    - 3.2.5 Session Attendance ..... 11
    - 3.2.6 Learning eXperience Portal (LXP) Requirements ..... 12
      - 3.2.6.1 LXP Learner Subscription Package..... 12
    - 3.2.7 Course Listing ..... 12
    - 3.2.8 Course Descriptions..... 14
      - 3.2.8.1 Training Numbers Summary..... 24
    - 3.2.9 Department Training Plans Overview ..... 26
      - 3.2.9.1 Introduction ..... 26
      - 3.2.9.2 Purpose and Scope ..... 26
      - 3.2.9.3 Training Approach ..... 26
      - 3.2.9.4 Training Roles & Responsibilities..... 26
      - 3.2.9.5 Course Location..... 28
      - 3.2.9.6 Communications ..... 28
      - 3.2.9.7 Logistics..... 28
      - 3.2.9.8 Contact Information ..... 28

**SECTION 3 TRAINING**

- 3.2.9.9 Training Unit Facilities ..... 28
- 3.2.9.10 Training Equipment ..... 28
- 3.2.9.11 Training Personnel / Trainers ..... 28
- 3.2.9.12 CAD Training Methodology ..... 29
- 3.2.9.13 CAD Training Materials..... 29
- 3.2.9.14 CAD Training Assumptions ..... 29
- 3.2.10 SFDEM-DEC Motorola CAD Training ..... 34
  - 3.2.10.1 Introduction ..... 34
  - 3.2.10.2 Purpose and Scope ..... 34
  - 3.2.10.3 Training Approach Summary ..... 34
  - 3.2.10.4 Training Roles & Responsibilities..... 34
  - 3.2.10.5 Prerequisites ..... 35
  - 3.2.10.6 Communications ..... 35
  - 3.2.10.7 Logistics..... 35
  - 3.2.10.8 SFDEM-DEC CAD Training Approach..... 35
  - 3.2.10.9 CAD Training Post-Go-Live..... 36
  - 3.2.10.10 SFDEM-DEC Training Unit ..... 37
  - 3.2.10.11 SFDEM-DEC Training Attendees / Matrix ..... 37
  - 3.2.10.12 Training Unit Facilities ..... 38
  - 3.2.10.13 Training Equipment ..... 38
- 3.2.11 SFDEM-IT and Administration Motorola CAD Training ..... 40
  - 3.2.11.1 Introduction ..... 40
  - 3.2.11.2 Purpose and Scope ..... 40
  - 3.2.11.3 Training Approach Summary ..... 40
  - 3.2.11.4 Training Roles & Responsibilities..... 40
  - 3.2.11.5 CAD Course Delivery and Duration..... 41
  - 3.2.11.6 Prerequisites ..... 41
  - 3.2.11.7 Communications ..... 42
  - 3.2.11.8 Logistics..... 42
  - 3.2.11.9 SFDEM-IT/Admin System Training..... 42

**SECTION 3 TRAINING**

- 3.2.11.10 SFDEM IT/Admin Training Attendees / Matrix..... 43
- 3.2.11.11 Training Unit Facilities ..... 43
- 3.2.11.12 Training Equipment ..... 44
- 3.2.11.13 CAD Training Assumptions..... 44
- 3.2.12 Motorola CAD Training - San Francisco Fire Department ..... 45
  - 3.2.12.1 Purpose and Scope ..... 45
  - 3.2.12.2 Training Approach ..... 45
  - 3.2.12.3 Communications ..... 45
  - 3.2.12.4 Logistics..... 46
  - 3.2.12.5 Contact Information ..... 46
  - 3.2.12.6 Training Unit Facilities ..... 46
  - 3.2.12.7 Course Locations ..... 46
  - 3.2.12.8 Training Personnel/Trainers ..... 46
  - 3.2.12.9 CAD Training Methodology ..... 47
  - 3.2.12.10 CAD Training Materials ..... 47
  - 3.2.12.11 CAD Training Assumptions..... 47
  - 3.2.12.12 SFFD Training Attendees / Matrix..... 56
- 3.2.13 SFPD Motorola CAD Training ..... 58
  - 3.2.13.1 Introduction ..... 58
  - 3.2.13.2 Purpose and Scope ..... 58
  - 3.2.13.3 Training Approach Summary ..... 58
  - 3.2.13.4 Training Roles & Responsibilities..... 58
  - 3.2.13.5 Motorola CAD Courses ..... 58
  - 3.2.13.6 CAD Course Delivery and Duration..... 59
  - 3.2.13.7 Course Location..... 60
  - 3.2.13.8 Prerequisites ..... 60
  - 3.2.13.9 Communications ..... 60
  - 3.2.13.10 Logistics ..... 60
  - 3.2.13.11 Contact Information ..... 60
  - 3.2.13.12 SFPD CAD Training Approach ..... 61

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: #1000031673

**SECTION 3 TRAINING**

- 3.2.13.13 CAD Training for Go-Live..... 61
- 3.2.13.14 CAD Training Post-Go-Live ..... 61
- 3.2.13.15 SFPD Training Units..... 61
- 3.2.13.16 SFPD Training Attendees / Matrix..... 62
- 3.2.13.17 Training Unit Facilities ..... 63
- 3.2.13.18 Training Equipment ..... 64
- 3.2.13.19 Training Personnel / Trainers: Totals ..... 64
- 3.2.13.20 CAD Training Methodology..... 65
- 3.2.13.21 CAD Training Materials ..... 65
- 3.2.13.22 CAD Training Assumptions..... 66
- 3.2.14 SFSO Motorola CAD Training ..... 67
  - 3.2.14.1 Introduction ..... 67
  - 3.2.14.2 Purpose and Scope..... 67
  - 3.2.14.3 Training Approach Summary ..... 67
  - 3.2.14.4 Training Roles & Responsibilities..... 67
  - 3.2.14.5 Motorola CAD Courses ..... 67
  - 3.2.14.6 CAD Course Delivery and Duration..... 68
  - 3.2.14.7 Prerequisites ..... 69
  - 3.2.14.8 Communications ..... 69
  - 3.2.14.9 Logistics..... 69
  - 3.2.14.10 Contact Information ..... 69
  - 3.2.14.11 SFSO CAD Training Approach ..... 69
  - 3.2.14.12 CAD Training for Go-Live..... 69
  - 3.2.14.13 CAD Training Post-Go-Live ..... 70
  - 3.2.14.14 SFSO Training Units..... 70
  - 3.2.14.15 SFSO Training Attendees / Matrix..... 71
  - 3.2.14.16 Training Unit Facilities ..... 72
  - 3.2.14.17 Training Equipment ..... 72
  - 3.2.14.18 Training Personnel / Trainers..... 72
  - 3.2.14.19 CAD Training Methodology..... 73

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: #1000031673

**SECTION 3 TRAINING**

- 3.2.14.20 CAD Training Materials ..... 73
- 3.2.14.21 CAD Training Assumptions..... 74
- 3.2.15 SFMTA Motorola CAD Training..... 75
  - 3.2.15.1 Introduction ..... 75
  - 3.2.15.2 Purpose and Scope..... 75
  - 3.2.15.3 Training Approach Summary..... 75
  - 3.2.15.4 Training Roles & Responsibilities..... 75
  - 3.2.15.5 Motorola CAD Courses ..... 75
  - 3.2.15.6 CAD Course Delivery and Duration..... 76
  - 3.2.15.7 Prerequisites ..... 77
  - 3.2.15.8 Communications ..... 77
  - 3.2.15.9 Logistics..... 77
  - 3.2.15.10 Contact Information ..... 77
  - 3.2.15.11 SFMTA CAD Training Approach..... 77
  - 3.2.15.12 CAD Training for Go-Live..... 77
  - 3.2.15.13 CAD Training Post-Go-Live ..... 78
  - 3.2.15.14 SFMTA Training Units..... 78
  - 3.2.15.15 SFMTA Training Attendees / Matrix..... 79
  - 3.2.15.16 Training Unit Facilities ..... 79
  - 3.2.15.17 Training Equipment ..... 80
  - 3.2.15.18 Training Personnel / Trainers..... 80
  - 3.2.15.19 CAD Training Methodology..... 80
  - 3.2.15.20 CAD Training Materials ..... 81
  - 3.2.15.21 SFMTA CAD Training Assumptions..... 81

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: #1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

**SECTION 3 TRAINING**

## Section 3 Training

### 3.1 Training Overview

Motorola will be responsible for the training plan and tools for the training of all administrative, dispatch and field staff prior to system cutover. Motorola is responsible for the services to implement the training plan according to the project schedule. Considering the quantity and diversity of users in all stakeholder departments, Motorola will initiate the development and deployment of training programs at least one year in advance of system acceptance and the planned cutover date.

Except for post-implementation training, all training must be completed in accordance with the mutually agreed upon Project Plans and accountability standards developed as part of implementation before CCSF will give formal Final System Acceptance.

Motorola's instructors are certified through the Learning and Performance Institute's Trainer Performance Monitoring & Assessment (TPMA) program as well as their Online Learning Facilitators program.

Motorola utilizes our Learning eXperience Portal (LXP) for both online and on-site training. The LXP will be demonstrated during the project kick-off. Shortly after kick-off the CCSF will designate a CCSF-DEM Training Representative, and Training Coordinators for each Department. The CCSF-DEM Training Representative will be a primary point of contact for the LXP and Motorola trainers. Access to the LXP will be provided to each CCSF PremierOne User. The CCSF Training Representative will provide Motorola usernames and email addresses so access to the LXP can be completed.

The CCSF-DEM Training Representative and Department Training Coordinators should be familiar with the CCSF's daily operations and should attend (or designate a replacement) each Motorola educational course. The CCSF-DEM Training Representative is the primary point of contact for the overall coordination of Training for CCSF personnel and supports the Department's Training Coordinators. Each Department's Training Coordinator will be responsible for the Training activities, logistics, and operations for each Department. Motorola trainers will rely on the DEM Training representative to be the primary point of contact for Motorola staff when policy and procedural questions arise. Department Training Coordinators will act as course facilitators, and act as the Department's educational monitors with oversight and support from the CCSF-DEM Training Representative.

The CCSF will also identify the personnel who will serve as trainers. These individuals must participate in all the Train-the-Trainer courses. In addition to the skills described below, the CCSF's trainers must have prior experience as a classroom instructor and a thorough understanding of the CCSF's operations. Other courses will require participants from different areas of the CCSF's operations as shown in the individual course descriptions, detailed in Motorola training course descriptions.

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: #1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

### **SECTION 3 TRAINING**

Motorola has included a specific number of 40 hours of effort to remotely work with participants of the Train the Trainer courses to assist them with the development of end-user training, which can be tailored by role. Other tailoring efforts may be accomplished during on-site activities.

Mobile users have access to the Mobile training curriculum in the Learning eXperience Portal (LXP) from any web browser. CCSF can install a Mobile client in a desktop environment, if desired.

#### **3.1.1 Implementation Team Training**

A training program for the CCSF's project implementation team that includes the training necessary to understand the overall System architecture, interface configurations, data import/export capabilities, and workflow configuration options, etc.

Various courses in the proposed training plan address these requirements. Note that training on "interface configuration" is understood to mean the training required to correctly provision CAD to function with the interface, not technical interface architecture training.

#### **3.1.2 Application Administration Training**

A training program for application administrators that includes the training necessary to configure, tailor, monitor, and administer the technical and functional aspects of the System.

The proposed training plan includes Provisioning and System Administration training that meets this requirement.

#### **3.1.3 End-user Functional Train-the-Trainer Training**

A training solution to support the training of end-users from all Departments in the functionality of the various proposed System components and configurations. To support the training of end users, CCSF envisions the use of Motorola-provided instructors, a "train-the-trainer" approach, and computer-based training.

Motorola has also included (40) hours of remote support to assist participants of the Train the Trainer courses in developing end-user training curriculum.

Motorola will "shadow" up to (4) End User training classes conducted by Department trainers to provide input into effective training delivery, clarify functional/course content, etc. Computer-based pre-requisite training is also available to all end-users prior to CCSF trainers delivering end-user training.

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: #1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

**SECTION 3 TRAINING**

### **3.1.4 Learning eXperience Portal (LXP) Online Training**

All users will have continued access to the Learning eXperience Portal (LXP) that can be accessed on-line and on-demand for refresher training. Training for software releases is available via the LXP. Formal instructor-led post-implementation training is available but has not been proposed. If requested, Motorola can also provide instructor-led training for new software

Refresher training is available on-line and on-demand via the Learning eXperience Portal (LXP). Instructor-led refresher or post-implementation training is available but has not been included. If included in the Agreement, it can be provided whenever CCSF requests it.

## **3.2 Training Plan**

Motorola Solutions will provide in-person onsite, virtual, and LXP training. Computer-based LXP training is available on demand during the deployment process and for 30 days and 120 days after live cut. Continued availability of the training module is provided:

- LXP-P – students must complete LXP prerequisites before attending in-person training
- LXP-C – these training classes are entirely conducted via LXP on demand with no in-person training component
- LXP-R – this training offers refresher components that can be taken on demand after the in-person training is completed.
- Onsite – in-person training from an onsite instructor conducted at the CCSF' facilities
- Virtual – virtual instructor-led training (class will be recorded and made available for future CCSF use)

Motorola is not providing a CRM for training documentation management and knowledge base.

### **3.2.1 System Administrator**

The CCSF will appoint an individual to act as the System Administrator. This individual will be responsible for reporting/verifying problems, completing and maintaining application configuration, and performing system administrative duties such as system back-ups, archives, etc. The designated individual should be proficient in Windows and possess database administration and PC and System knowledge. Motorola strongly recommends that the system administrator(s) be proficient in the prerequisites defined in the document.

The CCSF is responsible for ensuring that its system administrators are proficient in the prerequisite technologies. These technologies are embedded in the Motorola applications; however, training in these technologies will not be provided by Motorola.

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: #1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

### SECTION 3 TRAINING

#### Microsoft Technologies

- Windows Administration
- SQL Server 2017
- SQL Server Reporting Services
- System Center 2016 (SCOM)

### 3.2.2 Training Facilities and Schedules

The CCSF shall provide facilities for training courses which are alcohol and smoke-free. Both the classroom and workshop classes will require a projector that can be connected to a PremierOne System workstation, white board for instructor's use and shall accommodate student note taking. The workshop format also requires multi-monitor student workstations. Students and instructors will dedicate class time to training and will not be subject to interruptions. At least two days prior to each onsite training course, the instructor shall have access to the training facility and all workstations for setup and workstation configuration. All training will be held at the CCSF's sites or online utilizing the LXP. CCSF will provide an attendee list at least two weeks prior to onsite training courses. Pre-Requisite training must be completed prior to the onsite training course start date. Motorola and the CCSF shall mutually agree to training schedules to accommodate the CCSF's shift operations and other site-specific requirements. Evening courses will end by 11:00 p.m. Weekends and Holidays will not be used as training days.

### 3.2.3 Training Methods and Procedures

Motorola offers on-site training and online training both coordinated with the Software Enterprise learning management system. Types of training courses include:

- Administrative workshops; focused on providing specialized users with in-depth knowledge on the features, operational, and administrative functions of the system.
- Train the Trainer; instructor-led classroom training that provides key individuals with extensive hands-on use of the system utilizing true-to-life incident scenarios so they can develop and provide training to new users.
- End User Training: Instructor-led classroom training that provides users with instruction on subject matter relevant to their respective role in using and or supporting the PremierOne System. In addition to facilitated discussion, End User training consisting of workshop elements where needed, to provide hands on demonstration of the material being presented.
- Instructor Led virtual online training using the LXP.
- Online "Anytime" training using the LXP.

Students have should a typing proficiency of 25 wpm, knowledge of PCs and Microsoft Windows, and have completed course prerequisites as listed in the course descriptions prior to the classroom training.

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: #1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

### SECTION 3 TRAINING

Designated Motorola Instructors will provide application instruction using several techniques and materials.

- **Instructor Lesson Plan:** The instructor's tool for planning the detailed course content on a module-by-module basis.
- **Training Course Agenda:** The student handout that outlines the course sequence of events including duration, and course modules.
- Worksheets, Job-Aids, Quizzes, retention instructional activities.
- **Training Course Objectives:** The instructor's predefined course objectives. These are provided for Train-the-Trainer classes only.
- **Evaluations:** On the final day of a training class, the students will be asked to complete an Instructor Evaluation form. They are optional forms and anonymity is acceptable.
- **Certificates of Attendance:** Students completing the onsite and online classes will receive Certificates of Attendance.
- **Attendance Rosters:** CCSFs will provide to the Motorola instructor a roster listing the names of training participants ten (10) days prior to the start of the course. Instructors will complete Attendance Rosters of actual participants for each day of training
- Prerequisite training for onsite courses using the LXP to provide base knowledge for all students prior to the start of on the onsite class.
- **Motorola PremierOne User Documentation:** An electronic copy of the applicable Motorola Reference Manuals and documentation will be provided prior to training. The CCSF is responsible for duplicating and delivering manuals to participating students prior to class commencement.

#### 3.2.4 Training Environment

Training during implementation is performed on the production system. The training environment is configured post-live to mirror the production system for ongoing training.

This training environment also allows training to continue without interruption of the real time operations. Use of the training environment is covered in the Train the Trainer classes.

#### 3.2.5 Session Attendance

Motorola is committed to providing a quality training experience and desires that the CCSF receives the maximum benefit from each onsite training session. Each training session has been sized to provide the optimal training environment that meets the needs of the students in relation to the complexity of the material being presented. Given the nature of the material being presented and the intensity of the training, it is imperative that maximum course numbers not be exceeded. In the event the number of

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: #1000031673

## SECTION 3 TRAINING

students in attendance exceeds the published maximum number of students and the list of participants identified on the training roster, Motorola will take corrective action, ensuring the integrity of the session is maintained and the student's ability to learn is protected. Motorola corrective action may include:

- Delaying the start of training until the number of students in attendance is in line with the maximum number of students allowed for the session.
- Splitting the class into multiple sessions. In such a case, the CCSF will be charged for multiple occurrences of the class plus additional expenses, including travel related expenses, incurred by Motorola Solutions.
- Delaying the classroom training until the Prerequisite training has been completed in the LXP by each learner.

### 3.2.6 Learning eXperience Portal (LXP) Requirements

The LXP is accessed via internet browser. Motorola will set up an individual instance of the LXP, known as an organization. This provides autonomy to the agency utilizing LXP.

Accounts to access the LXP are created for each learner using their Email address. All learners accessing LXP content must have their own account in the LXP. A learner will need to have access to the internet via workstation, laptop, tablet or smartphone to access learning.

CCSF LXP Administrators will be given the ability to build Groups, a more granular segmentation of the LXP that is generally utilized to separate learners of functions (i.e., dispatchers, call takers, patrol, firefighter). One learner can be assigned to multiple groups if necessary. Learners can be assigned a Learning Path, a collection of courses that include likeminded courses.

In most cases audio accompanies visual display; speakers or headsets are recommended to utilize full functionality of the LXP. Course assessment evaluations are also accessed via the LXP. Access to these evaluations in the classroom is suggested.

#### 3.2.6.1 LXP Learner Subscription Package

Learner-level subscriptions have been included for all personnel who are expected to be users of one or more products. CCSF resources will have access to the LXP training materials during deployment and as long as the post-live subscription is maintained during the warranty/maintenance period. Learner level subscriptions allow access to all materials available for the applications included in this Training Plan. A

### 3.2.7 Course Listing

The following matrix delineates the classes that have been proposed for the PremierOne product line. The matrix includes the number of classes per course type, the maximum number of participants per

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: #1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

**SECTION 3 TRAINING**

class and the location of each of the classes. Additional class modules may be obtained by CCSF for an additional fee.

**Table 1: Training Course Listing**

<b>Course Module</b>	<b>Maximum No. Attendees Per Class</b>	<b>No. of Classes Included</b>	<b>Total Users Trained</b>	<b>Delivery Method</b>	<b>Not To Exceed (hours) per Class</b>
PremierOne CAD/Mobile Client Installation (201-C)	All subscribers	All subscribers	All subscribers	LXP-C	4
PremierOne CAD/Mobile Provisioning Training (202-O)	6	1	6	Onsite & LXP-R	80
PremierOne CAD Train-the-Trainer (203-O)	12	DEC - 1	Up to 12	LXP-P & Onsite	32
		SFFD – 3	Up to 36		24
		SFPD – 4	Up to 48		24
		SFSO – 1	Up to 12		24
		SFMTA - 1	Up to 12		24
PremierOne Mobile Overview (210-V)	30	2	Up to 60	Virtual	2
PremierOne Mobile and Handheld Train the Trainer Training (221-O)	12	4	Up to 48	Onsite	8
PremierOne CAD/Mobile System Administrator (104-O)	4	4	Up to 16	LXP-P & Onsite	24

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: #1000031673

**SECTION 3 TRAINING**

SSRS Report Builder Training for CAD/Mobile (205-O)	6	4	Up to 16	LXP-P, Onsite & LXP-R	24
Intelligent Data Discovery in PremierOne CAD (206-V)	6	4	24	LXP-P & Virtual	24

While not a training class, Motorola will conduct a high-level overview of interface configuration and troubleshooting during interface implementation.

**3.2.8 Course Descriptions**

The following tables provide detailed descriptions of training courses that will be provided as part of the system at the location indicated.

**Table 2: PremierOne CAD/Mobile Client Installation (201-C)**

<b>Goal:</b>	Provide selected personnel with sufficient knowledge to install PremierOne CAD and/or Mobile client software on workstations. Includes prerequisite third-party software. If the CCSF desires, an imaging solution can be presented.
<b>Course Materials:</b>	LXP-C
<b>Location:</b>	On Demand
<b>Duration:</b>	Approximately 1 hour of online training material
<b>Participants:</b>	IT staff who are responsible for installing workstation software
<b>Class Size:</b>	N/A
<b>Prerequisite:</b>	Knowledge of Microsoft operating systems and basic software installation practices
<b>Environment Setup:</b>	Each workstation or device must have an internet connection to the LXP system

**Table 3: PremierOne CAD/Mobile Provisioning Training (202-O)**

<b>Goal:</b>	Provide detailed instruction on Mobile and Computer Aided Dispatch (CAD) provisioning data files.
<b>Course Materials:</b>	PremierOne CAD/Mobile Provisioning Guide Course Outline
<b>Location:</b>	CCSF's facility
<b>Duration:</b>	Session 1: 40 hours over five consecutive days onsite Session 2: 40 hours over five consecutive days onsite Approximately 8 hours online prerequisite training
<b>Participants:</b>	Those responsible for making the decisions on configuration options and have participated in the business process review.
<b>Class Size:</b>	Maximum of six (6) students
<b>Prerequisite:</b>	LXP Prerequisite training courses Knowledge of current Mobile and CAD application and configuration and agency SOPs. Microsoft and ESRI proficiency as defined in the Prerequisites Section.
<b>Environment Setup:</b>	One (1) workstation for each participant Each workstation or device used for LXP prerequisites must have an internet connection CAD workstation for each participant with network connection to the PremierOne servers Instructor's workstation(s) Projector White board (if possible) Microsoft Excel should be installed on at least one training workstation

**Table 4: PremierOne CAD Train-the-Trainer (203-O)**

<b>Goal:</b>	Provide selected personnel with sufficient knowledge to support a comprehensive end user training program.
--------------	--

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: #1000031673

**SECTION 3 TRAINING**

<b>Course Materials:</b>	CAD User Guide CAD Online Help (accessible through the CAD Client) Course Outline LXP refresher training courses
<b>Location:</b>	CCSF's facility
<b>Duration:</b>	Up to 32 hours over four consecutive business days onsite Approximately 8 hours of online prerequisite material
<b>Participants:</b>	Instructors who are responsible for the in-house training of employees and for ongoing user training.
<b>Class Size:</b>	Maximum of twelve (12) students
<b>Prerequisite:</b>	Knowledge of current CAD application and CCSF operations. LXP Prerequisite training courses. <ul style="list-style-type: none"> <li>● PremierOne CAD Overview</li> <li>● PremierOne CAD/Logging in</li> <li>● PremierOne CAD/Logging Out</li> <li>● PremierOne CAD/Info Panel</li> <li>● PremierOne CAD/Dynamic Help</li> <li>● PremierOne CAD/Function Keys</li> <li>● PremierOne CAD/Keyboard Shortcuts</li> <li>● PremierOne CAD/Command Line Syntax/Punctuation</li> <li>● PremierOne CAD/Clearing the Work Area</li> <li>● PremierOne CAD/Location Verification</li> </ul>
<b>Environment Setup:</b>	Each workstation or device used for LXP prerequisites must have an internet connection CAD workstation for each participant with network connection to the PremierOne servers Instructor's workstation(s) with network connection Projector White board (if possible)

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: #1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

**SECTION 3 TRAINING**

<b>NOTE:</b>	Allow two weeks from the end of train-the-trainer to the beginning of end user training to allow CCSF to build site-specific documentation and outline for end user classes. The Motorola Solutions Instructor will be available for remote consultation in producing documentation and outline.

**Table 5: PremierOne Mobile Overview (210-V)**

<b>Goal:</b>	Provide a virtual instructor-led overview demonstration of the use of the PremierOne Mobile client.
<b>Course Materials:</b>	None
<b>Duration:</b>	Up to 2 hours in a single business day
<b>Participants:</b>	Any user of PremierOne Mobile client
<b>Class Size:</b>	Maximum of thirty (30) students
<b>Prerequisite:</b>	Knowledge of current Mobile application and CCSF operations.
<b>Environment Setup:</b>	Instructor's workstation(s) with network connection

**Table 6: PremierOne Mobile and Handheld Training (221-O)**

<b>Goal:</b>	Provide selected personnel with sufficient knowledge to support a comprehensive end user training program on the functionality of PremierOne Mobile and PremierOne Handheld.
--------------	--

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: #1000031673

**SECTION 3 TRAINING**

<b>Course Materials:</b>	PremierOne Mobile User Guide PremierOne Handheld User Guide Course Outline
<b>Location:</b>	CCSF's facility
<b>Duration:</b>	8 Hours
<b>Participants:</b>	Instructors who are responsible for the in-house training of employees and for ongoing user training.
<b>Class Size:</b>	Maximum of twelve (12) students
<b>Prerequisite:</b>	Completion of relevant Mobile provisioning, to include the setup of user accounts. Knowledge of CCSF's current Mobile application and operations.
<b>Environment Setup:</b>	A mobile device or single-screen workstation A handheld device for each participant with network connection Instructor's workstation(s) with network connection Projector White board (if possible)
<b>NOTE:</b>	The Motorola Solutions Instructor will be available for remote consultation in producing documentation and outline as the CCSF desires for the generation of their own end user training materials.

**Table 7: PremierOne CAD/Mobile System Administrator Training (104-O)**

<b>Goal:</b>	Provides practical techniques for system administration and maintenance of the CAD and Mobile components of the PremierOne system.
<b>Course Materials:</b>	PremierOne System Administration Guide Course Outline
<b>Location:</b>	CCSF's facility
<b>Duration:</b>	Up to 24 hours over three consecutive business days

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: #1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

**SECTION 3 TRAINING**

<b>Participants:</b>	System Administrators - personnel responsible for the day-to-day management of the system.
<b>Class Size:</b>	Maximum of four (4) students
<b>Prerequisite:</b>	LXP pre-class testing to determine if the student has the appropriate skill levels LXP prerequisite training courses Knowledge of CCSF site network, IT policies and operations. Microsoft proficiency as defined in the Prerequisites Section.
<b>Environment Setup:</b>	Each workstation or device used for LXP prerequisites must have an internet connection Instructor's workstation(s) with network connection to the PremierOne servers Projector White board (if possible)

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: #1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

**SECTION 3 TRAINING****Table 8: SSRS Report Builder Training in PremierOne CAD/Mobile (205-O)**

<b>Goal:</b>	Provide selected personnel with knowledge on how to create custom reports against the PremierOne Reporting Data Warehouse (RDW) using Microsoft SQL Server Reporting Service (SSRS) and Report Builder software.
<b>Course Materials:</b>	SSRS Training Guide
<b>Location:</b>	CCSF's facility
<b>Duration:</b>	Up to 24 hours over three consecutive business days
<b>Participants:</b>	Personnel who will create custom reports
<b>Class Size:</b>	Maximum of six (6) students
<b>Prerequisite:</b>	Class participants must have some knowledge/experience of creating "on demand" reports.  Class participants should have experience working with relational database structures as well as writing and understanding transact SQL code.

<b>Environment Setup:</b>	<p><b>Student Workstations:</b></p> <ul style="list-style-type: none"><li>● One (1) workstation for each attendee with a connection to the PremierOne system environment.</li><li>● The following is the current list of Operating Systems and Browsers supported for the web portal.<ul style="list-style-type: none"><li>○ Windows 7, 8.1, 10; Windows Server 2008 R2, 2012, 2012 R2</li><li>○ Microsoft Edge (+) Preferred</li><li>○ Microsoft Internet Explorer 10 or 11</li><li>○ Google Chrome (+)</li><li>○ Mozilla Firefox (+)</li></ul></li><li>● Microsoft SQL Server Reporting Services installed, configured, and working.</li><li>● Microsoft Report Builder installed.</li></ul> <p>Optional:</p> <ul style="list-style-type: none"><li>● SQL Server Management Studio on each Student Workstation</li><li>● One (1) CAD Client for the class is preferred in the case data entry needs to take place in order to report against.</li></ul> <p><b>System Requirements:</b></p> <ul style="list-style-type: none"><li>● Data pre-exists in the Reporting Data Warehouse (data is typically propagated during the training courses.)</li></ul> <p><b>Instructional Requirements:</b></p> <ul style="list-style-type: none"><li>● Instructor’s workstation(s) with network connection</li><li>● Projector</li><li>● White board (if possible)</li></ul>
---------------------------	--

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: #1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

**SECTION 3 TRAINING****Table 9: Intelligent Data Discovery in PremierOne CAD (206-V)**

<b>Goal:</b>	Provide selected personnel with knowledge to create Business Intelligence dashboards in PremierOne using Microsoft SQL Server Reporting Services tools (SSRS) and Report Builder software.
<b>Course Materials:</b>	Reporting and Analytics Intelligent Data Discovery Training Guide
<b>Location:</b>	Virtual
<b>Duration:</b>	Up to 24 hours over three consecutive business days.
<b>Participants:</b>	Personnel who will be responsible for building Business Intelligence Dashboards and reports used for statistical analysis.
<b>Class Size:</b>	Maximum of six (6) students
<b>Prerequisite:</b>	Successful completion of (205-O) - SSRS Reporting Training for PremierOne CAD. Experience in creating Reports using Microsoft SQL Server Reporting Services. Familiarity with T-SQL statements for querying data within a SQL Server database Completion the PremierOne- CAD Reporting - Introduction to Intelligent Data Discovery course available on the LXP.

<b>Environment Setup:</b>	<p><b>Student Workstations:</b></p> <ul style="list-style-type: none"><li>● One (1) workstation for each attendee with a connection to the PremierOne system environment.</li><li>● The following is the current list of Operating Systems and Browsers supported for the web portal.<ul style="list-style-type: none"><li>○ Windows 7, 8.1, 10; Windows Server 2008 R2, 2012, 2012 R2</li><li>○ Microsoft Edge (+) Preferred</li><li>○ Microsoft Internet Explorer 10 or 11</li><li>○ Google Chrome (+)</li><li>○ Mozilla Firefox (+)</li></ul></li><li>● Microsoft SQL Server Reporting Services installed, configured, and working.</li><li>● Microsoft Report Builder Installed.</li><li>● All Training workstations installed with SQL Server Management Studio.</li></ul> <p><b>System Requirements:</b></p> <ul style="list-style-type: none"><li>● Existing data in the DHStoreAnalysis (data is typically propagated during the TTT course)</li></ul> <p><b>Instructional Requirements:</b></p> <ul style="list-style-type: none"><li>● Instructor’s workstation(s) with network connection</li><li>● Projector</li><li>● White board (if possible)</li></ul>
---------------------------	--

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: #1000031673

**SECTION 3 TRAINING****3.2.8.1 Training Numbers Summary**

	Classes/Trainees									
	PremierOne CAD/Mobile Client Installation (201-C) (LXP)	PremierOne CAD/Mobile Provisioning Training (202-O) (Instructor led)	PremierOne CAD Train-the-Trainer (203-O) (Instructor led)	PremierOne Mobile Overview (210-V) (Virtual)	PremierOne Mobile and Handheld Train the Trainer Training (221-O) (Instructor le)	PremierOne CAD/Mobile System Administrator (104-O) (Instructor led)	SSRS Report Builder Training for CAD/Mobile (205-O) (Instructor led)	Intelligent Data Discovery in PremierOne CAD (206-V) (Instructor led)	Shadowing Customer-led Training (This represents number of hours, not number of people)	Notes:
Total Number of Classes Proposed	N/A	1	9	2	4	4	4	4	4	
Total Number of Hours		80	248	4	32	96	96	96	128	
Total Number of Trainees Proposed	N/A	6	120	60	48	16	24	24		Unlimited
<b>Requirements by Department</b>										
<b>SFDEM/DC</b>										
Number of Classes		1	1	2	1	1	5	5	2	
Total Number of Trainees	4	6	15	6	6	2	4	4	64	2 CAD
<b>SFDEM/IT Admin</b>										
Number of Classes	0	2	1	1	1	3	5	5	0	
Total Number of Trainees	24	14	6	21	6	12	27	27	0	

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: #1000031673

**SECTION 3 TRAINING**

SFPD										
Number of Classes			4	2	4		1	1	2	1 CAD, 1 Mobile
Total Number of Trainees	16	2	48	30	32		4	4	40	32 CAD, 8 Mobile
SFFD										
Number of Classes				2	4		1	1	2	1 CAD, 1 Mobile
Total Number of Trainees	4	2	16	60	16	2	2	2	40	32 CAD, 8 Mobile
SFSO										
Number of Classes			4	2	4				1	
Total Number of Trainees	12	2	48	30	32		4	4	8	Mobile only
SFMTA										
Number of Classes			1				1			
Total Number of Trainees			4				12	3		
<b>TOTALS</b>										
<b>Total Number of Classes Required</b>	<b>0</b>	<b>3</b>	<b>11</b>	<b>9</b>	<b>14</b>	<b>4</b>	<b>13</b>	<b>12</b>	<b>7</b>	
Delta between Number of Classes Required and Number of Classes Proposed		(2)	(2)	(7)	(10)	0	(9)	(8)	(3)	
<b>Total Number of Trainees</b>	<b>60</b>	<b>26</b>	<b>137</b>	<b>147</b>	<b>92</b>	<b>16</b>	<b>53</b>	<b>44</b>	<b>152</b>	
Delta between Number of Trainees and Number of Trainees Proposed		(20)	(17)	(87)	(44)	0	(29)	(20)	(24)	This represents (3) 8-hour days for shadowing

**NOTE ON TRAINING HOURS AND DETAILS:** This spreadsheet, and specifically "Delta between Number of Trainers and Number of Trainees Proposed" represents the current estimate of the difference between CCSF's stakeholder requests for training and the scope and cost that Motorola has proposed. CCSF and Motorola will collaborate during implementation to work out the final details for training sessions. If any additional hours/sessions are required, CCSF will execute the option for additional training services in accordance with Appendix B-1 Project Cost Itemization /Form 5-OPTIONAL

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: #1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

**SECTION 3 TRAINING**

### **3.2.9 Department Training Plans Overview**

#### **3.2.9.1 Introduction**

The intent of this document is to outline the CCSF's CAD Replacement Project's Training Plan. The CAD Replacement Project Training involves several CCSF Departments:

- A. Department of Emergency Management (SFDEM)
- B. Fire Department (SFFD)
- C. Police Department (SFPD)
- D. San Francisco Municipal Transportation Agency (SFMTA)
- E. Sheriff's Office (SFSO)
- F. Department of Technology (SFDT)\*
  - Note: SFDT Personnel are embedded at SFDEM and support SFDEM

SFDEM is the CAD System owner, primary administrator, and operator.

#### **3.2.9.2 Purpose and Scope**

This document will provide an overview of the Training framework and approaches, as well as the roles and responsibilities of Motorola and the Departments. Each Department has its own Training Plan Section detailing the Department's numbers, resources, facilities, training approaches and practices, etc.

All communications, schedule details, final logistics, training material and other artifacts will be developed and shared internally at a later date.

#### **3.2.9.3 Training Approach**

Motorola will provide all Train-the-Trainer training to CCSF's trainers. Motorola training will be delivered online on-demand, virtual instructor-led and onsite in-person instructor-led. The details of each Department are included in each Department's Training Plan Section.

#### **3.2.9.4 Training Roles & Responsibilities**

- A) Motorola
  - a. Motorola is responsible for providing the trainers and associated training resources and equipment as described in this document, and in each Department's Training Plan Section and the Statement of Work.
  - b. Application Specialists
  - c. Solution Specialists
- B) CCSF
  - a. SFDEM
    - i. SFDEM is responsible for the overall Motorola relationship, project management, implementation, contract, costs, change orders, etc.

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: #1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

**SECTION 3 TRAINING**

- ii. SFDEM is responsible for the CAD Replacement Schedule, and as such is responsible for actively communicating, collaborating, supporting, and coordinating with all stakeholder Departments to ensure schedule adherence and approving changes to schedule.
- iii. SFDEM will provide 1 Training Manager resource to support all CCSF Departments for the successful implementation of the Training Plans. The DEM Training Manager reports to the CAD Project Manager.
- iv. SFDEM will provide its own Department's training resources and facilities as described in the SFDEM Training Plan.
  - 1.
- b. SFDEM, SFFD, SFPD, SFMTA, SFSO
  - i. All Departments will provide 1 Training Coordinator as the primary Departmental Training Plan facilitator and point of contact within their own Department. The Department Training Coordinator is also responsible for coordination with other Departments, and coordination with the SFDEM Training Manager.
  - ii. All Departments are responsible for coordinating Training activities with SFDEM to ensure schedule alignment and adherence.
    - 1. The SFDEM Training Manager will provide citywide general support for all stakeholder Departments to maintain schedule alignment and adherence.
  - iii. All Departments are responsible for providing their own effective training facilities; identifying qualified trainers; developing and implementing training communications; preparing trainers for their role; ensuring trainers participate effectively in the Train-the-Trainer training; preparing end users for training; ensuring that end users participate effectively in training.
    - 1. The SFDEM Training Manager will provide general support for the sharing and development of best practices, communications consistency and timing, etc.
  - iv. All Departments are responsible for preparing, developing, implementing, and maintaining individual Department's "tailored" training materials.
    - 1. The SFDEM Training Manager will provide general support for the development of tailored training materials, including the possible use of videos produced by Departments "in-house", and/or with other resources such as SFGOVTV.
  - v. All Departments are responsible for preparing, developing, implementing, and maintaining their own training platforms: repositories, tracking and accountability tools, etc.

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: #1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

**SECTION 3 TRAINING**

### 3.2.9.5 Course Location

Course locations will be described in each Department's Training Plan.

N/A

### 3.2.9.6 Communications

Communications plans will be developed by each Department with support and coordination with the SFDEM Training Manager and Motorola. The course schedule and details will be shared with each participant in advance. Any schedule conflicts and change requests need to be communicated immediately with the Department's Training Coordinator and SFDEM Training Manager.

Training communications includes the planning for, development and dissemination of training bulletins, announcements, materials, etc.

### 3.2.9.7 Logistics

Each Department is responsible for its own Training Logistics. The SFDEM Training Manager can provide support, based on availability, if needed for other Departments.

### 3.2.9.8 Contact Information

Training Coordinator / Site Contact / Instructor details will be provided via communications in advance of scheduled training.

### 3.2.9.9 Training Unit Facilities

Each Department is responsible for its own Training Facilities that have the appropriate size, environment, and IT infrastructure for their Training. More details on Training Unit Facilities are described in each Departments' Training Plan.

### 3.2.9.10 Training Equipment

Each Department is responsible for providing the facilities that can host the appropriate equipment (ex. CAD Workstation, CAD Mobile, etc.) and IT infrastructure to support the equipment. More details on Training Equipment are described in each Departments' Training Plan.

Motorola and SFDEM CAD Replacement Project Teams are responsible, with appropriate collaboration and logistics support from each Department, for the delivery, installation, and configuration of the appropriate equipment (ex. CAD Workstation, CAD Mobile, etc) for Training.

### 3.2.9.11 Training Personnel / Trainers

Each Department will identify and staff their own Department's Training Personnel, which will be described in each Department's Training Plan. Department Trainers will have the necessary soft skills to fulfill the role.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: #1000031673

**SECTION 3 TRAINING**Soft skills

- Comfortable speaking to groups of people, keeping them engaged and on track,
- Able to keep to agenda, start and finish session on time,
- Comprehension of content and ability to deliver knowledge in a manner that is clear and easy to understand,
- Able to answer questions or know where to go to get information or to whom inquiry should be directed,
- Administer evaluations for session, facilitator, theory and usage.

**3.2.9.12 CAD Training Methodology**

CAD training will be delivered through multiple methods and sessions based on the type of training, in order to accommodate different user types and expertise, and varying attendee shift schedules. More details of each Department's Training Methodology are described in each Departments' Training Plan. Training methodologies will include:

- Vendor-hosted online training
- Train-the-trainer training in-person
- Technical training
- Training sessions at Department stations, facilities and academies
- On-the-job training sessions with Vehicles, Apparatus (ex. Patrol Cars, Fire Suppression, Ambulances, etc)
- Training Material Sharing – SharePoint, Department Training Platforms, Intranet

**3.2.9.13 CAD Training Materials**

All Departments will be provided core Motorola training materials and Departments will support development of tailored CAD Training Materials. Training materials will include:

- Vendor provided user guides, manuals
- Vendor provided training materials, videos
- Vendor training materials from instructor-led courses: power point slides, hand-outs, etc.
- Vendor training session recording on the instructor-led courses
- SF produced training materials
- SF produced training videos
- SF produced mini quiz and refresher guide, and
- DEM provided bulletins and announcements.

**3.2.9.14 CAD Training Assumptions**

1. Motorola to provide the course materials to Department training participants at an agreed to time in advance for review and preparation.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: #1000031673

### SECTION 3 TRAINING

2. Motorola provides standard soft copies of training materials, instructor slides, screen shots, guides, cheat sheets, quizzes and manuals for internal use (to include User guides for Police Officers, Fire Fighters/Medics, mobile applications, SSRS Reports, and Records). These will be provided during the configuration phase so that they can be edited and tailored to CCSF use concurrent with the configuration process.
3. Motorola application and solution specialists will provide support to CCSF personnel tailoring the Motorola training materials
4. Motorola and CCSF will mutually develop an accountability process to ensure attendees receive effective training (ex. instructor/class rating surveys); and leverage the task order, change order process in the Statement of Work to make any necessary adjustments in trainers and/or the training schedule.
5. Motorola to accommodate if CCSF participants cannot attend scheduled training sessions due to major public safety events.
6. Motorola and CCSF will communicate and collaborate regarding any specific issues regarding class days, sessions, etc. to ensure effective training and to adapt reasonably, as needed.
7. A running list of student questions will be generated during the weeks of classes. If CCSF Trainers cannot answer the question, then the Motorola Trainers will answer these questions virtually throughout the training period and continuing after Go-Live.
8. CCSF may record the training sessions/classes (video & audio) of 210-V, 203-O and 221-O, and to provide access to the recordings for CCSF Departments' internal use.
9. Motorola to provide Departments access to the Production CAD System prior to Go-Live. The Test/Training CAD system (including CAD Viewer and SRSS) will be configured and used post-Go-Live. Access date(s) will be agreed upon as part of the Project and Training Schedule.
10. Motorola Training Coordinator / Project Manager will communicate and arrange all training participation with Departments' Training coordinators and CCSF CAD Project Training Manager.
11. Departments will perform Virtual (MS Teams) CAD training /refreshers before and after Go-Live date. Motorola-led refresher training is an un-scoped option that would be exercised based on mutual agreement.
12. The City and Motorola will negotiate, if needed, a mutually agreeable refresher class program if Go-live delayed.
13. Department (and Motorola) CAD training materials will be shared internally via Departments' Intranet, Learning Portals, and SharePoint sites. Some details will be documented in each Department's Training Plan.
14. Motorola trainers to be on site during the first five days after Go Live to support any problems that develop.

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: #1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

**SECTION 3 TRAINING**

15. SFFD personnel assigned to DEM/DEC will attend training sessions hosted by DEC.
16. SFFD personnel NOT assigned to DEM/DEC will participate in training at SFFD Facilities.
17. The SFMTA will share training materials and facilities (ex. 1011 Turk St.) with DEM-DEC.
18. The SFPD will host train-the-trainer sessions at SFPD facilities referenced in the SFPD Training Plan.
19. Train-the-Trainer for SFPD and SFSO will be done together, at mutually agreed upon SFPD and/or SFSO facilities.
20. Motorola Trainers will provide "shadow" training services by attending CCSF Trainings led by the CCSF Trainers to support quality of training monitoring and support. The support comes in the form of one Motorola trainer's on-site attendance at CCSF led training session(s) for 4 consecutive days (weekdays). Costs for the sessions are reflected in the Cost Proposal, and additional sessions may be purchased (with Project approval) based on the pricing in the Cost Proposal.
  - CCSF DEM-DEC: 2 Sessions (2 CAD Workstation sessions)
  - CCSF DEM-IT/Admin: 0
  - CCSF SFFD: 2 Sessions (1 CAD Workstation session and 1 CAD Mobile session)
  - CCSF SFPD: 2 Sessions (1 CAD Workstation session and 1 CAD Mobile session)
  - CCSF SFMTA: 0 (zero) Sessions (covered by SFDEM-DEC)
  - CCSF SFSO: 1 Session (1 CAD Mobile Session)
21. Motorola and the CCSF shall mutually agree to training schedules to accommodate the CCSF's shift operations and other site-specific requirements. Evening courses will end by 11:00 p.m. Weekends and holidays will not be used as training days.
22. Training courses are available from Motorola's Learning eXperience Portal (LXP) on-line and on-demand, 24x7x365.
23. The Learning eXperience Portal (LXP) supports on-line/on-demand training, including short video tutorials. It is available from any web browser.
24. Motorola does not support an E9-1-1 simulator.
25. Motorola delivers standard training materials and documents in electronic format and allows unlimited reproduction and tailoring by the CCSF.
26. The LXP supports updated training content when new software releases (updates, upgrades) are made available. Such content will not reflect CCSF configuration changes.
27. The LXP training content is updated with each software release.
28. Motorola's instructors are certified through the Learning and Performance Institute's Trainer Performance Monitoring & Assessment (TPMA) program as well as their Online Learning Facilitators program.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: #1000031673

### SECTION 3 TRAINING

29. Motorola is unable to integrate the on-line training materials in LXP with 3rd party learning management systems.
30. The CAD/Mobile system does not track user workflows or capture metrics/feedback for trainers on how users operate the system.
31. The training content available in the Learning eXperience Portal (LXP) can be managed by the CCSF LXP Administrator. The Administrator can manage the professional development of your team through technology and role-based Learning Paths and personalized dashboards.

The following LXP Administrator functionality is available:

- Enrolling users in training
  - Viewing/downloading transcripts and certificates of all users
  - Creating Groups and assigning Group Administrators to manage other users
32. The SSRS Report Builder Training in PremierOne CAD/Mobile provides selected personnel with knowledge on how to create CCSF-specific reports against the PremierOne Reporting Data Warehouse (RDW) using Microsoft SQL Server Reporting Service (SSRS) and Report Builder software. The SSRS Report Builder Training is conducted after Train the Trainer courses (prior to cutover) at which time data from training is available to review the standard reports library and to create CCSF-specific reports.
  33. Intelligent Data Discovery (IDD) in PremierOne CAD builds on the SSRS Report Builder Training by providing selected personnel with knowledge to create Business Intelligence dashboards in PremierOne using Microsoft SQL Server Reporting Services tools (SSRS) and Report Builder software. IDD Training follows SSRS Report Builder Training. Once the reports are created, it would require very little effort for CCSF to train users on how to access them.
  34. LXP does not provide metrics on specific functions or analyze the manner in which users are using the system.
  35. Informal training is conducted during the Business Process Review and the provisioning workshops that are held prior to the PremierOne CAD/Mobile Provisioning Training. These informal sessions introduce participants in the BPRs and system provisioning to features and functions of PremierOne CAD and Mobile and inform the Business Process Re-engineering activities.
  36. The instructor-led PremierOne CAD/Mobile Provisioning Training provides detailed instruction to application support personnel on Mobile and (CAD) provisioning data files. PremierOne CAD/Mobile System Administrator Training provides practical techniques for system administration and maintenance of the CAD and Mobile components of the PremierOne system.
  37. The Application Specialists (or Solution Specialists) that deliver training will also provide floor support during system cutover.

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: #1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

**SECTION 3 TRAINING**

38. Motorola does not record training, but the CCSF may record training sessions.
39. PremierOne Provisioning Training is conducted in a workshop format after provisioning has been completed. Following Train-the-Trainer, the Department trainers will deliver end-user training.
40. After user training and prior to cutover, users will have access to the system from any CAD workstation to practice training scenarios. They can also access the Learning eXperience Portal (LXP) for refresher training.

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: #1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

**SECTION 3 TRAINING**

### **3.2.10 SFDEM-DEC Motorola CAD Training**

#### **3.2.10.1 Introduction**

The intent of this document is to outline the **San Francisco Department of Emergency Management's (SFDEM) Division of Emergency Communications (DEC) Training Plan** for the DEM CAD Replacement Project. Motorola will implement the new PremierOne CAD system and be primarily responsible for all the train-the-trainer training for Go-Live services, deliverables, and assist with preparation of training materials and assistance post training and post cut over.

#### **3.2.10.2 Purpose and Scope**

This document will outline the training approach, number of estimated participants, estimated class sizes, number of sessions, locations, and all high-level logistics for:

- 1- Motorola provided trainings to SFDEM-DEC trainers
- 2- SFDEM provided training for SFDEM-DEC personnel (Dispatch, Custodian of Records, QI, etc.)

All communications, schedule details, final logistics, training material and other artifacts will be developed and shared internally at a later date.

#### **3.2.10.3 Training Approach Summary**

Motorola will provide the following:

- Motorola User Guide
- All user, and administrator Train-the-trainer training

Motorola training will be delivered as follows:

- Online on-demand,
- Virtual instructor-led
- Onsite in-person instructor-led.

SFDEM-DEC will handle:

- Adaptation of the Motorola User Guide for SF DEC use
- All internal staff training for DEC, following Train the Trainer

#### **3.2.10.4 Training Roles & Responsibilities**

***Overall roles and responsibilities are outlined and detailed on the Training Overview Section.***

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: #1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

### SECTION 3 TRAINING

#### 3.2.10.5 Prerequisites

1. Each CCSF trainer and/or trainee needs to create an account by creating user id / password on the Motorola's Training portal.
2. When required as a prerequisite, online and/or instructor-led courses should be completed prior to attendance of advanced courses.
3. Each participant needs to review the provided training materials and understand the basic knowledge of the materials prior to attending the in-person classes.

#### 3.2.10.6 Communications

1. The SFDEM, through its Training Coordinator and DEM Project Training Manager will provide the course schedule and details in advance to Motorola. Any schedule conflicts and change requests need to be communicated immediately with the DEM Project Training Manager.
2. The DEC Training Unit will communicate with the DEC Scheduling unit to schedule classes for all shifts, including make up classes (for scheduling conflicts and no shows) and assigned laboratory time.
3. DEC Training Unit will provide a current schedule for room availability for the Training Classroom and the Laboratory room for drop-in training/practice times.

#### 3.2.10.7 Logistics

Training for DEC personnel will be held at 1011 Turk St, San Francisco utilizing the Training Classroom and Laboratory room.

Specific details with regards to logistics will be shared closer when Training dates are established and communicated to cohorts via email with considerations to Public Health Emergency regulations in effect.

#### 3.2.10.8 SFDEM-DEC CAD Training Approach

SFDEM-DEC's internal CAD training schedule will be developed during the implementation and will be dependent on a number of project and City variables. DEC has a preferred start of 7-9 weeks prior to the go-live date as part of implementation, with Train the Trainer happening approximately 10 weeks prior.

Motorola will provide:

- Train-the-Trainers training for SFDEM's trainers delivered via online on-demand, virtual instructor-led, and onsite in-person instructor-led. SFDEM CAD trainers and selected users will attend Motorola's training sessions.

Refresher class to be offered if Go-Live date is delayed, as agreed upon in the change order process.

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: #1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

**SECTION 3 TRAINING**

***Below is sample structure of classes for DEC:***

**TRAIN THE TRAINER FOR DISPATCHERS/SUPERVISORS/MANAGERS:**

- 32 Hour Class (per Motorola)
- On Site Class
- SFDEM trainers will receive training materials tailored from the Motorola User guide in advance of the scheduled courses.
- SFDEM trainers will complete prerequisites and review provided course material prior to attendance of the sessions.
- The training materials will have been developed jointly by the DEC Training Department and Motorola prior to the Train the Trainer class.
- Some supervisors will double as trainers for CAD Dispatch class

**MDT/PHONE APP CLASS**

- A group of CAD Trainers & Supervisors will attend one of the existing FD & PD classes.
- EMSA personnel to attend.

**TRAIN THE TRAINER FOR RECORDS:**

- 96 Hour Class (per Motorola)
- Mixture of LXP and Onsite Class
- TBD

**TRAIN THE TRAINER FOR DATA ANALYTICS:**

- 96 Hour Class (per Motorola)
- SSRS Report Builder and Intelligent Data Discovery classes and relevant parts of the Custodian of Records classes too.
- Mixture of LXP and Virtual Class
- Data analyst training concurrent with provisioning.

**3.2.10.9 CAD Training Post-Go-Live**

SFDEM will provide CAD training internally after the go-live date to new personnel as part of their POST Training and on boarding. DEM candidates can access all CAD training materials during their POST training. CAD workstations at DEM will be utilized during the CAD training.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: #1000031673

**SECTION 3 TRAINING****3.2.10.10 SFDEM-DEC Training Unit**

SFDEM DEC's training unit will deliver the CAD training for on-duty DEC personnel and candidates. The DEC training unit will be responsible for the initial (pre-production) and on-going (post-production) CAD trainings.

**3.2.10.11 SFDEM-DEC Training Attendees / Matrix****Table 10: SFDEM-DEC Training Attendees Matrix**

ID	Motorola PremierOne CAD Classes	Train the Trainer (Dispatcher & Supervisor)	COR/ CQI/ DATA Analyst	Watch Center Train the Trainer	EMSA/ SFFD Radio	Division	Role	Total
LXP	LXP Online Learning Portal	ALL DEC dispatch personnel, data analyst, COR, DES, SFFD assigned to radio.						
201-C	PremierOne CAD/Mobile Client Installation (201-C)	4			2	DEC, EMSA	DEC, EMSA	6
202-O	PremierOne CAD/Mobile Provisioning Training (202-O)	2	0	0	0	DEC	DEC personnel (not IT)	2
203-O	PremierOne CAD Train-the-Trainer (203-O)	15	Will train with DEM IT	0		DEC (1 seat for DPT included in their numbers)	DEC, DPT, EMDA	15
210-V	PremierOne Mobile Overview(210-V)	4	0	0	2 EMSA, SFFD will handle their personnel	DEC, EMSA		6

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: #1000031673

**SECTION 3 TRAINING**

221-O	PremierOne Mobile and Handheld Train the Trainer Training (221-O)	4	0	0	2 EMSA, SFFD will handle their personnel	DEC, EMSA		6
104-O	PremierOne CAD/Mobile System Administrator (104-O)	TBD (2)	0	0	0	0	DEC personnel (not IT)	2
205-O	SSRS Report Builder Training for CAD/Mobile (205-O)	4	Include d in DEM IT plan		0	DEC, EMSA		4
206-V	Intelligent Data Discovery (IDD) in PremierOne CAD (206-V)	4	Include d in DEM IT	0	0	DEC, EMSA		4

**3.2.10.12 Training Unit Facilities**

SFDEM-DEC Training Classroom

SFDEM-DEC Laboratory Room

**3.2.10.13 Training Equipment**

SFDEM-DEC will deploy CAD workstations at 1011 Turk's Training classroom, and laboratory room for use during training classes and drop-in hours.

The following equipment will be used by the DEC training unit for Go-live training, and testing after Production / Go-live date:

- **Classroom:**
- Fifteen (15) student positions and (1) instructor position for a total of (16) positions. All positions should have access to CAD and web browser with access to LXP, Moodle, Microsoft Excel, and SharePoint. Ability for students to "mirror" the instructor's PC using ShadowMI software or the equivalent of; a projector, white board and stationery.
- **Laboratory Room:**

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: #1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

**SECTION 3 TRAINING**

- Four (4) student positions plus 1 instructor position used for Drop-In Lab Practice with an accompanying worksheet to be completed by the student/trainee (and likely with no instructor in the room).

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: #1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

**SECTION 3 TRAINING**

### **3.2.11 SFDEM-IT and Administration Motorola CAD Training**

#### 3.2.11.1 Introduction

The intent of this document is to outline the **San Francisco Department of Emergency Management's (SFDEM) IT and Administration (IT/Admin)** plan for the DEM CAD Replacement Project. Motorola will implement the new PremierOne CAD system, and will be responsible for all the CAD installation, provisioning and administration training for Go-live IT support services. Although Motorola will be responsible for Train-the-Trainer sessions for DEC trainers, the DEM Desktop support team will attend the CCSF training sessions. Motorola will also assist with the tailoring of IT training materials used for post Go-live support reference.

#### 3.2.11.2 Purpose and Scope

This document will outline the training approach, number of estimated participants, estimated class sizes, number of sessions, locations, and all high-level logistics for:

- 3- Motorola provided trainings to CCSF IT/Admin

All communications, schedule details, final logistics, training material and other artifacts will be developed and shared internally at a later date.

#### 3.2.11.3 Training Approach Summary

Motorola will provide the following prior to IT Training:

- Motorola User Guides & IT Reference Material
- CAD Provisioning Documentation
- AS-BUILT System Documentation
- Interface Control Documents (ICD's)
- All user, and administrator Train-the-trainer training

Motorola training will be delivered as follows:

- Online on-demand, (C)
- Virtual instructor-led (V)
- Onsite in-person instructor-led. (O)

SFDEM-IT/Admin will handle:

- Adaptation of the Motorola Guides and IT Reference Material for CCSF IT/Admin use

#### 3.2.11.4 Training Roles & Responsibilities

*Overall roles and responsibilities are outlined and detailed on the Training Overview Section.*

**Motorola**

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: #1000031673

**SECTION 3 TRAINING****SF IT/Administration**

1. SFDEM's IT/Administration Management Staff and CAD Project Training Manager will be responsible for determining class dates, and scheduling personnel to attend both Online prerequisite classes, Onsite in-person instructor led classes and Laboratory time.
2. The IT/Admin training unit will be responsible for logistics, equipment and other needs pertaining to training.
3. Upload materials to Learning Management System (Moodle) or SharePoint (written directives).

**3.2.11.5 CAD Course Delivery and Duration**

ID	Motorola PremierOne CAD Classes	Delivery Mode*	Hours Per Class	Notes
LXP	LXP Online Learning Portal	C		
201-C	PremierOne CAD/Mobile Client Installation (201-C)	C	4	1hour – on-demand online
202-O	PremierOne CAD/Mobile Provisioning Training (202-O)	O	40	8hr online prerequisite, 40hr/5days onsite course
203-O	PremierOne CAD Train-the-Trainer (203-O)	O	32	8hr online prerequisite, 32hrs/4days onsite course
210-V	PremierOne Mobile Overview(210-V)	V	2	2 hours - virtual instructor-led
221-O	PremierOne Mobile and Handheld Train the Trainer Training (221-O)	O	8	8 hours - onsite instructor-led
104-O	PremierOne CAD/Mobile System Administrator (104-O)	O	24	24hrs/3days - onsite instructor-led
205-O	SSRS Report Builder Training for CAD/Mobile (205-O)	O	24	24hrs/3days - onsite instructor-led
206-V	Intelligent Data Discovery (IDD) in PremierOne CAD (206-V)	V	24	24hrs/3days - virtual instructor-led

**\*Online on-demand, (C), Virtual instructor-led (V), Onsite in-person instructor-led. (O)**

**3.2.11.6 Prerequisites**

4. Each CCSF trainer and/or trainee needs to create an account by creating user id / password on the Motorola's Training portal.

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: #1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

### SECTION 3 TRAINING

5. When required as a prerequisite, online and/or instructor-led courses should be completed prior to attendance of advanced courses.
6. Each participant needs to review the provided training materials and understand the basic knowledge of the materials prior to attending the in-person classes.

#### 3.2.11.7 Communications

4. The SFDEM, through the Lead Systems Engineer in coordination with the IT/Admin management staff and DEM Training Manager will provide the course schedule and details in advance to the IT/Admin staff. Any schedule conflicts and change requests need to be communicated immediately with the Project Manager.
5. The Lead Systems Engineer will communicate with the IT/Admin staff to schedule classes for all shifts, including make up classes (for scheduling conflicts and no shows) and assigned laboratory time.
6. The Lead Systems Engineer will provide a current schedule for room availability for the Laboratory room for drop-in training/practice times.

#### 3.2.11.8 Logistics

Training for IT/Admin personnel will be held at 1011 Turk St, San Francisco utilizing the Training Classroom and Laboratory room.

Parking, Commute, Meals, Emergency plan, Kitchen, and Washroom location will be shared closer when Training dates are established and communicated to cohorts via email. There may be COVID regulations in effect such as mandatory masking, testing, and vaccination requirements.

*Instructor details will be provided via communications in advance of scheduled training. This will include back-up Instructors in case of scheduling conflicts and call outs.*

#### 3.2.11.9 SFDEM-IT/Admin System Training

IT/Admin's Training approach is summarized below.

Motorola will provide:

- IT/Admin Training delivered via online on-demand, virtual instructor-led, and onsite in-person instructor-led using the following Motorola provided materials
  - Motorola User Guides & IT Reference Material
  - CAD Provisioning Documentation
  - AS-BUILT System Documentation
  - Interface Control Documents (ICD's)

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: #1000031673

**SECTION 3 TRAINING****3.2.11.10 SFDEM IT/Admin Training Attendees / Matrix**

Trainer	ID	Class	Mgmt	Desktop Support	Infrast.	CAD Admin & DBA***	Radio	DT & SysWatch & Dept IT	Total
Motorola	LXP	LXP Online Learning Portal	6	19	5	8	1	16	55
Motorola	201-C	PremierOne CAD/Mobile Client Installation (201-C)	3	5	5	3	-	8**	24
Motorola	202-O	PremierOne CAD/Mobile Provisioning Training (202-O)	3	-	5	6	-	-	14
Motorola	203-O	PremierOne CAD Train-the-Trainer (203-O)	3	-	-	3*	-	-	6
Motorola	210-V	PremierOne Mobile Overview(210-V)	3	5	5	3	-	5	21
Motorola	221-O	PremierOne Mobile and Handheld Train the Trainer Training (221-O)	3	-	-	3*	-	-	6
Motorola	104-O	PremierOne CAD/Mobile System Administrator (104-O)	3	-	5	4	-	-	12
Motorola	205-O	SSRS Report Builder Training for CAD/Mobile (205-O)	6	-	5	8	-	8	27
Motorola	206-V	Intelligent Data Discovery (IDD) in PremierOne CAD (206-V)	6	-	5	8	-	8	27
CCSF	TBD	CAD Training	-	19	-	-	1	16	36
CCSF	TBD	Mobile & Handheld Training	-	19	-	-	1	16	36

\*CAD Administrators will Audit Train-the-Trainer classes

\*\*Department IT responsible for Mobile/Handheld installation

\*\*\*DEM Database Analysts

**3.2.11.11 Training Unit Facilities**

- SFDEM-DEC Training Classroom
- SFDEM-DEC Laboratory Room
- Online – Teams Meetings

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: #1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

**SECTION 3 TRAINING**

**3.2.11.12 Training Equipment**

SFDEM IT/Admin will deploy CAD workstations at 1011 Turk's Training classroom, and laboratory room for use during training classes and drop-in hours.

**3.2.11.13 CAD Training Assumptions**

- IT/Admin training classes will be separate from CAD Operations/Dispatcher training classes.
- All IT/Admin training is Motorola direct training, there is no train-the-trainer training for IT/Admin.
- See Training Overview document for general training assumptions.

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: #1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

**SECTION 3 TRAINING**

### **3.2.12 Motorola CAD Training - San Francisco Fire Department**

#### **3.2.12.1 Purpose and Scope**

This document will provide a general overview of the Training framework and approaches, as well as the roles and responsibilities of Motorola and the SFFD.

#### **3.2.12.2 Training Approach**

Motorola Solutions will provide in-person onsite, virtual, and on demand LXP training with emphasis on a train-the-trainer framework.

##### **A) Motorola**

1. Motorola is responsible for providing the trainers and associated training resources and equipment as described in this document, their RFP Response and the Statement of Work.

##### **B) SFFD**

1. SFFD will provide 1 Training Coordinator as the primary Departmental Training Plan facilitator and point of contact within their own Department. The Department Training Coordinator is also responsible for coordination with other Departments, and coordination with the SFDEM Training Manager.
2. SFFD is responsible for coordinating Training activities with the SFDEM Training Manager to ensure continuity, schedule alignment and adherence.
3. SFFD is responsible for providing effective training facilities (either their own or through agreement with City partners); identifying qualified trainers; developing and implementing training communications; preparing trainers for their role; ensuring trainers participate effectively in the Train-the-Trainer training; preparing end users for training; ensuring that end users participate effectively in training.
4. SFFD is responsible for preparing, developing, implementing, and maintaining training materials in collaboration with the SFDEM Training Manager, Motorola and City partner agencies.
5. SFFD is responsible for preparing, developing, implementing, and maintaining their own training platforms: repositories, tracking and accountability tools, etc.

#### **3.2.12.3 Communications**

SFFD CAD training communications (including the planning for, development and dissemination of training bulletins, announcements, materials, etc.) will be developed with support and coordination with the SFDEM Training Manager and Motorola. Course schedules and details will be shared with each participant in advance of training. Any schedule conflicts and change requests need to be communicated immediately with the Department's Training Coordinator and SFDEM Training Manager.

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: #1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

## SECTION 3 TRAINING

### 3.2.12.4 Logistics

Each Department is responsible for its own Training Logistics. The SFDEM Training Manager will provide support, based on availability, if needed for other Departments.

### 3.2.12.5 Contact Information

Training Coordinator / Site Contact / Instructor details will be provided via communications in advance of scheduled training.

### 3.2.12.6 Training Unit Facilities

SFFD is responsible for its own Training Facilities that have the appropriate size, environment, and Equipment/IT infrastructure for their training as described in the course description.

SFFD, Motorola and SFDEM CAD Replacement Project Teams are responsible, with appropriate collaboration and logistics support from each Department, for the delivery, installation, and configuration of the appropriate equipment (ex. CAD Workstation, CAD Mobile, etc) for training.

### 3.2.12.7 Course Locations

Appropriately outfitted, equipped and networked sites for the delivery of training will likely include but are not limited to:

- DEM - 1011 Turk Street
- SFFD Division of Training
- SFFD HQ
- SFFD EMS Training Facility

### 3.2.12.8 Training Personnel/Trainers

SFFD will identify and staff their own Department's Training Personnel. Department Trainers will have the necessary experience, expertise and soft skills to fulfill the role.

Soft skills include:

- Engaged, respectful listening.
- Effective communication, encouragement, and coordination – keeping trainees engaged and focused.
- Effective time management.
- Ability to deliver information in a way that is clear and easy to understand for a variety of learning styles.
- Ability to calmly answer questions and know where/who to go to get information.

**3.2.12.9 CAD Training Methodology**

CAD training will be delivered through various methods and sessions based on the type of training to accommodate different user types and expertise, and varying attendee shift schedules. Training methodologies/focus will include:

- Vendor-hosted online training
- Train-the-trainer training in-person
- Technical training
- Training sessions at Department stations, facilities and academies
- On-the-job training sessions with Vehicles, Apparatus
- Training Material Sharing – SharePoint, SFFD Training Platforms, Intranet

**3.2.12.10 CAD Training Materials**

SFFD will be provided core Motorola training materials and Departments will support development of tailored CAD Training Materials. Training materials will include:

- Vendor provided user guides, manuals
- Vendor provided training materials, videos
- Vendor training materials from instructor-led courses: power point slides, hand-outs, etc.
- Vendor training session recording on the instructor-led courses
- CCSF/SFFD produced training materials
- CCSF/SFFD produced training videos
- CCSF/SFFD produced mini quiz and refresher guides
- DEM provided bulletins and announcements.

**3.2.12.11 CAD Training Assumptions**

- See CAD Training Plan Overview for a complete list of Assumptions.

**Table 11: SFFD PremierOne CAD/Mobile Client Installation (201-C)**

<b>Goal:</b>	<p>Provide selected personnel with sufficient knowledge to install PremierOne CAD and/or Mobile client software on workstations. Includes prerequisite third-party software. If the customer desires, an imaging solution can be presented.</p> <p style="background-color: yellow;">SFFD is interested in the presentation of an imaging solution.</p>
--------------	---

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: #1000031673

**SECTION 3 TRAINING**

<b>Course Materials:</b>	LXP-C
<b>Location:</b>	On Demand
<b>Duration:</b>	Approximately 1 hour of online training material
<b>Participants:</b>	4 SFFD IT staff who are responsible for installing workstation software
<b>Class Size:</b>	N/A
<b>Prerequisite:</b>	Knowledge of Microsoft operating systems and basic software installation practices
<b>Environment Setup:</b>	Each workstation or device must have an internet connection to the LXP system

**Table 12: SFFD PremierOne CAD/Mobile Provisioning Training (202-O)**

<b>Goal:</b>	Provide detailed instruction on Mobile and Computer Aided Dispatch (CAD) provisioning data files.
<b>Course Materials:</b>	PremierOne CAD/Mobile Provisioning Guide Course Outline
<b>Location:</b>	SFFD Facility
<b>Duration:</b>	Session 1: 40 hours over five consecutive days onsite Session 2: 40 hours over five consecutive days onsite Approximately 8 hours online prerequisite training
<b>Participants:</b>	Those responsible for making the decisions on configuration options and have participated in the business process review.
<b>Class Size:</b>	2 SFFD IT staff (Maximum of six (6) students per session total)
<b>Prerequisite:</b>	LXP Prerequisite training courses Knowledge of current Mobile and CAD application and configuration and agency SOPs. Microsoft and ESRI proficiency as defined in the Prerequisites Section.

<b>Environment Setup:</b>	<p>One (1) workstation for each participant</p> <p>Each workstation or device used for LXP prerequisites must have an internet connection</p> <p>CAD workstation for each participant with network connection to the PremierOne servers</p> <p>Instructor’s workstation(s) Projector</p> <p>White board (if possible)</p> <p>Microsoft Excel should be installed on at least one training workstation</p>
---------------------------	---

**Table 13: SFFD PremierOne CAD Train-the-Trainer (203-O)**

<b>Goal:</b>	Provide selected personnel with sufficient knowledge to support a comprehensive end user training program.
<b>Course Materials:</b>	<p>CAD User Guide</p> <p>CAD Online Help (accessible through the CAD Client) Course Outline</p> <p>LXP refresher training courses</p>
<b>Location:</b>	SFDEM 1011 Turk St., San Francisco, CA 94102
<b>Duration:</b>	<p>Up to 32 hours over four consecutive business days onsite</p> <p>Approximately 8 hours of online prerequisite material</p>
<b>Participants:</b>	Instructors who are responsible for the in-house training of employees and for ongoing user training.
<b>Class Size:</b>	16 SFFD Staff scheduled over 4 Sessions training with DEC Staff. (Each session maximum of twelve (12) students total)

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: #1000031673

**SECTION 3 TRAINING**

<b>Prerequisite:</b>	<p>Knowledge of current CAD application and customer operations. LXP Prerequisite training courses.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> PremierOne CAD Overview</li> <li><input type="checkbox"/> PremierOne CAD/Logging in</li> <li><input type="checkbox"/> PremierOne CAD/Logging Out</li> <li><input type="checkbox"/> PremierOne CAD/Info Panel</li> <li><input type="checkbox"/> PremierOne CAD/Dynamic Help</li> <li><input type="checkbox"/> PremierOne CAD/Function Keys</li> <li><input type="checkbox"/> PremierOne CAD/Keyboard Shortcuts</li> <li><input type="checkbox"/> PremierOne CAD/Command Line Syntax/Punctuation</li> <li><input type="checkbox"/> PremierOne CAD/Clearing the Work Area</li> <li><input type="checkbox"/> PremierOne CAD/Location Verification</li> </ul>
<b>Environment Setup:</b>	<p>Each workstation or device used for LXP prerequisites must have an internet connection</p> <p>CAD workstation for each participant with network connection to the PremierOne servers</p> <p>Instructor's workstation(s) with network connection Projector</p> <p>White board (if possible)</p>
<b>NOTE:</b>	<p>Allow two weeks from the end of train-the-trainer to the beginning of end user training to allow customer to build site-specific documentation and outline for end user classes. The Motorola Solutions Instructor will be available for remote consultation in producing documentation and outline.</p>

**Table 14: SFFD PremierOne Mobile Overview (210-V)**

<b>Goal:</b>	Provide a virtual instructor-led overview demonstration of the use of the PremierOne Mobile client.
<b>Course Materials:</b>	None
<b>Duration:</b>	Up to 2 hours in a single business day

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: #1000031673

**SECTION 3 TRAINING**

<b>Participants:</b>	Any user of PremierOne Mobile client
<b>Class Size:</b>	60 SFFD Staff over 2 Sessions (Maximum of thirty (30) students per session)
<b>Prerequisite:</b>	Knowledge of current Mobile application and customer operations.
<b>Environment Setup:</b>	Instructor's workstation(s) with network connection

**Table 15: SFFD PremierOne Mobile and Handheld Training (221-O)**

<b>Goal:</b>	Provide selected personnel with sufficient knowledge to support a comprehensive end user training program on the functionality of PremierOne Mobile and PremierOne Handheld.
<b>Course Materials:</b>	PremierOne Mobile User Guide PremierOne Handheld User Guide Course Outline
<b>Location:</b>	SFFD Facility – May offer separate sessions for EMS and Suppression
<b>Duration:</b>	8 Hours
<b>Participants:</b>	Instructors who are responsible for the in-house training of employees and for ongoing user training.
<b>Class Size:</b>	16 SFFD Staff scheduled over 4 sessions. (Maximum of twelve (12) students per session)
<b>Prerequisite:</b>	Completion of relevant Mobile provisioning, to include the setup of user accounts.  Knowledge of customer's current Mobile application and operations.
<b>Environment Setup:</b>	A mobile device or single-screen workstation  A handheld device for each participant with network connection Instructor's workstation(s) with network connection  Projector  White board (if possible)

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: #1000031673

**SECTION 3 TRAINING**

<b>NOTE:</b>	The Motorola Solutions Instructor will be available for remote consultation in producing documentation and outline as the customer desires for the generation of their own end user training materials.
--------------	---

**Table 16: SFFD PremierOne CAD/Mobile System Administrator Training (104-O)**

<b>Goal:</b>	Provides practical techniques for system administration and maintenance of the CAD and Mobile components of the PremierOne system.
<b>Course Materials:</b>	PremierOne System Administration Guide Course Outline
<b>Location:</b>	SFDEM 1011 Turk St., San Francisco, CA 94102
<b>Duration:</b>	Up to 24 hours over three consecutive business days
<b>Participants:</b>	System Administrators - personnel responsible for the day-to-day management of the system.
<b>Class Size:</b>	2 SFFD IT Staff to be scheduled for training with DEM Staff (Maximum of four (4) students per session)
<b>Prerequisite:</b>	LXP pre-class testing to determine if the student has the appropriate skill levels  LXP prerequisite training courses  Knowledge of customer site network, IT policies and operations. Microsoft proficiency as defined in the Prerequisites Section.
<b>Environment Setup:</b>	Each workstation or device used for LXP prerequisites must have an internet connection  Instructor's workstation(s) with network connection to the PremierOne servers  Projector  White board (if possible)

**Table 17: SFFD SSRS Report Builder Training in PremierOne CAD/Mobile (205-O)**

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: #1000031673

**SECTION 3 TRAINING**

<b>Goal:</b>	Provide selected personnel with knowledge on how to create custom reports against the PremierOne Reporting Data Warehouse (RDW) using Microsoft SQL Server Reporting Service (SSRS) and Report Builder software.
<b>Course Materials:</b>	SSRS Training Guide
<b>Location:</b>	SFDEM 1011 Turk St., San Francisco, CA 94102
<b>Duration:</b>	Up to 24 hours over three consecutive business days
<b>Participants:</b>	Personnel who will create custom reports
<b>Class Size:</b>	2 SFFD IT Staff to be scheduled for training with DEM Staff (Maximum of six (6) students per session)
<b>Prerequisite:</b>	Class participants must have some knowledge/experience of creating "on demand" reports.  Class participants should have experience working with relational database structures as well as writing and understanding transact SQL code.

<b>Environment Setup:</b>	<p><b>Student Workstations:</b></p> <p>One (1) workstation for each attendee with a connection to the PremierOne system environment.</p> <p>The following is the current list of Operating Systems and Browsers supported for the web portal.</p> <ul style="list-style-type: none"> <li>o Windows 7, 8.1, 10; Windows Server 2008 R2, 2012, 2012 R2</li> </ul> <p>Microsoft Edge (+) Preferred</p> <p>Microsoft Internet Explorer 10 or 11</p> <p>Google Chrome (+)</p> <p>Mozilla Firefox (+)</p> <p>Microsoft SQL Server Reporting Services installed, configured, and working.</p> <p>Microsoft Report Builder installed. Optional:</p> <p>SQL Server Management Studio on each Student Workstation</p> <p>One (1) CAD Client for the class is preferred in the case data entry needs to take place in order to report against.</p> <p><b>System Requirements:</b></p> <p>Data pre-exists in the Reporting Data Warehouse (data is typically propagated during the training courses.)</p> <p><b>Instructional Requirements:</b></p> <p>Instructor’s workstation(s) with network connection</p> <p>Projector</p> <p>White board (if possible)</p>
---------------------------	--

**Table 18: SFFD Intelligent Data Discovery in PremierOne CAD (206-V)**

<b>Goal:</b>	Provide selected personnel with knowledge to create Business Intelligence dashboards in PremierOne using Microsoft SQL Server Reporting Services tools (SSRS) and Report Builder software.
<b>Course Materials:</b>	Reporting and Analytics Intelligent Data Discovery Training Guide

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: #1000031673

**SECTION 3 TRAINING**

<b>Location:</b>	Virtual
<b>Duration:</b>	Up to 24 hours over three consecutive business days.
<b>Participants:</b>	Personnel who will be responsible for building Business Intelligence Dashboards and reports used for statistical analysis.
<b>Class Size:</b>	2 SFFD IT Staff (Maximum of six (6) students per session)
<b>Prerequisite:</b>	<p>Successful completion of (205-O) - SSRS Reporting Training for PremierOne CAD. Experience in creating Reports using Microsoft SQL Server Reporting Services.</p> <p>Familiarity with T-SQL statements for querying data within a SQL Server database</p> <p>Completion the PremierOne- CAD Reporting - Introduction to Intelligent Data Discovery course available on the LXP.</p>
<b>Environment Setup:</b>	<p>Student Workstations:</p> <p>One (1) workstation for each attendee with a connection to the PremierOne system environment.</p> <p>The following is the current list of Operating Systems and Browsers supported for the web portal.</p> <ul style="list-style-type: none"> <li>o Windows 7, 8.1, 10; Windows Server 2008 R2, 2012, 2012 R2</li> </ul> <p>Microsoft Edge (+) Preferred</p> <p>Microsoft Internet Explorer 10 or 11</p> <p>Google Chrome (+)</p> <p>Mozilla Firefox (+)</p> <p>Microsoft SQL Server Reporting Services installed, configured, and working.</p> <p>Microsoft Report Builder Installed.</p> <p>All Training workstations installed with SQL Server Management Studio.</p> <p>System Requirements:</p> <p>Existing data in the DHStoreAnalysis (data is typically propagated during the TTT course)</p> <p>Instructional Requirements:</p> <p>Instructor's workstation(s) with network connection</p>

City and County of San Francisco, CA

December 2023

CSSF PeopleSoft Contract ID#: #1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

**SECTION 3 TRAINING**

	Projector White board (if possible)
--	--

3.2.12.12 SFFD Training Attendees / Matrix

ID	Motorola PremierOne CAD Classes	Role	Total
LXP	LXP Online Learning Portal	User/Trainer	All personnel

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: #1000031673

**SECTION 3 TRAINING**

201-C	PremierOne CAD/Mobile Client Installation (201-C)	Trainer	4
202-O	PremierOne CAD/Mobile Provisioning Training (202-O)	Trainer	2
203-O	PremierOne CAD Train-the-Trainer (203-O)	Trainer	16
210-V	PremierOne Mobile Overview(210-V)	n/a	60
221-O	PremierOne Mobile and Handheld Train the Trainer Training (221-O)	n/a	16
104-O	PremierOne CAD/Mobile System Administrator (104-O)	n/a	2
205-O	SSRS Report Builder Training for CAD/Mobile (205-O)	Mgmt. /Trainer	2
206-V	Intelligent Data Discovery (IDD) in PremierOne CAD (206-V)	Mgmt. /Trainer	2

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: #1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

**SECTION 3 TRAINING****3.2.13 SFPD Motorola CAD Training****3.2.13.1 Introduction**

The intent of this document is to outline the San Francisco Police Department's (SFPD's) Training Plan for the DEM CAD Replacement Project. Motorola will implement the new PremierOne CAD system and be primarily responsible for all the train-the-trainer training for Go-Live services and deliverables.

**3.2.13.2 Purpose and Scope**

This document will outline the training approach, number of estimated participants, estimated class sizes, number of sessions, locations, and all high-level logistics for:

- 4- Motorola provided trainings to SFPD trainers.
- 5- SFPD provided training for SFPD officers.
- 6- Motorola continues to provide guidance and support to SFPD during the training phase.

All communications, schedule details, final logistics, training material and other artifacts will be developed and shared internally at a later date.

**3.2.13.3 Training Approach Summary**

Motorola will provide and facilitate comprehensive training classes encompassing both user and administrator courses, including specialized Train-the-Trainer sessions. These training courses will be made accessible through a variety of formats, including but not limited to, on-demand online modules, virtual sessions led by expert instructors, and onsite in-person instruction.

**3.2.13.4 Training Roles & Responsibilities**

The SFPD will support Training through its SFPD Project Manager and Training Coordinator as described in the Training Overview. The SFDEM Training Manager will provide support as described in the Training Overview.

**3.2.13.5 Motorola CAD Courses**

<b>ID</b>	<b>Classes / Types (V: Virtual, O: Onsite, C: On-demand-Online)</b>
LXP	<b>LXP Online Learning Portal</b> LXP-P – students must complete LXP prerequisites before attending in-person training
LXP - C	Entirely conducted via LXP on demand with no in-person
201-C	<b>PremierOne CAD/Mobile Client Installation (201-C)</b> Provide selected personnel with sufficient knowledge to install PremierOne CAD and/or Mobile client software on workstations. Includes prerequisite third-party software. If the customer desires, an imaging solution can be presented.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: #1000031673

**SECTION 3 TRAINING**

202-O	<b>PremierOne CAD/Mobile Provisioning Training (202-O)</b> Provide detailed instruction on Mobile and Computer Aided Dispatch (CAD) provisioning data files.
203-O	<b>PremierOne CAD Train-the-Trainer (203-O)</b> Provide selected personnel with sufficient knowledge to support a comprehensive end user training program.
210-V	<b>PremierOne Mobile Overview(210-V)</b> Provide a virtual instructor-led overview demonstration of the use of the PremierOne Mobile client.
221-O	<b>PremierOne Mobile and Handheld Train the Trainer Training (221-O)</b> Provide selected personnel with sufficient knowledge to support a comprehensive end user training program on the functionality of PremierOne Mobile and PremierOne Handheld.
104-O	<b>PremierOne CAD/Mobile System Administrator (104-O)</b> Provides practical techniques for system administration and maintenance of the CAD and Mobile components of the PremierOne system.
205-O	<b>SSRS Report Builder Training for CAD/Mobile (205-O)</b> Provide selected personnel with knowledge on how to create custom reports against the PremierOne Reporting Data Warehouse (RDW) using Microsoft SQL Server Reporting Service (SSRS) and Report Builder software.
206-V	<b>Intelligent Data Discovery (IDD) in PremierOne CAD (206-V)</b> Provide selected personnel with knowledge to create Business Intelligence dashboards in PremierOne using Microsoft SQL Server Reporting Services tools (SSRS) and Report Builder software.

**3.2.13.6 CAD Course Delivery and Duration**

ID	Motorola PremierOne CAD Classes	Delivery Mode	Hours Per Class	Notes
LXP	LXP Online Learning Portal			
201-C	PremierOne CAD/Mobile Client Installation (201-C)	OO	4	1hour – on-demand online
202-O	PremierOne CAD/Mobile Provisioning Training (202-O)	O	40	8hr online prerequisite, 40hr/5days onsite course
203-O	PremierOne CAD Train-the-Trainer (203-O)	O	24	8hr online prerequisite,

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: #1000031673

**SECTION 3 TRAINING**

				24hrs/3days onsite course
210-V	PremierOne Mobile Overview(210-V)	V	2	2 hours - virtual instructor-led
221-O	PremierOne Mobile and Handheld Train the Trainer Training (221-O)	O	8	8 hours - onsite instructor-led
104-O	PremierOne CAD/Mobile System Administrator (104-O)	O	24	24hrs/3days - onsite instructor-led
205-O	SSRS Report Builder Training for CAD/Mobile (205-O)	O	24	24hrs/3days - onsite instructor-led
206-V	Intelligent Data Discovery (IDD) in PremierOne CAD (206-V)	V	24	24hrs/3days - virtual instructor-led

**3.2.13.7 Course Location**

The onsite in-person, instructor-led courses will be held at various SFPD locations, including district stations, police headquarters, and the academy. The SFPD training details will be delivered through the SFPD's PowerDMS platform

- On-demand online - access to Motorola's SF CAD Training portal at the participant's convenience.

**3.2.13.8 Prerequisites**

Each CCSF trainer and/or trainee needs to create an account by creating user id / password on the Motorola Training portal. When required as a prerequisite, online and/or instructor-led courses should be completed prior to attendance of advanced courses.

Each participant needs to review the provided training materials and understand the basic knowledge of the materials to attend the courses.

**3.2.13.9 Communications**

The SFPD, through its Training Coordinator and Project Manager will provide the course schedule and details in advance. Any schedule conflicts and change requests need to be communicated immediately with the Training Coordinator.

**3.2.13.10 Logistics**

All logistical aspects including parking, commute arrangements, and facility amenities will be comprehensively addressed by the SFPD.

**3.2.13.11 Contact Information**

Training Coordinator / Site Contact / Instructor details will be provided via communications in advance of scheduled training.

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: #1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

## SECTION 3 TRAINING

### 3.2.13.12 SFPD CAD Training Approach

Motorola will provide Train-the-Trainers training to SFPD's trainers. Motorola training will be delivered online on-demand, virtual instructor-led, and onsite in-person instructor-led.

SFPD CAD training will start prior to the go-live date in accordance with the Project Schedule. SFPD CAD trainers and selected users will attend Motorola's training sessions. SFPD's internal training sessions will be scheduled prior to go-live as part of implementation, and after go-live.

### 3.2.13.13 CAD Training for Go-Live

SFPD will complete Motorola training sessions in accordance with the Project Schedule prior to go-live date. SFPD's trainers and users will attend Motorola's online/on-demand and instructor-led (virtual and onsite) courses. SFPD trainer-led sessions will be scheduled for CAD users at District Stations and PHQ.

SFPD trainers will receive training materials from Motorola in advance of the scheduled courses. SFPD trainers will complete prerequisites and review provided course material prior to attendance of the sessions.

SFPD will coordinate with DEM to deploy CAD workstations at each District Stations, Academy and HQ. CAD workstations will be utilized during the CAD users' training prior to Production.

SFPD trainers will customize Motorola provided training materials for SFPD attendees and share with users in advance via PowerDMS.

SFPD CAD users need to review the provided instruction, guides, training materials prior to attendance at the District Stations and PHQ sessions.

CAD Mobile application access from MDC, communication with DEM PD Dispatcher, working on the Service Call and utilizing CAD application will be focused areas for the SFPD Field Operations users.

### 3.2.13.14 CAD Training Post-Go-Live

SFPD will provide CAD training after the go-live date. Police recruits will receive CAD training as part of their training at the Academy. Police recruits can access all CAD training materials during their Police (POST) training. CAD workstations at the Academy will be utilized during the CAD training.

After assignment, new Police Officer will continue to learn CAD Mobile application from their Field Training Officer and CAD Trainer at the District Station and HQ.

SFPD CAD users will access CAD user guides, instruction, training materials via Share Point and Intranet. CAD technical and operational changes will be shared to all SFPD CAD users via PowerDMS.

### 3.2.13.15 SFPD Training Units

SFPD's training units will deliver the CAD training for on-duty officers and recruits. The following training units will be responsible on the initial (pre-production) and on-going (post-production) CAD trainings:

- Basic Training Office (RTO – Recruit Training Office)

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: #1000031673

**SECTION 3 TRAINING**

- Field Training Office (FTO)
- Professional Development Unit (PDU)
- Strategic Management Bureau
- Technology Division
- Video Production Unit

**3.2.13.16 SFPD Training Attendees / Matrix**

ID	Motorola PremierOne CAD Classes	Session 1	Session 2	Session 3	Session 4	Divisions	Role	Total
LXP	LXP Online Learning Portal	All - PD CAD training attendees						
201-C	PremierOne CAD/Mobile Client Installation (201-C)	4	4	4	4	Operation/HQ	Trainer	12
202-O	PremierOne CAD/Mobile Provisioning Training (202-O)	2				Operation/HQ	Trainer	2
203-O	PremierOne CAD Train-the-Trainer (203-O)	12	12	12	12	Operation/HQ	Trainer	48
210-V	PremierOne Mobile Overview(210-V)	15	15			Operation/HQ	Mgmt. /Trainer	30
221-O	PremierOne Mobile and Handheld Train the Trainer Training (221-O)	8	8	8	8	Operation/HQ	Trainer	32
104-O	PremierOne CAD/Mobile System							

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: #1000031673

**SECTION 3 TRAINING**

	Administrator (104-O)							
205-O	SSRS Report Builder Training for CAD/Mobile (205-O)	1	1	1	1	Operation/HQ	Mgmt. /Trainer	4
206-V	Intelligent Data Discovery (IDD) in PremierOne CAD (206-V)	1	1	1	1	Operation/HQ	Mgmt. /Trainer	4

\*Details regarding specific sessions and numbers will be finalized during implementation through a collaboration with SFPD, SFDEM, and Motorola.

### 3.2.13.17 Training Unit Facilities

SFPD will use the following facilities for CAD training:

- SFPD Training Academy (classrooms and lab)
- SFPD PHQ – 3<sup>rd</sup> floor meeting room (3111)
- SFPD District Stations – Community Room

The large number of CAD users are in the Field Operations and District Station Community Rooms will be utilized for several training sessions.

SFPD CAD Training Locations				
#	SFPD	Address	Contact	Phone#
1	SFPD Headquarters	1245 3rd Street San Francisco, CA 94158		
2	SFPD Police Academy	350 Amber Drive, San Francisco, CA 94131		
3	SFPD Bayview Station	201 Williams Avenue San Francisco, CA 94124		
4	SFPD Central Station	766 Vallejo Street San Francisco, CA 94133		
5	SFPD Ingleside Station	1 Sgt. John V. Young Lane San Francisco, CA 94112		

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: #1000031673

**SECTION 3 TRAINING**

6	SFPD Mission Station	630 Valencia Street San Francisco, CA 94110		
7	SFPD Northern Station	1125 Fillmore Street San Francisco, CA 94115		
8	SFPD Park Station	1899 Waller Street San Francisco, CA 94117		
9	SFPD Richmond Station	461 - 6th Ave. San Francisco, CA 94118		
10	SFPD Southern Station	1251 3rd Street San Francisco, CA 94158		
11	SFPD Taraval Station	2345 24th Ave. San Francisco, CA 94116		
12	SFPD Tenderloin Station	301 Eddy Street San Francisco, CA 94102		

**3.2.13.18 Training Equipment**

SFPD and DEM will deploy CAD workstations at each District Stations to be used during training sessions and available to practice after the sessions prior to Production / Go-live date. The following equipment will be used by Academy and Technology Division for training and testing after Production / Go-live date:

- 1 Notebook – on cart - CAD application
- 2 Notebooks – on cart - CAD Mobile application

**3.2.13.19 Training Personnel / Trainers: Totals**

SFPD identified CAD trainers to attend Motorola’s Train-the-trainer sessions. SFPD trainings will be provided to SFPD CAD users by the following trainers:

- Academy trainers – 2
- District Station (including FTOs) trainers – 80
- Special Operation / Investigation – 6
- Technology Division trainers – 2

Train the Trainer – baseline knowledge and skills requirement:

**Knowledge**

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: #1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

### SECTION 3 TRAINING

- Radio communication
- Police districts and responsibility matrix
- Escalation and business process
- CAD system topology, components
- CAD technical setup and configuration
- CAD and other systems interfaces and connections

#### Soft skills

- Comfortable speaking to groups of people, keeping them engaged and on track,
- Able to keep to agenda, start and finish session on time,
- Comprehension of content and ability to deliver knowledge in a manner that is clear and easy to understand,
- Able to answer questions or know where to go to get information or to whom inquiry should be directed,
- Administer evaluations for session, facilitator, theory and usage.

#### 3.2.13.20 CAD Training Methodology

SFPD CAD training will be delivered through multiple sessions in order to accommodate different user types and expertise, varying attendee shift schedules.

- Vendor online training attendance
- Train-the-trainer training attendance
- Technical training attendance (IT-TD)
- Training sessions at each District Station
- Training sessions at HQ
- Training sessions at Academy
- On-the-job training sessions at District Stations and HQ
- On-the-job training sessions at Patrol Cars
- Training Material Sharing – SharePoint, PowerDMS, Intranet

#### 3.2.13.21 CAD Training Materials

SFPD will use the following to be shared with users and utilized in the internal training sessions:

- Vendor provided user guides, manuals (tailored for SFPD if possible),
- Vendor provided training materials, videos (tailored for SFPD),
- Vendor training materials from instructor-led courses – power point slides,
- Vendor training session recording on the instructor-led courses,
- SFPD produced training materials,

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: #1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

### SECTION 3 TRAINING

- SFPD produced training videos,
- SFPD produced mini quiz and refresher guide, and
- DEM provided bulletins and announcements.

#### 3.2.13.22 CAD Training Assumptions

- See CAD Training Overview Document for a full list of assumptions.
- Motorola Training Coordinator / Project Manager will communicate and arrange all PD's training participation to Train-the-Trainer sessions with PD CAD Project Manager and DEM Training Manager.
- PD training locations are PD Academy, PD HQ and PD District Stations.
- PD will perform onsite/ in-person training at each District Stations to cover all operational shifts (estimated duration 10-12 hours per station) at a minimum. Some District Stations require more onsite/ in-person training sessions.
- PD will perform Virtual (MS Teams) CAD training /refreshers before and after Go-Live date.
- PD (and Motorola) CAD training materials will be shared internally via PD's Intranet and PD's CAD Share Point site.
- PD will post the CAD Training material (slides, guide, video recordings and quiz) to Power DMS system (to be reviewed and signed/completed by all PD staff).
- PD Academy will perform CAD trainings to the new police officers before and after Go-Live date.
- PD's CAD equipment/system to be used on the Training: Each PD District Station has one CAD workstation and one CAD notebook installed prior to Go-Live date for onsite/on-the-job learning sessions. CAD notebooks will be collected and utilized for District Station end-user training session per PD's CAD end-user schedule. Upon completion of PD's CAD training sessions, the notebooks will be deployed at other PD locations.
- PD Academy and PD Technology Division to have a total of 1 notebook/workstation – on cart with CAD application and 2 notebooks – on cart with CAD Mobile application to perform training and testing after CAD Go-Live date.

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: #1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

**SECTION 3 TRAINING****3.2.14 SFSO Motorola CAD Training****3.2.14.1 Introduction**

The intent of this document is to outline the San Francisco Sheriff's Office (SFSO's) Training Plan for the DEM CAD Replacement Project. Motorola will implement the new PremierOne CAD system and be primarily responsible for all the train-the-trainer training for Go-Live ) services and deliverables.

**3.2.14.2 Purpose and Scope**

This document will outline the training approach, number of estimated participants, estimated class sizes, , number of sessions, locations, and all high-level logistics for:

- 7- Motorola provided trainings to SFSO trainers
- 8- SFSO provided training for SFSO deputies and staff

All communications, schedule details, final logistics, training material and other artifacts will be developed and shared internally at a later date.

**3.2.14.3 Training Approach Summary**

Motorola will provide all user and administrator training including Train-the-Trainers training. Motorola training will be delivered online on-demand, virtual instructor-led and onsite in-person instructor-led.

**3.2.14.4 Training Roles & Responsibilities****3.2.14.5 Motorola CAD Courses**

<b>ID</b>	<b>Classes / Types (V: Virtual, O: Onsite, C: On-demand-Online)</b>
LXP	<b>LXP Online Learning Portal</b> LXP-P – students must complete LXP prerequisites before attending in-person training
LXP - C	Entirely conducted via LXP on demand with no in-person
201-C	<b>PremierOne CAD/Mobile Client Installation (201-C)</b> Provide selected personnel with sufficient knowledge to install PremierOne CAD and/or Mobile client software on workstations. Includes prerequisite third-party software. If the customer desires, an imaging solution can be presented.
202-O	<b>PremierOne CAD/Mobile Provisioning Training (202-O)</b> Provide detailed instruction on Mobile and Computer Aided Dispatch (CAD) provisioning data files.
203-O	<b>PremierOne CAD Train-the-Trainer (203-O)</b> Provide selected personnel with sufficient knowledge to support a comprehensive end user training program.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: #1000031673

**SECTION 3 TRAINING**

210-V	<b>PremierOne Mobile Overview(210-V)</b> Provide a virtual instructor-led overview demonstration of the use of the PremierOne Mobile client.
221-O	<b>PremierOne Mobile and Handheld Train the Trainer Training (221-O)</b> Provide selected personnel with sufficient knowledge to support a comprehensive end user training program on the functionality of PremierOne Mobile and PremierOne Handheld.
104-O	<b>PremierOne CAD/Mobile System Administrator (104-O)</b> Provides practical techniques for system administration and maintenance of the CAD and Mobile components of the PremierOne system.
205-O	<b>SSRS Report Builder Training for CAD/Mobile (205-O)</b> Provide selected personnel with knowledge on how to create custom reports against the PremierOne Reporting Data Warehouse (RDW) using Microsoft SQL Server Reporting Service (SSRS) and Report Builder software.
206-V	<b>Intelligent Data Discovery (IDD) in PremierOne CAD (206-V)</b> Provide selected personnel with knowledge to create Business Intelligence dashboards in PremierOne using Microsoft SQL Server Reporting Services tools (SSRS) and Report Builder software.

**3.2.14.6 CAD Course Delivery and Duration**

ID	Motorola PremierOne CAD Classes	Delivery Mode	Hours Per Class	Notes
LXP	LXP Online Learning Portal			
201-C	PremierOne CAD/Mobile Client Installation (201-C)	OO	4	1hour – on-demand online
202-O	PremierOne CAD/Mobile Provisioning Training (202-O)	O	40	8hr online prerequisite, 40hr/5days onsite course
203-O	PremierOne CAD Train-the-Trainer (203-O)	O	24	8hr online prerequisite, 24hrs/3days onsite course
210-V	PremierOne Mobile Overview(210-V)	V	2	2 hours - virtual instructor-led
221-O	PremierOne Mobile and Handheld Train the Trainer Training (221-O)	O	8	8 hours - onsite instructor-led
104-O	PremierOne CAD/Mobile System Administrator (104-O)	O	24	24hrs/3days - onsite instructor-led
205-O	SSRS Report Builder Training for CAD/Mobile (205-O)	O	24	24hrs/3days - onsite instructor-led

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: #1000031673

**SECTION 3 TRAINING**

206-V	Intelligent Data Discovery (IDD) in PremierOne CAD (206-V)	V	24	24hrs/3days - virtual instructor-led
-------	--	---	----	--------------------------------------

**3.2.14.7 Prerequisites**

Each CCSF trainer and/or trainee needs to create an account by creating user id / password on the Motorola's Training portal. When required as a prerequisite, online and/or instructor-led courses should be completed prior to attendance of advanced courses.

Each participant needs to review the provided training materials and understand the basic knowledge of the materials to attend the courses.

**3.2.14.8 Communications**

The SFSO, through its Training Coordinator and Project Manager will provide the course schedule and details in advance. Any schedule conflicts and change requests need to be communicated immediately with the Training Coordinator.

**3.2.14.9 Logistics**

Parking, Commute, Meals, Building Exits, Kitchen, and Washroom location will be shared.

**3.2.14.10 Contact Information**

Training Coordinator / Site Contact / Instructor details will be provided via communications in advance of scheduled training.

**3.2.14.11 SFSO CAD Training Approach**

Motorola will provide Train-the-Trainers training to SFSO's trainers. Motorola training will be delivered online on-demand, virtual instructor-led, and onsite in-person instructor-led.

SFSO CAD training will start prior to the go-live date in accordance with the Project Schedule. SFSO CAD trainers and selected users will attend Motorola's training sessions. SFSO's internal training sessions will be scheduled prior to go-live as part of implementation, and after go-live.

**3.2.14.12 CAD Training for Go-Live**

SFSO will complete Motorola training sessions in accordance with the project schedule. SFSO's trainers and users will attend Motorola's online/on-demand and instructor-led (virtual and onsite) courses. SFSO trainer-led sessions will be scheduled for CAD users at Sheriff's training facilities including 120 14<sup>th</sup> Street and the Learning Center at the San Bruno Complex, 1 Moreland Drive, San Bruno. Additional facilities will be identified and coordinated with the Training Manager as needed.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: #1000031673

### SECTION 3 TRAINING

SFSO trainers will receive training materials from Motorola in advance of the scheduled courses. SFSO trainers will complete prerequisites and review provided course material prior to attendance of the sessions.

SFSO will coordinate with DEM to deploy CAD workstations at identified Sheriff's training site. CAD workstations will be during the CAD users' training prior to Production.

SFSO trainers will customize Motorola provided training materials for SFSO attendees and share with users in advance via SFSO's application(s)

SFSO CAD users need to review the provided instruction, guides, training materials prior to attendance. to training sessions.

CAD Mobile application access from MDC, communication with DEM SO Dispatcher, working on the Service Call and utilizing CAD application will be focused areas for the SFSO Field Operations users.

#### 3.2.14.13 CAD Training Post-Go-Live

SFSO will provide CAD training after the go-live date. Deputies will receive CAD training as part of their Field training during the initial stages of the Field Training Program. Candidates can access all CAD training materials during their Field (POST) training. CAD workstations at the identified training sites will be utilized during the CAD training.

After assignment, deputies will continue to learn CAD Mobile application from their Field Training Officer and CAD Trainer at designated Deputy Sheriff Training Program (DSTP) locations.

SFSO CAD users will access CAD user guides, instruction, training materials via Share Point and Intranet. CAD technical and operational changes will be shared to all SFSO CAD users via PowerDMS.

#### 3.2.14.14 SFSO Training Units

SFSO's training units will deliver the CAD training for on-duty deputies and candidates. The following training units will be responsible on the initial (pre-production) and on-going (post-production) CAD trainings:

- Field Training Office (FTO)
- Jail Training Program
- Project and Planning Division (Initial Service Implementation/ Similar to Lexipol Process)
- Advance Officer Training
- Information, Technology and Support Services (ITSS)
- Media Services (Video Production)

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: #1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

**SECTION 3 TRAINING****3.2.14.15 SFSO Training Attendees / Matrix**

<b>ID</b>	<b>Motorola PremierOne CAD Classes</b>	<b>Session 1</b>	<b>Session 2</b>	<b>Session 3</b>	<b>Session 4</b>	<b>Divisions</b>	<b>Role</b>	<b>Total</b>
LXP	LXP Online Learning Portal	All - SO CAD training attendees (approximately 700 personnel)						
201-C	PremierOne CAD/Mobile Client Installation (201-C)	4	4	4	4	Operation/HQ	Trainer	12
202-O	PremierOne CAD/Mobile Provisioning Training (202-O)	2				Operation/HQ	Trainer	2
203-O	PremierOne CAD Train-the-Trainer (203-O)	12	12	12	12	Operation/HQ	Trainer	48
210-V	PremierOne Mobile Overview(210-V)	15	15			Operation/HQ	Mgmt. /Trainer	30
221-O	PremierOne Mobile and Handheld Train the Trainer Training (221-O)	8	8	8	8	Operation/HQ	Trainer	32
205-O	SSRS Report Builder Training for CAD/Mobile (205-O)	1	1	1	1	Operation/HQ	Mgmt. /Trainer	4
206-V	Intelligent Data Discovery (IDD) in PremierOne CAD (206-V)	1	1	1	1	Operation/HQ	Mgmt. /Trainer	4

\*Details regarding specific sessions and numbers will be finalized during implementation through a collaboration with SFPD, SFDEM, and Motorola.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: #1000031673

**SECTION 3 TRAINING****3.2.14.16 Training Unit Facilities**

SFSO will use the following facilities for CAD training:

<b>SFSO CAD Training Locations</b>				
#	SFSO	Address	Contact	Phone#
1	SFSO Field Operations Division	120 14 <sup>th</sup> Street San Francisco, CA 94103	TBD	
2	SFSO Training Unit	San Bruno Learning Center 1 Moreland Dr. San Bruno, CA		
3	SFSO Patrol Unit	1001 Potrero Avenue San Francisco, CA 94124		

**3.2.14.17 Training Equipment**

SFSO and DEM will deploy CAD workstations at each training site to be used during training sessions and available to practice after the sessions prior to Production / Go-live date. The following equipment will be used by the Training Unit and ITSS for training and testing after Production / Go-live date:

- 2 Notebook – on cart - CAD application
- 3 Notebooks – on cart - CAD Mobile application

**3.2.14.18 Training Personnel / Trainers**

SFSO identified CAD trainers to attend Motorola's Train-the-trainer sessions. SFSO trainings will be provided to SFSO CAD users by the following trainers:

- Training Unit Staff – 2
- PPD IDENTIFIED TRAINERS (including FTOs) – 20
- Special Operation / Investigation – 6
- ITSS trainers – 2

Train the Trainer – baseline knowledge and skills requirement:

**Knowledge**

- Radio communication
- Escalation and business process

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: #1000031673

### SECTION 3 TRAINING

- CAD system topology, components
- CAD technical setup and configuration
- CAD and other systems interfaces and connections

#### Soft skills

- Comfortable speaking to groups of people, keeping them engaged and on track,
- Able to keep to agenda, start and finish session on time,
- Comprehension of content and ability to deliver knowledge in a manner that is clear and easy to understand,
- Able to answer questions or know where to go to get information or to whom inquiry should be directed,
- Administer evaluations for session, facilitator, theory and usage.

#### 3.2.14.19 CAD Training Methodology

SFSO CAD training will be delivered through multiple sessions in order to accommodate different user types and expertise, varying attendee shift schedules.

- Vendor online training attendance
- Train-the-trainer training attendance
- Technical training attendance (IT-TD)
- Training sessions at each work site
- On-the-job training sessions at fixed building security sites
- On-the-job training sessions at Patrol Cars
- Training Material Sharing – SharePoint, PowerDMS, Intranet

#### 3.2.14.20 CAD Training Materials

SFSO will use the followings to be shared with users and utilized in the internal training sessions:

- Vendor provided user guides, manuals (tailored for SFSO if possible),
- Vendor provided training materials, videos (tailored for SFSO),
- Vendor training materials from instructor-led courses – power point slides,
- Vendor training session recording on the instructor-led courses,
- SFSO produced training materials,
- SFSO produced training videos,
- SFSO produced mini quiz and refresher guide, and
- DEM provided bulletins and announcements.

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: #1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

**SECTION 3 TRAINING**

### 3.2.14.21 CAD Training Assumptions

- See CAD Training Plan Overview for a complete list of Assumptions.
- SO will perform onsite/ in-person training at each site to cover all operational shifts (estimated duration 10-12 hours per station) at a minimum.
- SO will perform Virtual (MS Teams) CAD training /refreshers before and after Go-Live date.
- SO (and Motorola) CAD training materials will be shared internally via SO's Intranet and SO's CAD Share Point site.
- SO will post the CAD Training material (slides, guide, video recordings and quiz) to Power DMS system (to be reviewed and signed/completed by all SO staff).
- SO Training will perform CAD trainings for to new deputies before and after Go-Live date.
- SO's CAD equipment/system to be used on the Training: Each SO site has two CAD workstation and at least two CAD notebook installed prior to Go-Live date for onsite/on-the-job learning sessions. CAD notebooks will be collected and utilized for end-user training session per SO's CAD end-user schedule. Upon completion of SO's CAD training sessions, the notebooks will be deployed at other SO locations.
- SO Training Unit and SO ITSS to have a total of 1 notebook/workstation – on cart with CAD application and 2 notebooks – on cart with CAD Mobile application to perform training and testing after CAD Go-Live date.

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: #1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

**SECTION 3 TRAINING****3.2.15 SFMTA Motorola CAD Training****3.2.15.1 Introduction**

The intent of this document is to outline the San Francisco Municipal Transportation Agency's (SFMTA's) Training Plan for the DEM CAD Replacement Project. Motorola will implement the new PremierOne CAD system and be primarily responsible for all the train-the-trainer training for Go-Live ) services and deliverables.

**3.2.15.2 Purpose and Scope**

This document will outline the training approach, number of estimated participants, estimated class sizes, number of sessions, locations, and all high-level logistics for:

- Motorola provided trainings to SFMTA trainers
- SFMTA provided training for SFMTA officers.

All communications, schedule details, final logistics, training material and other artifacts will be developed and shared internally at a later date.

**3.2.15.3 Training Approach Summary**

Motorola will provide all user and administrator training including Train-the-Trainers training. Motorola training will be delivered online on-demand, virtual instructor-led and onsite in-person instructor-led.

**3.2.15.4 Training Roles & Responsibilities**

Training Roles and Responsibilities are provided in the Training Overview Sections.

**3.2.15.5 Motorola CAD Courses**

<b>ID</b>	<b>Classes / Types (V: Virtual, O: Onsite, C: On-demand-Online)</b>
LXP	<b>LXP Online Learning Portal</b> LXP-P – students must complete LXP prerequisites before attending in-person training
LXP - C	Entirely conducted via LXP on demand with no in-person
201-C	<b>PremierOne CAD/Mobile Client Installation (201-C)</b> Provide selected personnel with sufficient knowledge to install PremierOne CAD and/or Mobile client software on workstations. Includes prerequisite third-party software. If the customer desires, an imaging solution can be presented.
202-O	<b>PremierOne CAD/Mobile Provisioning Training (202-O)</b> Provide detailed instruction on Mobile and Computer Aided Dispatch (CAD) provisioning data files.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: #1000031673

**SECTION 3 TRAINING**

203-O	<b>PremierOne CAD Train-the-Trainer (203-O)</b> Provide selected personnel with sufficient knowledge to support a comprehensive end user training program.
210-V	<b>PremierOne Mobile Overview(210-V)</b> Provide a virtual instructor-led overview demonstration of the use of the PremierOne Mobile client.
221-O	<b>PremierOne Mobile and Handheld Train the Trainer Training (221-O)</b> Provide selected personnel with sufficient knowledge to support a comprehensive end user training program on the functionality of PremierOne Mobile and PremierOne Handheld.
104-O	<b>PremierOne CAD/Mobile System Administrator (104-O)</b> Provides practical techniques for system administration and maintenance of the CAD and Mobile components of the PremierOne system.
205-O	<b>SSRS Report Builder Training for CAD/Mobile (205-O)</b> Provide selected personnel with knowledge on how to create custom reports against the PremierOne Reporting Data Warehouse (RDW) using Microsoft SQL Server Reporting Service (SSRS) and Report Builder software.
206-V	<b>Intelligent Data Discovery (IDD) in PremierOne CAD (206-V)</b> Provide selected personnel with knowledge to create Business Intelligence dashboards in PremierOne using Microsoft SQL Server Reporting Services tools (SSRS) and Report Builder software.

**3.2.15.6 CAD Course Delivery and Duration**

ID	Motorola PremierOne CAD Classes	Delivery Mode	Hours Per Class	Notes
LXP	LXP Online Learning Portal			
201-C	PremierOne CAD/Mobile Client Installation (201-C)	OO	4	1hour – on-demand online
202-O	PremierOne CAD/Mobile Provisioning Training (202-O)	O	40	8hr online prerequisite, 40hr/5days onsite course
203-O	PremierOne CAD Train-the-Trainer (203-O)	O	24	8hr online prerequisite, 24hrs/3days onsite course
210-V	PremierOne Mobile Overview(210-V)	V	2	2 hours - virtual instructor-led
221-O	PremierOne Mobile and Handheld Train the Trainer Training (221-O)	O	8	8 hours - onsite instructor-led
104-O	PremierOne CAD/Mobile System Administrator (104-O)	O	24	24hrs/3days - onsite instructor-led

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: #1000031673

**SECTION 3 TRAINING**

205-O	SSRS Report Builder Training for CAD/Mobile (205-O)	O	24	24hrs/3days - onsite instructor-led
206-V	Intelligent Data Discovery (IDD) in PremierOne CAD (206-V)	V	24	24hrs/3days - virtual instructor-led

**3.2.15.7 Prerequisites**

Each CCSF trainer and/or trainee needs to create an account by creating user id / password on the Motorola's Training portal. When required as a prerequisite, online and/or instructor-led courses should be completed prior to attendance of advanced courses.

Each participant needs to review the provided training materials and understand the basic knowledge of the materials to attend the courses.

**3.2.15.8 Communications**

The SFMTA, through its Training Coordinator and Project Manager will provide the course schedule and details in advance. Any schedule conflicts and change requests need to be communicated immediately with the Training Coordinator.

**3.2.15.9 Logistics**

Training will be conducted at SFDEM 1011 Turk St, San Francisco, utilizing the Training Classroom and Laboratory room.

Compliance with any public health orders in effect.

**3.2.15.10 Contact Information**

Training Coordinator / Site Contact / Instructor details will be provided via communications in advance of scheduled training.

**3.2.15.11 SFMTA CAD Training Approach**

Motorola will provide Train-the-Trainers training to SFMTA's trainers. Motorola training will be delivered online on-demand, virtual instructor-led, and onsite in-person instructor-led.

SFMTA CAD training will start prior to the go-live date in accordance with the Project Schedule. SFMTA CAD trainers and selected users will attend Motorola's training sessions. SFMTA's internal training sessions will be scheduled prior to go-live as part of implementation, and after go-live.

**3.2.15.12 CAD Training for Go-Live**

SFMTA will complete Motorola training sessions in accordance with the Project Schedule, prior to go-live date. SFMTA's trainers and users will attend Motorola's online/on-demand and instructor-led (virtual and onsite) courses. SFMTA trainer-led sessions will be scheduled for CAD users at SFDEM. SFMTA will utilize SFDEM defined training plan described in SFDEM – CAD Training Plan document under DEC Training Plan

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: #1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

### SECTION 3 TRAINING

(2.1 CAD Training for Go – Live) SFMTA trainers will receive training materials from Motorola in advance of the scheduled courses. SFMTA trainers will complete prerequisites and review provided course material prior to attendance of the sessions.

CAD workstations will be utilized during the CAD users' training prior to Production. Training will occur at DEM's location, (with SFMTA's location as an alternate depending on CAD workstation availability).

SFMTA trainers will customize Motorola provided training materials for SFMTA attendees and share with users in advance via SFMTA's tools, processes.

SFMTA CAD users need to review the provided instruction, guides, training materials prior to attendance at the training sessions.

CAD Dispatcher usage, including working on the Service Call and utilizing CAD application will be focused areas for the SFMTA Field Operations users.

#### 3.2.15.13 CAD Training Post-Go-Live

SFMTA will provide CAD training after the go-live date for new personnel. Trainees can access all CAD training materials. CAD workstations at SFMTA will be utilized during the CAD training.

After assignment, new trainees will continue to learn CAD Mobile application from their Field Training Officer and CAD Trainer at the SFMTA office.

SFMTA CAD users will access CAD user guides, instruction, training materials via Share Point and Intranet. CAD technical and operational changes will be shared to all SFMTA CAD users via MSTEams/SharePoint.

#### 3.2.15.14 SFMTA Training Units

SFMTA's training units will deliver the CAD training. The following training units will be responsible on the initial (pre-production) and on-going (post-production) CAD trainings:

- Parking Enforcement Training Unit

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: #1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

**SECTION 3 TRAINING****3.2.15.15 SFMTA Training Attendees / Matrix**

<b>ID</b>	<b>Motorola PremierOne CAD Classes</b>	<b>Divisions</b>	<b>Role</b>	<b>Total</b>
LXP	LXP Online Learning Portal	MTA/DPT	User/Trainer	29
201-C	PremierOne CAD/Mobile Client Installation (201-C)		Trainer	n/a
202-O	PremierOne CAD/Mobile Provisioning Training (202-O)	MTA/DPT	Trainer	n/a
203-O	PremierOne CAD Train-the-Trainer (203-O)	MTA/DPT	Trainer	4
210-V	PremierOne Mobile Overview(210-V)	n/a	n/a	n/a
221-O	PremierOne Mobile and Handheld Train the Trainer Training (221-O)	n/a	n/a	n/a
104-O	PremierOne CAD/Mobile System Administrator (104-O)	n/a	n/a	n/a
205-O	SSRS Report Builder Training for CAD/Mobile (205-O)	MTA/DPT	Mgmt. /Trainer	12
206-V	Intelligent Data Discovery (IDD) in PremierOne CAD (206-V)	MTA/DPT	Mgmt. /Trainer	3

**3.2.15.16 Training Unit Facilities**

SFMTA will use the following facilities for CAD training:

<b>SFMTA CAD Training Locations</b>		
<b>#</b>	<b>SFMTA</b>	<b>Address</b>
1	DEM Headquarters	1011 Turk St. San Francisco, CA

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: #1000031673

Motorola PremierOne CAD Contract

APPENDIX A2 - STATEMENT OF WORK

### SECTION 3 TRAINING

#### 3.2.15.17 Training Equipment

SFMTA will utilize SFDEM-DEC deployed CAD workstations at 1011 Turk's Training classroom, and laboratory room for use during training classes and drop-in hours.

#### 3.2.15.18 Training Personnel / Trainers

SFMTA identified CAD trainers to attend Motorola's Train-the-trainer sessions. SFMTA trainings will be provided to SFMTA CAD users by the following trainers

- MTA/DPT - Lead Trainer

#### **Train the Trainer – baseline knowledge and skills requirement:**

##### Knowledge

- Radio communication
- Police and Fire operation zones/districts and responsibility matrix
- Escalation and business process
- CAD system topology, components
- CAD technical setup and configuration
- CAD and other systems interfaces and connections

##### Soft skills

- Comfortable speaking to groups of people, keeping them engaged and on track,
- Able to keep to agenda, start and finish session on time,
- Comprehension of content and ability to deliver knowledge in a manner that is clear and easy to understand,
- Able to answer questions or know where to go to get information or to whom inquiry should be directed,
- Administer evaluations for session, facilitator, theory and usage.

#### 3.2.15.19 CAD Training Methodology

SFMTA CAD training will be delivered through multiple sessions in order to accommodate different user types and expertise, varying attendee shift schedules.

- Vendor online training attendance
- Train-the-trainer training attendance
- Technical training attendance (IT-TD)
- On-the-job training sessions
- Training Material Sharing – SharePoint, Intranet

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

APPENDIX A2 - STATEMENT OF WORK

CCSF PeopleSoft Contract ID#: #1000031673

**SECTION 3 TRAINING**

### 3.2.15.20 CAD Training Materials

SFMTA will use the followings to be shared with users and utilized in the internal training sessions:

- Vendor provided user guides, manuals (tailored for SFMTA if possible),
- Vendor provided training materials, videos (tailored for SFMTA),
- Vendor training materials from instructor-led courses – power point slides,
- Vendor training session recording on the instructor-led courses,
- SFMTA produced training materials,
- SFMTA produced training videos,
- SFMTA produced mini quiz and refresher guide, and
- DEM provided bulletins and announcements.

### 3.2.15.21 SFMTA CAD Training Assumptions

- See CAD Training Plan Overview for a complete list of Assumptions.
- Motorola Training Coordinator / Project Manager will communicate and arrange all SFMTA's training participation with the SFMTA Training Coordinator, DEC Training Coordinator and DEM Training Manager.
- SFMTA primary CAD training location is at SFDEM.
- SFMTA will perform Virtual (MS Teams) CAD training /refreshers before and after Go-Live date.
- SFMTA (and Motorola) CAD training materials will be shared internally via SFMTA's Intranet and SFMTA's CAD Share Point site or other SFMTA platforms.

A2 Section 4 Project Schedule - CCSF PeopleSoft Contract ID#: #1000031673 December 2023

ID	Task Name	Dur	Start	Finish	Q4 '23	Q1 '24	Q2 '24	Q3 '24	Q4 '24	Q1 '25	Q2 '25	Q3 '25	Q4 '25	Q1 '26	Q2 '26	Q3 '26	Q4 '26
1	<b>A2_Section_4_Project_Schedule</b>	<b>657 d</b>	<b>Fri 1/5/24</b>	<b>Thu 8/20/26</b>													
2	Contract Award	0 d	Fri 1/5/24	Fri 1/5/24													
3	<b>Project Initiation - Team Formation and Coordination</b>	<b>47 d</b>	<b>Mon 2/12/24</b>	<b>Tue 4/16/24</b>													
4	Internal Project Initiation	10 d	Mon 2/12/24	Fri 2/23/24													
5	Project Planning Teleconference	1 d	Mon 3/18/24	Mon 3/18/24													
6	Project Initiation - Team Formation and Coordination Complete	0 d	Mon 3/18/24	Mon 3/18/24													
7	Project Kick off Preparation	10 d	Tue 3/19/24	Mon 4/1/24													
8	Project Kickoff Meeting	1 d	Tue 4/16/24	Tue 4/16/24													
9	<b>Project Planning</b>	<b>271 d</b>	<b>Tue 4/16/24</b>	<b>Fri 5/16/25</b>													
10	CCSF Identifies California DOJ Compliance Matrix Requirements	1 d	Wed 4/17/24	Wed 4/17/24													
11	Motorola Assists CCSF with the California DOJ's CJIS compliance matrix	20 d	Thu 4/18/24	Wed 5/15/24													
12	DOJ CJIS Compliance Process - Needed for Cutover	249 d	Thu 5/16/24	Fri 5/16/25													
13	Cloud Provisioning Environments Available	0 d	Tue 4/16/24	Tue 4/16/24													
14	<b>Project Design Review</b>	<b>92 d</b>	<b>Tue 4/16/24</b>	<b>Fri 8/23/24</b>													
15	<b>Project Management Plan</b>	<b>30 d</b>	<b>Wed 4/17/24</b>	<b>Wed 5/29/24</b>													
16	Project Management Plan Finalized and Delivered	20 d	Wed 4/17/24	Tue 5/14/24													
17	Project Management Plan Review	10 d	Wed 5/15/24	Wed 5/29/24													
18	Project Management Plan - Completion/Approval of Project	0 d	Wed 5/29/24	Wed 5/29/24													
19	Cyber Security Review - TBD	5 d	Wed 4/17/24	Tue 4/23/24													
20	<b>Design Reviews</b>	<b>51 d</b>	<b>Tue 4/16/24</b>	<b>Wed 6/26/24</b>													
21	<b>Site Assessment Survey</b>	<b>19 d</b>	<b>Tue 4/16/24</b>	<b>Fri 5/10/24</b>													
22	Site Assessment Survey Questionnaire Review	1 d	Tue 4/16/24	Tue 4/16/24													
23	Site Assessment Staging Intake Worksheet	1 d	Wed 4/17/24	Wed 4/17/24													
24	<b>Site Assessment Survey</b>	<b>4 d</b>	<b>Thu 4/18/24</b>	<b>Tue 4/23/24</b>													
25	1011 Turk Data Center & PSAP	1 d	Thu 4/18/24	Thu 4/18/24													
26	Rancho Cordova Data Center	1 d	Fri 4/19/24	Fri 4/19/24													
27	One South Van Ness PSAP	1 d	Mon 4/22/24	Mon 4/22/24													
28	1455 Market PSAP	1 d	Tue 4/23/24	Tue 4/23/24													
29	Site Assessment Survey Report	10 d	Wed 4/24/24	Tue 5/7/24													
30	Site Assessment Survey Review	1 d	Wed 5/8/24	Wed 5/8/24													
31	Workstation Installation Assessment Survey	2 d	Thu 5/9/24	Fri 5/10/24													
32	<b>Interface Reviews</b>	<b>16 d</b>	<b>Wed 4/17/24</b>	<b>Wed 5/8/24</b>													
33	Interface Planning Session	1 d	Wed 4/17/24	Wed 4/17/24													
34	Interface Team Formation	10 d	Thu 4/18/24	Wed 5/1/24													
35	Interface Schedule Updated	5 d	Thu 5/2/24	Wed 5/8/24													
36	<b>Functional Specification Review (SRD)</b>	<b>11 d</b>	<b>Wed 4/17/24</b>	<b>Wed 5/1/24</b>													
37	Functional Specification Review Kickoff	1 d	Wed 4/17/24	Wed 4/17/24													
38	Functional Specification Review Validation Against the SRD	10 d	Thu 4/18/24	Wed 5/1/24													
39	Functional Specification Review Complete	0 d	Wed 5/1/24	Wed 5/1/24													
40	<b>Detailed Design Review</b>	<b>13 d</b>	<b>Thu 5/2/24</b>	<b>Mon 5/20/24</b>													
41	Detailed Design Review Kickoff	1 d	Thu 5/2/24	Thu 5/2/24													
42	Detailed Design Updates	10 d	Fri 5/3/24	Thu 5/16/24													
43	Customer Detailed Design Review	2 d	Fri 5/17/24	Mon 5/20/24													
44	Detailed Design Complete	0 d	Mon 5/20/24	Mon 5/20/24													

A2 Section 4 Project Schedule - CCSF PeopleSoft Contract ID#: #1000031673 December 2023

ID	Task Name	Dur	Start	Finish	Q4 '23	Q1 '24	Q2 '24	Q3 '24	Q4 '24	Q1 '25	Q2 '25	Q3 '25	Q4 '25	Q1 '26	Q2 '26	Q3 '26	Q4 '26
45	<b>Preliminary Acceptance Test Plan</b>	28 d	Fri 5/17/24	Wed 6/26/24													
46	Preliminary Acceptance Test Plan Kickoff	1 d	Fri 5/17/24	Fri 5/17/24													
47	Requirements Traceability Matrix	5 d	Mon 5/20/24	Fri 5/24/24													
48	Preliminary Acceptance Test Plan Scripts	20 d	Tue 5/28/24	Mon 6/24/24													
49	Preliminary Acceptance Test Plan Review	2 d	Tue 6/25/24	Wed 6/26/24													
50	Preliminary Acceptance Test Plan Complete	0 d	Wed 6/26/24	Wed 6/26/24													
51	<b>GIS Discovery</b>	91 d	Wed 4/17/24	Fri 8/23/24													
52	GIS Scope Review	1 d	Wed 4/17/24	Wed 4/17/24													
53	CCSF: GIS Investigation and Development	90 d	Thu 4/18/24	Fri 8/23/24													
54	Motorola/CCSF GIS Readiness	0 d	Fri 8/23/24	Fri 8/23/24													
55	<b>Bill of Materials</b>	6 d	Thu 6/27/24	Fri 7/5/24													
56	Deliver Bill of Materials (BoM)	1 d	Thu 6/27/24	Thu 6/27/24													
57	Bill of Material Review	5 d	Fri 6/28/24	Fri 7/5/24													
58	Bill of Materials Approved	0 d	Fri 7/5/24	Fri 7/5/24													
59	Project Planning - Design Phase Complete	0 d	Fri 7/5/24	Fri 7/5/24													
60	<b>Project Execution</b>	585 d	Wed 4/17/24	Thu 8/20/26													
61	<b>GIS Services</b>	180 d	Fri 8/23/24	Mon 5/19/25													
62	GIS Data Ready for Motorola Review	0 d	Fri 8/23/24	Fri 8/23/24													
63	GIS Boundaries Workshop	5 d	Mon 8/26/24	Fri 8/30/24													
64	GIS Service Delivery	10 d	Tue 9/3/24	Mon 9/16/24													
65	<b>GIS Administrator Workshop and Review</b>	165 d	Tue 9/17/24	Mon 5/19/25													
66	GIS Kickoff	1 d	Tue 9/17/24	Tue 9/17/24													
67	GIS Shapefile Received	1 d	Wed 9/18/24	Wed 9/18/24													
68	GIS Demonstration	1 d	Thu 9/19/24	Thu 9/19/24													
69	GIS Shapefile Initial Review	15 d	Fri 9/20/24	Thu 10/10/24													
70	Deliver Initial GIS Data Report	5 d	Fri 10/11/24	Thu 10/17/24													
71	GIS Discover Session/Scope Review	1 d	Fri 10/18/24	Fri 10/18/24													
72	GIS Dataset Build, 1st	60 d	Mon 10/21/24	Fri 1/24/25													
73	GIS Boundary Review & Scope Verification	15 d	Mon 1/27/25	Fri 2/14/25													
74	GIS Dataset Build, 2nd	60 d	Mon 2/17/25	Fri 5/9/25													
75	GIS Training Prep	1 d	Mon 5/12/25	Mon 5/12/25													
76	GIS Import Training	5 d	Tue 5/13/25	Mon 5/19/25													
77	<b>System Provisioning</b>	396 d	Wed 4/17/24	Thu 11/13/25													
78	<b>Organizational Change Management</b>	396 d	Wed 4/17/24	Thu 11/13/25													
79	<b>Challenge Current State</b>	21 d	Wed 4/17/24	Wed 5/15/24													
80	Form Change Management Team/Stakeholders	1 d	Wed 4/17/24	Wed 4/17/24													
81	Conduct initial impact analysis	10 d	Thu 4/18/24	Wed 5/1/24													
82	Change Readiness Audit	10 d	Thu 5/2/24	Wed 5/15/24													
83	Change Readiness Audit and Checklist Delivered	0 d	Wed 5/15/24	Wed 5/15/24													
84	<b>Harmonize and Align Leadership</b>	35 d	Thu 5/9/24	Thu 6/27/24													
85	Identify/ Assess Transformation Leads	10 d	Thu 5/9/24	Wed 5/22/24													
86	Review Barriers to Success/ Build Change Management Team	5 d	Fri 5/31/24	Thu 6/6/24													
87	Build Change Management Team and Charter Document	2 wks	Fri 6/7/24	Thu 6/20/24													
88	Create Unifying Vision Statement	1 wk	Fri 6/21/24	Thu 6/27/24													

A2 Section 4 Project Schedule - CCSF PeopleSoft Contract ID#: #1000031673 December 2023

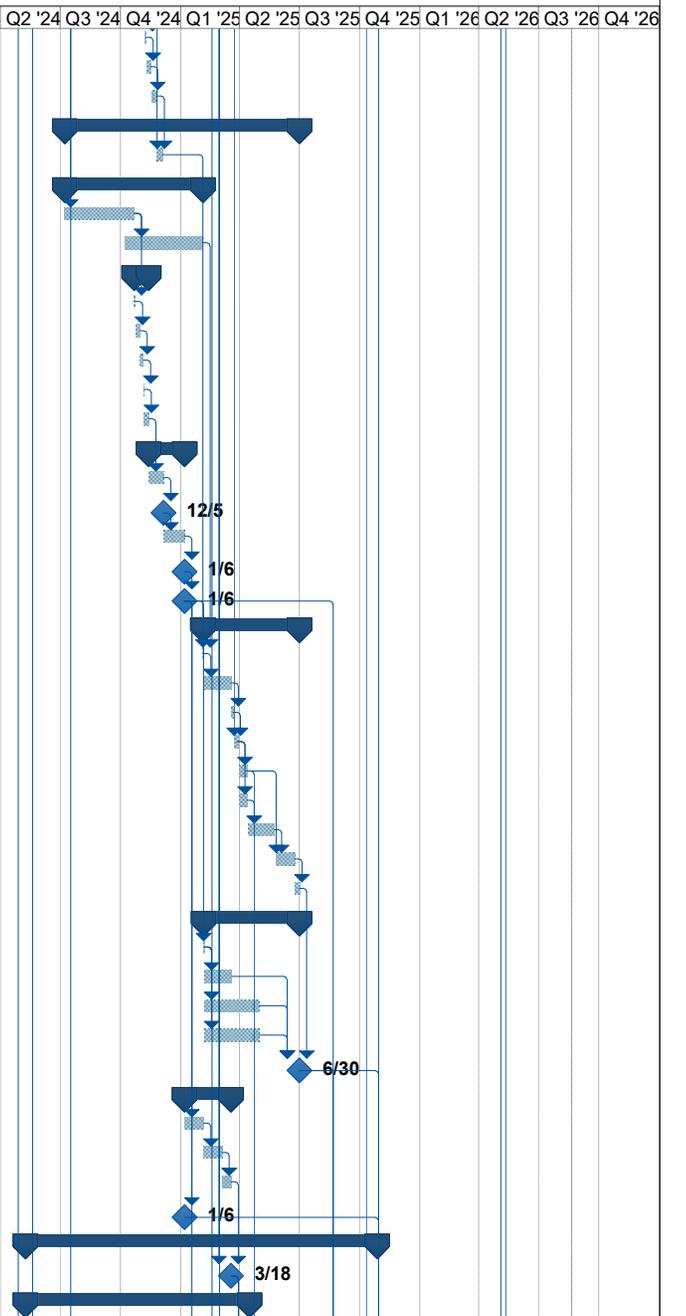
ID	Task Name	Dur	Start	Finish	Q4 '23	Q1 '24	Q2 '24	Q3 '24	Q4 '24	Q1 '25	Q2 '25	Q3 '25	Q4 '25	Q1 '26	Q2 '26	Q3 '26	Q4 '26
89	Stakeholder Analysis	2 wks	Fri 6/14/24	Thu 6/27/24													
90	Delivery of change management dashboard and Stakeholder	0 d	Thu 6/27/24	Thu 6/27/24													
91	<b>Activate Commitment</b>	<b>35 d</b>	<b>Fri 6/28/24</b>	<b>Fri 8/16/24</b>													
92	Define Stakeholder Management Plan	2 wks	Fri 6/28/24	Fri 7/12/24													
93	Explore Resistance to Change	2 wks	Mon 7/15/24	Fri 7/26/24													
94	Implement Strategic Interventions	3 wks	Mon 7/29/24	Fri 8/16/24													
95	Commitment Chart, Force Field Analysis, SHIFT Model Plan	0 d	Fri 8/16/24	Fri 8/16/24													
96	<b>Nurture and Formalize a Design</b>	<b>35 d</b>	<b>Mon 8/19/24</b>	<b>Mon 10/7/24</b>													
97	Identify People/Process Considerations	3 wks	Mon 8/19/24	Mon 9/9/24													
98	Finalize Change Management Plan	3 wks	Mon 8/19/24	Mon 9/9/24													
99	Conduct Risk Assessment	2 wks	Tue 9/10/24	Mon 9/23/24													
100	Define Communication Strategy	2 wks	Tue 9/24/24	Mon 10/7/24													
101	Final Change Management Plan, Risk Assessment,	0 d	Mon 10/7/24	Mon 10/7/24													
102	<b>Implementation</b>	<b>250 d</b>	<b>Tue 10/8/24</b>	<b>Thu 10/9/25</b>													
103	Monitor Change Management Plan / Sustain Energy for Change /	250 d	Tue 10/8/24	Thu 10/9/25													
104	Identify Short Term Gains	2 wks	Thu 12/5/24	Wed 12/18/24													
105	<b>Evaluate and Institutionalize the Change</b>	<b>65 d</b>	<b>Thu 8/14/25</b>	<b>Thu 11/13/25</b>													
106	Implement Monitoring Plan	4 wks	Thu 8/14/25	Thu 9/11/25													
107	Review and Revise Policy and Procedures	40 d	Fri 9/12/25	Thu 11/6/25													
108	Evaluate Impact of Change	5 d	Fri 11/7/25	Thu 11/13/25													
109	Recognize and Disband Change Management Team	5 d	Fri 11/7/25	Thu 11/13/25													
110	<b>Business Process Review (BPR)</b>	<b>93 d</b>	<b>Thu 5/30/24</b>	<b>Wed 10/9/24</b>													
111	Review As-is Process Maps	5 d	Thu 5/30/24	Wed 6/5/24													
112	<b>Business Process Reviews</b>	<b>63 d</b>	<b>Thu 6/6/24</b>	<b>Wed 9/4/24</b>													
113	Business Process Review - DEC	5 d	Thu 6/6/24	Wed 6/12/24													
114	Business Process Review - FD	5 d	Thu 6/6/24	Wed 6/12/24													
115	Business Process Review - PD	2 d	Thu 6/13/24	Fri 6/14/24													
116	Business Process Review - SO	2 d	Mon 6/17/24	Tue 6/18/24													
117	Business Process Review - MTA	2 d	Wed 6/19/24	Thu 6/20/24													
118	Deliver Business Process Review (BPR) Workbooks (DEM/DEC, SFFD, SFPD, CCSF, SFTM)	1 d	Fri 6/21/24	Fri 6/21/24													
119	Provisioning Information Gathering Session	1 d	Mon 6/24/24	Mon 6/24/24													
120	Departments Provide Provisioning Information	40 d	Tue 6/25/24	Tue 8/20/24													
121	CCSF Completes LMS Provisioning Learning Prerequisites (Online)	10 d	Wed 8/21/24	Wed 9/4/24													
122	<b>Business Process Re-engineering</b>	<b>88 d</b>	<b>Thu 6/6/24</b>	<b>Wed 10/9/24</b>													
123	Shadow BPRs	15 d	Thu 6/6/24	Wed 6/26/24													
124	Document Recommended and Suggested Changes	10 d	Thu 6/27/24	Thu 7/11/24													
125	Provide Services Delivery Report	1 d	Fri 7/12/24	Fri 7/12/24													
126	Review Services Delivery Report and Incorporate Agreed Upon	10 d	Mon 7/29/24	Fri 8/9/24													
127	Validate Provisioning Approach and Update Services Delivery	5 d	Wed 8/21/24	Tue 8/27/24													
128	CCSF Updates Business Process Maps	30 d	Wed 8/28/24	Wed 10/9/24													
129	<b>Produce Vision and Scope Document</b>	<b>11 d</b>	<b>Fri 7/12/24</b>	<b>Fri 7/26/24</b>													
130	Deliver Vision and Scope Documents (DEM/DEC, SFFD, SFPD, SFTM)	1 d	Fri 7/12/24	Fri 7/12/24													
131	Vision and Scope Document Review	10 d	Mon 7/15/24	Fri 7/26/24													
132	Vison and Scope Document Approval	0 d	Fri 7/26/24	Fri 7/26/24													

A2 Section 4 Project Schedule - CCSF PeopleSoft Contract ID#: #1000031673 December 2023

ID	Task Name	Dur	Start	Finish	Q4 '23	Q1 '24	Q2 '24	Q3 '24	Q4 '24	Q1 '25	Q2 '25	Q3 '25	Q4 '25	Q1 '26	Q2 '26	Q3 '26	Q4 '26
133	<b>Preliminary Provisioning Profiles</b>	<b>30 d</b>	<b>Wed 7/10/24</b>	<b>Tue 8/20/24</b>													
134	Develop Preliminary Provisioning Profiles	10 d	Wed 7/10/24	Tue 7/23/24													
135	Preliminary Provisioning Profile Reviews	20 d	Wed 7/24/24	Tue 8/20/24													
136	Preliminary Provisioning Profile Approval	0 d	Tue 8/20/24	Tue 8/20/24													
137	<b>CAD PremierOne Provisioning</b>	<b>59 d</b>	<b>Wed 8/21/24</b>	<b>Tue 11/12/24</b>													
138	<b>PremierOne CAD Provisioning Scenario</b>	<b>44 d</b>	<b>Wed 8/21/24</b>	<b>Tue 10/22/24</b>													
139	Motorola Begins CAD Provisioning Data Entry	10 d	Wed 8/21/24	Wed 9/4/24													
140	CAD Provisioning Check in 1	2 d	Thu 9/5/24	Fri 9/6/24													
141	Initial CAD Provisioning Checklist Upload	10 d	Mon 9/9/24	Fri 9/20/24													
142	CAD Provisioning Check in 2	1 d	Mon 9/23/24	Mon 9/23/24													
143	CAD Provisioning Checklist Upload Complete	20 d	Tue 9/24/24	Mon 10/21/24													
144	CAD Provisioning Check in 3	1 d	Tue 10/22/24	Tue 10/22/24													
145	CAD Provisioning Finalization	2 d	Wed 10/23/24	Thu 10/24/24													
146	CAD Provisioning Training: Workshop 1	4 d	Fri 10/25/24	Wed 10/30/24													
147	CAD Provisioning Training: Workshop 2	5 d	Thu 10/31/24	Wed 11/6/24													
148	CAD Post-Provisioning Functional Requirements Review	2 d	Thu 11/7/24	Fri 11/8/24													
149	CAD Final Provisioned System Complete	0 d	Fri 11/8/24	Fri 11/8/24													
150	CAD Services Delivery Report (SS)	1 d	Mon 11/11/24	Mon 11/11/24													
151	CAD Functional Validation Readiness	1 d	Tue 11/12/24	Tue 11/12/24													
152	CAD Provisioning Complete	0 d	Tue 11/12/24	Tue 11/12/24													
153	<b>Mobile PremierOne Provisioning</b>	<b>72 d</b>	<b>Fri 10/25/24</b>	<b>Mon 2/17/25</b>													
154	<b>PremierOne Mobile Provisioning Scenario</b>	<b>49 d</b>	<b>Fri 10/25/24</b>	<b>Tue 1/14/25</b>													
155	Motorola Begins Mobile Provisioning Data Entry	20 d	Fri 10/25/24	Thu 11/21/24													
156	Mobile Provisioning Check in 1	2 d	Mon 11/25/24	Tue 11/26/24													
157	Initial Mobile Provisioning Checklist Upload	5 d	Wed 11/27/24	Wed 12/4/24													
158	Mobile Provisioning Check in 2	1 d	Thu 12/5/24	Thu 12/5/24													
159	Mobile Provisioning Checklist Upload Complete	20 d	Fri 12/6/24	Mon 1/13/25													
160	Mobile Provisioning Check in 3	1 d	Tue 1/14/25	Tue 1/14/25													
161	Mobile Provisioning Finalization	10 d	Wed 1/15/25	Wed 1/29/25													
162	Mobile Provisioning Training: Workshop 1	4 d	Thu 1/30/25	Tue 2/4/25													
163	Mobile Provisioning Training: Workshop 2	5 d	Wed 2/5/25	Tue 2/11/25													
164	Mobile Post-Provisioning Functional Requirements Review	2 d	Wed 2/12/25	Thu 2/13/25													
165	Final Mobile Provisioned System Complete	0 d	Thu 2/13/25	Thu 2/13/25													
166	Mobile Services Delivery Report (SS)	1 d	Fri 2/14/25	Fri 2/14/25													
167	Mobile Functional Validation Readiness	1 d	Mon 2/17/25	Mon 2/17/25													
168	Mobile Provisioning Complete	0 d	Mon 2/17/25	Mon 2/17/25													
169	<b>CAD / Mobile Provisioning Verification</b>	<b>5 d</b>	<b>Mon 2/17/25</b>	<b>Mon 2/24/25</b>													
170	Ready for CAD / Mobile Provisioning Verification	0 d	Mon 2/17/25	Mon 2/17/25													
171	CAD / Mobile Provisioning Verification	5 d	Tue 2/18/25	Mon 2/24/25													
172	<b>CCSF Network &amp; Security</b>	<b>11 d</b>	<b>Fri 11/8/24</b>	<b>Mon 11/25/24</b>													
173	CCSF: Network Available for Motorola Survey	0 d	Fri 11/8/24	Fri 11/8/24													
174	CCSF: Security Infrastructure Available for Motorola Survey	0 d	Fri 11/8/24	Fri 11/8/24													
175	<b>IP Network Analysis</b>	<b>11 d</b>	<b>Fri 11/8/24</b>	<b>Mon 11/25/24</b>													
176	CCSF Deliver Network Diagram	0 d	Fri 11/8/24	Fri 11/8/24													

A2 Section 4 Project Schedule - CCSF PeopleSoft Contract ID#: #1000031673 December 2023

ID	Task Name	Dur	Start	Finish	Q4 '23	Q1 '24	Q2 '24	Q3 '24	Q4 '24	Q1 '25	Q2 '25	Q3 '25	Q4 '25	Q1 '26	Q2 '26	Q3 '26	Q4 '26
177	Network Diagram Review	1 d	Fri 11/8/24	Fri 11/8/24													
178	Onsite Network Assessment	5 d	Mon 11/11/24	Fri 11/15/24													
179	Deliver & Review Recommendations	5 d	Mon 11/18/24	Mon 11/25/24													
180	<b>Staging Phase (System Builds)</b>	<b>244 d</b>	<b>Mon 7/8/24</b>	<b>Mon 6/30/25</b>													
181	CCSF Prepares Installation Sites in Accordance with Site Survey and	5 d	Tue 11/26/24	Tue 12/3/24													
182	<b>System Procurement</b>	<b>140 d</b>	<b>Mon 7/8/24</b>	<b>Mon 2/3/25</b>													
183	Order/Ship/Receive System (Hardware, Software & Licenses)	75 d	Mon 7/8/24	Mon 10/21/24													
184	Order/Ship/Receive CAD Workstations	75 d	Tue 10/8/24	Mon 2/3/25													
185	<b>System Staging in Elgin</b>	<b>16 d</b>	<b>Tue 10/22/24</b>	<b>Tue 11/12/24</b>													
186	Inventory	2 d	Tue 10/22/24	Wed 10/23/24													
187	Install and configure system software	5 d	Thu 10/24/24	Wed 10/30/24													
188	Staging Testing Complete	3 d	Thu 10/31/24	Mon 11/4/24													
189	Deliver Validation Testing Results	1 d	Tue 11/5/24	Tue 11/5/24													
190	Ship Hardware to CCSF	5 d	Wed 11/6/24	Tue 11/12/24													
191	<b>On-Site Installation</b>	<b>30 d</b>	<b>Wed 11/13/24</b>	<b>Mon 1/6/25</b>													
192	Install Primary System (1011 Turk)	15 d	Wed 11/13/24	Thu 12/5/24													
193	Primary System Equipment Installed	0 d	Thu 12/5/24	Thu 12/5/24													
194	Install Disaster Recovery System (Rancho Cordova)	15 d	Fri 12/6/24	Mon 1/6/25													
195	Disaster Recovery System Equipment Installed	0 d	Mon 1/6/25	Mon 1/6/25													
196	System Equipment Installation Complete	0 d	Mon 1/6/25	Mon 1/6/25													
197	<b>CAD Workstation Installation</b>	<b>104 d</b>	<b>Tue 2/4/25</b>	<b>Mon 6/30/25</b>													
198	CCSF Provides CAD Workstation Staging Area	1 d	Tue 2/4/25	Tue 2/4/25													
199	Stage CAD Workstations (313 pos) at LBE	30 d	Wed 2/5/25	Tue 3/18/25													
200	CCSF to install non-P1 applications & security appliances	3 d	Wed 3/19/25	Fri 3/21/25													
201	CCSF provides space, network and power at all workstation positions	5 d	Mon 3/24/25	Fri 3/28/25													
202	Install Primary PSAP Workstations (78)	10 d	Mon 3/31/25	Fri 4/11/25													
203	Install Alternative PSAP Workstations	10 d	Mon 3/31/25	Fri 4/11/25													
204	Install SFFD Fire Stations and HQ Workstations	30 d	Mon 4/14/25	Fri 5/23/25													
205	Install SFPD DOC and NOC, SFSO Workstations	20 d	Tue 5/27/25	Mon 6/23/25													
206	Install SFMTA Workstations	5 d	Tue 6/24/25	Mon 6/30/25													
207	<b>Client Software Installation</b>	<b>103 d</b>	<b>Wed 2/5/25</b>	<b>Mon 6/30/25</b>													
208	Initial Client Software Installation Training	1 d	Wed 2/5/25	Wed 2/5/25													
209	Mobile (1101 Windows Devices) Client Software Installation	30 d	Thu 2/6/25	Wed 3/19/25													
210	CCSF Installs Mobile Client App (Android/iOS)	60 d	Thu 2/6/25	Wed 4/30/25													
211	Motorola Provides Remote Support for Android/iOS App Installation	60 d	Thu 2/6/25	Wed 4/30/25													
212	CAD/Mobile Client Installation Complete	0 d	Mon 6/30/25	Mon 6/30/25													
213	<b>System Integration</b>	<b>50 d</b>	<b>Tue 1/7/25</b>	<b>Tue 3/18/25</b>													
214	Integration with CCSF Systems (VDI, Backup, Security Sensors)	20 d	Tue 1/7/25	Tue 2/4/25													
215	Integration with City / DEM IAM Solution	20 d	Wed 2/5/25	Tue 3/4/25													
216	CCSF: Integration Testing	10 d	Wed 3/5/25	Tue 3/18/25													
217	CCSF: Updated GIS Load Delivered	0 d	Mon 1/6/25	Mon 1/6/25													
218	<b>Interface Configuration</b>	<b>367 d</b>	<b>Thu 5/9/24</b>	<b>Mon 10/27/25</b>													
219	HW Installation Complete, VPN Access Established: Ready for Interface	0 d	Tue 3/18/25	Tue 3/18/25													
220	<b>HRMS &amp; Personnel Interface Configuration</b>	<b>231 d</b>	<b>Thu 5/9/24</b>	<b>Tue 4/15/25</b>													



A2 Section 4 Project Schedule - CCSF PeopleSoft Contract ID#: #1000031673 December 2023

ID	Task Name	Dur	Start	Finish	Q4 '23	Q1 '24	Q2 '24	Q3 '24	Q4 '24	Q1 '25	Q2 '25	Q3 '25	Q4 '25	Q1 '26	Q2 '26	Q3 '26	Q4 '26
221	<b>HRMS &amp; Personnel Interface: ICD Development and Delivery</b>	<b>15 d</b>	<b>Thu 5/9/24</b>	<b>Thu 5/30/24</b>													
222	HRMS & Personnel Interface: ICD Developed and Delivered	5 d	Thu 5/9/24	Wed 5/15/24													
223	HRMS & Personnel Interface: ICD Customer Review	10 d	Thu 5/16/24	Thu 5/30/24													
224	HRMS & Personnel Interface: ICD Design Approved	0 d	Thu 5/30/24	Thu 5/30/24													
225	HRMS & Personnel Interface: Development	90 d	Fri 5/31/24	Mon 10/7/24													
226	HRMS & Personnel Interface: Install/Configure/Test	10 d	Wed 3/19/25	Tue 4/1/25													
227	HRMS & Personnel Interface: Demonstration & Acceptance Testing	10 d	Wed 4/2/25	Tue 4/15/25													
228	HRMS & Personnel Interface: Ready for Functional Validation	0 d	Tue 4/15/25	Tue 4/15/25													
229	<b>Level-II Interface Configuration</b>	<b>226 d</b>	<b>Thu 5/16/24</b>	<b>Tue 4/15/25</b>													
230	<b>Level-II Interface: ICD Development and Delivery</b>	<b>15 d</b>	<b>Thu 5/16/24</b>	<b>Thu 6/6/24</b>													
231	Level-II Interface: ICD Developed and Delivered	5 d	Thu 5/16/24	Wed 5/22/24													
232	Level-II Interface: ICD Customer Review	10 d	Thu 5/23/24	Thu 6/6/24													
233	Level-II Interface: ICD Design Approved	0 d	Thu 6/6/24	Thu 6/6/24													
234	Level-II Interface: Development	20 d	Fri 6/7/24	Fri 7/5/24													
235	Level-II Interface: Install/Configure/Test	10 d	Wed 3/19/25	Tue 4/1/25													
236	Level-II Interface: Demonstration & Acceptance Testing	10 d	Wed 4/2/25	Tue 4/15/25													
237	Level-II Interface: Ready for Functional Validation	0 d	Tue 4/15/25	Tue 4/15/25													
238	<b>Tablet Command Interface Configuration</b>	<b>231 d</b>	<b>Thu 5/23/24</b>	<b>Tue 4/29/25</b>													
239	<b>Tablet Command Interface: ICD Development and Delivery</b>	<b>15 d</b>	<b>Thu 5/23/24</b>	<b>Thu 6/13/24</b>													
240	Tablet Command Interface: ICD Developed and Delivered	5 d	Thu 5/23/24	Thu 5/30/24													
241	Tablet Command Interface: ICD Customer Review	10 d	Fri 5/31/24	Thu 6/13/24													
242	Tablet Command Interface: ICD Design Approved	0 d	Thu 6/13/24	Thu 6/13/24													
243	Tablet Command Interface:- Development	30 d	Fri 6/14/24	Fri 7/26/24													
244	Tablet Command Interface: Install/Configure/Test	10 d	Wed 4/2/25	Tue 4/15/25													
245	Tablet Command Interface: Demonstration & Acceptance Testing	10 d	Wed 4/16/25	Tue 4/29/25													
246	Tablet Command Interface: Ready for Functional Validation	0 d	Tue 4/29/25	Tue 4/29/25													
247	<b>Central Square RMS Interface Configuration</b>	<b>226 d</b>	<b>Fri 5/31/24</b>	<b>Tue 4/29/25</b>													
248	<b>Central Square RMS Interface: ICD Development and Delivery</b>	<b>15 d</b>	<b>Fri 5/31/24</b>	<b>Thu 6/20/24</b>													
249	Central Square RMS Interface: ICD Developed and Delivered	5 d	Fri 5/31/24	Thu 6/6/24													
250	Central Square RMS Interface: ICD Customer Review	10 d	Fri 6/7/24	Thu 6/20/24													
251	Central Square RMS Interface: ICD Design Approved	0 d	Thu 6/20/24	Thu 6/20/24													
252	Central Square RMS Interface: Development	60 d	Fri 6/21/24	Mon 9/16/24													
253	Central Square RMS Interface: Interface Install/Configure/Test	10 d	Wed 4/2/25	Tue 4/15/25													
254	Central Square RMS Interface: Interface Demonstration & Acceptance	10 d	Wed 4/16/25	Tue 4/29/25													
255	Central Square RMS Interface: Interface Ready for Functional	0 d	Tue 4/29/25	Tue 4/29/25													
256	<b>Deccan LiveMUM Interface Configuration</b>	<b>231 d</b>	<b>Fri 6/7/24</b>	<b>Tue 5/13/25</b>													
257	<b>Deccan LiveMUM Interface: ICD Development and Delivery</b>	<b>15 d</b>	<b>Fri 6/7/24</b>	<b>Thu 6/27/24</b>													
258	Deccan LiveMUM Interface: ICD Developed and Delivered	5 d	Fri 6/7/24	Thu 6/13/24													
259	Deccan LiveMUM Interface: ICD Customer Review	10 d	Fri 6/14/24	Thu 6/27/24													
260	Deccan LiveMUM Interface: ICD Design Approved	0 d	Thu 6/27/24	Thu 6/27/24													
261	Deccan LiveMUM Interface: Development	20 d	Fri 6/28/24	Fri 7/26/24													
262	Deccan LiveMUM Interface: Install/Configure/Test	10 d	Wed 4/16/25	Tue 4/29/25													
263	Deccan LiveMUM Interface: Demonstration & Acceptance Testing	10 d	Wed 4/30/25	Tue 5/13/25													
264	Deccan LiveMUM Interface: Ready for Functional Validation	0 d	Tue 5/13/25	Tue 5/13/25													

A2 Section 4 Project Schedule - CCSF PeopleSoft Contract ID#: #1000031673 December 2023

ID	Task Name	Dur	Start	Finish	Q4 '23	Q1 '24	Q2 '24	Q3 '24	Q4 '24	Q1 '25	Q2 '25	Q3 '25	Q4 '25	Q1 '26	Q2 '26	Q3 '26	Q4 '26
265	<b>MachAlert Fire Station Alerting Interface Configuration</b>	<b>236 d</b>	<b>Fri 6/14/24</b>	<b>Wed 5/28/25</b>													
266	<b>MachAlert Fire Station Alerting Interface: ICD Development and</b>	<b>15 d</b>	<b>Fri 6/14/24</b>	<b>Fri 7/5/24</b>													
267	MachAlert Fire Station Alerting Interface: ICD Developed and	5 d	Fri 6/14/24	Thu 6/20/24													
268	MachAlert Fire Station Alerting Interface: ICD Customer Review	10 d	Fri 6/21/24	Fri 7/5/24													
269	MachAlert Fire Station Alerting Interface: ICD Design Approved	0 d	Fri 7/5/24	Fri 7/5/24													
270	MachAlert Fire Station Alerting Interface: Development	30 d	Mon 7/8/24	Fri 8/16/24													
271	MachAlert Fire Station Alerting Interface: Install/Configure/Test	10 d	Wed 4/30/25	Tue 5/13/25													
272	MachAlert Fire Station Alerting Interface: Demonstration & Acceptance	10 d	Wed 5/14/25	Wed 5/28/25													
273	MachAlert Fire Station Alerting Interface: Ready for Functional	0 d	Wed 5/28/25	Wed 5/28/25													
274	<b>311 Interface Configuration</b>	<b>231 d</b>	<b>Fri 6/21/24</b>	<b>Wed 5/28/25</b>													
275	<b>311 Interface: ICD Development and Delivery</b>	<b>15 d</b>	<b>Fri 6/21/24</b>	<b>Fri 7/12/24</b>													
276	311 Interface: ICD Developed and Delivered	5 d	Fri 6/21/24	Thu 6/27/24													
277	311 Interface: ICD Customer Review	10 d	Fri 6/28/24	Fri 7/12/24													
278	311 Interface: ICD Design Approved	0 d	Fri 7/12/24	Fri 7/12/24													
279	311 Interface: Development	60 d	Mon 7/15/24	Mon 10/7/24													
280	311 Interface: Install/Configure/Test	10 d	Wed 4/30/25	Tue 5/13/25													
281	311 Interface: Demonstration & Acceptance Testing	10 d	Wed 5/14/25	Wed 5/28/25													
282	311 Interface: Ready for Functional Validation	0 d	Wed 5/28/25	Wed 5/28/25													
283	<b>ARIES Towing Interface Configuration</b>	<b>236 d</b>	<b>Fri 6/28/24</b>	<b>Wed 6/11/25</b>													
284	<b>ARIES Towing Interface: ICD Development and Delivery</b>	<b>15 d</b>	<b>Fri 6/28/24</b>	<b>Fri 7/19/24</b>													
285	ARIES Towing Interface: ICD Developed and Delivered	5 d	Fri 6/28/24	Fri 7/5/24													
286	ARIES Towing Interface: ICD Customer Review	10 d	Mon 7/8/24	Fri 7/19/24													
287	ARIES Towing Interface: ICD Design Approved	0 d	Fri 7/19/24	Fri 7/19/24													
288	ARIES Towing Interface: Development	45 d	Mon 7/22/24	Mon 9/23/24													
289	ARIES Towing Interface: Install/Configure/Test	10 d	Wed 5/14/25	Wed 5/28/25													
290	ARIES Towing Interface: Demonstration & Acceptance Testing	10 d	Thu 5/29/25	Wed 6/11/25													
291	ARIES Towing Interface: Ready for Functional Validation	0 d	Wed 6/11/25	Wed 6/11/25													
292	<b>Unified Login Interface Configuration</b>	<b>231 d</b>	<b>Mon 7/8/24</b>	<b>Wed 6/11/25</b>													
293	<b>Unified Login Interface: ICD Development and Delivery</b>	<b>15 d</b>	<b>Mon 7/8/24</b>	<b>Fri 7/26/24</b>													
294	Unified Login Interface: ICD Developed and Delivered	5 d	Mon 7/8/24	Fri 7/12/24													
295	Unified Login Interface: ICD Customer Review	10 d	Mon 7/15/24	Fri 7/26/24													
296	Unified Login Interface: ICD Design Approved	0 d	Fri 7/26/24	Fri 7/26/24													
297	Unified Login Interface: Development	45 d	Mon 7/29/24	Mon 9/30/24													
298	Unified Login Interface: Install/Configure/Test	10 d	Wed 5/14/25	Wed 5/28/25													
299	Unified Login Interface: Demonstration & Acceptance Testing	10 d	Thu 5/29/25	Wed 6/11/25													
300	Unified Login Interface: Ready for Functional Validation	0 d	Wed 6/11/25	Wed 6/11/25													
301	<b>Everbridge Interface Configuration</b>	<b>236 d</b>	<b>Mon 7/15/24</b>	<b>Wed 6/25/25</b>													
302	<b>Everbridge Interface: ICD Development and Delivery</b>	<b>15 d</b>	<b>Mon 7/15/24</b>	<b>Fri 8/2/24</b>													
303	Everbridge Interface: ICD Developed and Delivered	5 d	Mon 7/15/24	Fri 7/19/24													
304	Everbridge Interface: ICD Customer Review	10 d	Mon 7/22/24	Fri 8/2/24													
305	Everbridge Interface: ICD Design Approved	0 d	Fri 8/2/24	Fri 8/2/24													
306	Everbridge Interface: Development	25 d	Mon 8/5/24	Mon 9/9/24													
307	Everbridge Interface: Install/Configure/Test	10 d	Thu 5/29/25	Wed 6/11/25													
308	Everbridge Interface: Demonstration & Acceptance Testing	10 d	Thu 6/12/25	Wed 6/25/25													

A2 Section 4 Project Schedule - CCSF PeopleSoft Contract ID#: #1000031673 December 2023

ID	Task Name	Dur	Start	Finish	Q4 '23	Q1 '24	Q2 '24	Q3 '24	Q4 '24	Q1 '25	Q2 '25	Q3 '25	Q4 '25	Q1 '26	Q2 '26	Q3 '26	Q4 '26
309	Everbridge Interface: Ready for Functional Validation	0 d	Wed 6/25/25	Wed 6/25/25													
310	<b>Fire Station Printing Interface Configuration</b>	<b>231 d</b>	<b>Mon 7/22/24</b>	<b>Wed 6/25/25</b>													
311	<b>Fire Station Printing Interface: ICD Development and Delivery</b>	<b>15 d</b>	<b>Mon 7/22/24</b>	<b>Fri 8/9/24</b>													
312	Fire Station Printing Interface: ICD Developed and Delivered	5 d	Mon 7/22/24	Fri 7/26/24													
313	Fire Station Printing Interface: ICD Customer Review	10 d	Mon 7/29/24	Fri 8/9/24													
314	Fire Station Printing Interface: ICD Design Approved	0 d	Fri 8/9/24	Fri 8/9/24													
315	Fire Station Printing Interface: Development	20 d	Mon 8/12/24	Mon 9/9/24													
316	Fire Station Printing Interface: Install/Configure/Test	10 d	Thu 5/29/25	Wed 6/11/25													
317	Fire Station Printing Interface: Interface Demonstration & Acceptance	10 d	Thu 6/12/25	Wed 6/25/25													
318	Fire Station Printing Interface: Interface Ready for Functional	0 d	Wed 6/25/25	Wed 6/25/25													
319	<b>Private EMS Position Configuration</b>	<b>236 d</b>	<b>Mon 7/29/24</b>	<b>Thu 7/10/25</b>													
320	<b>Private EMS Position: ICD Development and Delivery</b>	<b>15 d</b>	<b>Mon 7/29/24</b>	<b>Fri 8/16/24</b>													
321	Private EMS Position: ICD Developed and Delivered	5 d	Mon 7/29/24	Fri 8/2/24													
322	Private EMS Position: ICD Customer Review	10 d	Mon 8/5/24	Fri 8/16/24													
323	Private EMS Position: ICD Design Approved	0 d	Fri 8/16/24	Fri 8/16/24													
324	Private EMS Position: Development	25 d	Mon 8/19/24	Mon 9/23/24													
325	Private EMS Position: Interface Install/Configure/Test	10 d	Thu 6/12/25	Wed 6/25/25													
326	Private EMS Position: Interface Demonstration & Acceptance Testing	10 d	Thu 6/26/25	Thu 7/10/25													
327	Private EMS Position: Interface Ready for Functional Validation	0 d	Thu 7/10/25	Thu 7/10/25													
328	<b>Intrado Viper E911 Interface Configuration</b>	<b>231 d</b>	<b>Mon 8/5/24</b>	<b>Thu 7/10/25</b>													
329	<b>Intrado Viper E911: ICD Development and Delivery</b>	<b>15 d</b>	<b>Mon 8/5/24</b>	<b>Fri 8/23/24</b>													
330	Intrado Viper E911: ICD Developed and Delivered	5 d	Mon 8/5/24	Fri 8/9/24													
331	Intrado Viper E911: ICD Customer Review	10 d	Mon 8/12/24	Fri 8/23/24													
332	Intrado Viper E911: ICD Design Approved	0 d	Fri 8/23/24	Fri 8/23/24													
333	Intrado Viper E911: Development	20 d	Mon 8/26/24	Mon 9/23/24													
334	Intrado Viper E911: Install/Configure/Test	10 d	Thu 6/12/25	Wed 6/25/25													
335	Intrado Viper E911: Demonstration & Acceptance Testing	10 d	Thu 6/26/25	Thu 7/10/25													
336	Intrado Viper E911: Ready for Functional Validation	0 d	Thu 7/10/25	Thu 7/10/25													
337	<b>Priority Dispatch Structured Call Taking Configuration</b>	<b>236 d</b>	<b>Mon 8/12/24</b>	<b>Thu 7/24/25</b>													
338	<b>Priority Dispatch Structured Call Taking: ICD Development and</b>	<b>15 d</b>	<b>Mon 8/12/24</b>	<b>Fri 8/30/24</b>													
339	Priority Dispatch Structured Call Taking: ICD Developed and	5 d	Mon 8/12/24	Fri 8/16/24													
340	Priority Dispatch Structured Call Taking: ICD Customer Review	10 d	Mon 8/19/24	Fri 8/30/24													
341	Priority Dispatch Structured Call Taking: ICD Design Approved	0 d	Fri 8/30/24	Fri 8/30/24													
342	Priority Dispatch Structured Call Taking: Development	20 d	Tue 9/3/24	Mon 9/30/24													
343	Priority Dispatch Structured Call Taking: Install/Configure/Test	10 d	Thu 6/26/25	Thu 7/10/25													
344	Priority Dispatch Structured Call Taking: Demonstration & Acceptance	10 d	Fri 7/11/25	Thu 7/24/25													
345	Priority Dispatch Structured Call Taking: Ready for Functional	0 d	Thu 7/24/25	Thu 7/24/25													
346	<b>CAD to CAD with Zoll (AMR)</b>	<b>231 d</b>	<b>Mon 8/19/24</b>	<b>Thu 7/24/25</b>													
347	<b>CAD to CAD with Zole: ICD Development and Delivery</b>	<b>15 d</b>	<b>Mon 8/19/24</b>	<b>Mon 9/9/24</b>													
348	CAD to CAD with Zole: ICD Developed and Delivered	5 d	Mon 8/19/24	Fri 8/23/24													
349	CAD to CAD with Zole: ICD Customer Review	10 d	Mon 8/26/24	Mon 9/9/24													
350	CAD to CAD with Zole: ICD Design Approved	0 d	Mon 9/9/24	Mon 9/9/24													
351	CAD to CAD with Zole: Development	25 d	Tue 9/10/24	Mon 10/14/24													
352	CAD to CAD with Zole: Install/Configure/Test	10 d	Thu 6/26/25	Thu 7/10/25													

A2 Section 4 Project Schedule - CCSF PeopleSoft Contract ID#: #1000031673 December 2023

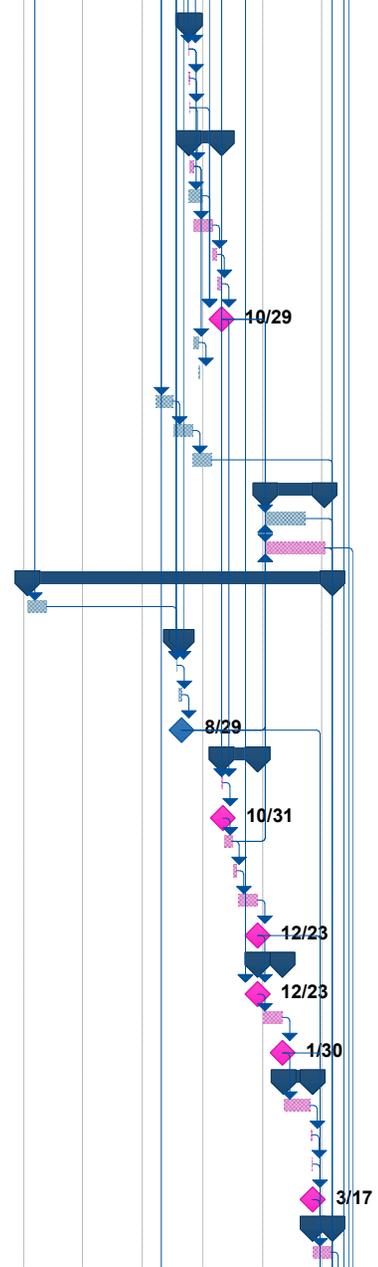
ID	Task Name	Dur	Start	Finish	Q4 '23	Q1 '24	Q2 '24	Q3 '24	Q4 '24	Q1 '25	Q2 '25	Q3 '25	Q4 '25	Q1 '26	Q2 '26	Q3 '26	Q4 '26
353	CAD to CAD with Zole: Demonstration & Acceptance Testing	10 d	Fri 7/11/25	Thu 7/24/25													
354	CAD to CAD with Zole: Ready for Functional Validation	0 d	Thu 7/24/25	Thu 7/24/25													
355	<b>CAD to CAD with Logis (King)</b>	<b>236 d</b>	<b>Mon 8/26/24</b>	<b>Thu 8/7/25</b>													
356	<b>CAD to CAD with Logis: ICD Development and Delivery</b>	<b>15 d</b>	<b>Mon 8/26/24</b>	<b>Mon 9/16/24</b>													
357	CAD to CAD with Logis: ICD Developed and Delivered	5 d	Mon 8/26/24	Fri 8/30/24													
358	CAD to CAD with Logis: ICD Customer Review	10 d	Tue 9/3/24	Mon 9/16/24													
359	CAD to CAD with Logis: ICD Design Approved	0 d	Mon 9/16/24	Mon 9/16/24													
360	CAD to CAD with Logis: Development	25 d	Tue 9/17/24	Mon 10/21/24													
361	CAD to CAD with Logis: Install/Configure/Test	10 d	Fri 7/11/25	Thu 7/24/25													
362	CAD to CAD with Logis: Demonstration & Acceptance Testing	10 d	Fri 7/25/25	Thu 8/7/25													
363	CAD to CAD with Logis: Ready for Functional Validation	0 d	Thu 8/7/25	Thu 8/7/25													
364	<b>ASAP to PSAP Configuration</b>	<b>221 d</b>	<b>Tue 9/3/24</b>	<b>Thu 7/24/25</b>													
365	ASAP to PSAP Interface: RFI - Requirements Gathering	10 d	Tue 9/3/24	Mon 9/16/24													
366	<b>ASAP to PSAP Interface: ICD Development and Delivery</b>	<b>15 d</b>	<b>Tue 9/17/24</b>	<b>Mon 10/7/24</b>													
367	ASAP to PSAP Interface: ICD Developed and Delivered	5 d	Tue 9/17/24	Mon 9/23/24													
368	ASAP to PSAP Interface: ICD Customer Review	10 d	Tue 9/24/24	Mon 10/7/24													
369	ASAP to PSAP Interface: ICD Design Approved	0 d	Mon 10/7/24	Mon 10/7/24													
370	ASAP to PSAP Interface: Development	30 d	Tue 10/8/24	Mon 11/18/24													
371	ASAP to PSAP Interface: Interface Install/Configure/test	10 d	Fri 7/11/25	Thu 7/24/25													
372	ASAP to PSAP Interface: Interface Ready for Functional Validation	0 d	Thu 7/24/25	Thu 7/24/25													
373	<b>Axon BWC Interface Configuration</b>	<b>226 d</b>	<b>Tue 9/24/24</b>	<b>Thu 8/21/25</b>													
374	<b>Axon BWC Interface: ICD Development and Delivery</b>	<b>15 d</b>	<b>Tue 9/24/24</b>	<b>Mon 10/14/24</b>													
375	Axon BWC Interface: ICD Developed and Delivered	5 d	Tue 9/24/24	Mon 9/30/24													
376	Axon BWC Interface: ICD Customer Review	10 d	Tue 10/1/24	Mon 10/14/24													
377	Axon BWC Interface: ICD Design Approved	0 d	Mon 10/14/24	Mon 10/14/24													
378	Axon BWC Interface: Development	25 d	Tue 10/15/24	Mon 11/18/24													
379	Axon BWC Interface: Install/Configure/Test	10 d	Fri 7/25/25	Thu 8/7/25													
380	Axon BWC Interface: Demonstration & Acceptance Testing	10 d	Fri 8/8/25	Thu 8/21/25													
381	Axon BWC Interface: Ready for Functional Validation	0 d	Thu 8/21/25	Thu 8/21/25													
382	Interface Configuration Complete	0 d	Thu 8/21/25	Thu 8/21/25													
383	<b>ASTRO Integration</b>	<b>247 d</b>	<b>Mon 7/8/24</b>	<b>Thu 7/3/25</b>													
384	<b>Radio Capacity Modeling - Planning Package</b>	<b>115 d</b>	<b>Mon 7/8/24</b>	<b>Wed 12/18/24</b>													
385	Collect Capacity Study Parameters	7 d	Mon 7/8/24	Tue 7/16/24													
386	Perform Hydra Capacity Analysis	44 d	Wed 7/17/24	Tue 9/17/24													
387	Capacity Analysis Report Delivered	0 d	Tue 9/17/24	Tue 9/17/24													
388	Internal Review of Capacity Analysis Report	5 d	Wed 9/18/24	Tue 9/24/24													
389	Customer Review of Capacity Analysis Report	5 d	Thu 9/26/24	Wed 10/2/24													
390	Configure IMW and Verify (If Needed)	15 d	Thu 10/3/24	Wed 10/23/24													
391	Field Test Conducted - Requires Network (If Needed)	13 d	Mon 11/25/24	Thu 12/12/24													
392	Additional Field Test Conducted - Requires Network (If Needed)	4 d	Fri 12/13/24	Wed 12/18/24													
393	<b>Network Connectivity (P1 to Radio System)</b>	<b>30 d</b>	<b>Mon 4/14/25</b>	<b>Fri 5/23/25</b>													
394	One to one connectivity to MCC7500-CAD W/S	10 d	Mon 4/14/25	Fri 4/25/25													
395	Connection to Radio Services	10 d	Mon 4/28/25	Fri 5/9/25													
396	Connection from P1 to Radio IP address	10 d	Mon 5/12/25	Fri 5/23/25													

A2 Section 4 Project Schedule - CCSF PeopleSoft Contract ID#: #1000031673 December 2023

ID	Task Name	Dur	Start	Finish	Q4 '23	Q1 '24	Q2 '24	Q3 '24	Q4 '24	Q1 '25	Q2 '25	Q3 '25	Q4 '25	Q1 '26	Q2 '26	Q3 '26	Q4 '26
397	<b>ASTRO Radio Console</b>	15 d	Tue 5/27/25	Mon 6/16/25													
398	Integration Services	9 d	Tue 5/27/25	Fri 6/6/25													
399	Provisioning	5 d	Mon 6/9/25	Fri 6/13/25													
400	Integration Demonstration/Validation	1 d	Mon 6/16/25	Mon 6/16/25													
401	<b>ASTRO Radio PTT</b>	13 d	Tue 6/17/25	Thu 7/3/25													
402	Interface Install/Configure/Test	7 d	Tue 6/17/25	Wed 6/25/25													
403	Provisioning	5 d	Thu 6/26/25	Wed 7/2/25													
404	Interface Demonstration/Validation	1 d	Thu 7/3/25	Thu 7/3/25													
405	Astro Integration Complete	0 d	Thu 7/3/25	Thu 7/3/25													
406	<b>Reporting Data Warehouse (RDW) Sharing Integration</b>	85 d	Fri 6/27/25	Mon 10/27/25													
407	RDW IDD Dashboards, Views, and Integration	15 d	Fri 6/27/25	Fri 7/18/25													
408	SFFD IDD Dashboards, Views, and Integration	10 d	Mon 7/21/25	Fri 8/1/25													
409	SFPD IDD Dashboards, Views, and Integration	10 d	Mon 8/4/25	Fri 8/15/25													
410	SFSO IDD Dashboards, Views, and Integration	10 d	Mon 8/18/25	Fri 8/29/25													
411	SFMTA IDD Dashboards, Views, and Integration	10 d	Tue 9/2/25	Mon 9/15/25													
412	CCSF Data Consumer Integration (All Consumers)	30 d	Tue 9/16/25	Mon 10/27/25													
413	Reporting Data Warehouse Integration Complete	0 d	Mon 10/27/25	Mon 10/27/25													
414	Interface/Integration Configuration Complete	0 d	Mon 10/27/25	Mon 10/27/25													
415	<b>Planning Package - Transactional Data Conversion</b>	92 d	Tue 2/18/25	Thu 6/26/25													
416	Copy of Database Provided	1 d	Tue 2/18/25	Tue 2/18/25													
417	Data Conversion Preparation Workshop	1 d	Wed 2/26/25	Wed 2/26/25													
418	CCSF Sends Data to MSI	10 d	Thu 2/27/25	Wed 3/12/25													
419	Sample Data Set Conversion Round 1	20 d	Thu 3/13/25	Wed 4/9/25													
420	Sample Data Set Conversion Review & Feedback 1	10 d	Thu 4/10/25	Wed 4/23/25													
421	Sample Data Set Conversion Round 2	20 d	Thu 4/24/25	Wed 5/21/25													
422	Sample Data Set Conversion Review & Feedback 2	10 d	Thu 5/22/25	Thu 6/5/25													
423	Final Data Set Conversion	10 d	Fri 6/6/25	Thu 6/19/25													
424	Final Data Set Review & Approval	5 d	Fri 6/20/25	Thu 6/26/25													
425	<b>P1 and P2 Functional Enhancements</b>	5 d	Tue 9/2/25	Mon 9/8/25													
426	Delivery and Demonstration of P1 and P2 Functional Enhancements	5 d	Tue 9/2/25	Mon 9/8/25													
427	P1 and P2 Functional Enhancements Delivered	0 d	Mon 9/8/25	Mon 9/8/25													
428	<b>Training Period (Users/IT/Support/Trainers)</b>	487 d	Wed 4/17/24	Sun 4/5/26													
429	<b>Training Plan Development</b>	85 d	Wed 4/17/24	Thu 8/15/24													
430	Training Plan Delivered	45 d	Wed 4/17/24	Wed 6/19/24													
431	Training Plan Reviewed	15 d	Thu 6/20/24	Thu 7/11/24													
432	Training Plan Redelivered - Comments Incorporated	15 d	Fri 7/12/24	Thu 8/1/24													
433	Training Plan Approved	10 d	Fri 8/2/24	Thu 8/15/24													
434	Training Plan Complete	0 d	Thu 8/15/24	Thu 8/15/24													
435	CCSF Training Material Development	120 d	Fri 8/16/24	Fri 2/14/25													
436	<b>Learning eXperience Portal (LXP)</b>	51 d	Fri 8/16/24	Mon 10/28/24													
437	Establish Learn Administrators	20 d	Fri 8/16/24	Fri 9/13/24													
438	LXP Access for Administrators	1 d	Mon 9/16/24	Mon 9/16/24													
439	LXP Provisioning Learning Prerequisites Completed by CCSF Learn Administrators	30 d	Tue 9/17/24	Mon 10/28/24													
440	<b>Instructor Led Training</b>	179 d	Tue 2/18/25	Wed 10/29/25													

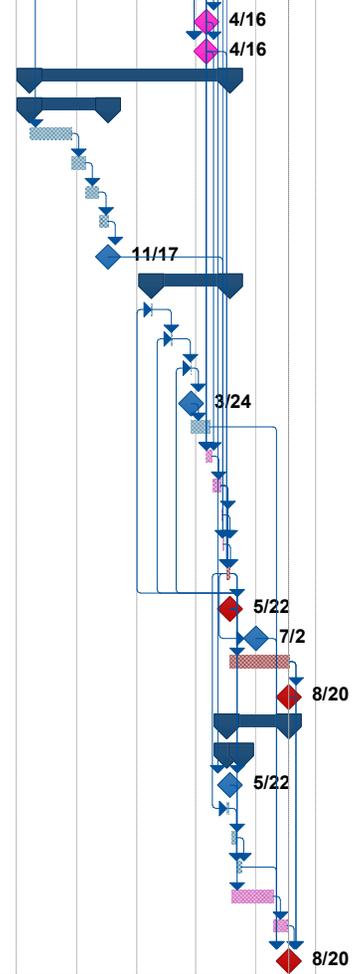
A2 Section 4 Project Schedule - CCSF PeopleSoft Contract ID#: #1000031673 December 2023

ID	Task Name	Dur	Start	Finish	Q4 '23	Q1 '24	Q2 '24	Q3 '24	Q4 '24	Q1 '25	Q2 '25	Q3 '25	Q4 '25	Q1 '26	Q2 '26	Q3 '26	Q4 '26
441	CCSF Completes LXP Learning Prerequisites (Online Access)	10 d	Tue 2/18/25	Mon 3/3/25													
442	<b>PremierOne Mobile Train the Trainer (Windows, Android/iOS)</b>	<b>3 d</b>	<b>Tue 9/9/25</b>	<b>Thu 9/11/25</b>													
443	Mobile Train the Trainer (SFFD)	1 d	Tue 9/9/25	Tue 9/9/25													
444	Mobile Train the Trainer (SFPD)	1 d	Wed 9/10/25	Wed 9/10/25													
445	Mobile Train the Trainer (SFSO)	1 d	Thu 9/11/25	Thu 9/11/25													
446	<b>PremierOne CAD Train the Trainer</b>	<b>36 d</b>	<b>Wed 9/10/25</b>	<b>Wed 10/29/25</b>													
447	CAD Train the Trainer (DEC)	4 d	Fri 9/12/25	Wed 9/17/25													
448	CAD Train the Trainer (SFFD)	15 d	Wed 9/10/25	Tue 9/30/25													
449	CAD Train the Trainer (SFPD)	20 d	Thu 9/18/25	Wed 10/15/25													
450	CAD Train the Trainer (SFSO)	5 d	Thu 10/16/25	Wed 10/22/25													
451	CAD Train the Trainer (SFMTA)	5 d	Thu 10/23/25	Wed 10/29/25													
452	PremierOne Train the Trainer Complete	0 d	Wed 10/29/25	Wed 10/29/25													
453	Shadow CAD Train the Trainer (DEC)	5 d	Thu 9/18/25	Wed 9/24/25													
454	Update Service Delivery Report Based on T the T	2 d	Thu 9/25/25	Fri 9/26/25													
455	SSRS Report Builder Training	20 d	Mon 7/21/25	Fri 8/15/25													
456	Intelligent Data Discovery in PremierOne CAD	20 d	Mon 8/18/25	Mon 9/15/25													
457	PremierOne CAD/Mobile System Administrator Training	20 d	Tue 9/16/25	Mon 10/13/25													
458	<b>Customer-Led User Training</b>	<b>64 d</b>	<b>Mon 1/5/26</b>	<b>Sun 4/5/26</b>													
459	Customer-Led Training CAD	60 ed	Mon 1/5/26	Fri 3/6/26													
460	Customer-Led Training Mobile Law/Fire Rescue	90 ed	Mon 1/5/26	Sun 4/5/26													
461	<b>System Validation (Acceptance Testing)</b>	<b>319 d</b>	<b>Tue 1/7/25</b>	<b>Thu 4/16/26</b>													
462	Test Plan Delivered	20 d	Tue 1/7/25	Tue 2/4/25													
463	<b>CCSF Systems Integration Demonstration</b>	<b>6 d</b>	<b>Fri 8/22/25</b>	<b>Fri 8/29/25</b>													
464	Ready for Systems Integration Demonstration	1 d	Fri 8/22/25	Fri 8/22/25													
465	Demonstrate and Document Installation of System Infrastructure,	5 d	Mon 8/25/25	Fri 8/29/25													
466	CCSF Systems Integration Testing Complete	0 d	Fri 8/29/25	Fri 8/29/25													
467	<b>CAD/Mobile Functional Validation</b>	<b>37 d</b>	<b>Thu 10/30/25</b>	<b>Tue 12/23/25</b>													
468	Update Functional Validation Plan	2 d	Thu 10/30/25	Fri 10/31/25													
469	Ready for Functional Verification	0 d	Fri 10/31/25	Fri 10/31/25													
470	Witnessed Functional Verification (Requirements Traceability)	10 d	Mon 11/3/25	Fri 11/14/25													
471	Functional Remediation if Needed	5 d	Mon 11/17/25	Fri 11/21/25													
472	Functional Re-Test (If Needed)	20 d	Mon 11/24/25	Tue 12/23/25													
473	CAD/Mobile Functional Validation Complete	0 d	Tue 12/23/25	Tue 12/23/25													
474	<b>Functional Interface Validation</b>	<b>20 d</b>	<b>Tue 12/23/25</b>	<b>Fri 1/30/26</b>													
475	Ready for Functional Interface Testing	0 d	Tue 12/23/25	Tue 12/23/25													
476	Functional Interface Testing (Requirements Traceability)	20 d	Fri 1/2/26	Fri 1/30/26													
477	Functional Interface Validation Complete	0 d	Fri 1/30/26	Fri 1/30/26													
478	<b>Scenario-Based Validation</b>	<b>32 d</b>	<b>Mon 2/2/26</b>	<b>Tue 3/17/26</b>													
479	Functional Verification (Requirements Traceability)	30 d	Mon 2/2/26	Fri 3/13/26													
480	Scenario Remediation (If Needed)	1 d	Mon 3/16/26	Mon 3/16/26													
481	Scenario Re-Test (If Needed)	1 d	Tue 3/17/26	Tue 3/17/26													
482	Scenario-Based Validation Complete	0 d	Tue 3/17/26	Tue 3/17/26													
483	<b>System Performance, Resiliency, Networking and Security Testing</b>	<b>22 d</b>	<b>Wed 3/18/26</b>	<b>Thu 4/16/26</b>													
484	System Performance, Resiliency, Networking and Security	20 d	Wed 3/18/26	Tue 4/14/26													



A2 Section 4 Project Schedule - CCSF PeopleSoft Contract ID#: #1000031673 December 2023

ID	Task Name	Dur	Start	Finish	Q4 '23	Q1 '24	Q2 '24	Q3 '24	Q4 '24	Q1 '25	Q2 '25	Q3 '25	Q4 '25	Q1 '26	Q2 '26	Q3 '26	Q4 '26
485	System Performance Remediation (If Needed)	1 d	Wed 4/15/26	Wed 4/15/26													
486	System Re-Test (If Needed)	1 d	Thu 4/16/26	Thu 4/16/26													
487	System Performance, Resiliency, Networking and Security Testing	0 d	Thu 4/16/26	Thu 4/16/26													
488	System Validation Complete	0 d	Thu 4/16/26	Thu 4/16/26													
489	<b>System Cutover</b>	<b>209 d</b>	<b>Mon 7/21/25</b>	<b>Fri 5/22/26</b>													
490	<b>Cutover Plan</b>	<b>85 d</b>	<b>Mon 7/21/25</b>	<b>Mon 11/17/25</b>													
491	Cutover Plan Delivered	45 d	Mon 7/21/25	Mon 9/22/25													
492	Cutover Plan Reviewed	15 d	Tue 9/23/25	Mon 10/13/25													
493	Cutover Plan Redelivered - Comments Incorporated	15 d	Tue 10/14/25	Mon 11/3/25													
494	Cutover Plan Approved	10 d	Tue 11/4/25	Mon 11/17/25													
495	Cutover Plan Complete	0 d	Mon 11/17/25	Mon 11/17/25													
496	<b>System Cutover</b>	<b>86 d</b>	<b>Fri 1/23/26</b>	<b>Fri 5/22/26</b>													
497	120 Days Project Go Live Assessment Review	1 d	Fri 1/23/26	Fri 1/23/26													
498	90 Days Project Go/No Go Date	1 d	Mon 2/23/26	Mon 2/23/26													
499	60 Day Project Go Live Assessment	1 d	Tue 3/24/26	Tue 3/24/26													
500	Go Live Standup Meetings Initiated	0 d	Tue 3/24/26	Tue 3/24/26													
501	MSI Cutover Support & Resource Planning	20 d	Wed 3/25/26	Tue 4/21/26													
502	System Provisioning/Configuration Freeze	6 d	Fri 4/17/26	Fri 4/24/26													
503	Total System Freeze/Data Purge	10 d	Mon 4/27/26	Fri 5/8/26													
504	Introduction of Support Organization	1 d	Mon 5/11/26	Mon 5/11/26													
505	Final Cutover Plan Review	1 d	Tue 5/12/26	Tue 5/12/26													
506	Project Cutover	5 d	Mon 5/18/26	Fri 5/22/26													
507	Project Cutover Complete	0 d	Fri 5/22/26	Fri 5/22/26													
508	CCSF Approval of Data Consumer Integration (All Consumers)	0 d	Thu 7/2/26	Thu 7/2/26													
509	90-Day Reliability Period Monitoring/Evaluation	90 ed	Fri 5/22/26	Thu 8/20/26													
510	Warranty Period Begins	0 d	Thu 8/20/26	Thu 8/20/26													
511	<b>Project Closure</b>	<b>68 d</b>	<b>Mon 5/18/26</b>	<b>Thu 8/20/26</b>													
512	<b>Process Re-Engineering Solution</b>	<b>15 d</b>	<b>Mon 5/18/26</b>	<b>Mon 6/8/26</b>													
513	Change Management Monitoring Begins	0 d	Fri 5/22/26	Fri 5/22/26													
514	Attend Go-Live	3 d	Mon 5/18/26	Wed 5/20/26													
515	Evaluate Change Process Post Go-Live	5 d	Tue 5/26/26	Mon 6/1/26													
516	Deliver Final Service Delivery Report and Identify Business Process Map	5 d	Tue 6/2/26	Mon 6/8/26													
517	Finalize System Documentation/Punchlist Complete	45 d	Tue 5/26/26	Mon 7/27/26													
518	CCSF Review/Approval of System Documentation	15 d	Tue 7/28/26	Mon 8/17/26													
519	Final System Acceptance	0 d	Thu 8/20/26	Thu 8/20/26													





London Breed  
Mayor

**Department of Emergency Management**

1011 Turk Street, San Francisco, CA 94102  
Phone: (415) 558-3800 Fax: (415) 558-3843



Mary Ellen Carroll  
Executive Director

**CCSF and County of San Francisco  
Department of Emergency Management  
CAD System Replacement Project**

**Motorola PremierOne CAD Contract  
Appendix A3 Preliminary Design  
Section 1 Preliminary Design Document**

**December 2023**

**CCSF Peoplesoft Contract ID #: 1000031673**

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

## Table of Contents

### Table of Contents

#### Contents

1.	Technical Solution	5
1.1	System Scope Overview	5
1.2	PremierOne CAD Applications and Services	8
1.2.1	PremierOne CAD	8
1.2.2	PremierOne Mobile with Mobile Mapping	11
1.3	System Architecture	14
1.3.1	Basis for System Sizing and Performance	16
1.3.2	PremierOne System Hardware	16
1.3.3	PremierOne High Availability Architecture	16
1.3.4	Multiple Environments	19
1.3.5	On-Premise DR	22
1.3.6	Microsoft Active Directory Service (On-Premise)	27
1.3.7	Geographic Information System (GIS)	29
1.3.8	System Security	30
1.3.9	CAD Viewer (Cloud-based)	31
1.3.10	System Reporting Services	32
1.3.11	ReddiNet	35
1.3.12	RapidSOS Integration	35
1.3.13	ASTRO25 Integrations	35
1.4	PremierOne CAD Site Infrastructure	45
1.4.1	Primary CAD Data Center Site (1011 Turk Street, San Francisco)	46
1.4.2	Disaster Recovery Data Center Site (3101 Gold Camp Drive, Rancho Cordova)	46
1.4.3	Primary CAD Dispatch Center (1011 Turk Street, San Francisco)	46
1.4.4	Backup CAD Dispatch Center (1 South Van Ness Ave)	48

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

1.4.5	SFMTA Parking Enforcement CAD Dispatch Center (1455 Market Street) and Remote Access	49
1.4.6	Remote CAD Workstations (non-PSAP deployed terminals)	50
1.4.7	SFFD Headquarters and Fire Stations	51
1.4.8	SFPD Headquarters and Police Stations	53
1.4.9	SFSO Headquarters and Secure Sites	54
1.5	PremierOne CAD Interfaces	56
1.5.1	System Interface Diagram	56
1.5.2	Fire Station Printing (Rip-N-Run)	58
1.5.3	Everbridge	58
1.5.4	Priority Dispatch Structured Call Taking	58
1.5.5	Intrado VIPER E9-1-1 (ANI/ALI)	59
1.5.6	Level II Message Switch	59
1.5.7	LiveMUM	59
1.5.8	HRMS (Personnel)	60
1.5.9	MACH Fire Station Alerting	60
1.5.10	AutoReturn (ARIES)	60
1.5.11	Unified Log on	60
1.5.12	Private EMS Positional Data	60
1.5.13	3-1-1 Hub	61
1.5.14	ASAP-to-PSAP	61
1.5.15	HRMS (Roster/Scheduling)	61
1.5.16	Tablet Command	62
1.5.17	Central Square RMS	62
1.5.18	LOGIS CAD-to-CAD	62
1.5.19	Zoll CAD-to-CAD	62
1.6	System Platform and Components	63
1.6.1	PremierOne System Components	63
1.6.2	PremierOne System On-Premise Storage and Backup	65
1.6.3	PremierOne Network and Management Components	66
1.7	Workstation Specifications	69

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

1.7.1	PremierOne CAD Workstation Recommended Specifications (also to be used for any laptops intended to be used as CAD Client Workstations)	69
1.7.2	PremierOne CAD Workstation Monitor Recommended Specifications	70
1.7.3	PremierOne Mobile Workstation Minimum Recommended Specifications	70
1.7.4	PremierOne and Mobile (for Windows) Prerequisite Software	71
1.8	TCP/IP Network and Data Center Requirements	72
1.8.1	CCSF Network Requirements	72
1.8.2	CCSF Data Center Requirements	74
1.9	Technical Considerations and Design Requirements	75
1.9.1	CCSF Responsibilities:	75
1.10	CJIS and Compliance	76

City and County of San Francisco, CA  
December 2023  
CCSF PeopleSoft Contract ID#: 1000031673

Motorola PremierOne CAD Contract  
Appendix A3 Preliminary Design  
Section 1 Preliminary Design Document (PDD)

## 1. Technical Solution

### 1.1 System Scope Overview

Motorola Solutions' offering consists of server hardware, server networking hardware, system software, PremierOne application and client software, interfaces and services (as stated in the Statement of Work and Scope of Services).

#### FUNCTIONAL CAPABILITIES

Motorola will provide all the functionality and services required to deliver the functionality required in their responses to the System Requirements Document (SRD) in order to meet the system design scope of the Preliminary Design Document (PDD) and to interface will all the systems specified in the Interface Control Document (ICD).

#### APPLICATION SOFTWARE

**PremierOne Computer Aided Dispatch (CAD):** Motorola will provide a robust, reliable, and resilient CAD system designed, configured, and implemented to support CCSF's Law Enforcement, Fire, EMS, and Parking Enforcement public safety call-taking, dispatch and response activities that fully integrates with other system application components as required in the SRD. Motorola will provide CAD workstation configuration, and optionally, a virtual desktop or similar solution, integration and testing services to support CJIS query/response capability tailored by each applicable department. Motorola will provide CAD login and authentication integration and testing services to support Multi-Factor Authentication (MFA) and Single Sign On (SSO) supported by CCSF's Identity Access Management (IAM) solution as described in Section 2 Scope of Services of the Statement of Work.

**PremierOne Mobile Data Computer Client (MDC) (Windows):** Motorola will provide all services to design, configure, test, and implement a robust, reliable, native MDC CAD system (Windows) to support CCSF's Law Enforcement, Fire, EMS, and Parking Enforcement activities that integrates with other system application components as required in the SRD. Motorola will provide MDC configuration, integration and testing services to tailor the MDC configuration and functionality for each of the CCSF departments.

Motorola will provide MDC configuration, integration and testing services to support CJIS query/response capability tailored by each applicable department.

Motorola will provide MDC login and authentication integration and testing services to support Multi-Factor Authentication (MFA) and Single Sign On (SSO) supported by CCSF's IAM solution.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

**PremierOne Mobile Data Smartphone/Tablet Application (IOS/Android):** Motorola will provide all services to design, configure, test and implement a robust, reliable, Smartphone/Tablet (IOS & Android) application to support CCSF's Law Enforcement, Fire, EMS, and Parking Enforcement activities that fully integrates with other system application components as described in this RFP. Motorola shall provide documentation, tools, and training for CCSF to maintain the Smartphone/Tablet environment with remote diagnostics and upgrade capabilities. Each department will have a handheld application configuration that is configured and supported by Motorola.

Motorola will provide Mobile Application login and authentication integration and testing services to support Multi-Factor Authentication (MFA) and Single Sign On (SSO) supported by CCSF's IAM solution.

## SYSTEM INTERFACES

In addition to the integration of the proposed System applications, Motorola will be responsible for providing CAD interfaces and required integration services to CCSF for external systems. Each interface requires services from Motorola, CCSF and potentially third parties to develop, integrate, test and deploy. Motorola will provide the interfaces specified in the Interface Control Document (ICD). Motorola will also identify any interfaces the proposed solution requires such as cloud-based services, or third-party solutions required to meet the CCSF system requirements in the SRD.

## SYSTEM HARDWARE, PLATFORMS AND OPERATING SYSTEMS

Motorola will support and provide services for all the recommended servers, operating systems, ancillary equipment, CAD workstations, and hardware components to meet the CCSF requirements and acceptance criteria.

Motorola will supply or recommend all necessary hardware platforms and system operating systems to support the CAD system software and interfaces. Motorola will ensure that the application software and services provided by Motorola will provide a system to perform its capabilities for users. Specifications will not be based on minimum specifications, but recommended specifications for CCSF's use, based on CCSF's operational needs. CCSF intends to utilize laptops for CAD clients in some instances, in those cases, specifications used for those laptops should refer to "PremierOne CAD Workstation Recommended Specifications".

Motorola will re-evaluate the hardware and software specifications with CCSF prior to finalizing the Bill of Materials (BOM). Motorola will provide the currently certified hardware and software platforms.

CCSF is responsible for all CCSF provided systems and equipment.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

## **SITE DEVELOPMENT AND SYSTEM INTEGRATION**

Motorola, with appropriate involvement from CCSF employees identified in the Project Roles & Responsibilities in Section 1 of the SOW, shall integrate the hardware, software, and interfaces at each site location.

The dispatch center integration includes the primary and backup PSAP technologies to support all call-taking and dispatch positions for live operations, training, testing, and development. Motorola will develop a plan for the cutover of dispatch positions, all of the local interfaces, and CAD support tools. Motorola will cutover and test all CAD positions for functionality, local hardware connections, and communications for CCSF acceptance.

Motorola is responsible for the CAD system server integration including the physical hardware installation, local interface connections, testing, and performance testing of the proposed solution at all site locations. Motorola will complete acceptance testing of all CAD functionality as specified in the Acceptance Test Plan as traced to all system requirements in the SRD. Each department will be provisioned in accordance with the business process review.

Motorola will provide the ability for Remote CAD users, including dispatchers, identified by CCSF for setup, installation, and testing. Each site location of remote users may have unique functionality, security and communication configuration setup, tested, and supported by Motorola. These requirements may have specific minimum specifications as defined by Motorola Solutions.

Motorola, in coordination with CCSF, will be responsible for all activity associated with the integration with the State of CA ESnet and supplemental data imported into the CAD system.

## **GEOGRAPHIC INFORMATION SYSTEMS (GIS) AND MAPPING**

Motorola will provide the services to integrate the mapping capabilities required in the system requirements. Motorola will be responsible for ingesting, correlating, using, storing, and displaying GIS location data and information, respectively, throughout the proposed solution. The GIS and Mapping requirements require database sharing with other agencies and municipalities.

Motorola will identify the processes and tools that CCSF will need to validate, maintain, and support the GIS database for the lifecycle of the proposed solution. In addition, the training services shall include the best practice recommendation of processes and tools necessary to maintain the GIS database

ArcGIS Desktop is utilized for management of existing customer GIS data. With each PremierOne release, GIS tools are included with the software release package. The GIS tools are a Windows desktop installer that adds the necessary tools to perform export of GIS data and subsequent loading of data into the PremierOne system.

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: 1000031673

Motorola PremierOne CAD Contract

Appendix A3 Preliminary Design

Section 1 Preliminary Design Document (PDD)

## 1.2 PremierOne CAD Applications and Services

The following sections provide brief descriptions of PremierOne CAD, PremierOne Mobile, applications, and other system services. The system uses Commercial Off the Shelf (COTS) products therefore software development to the application framework is not provided.

### 1.2.1 PremierOne CAD

Motorola Solutions has designed PremierOne CAD to be the central convergence point for communications from multiple sources and systems, mission-critical information and resource management. PremierOne CAD and Mobile CAD shall provide functionality as specified in the following documents:

- System Requirements Document (SRD)
- Preliminary Design Document (PDD)
- Interface Control Document (ICD)

The user interface offers quick access to information via a location-based, Esri standard GIS map. Users perform commands and functions using a mouse, command lines, function keys, shortcuts, or user definable right click menus. The GPS-aided resource management tool displays the location and identity of GPS equipped vehicles or devices enabling a coordinated response while further supporting officer safety.

In PremierOne CAD, AVL/ARL (Automatic Resource Locator) can be used in recommendations to track the location of emergency vehicles to determine their present location when requiring units to respond to an incident. By adding ARL recommendations to PremierOne CAD, PremierOne CAD can make recommendations based on the actual location of units rather than recommending units solely based on jurisdictional assignment.

PremierOne supports Direct GPS Connection where location information is sent directly to PremierOne without the use of the PremierOne Mobile client application. Direct GPS Connection requires that device location be reported to PremierOne using Trimble ASCII Interface Protocol (TAIP) with a unique identifier over User Datagram Protocol (UDP).

Users can create incidents from public telephone calls, from information received from an officer or from another public safety agency, or through an alarm interface. Once the user enters basic details of the incident into the system, users may dispatch field personnel to handle the incident. Users may update incidents with additional details such as information about the handling of the incident. Once the user has completed the incident in an appropriate fashion, the user then can close the incident.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

Field personnel may use PremierOne CAD to retrieve details about incidents or to make incident updates. Additionally, supervisory personnel may use the PremierOne CAD to monitor the operations of the communications center, the handling of incidents and field unit statistics.

Users and Field personnel will be able to receive multimedia and attach the multimedia to the CAD record. Examples of multimedia include videos and pictures sent by the caller. Multimedia attached to the CAD record should be viewable on demand by call takers, dispatchers, and field first responders through their MDT or cell phone devices.

### 1.2.1.1 PremierOne CAD Concepts

#### **User Input**

Users may operate PremierOne CAD either with or without a mouse. While all commands and actions within the application can be accessed with the mouse, users also may drive PremierOne CAD almost exclusively from the keyboard. A few PremierOne CAD functions, such as selecting units from a map, must be performed with a mouse.

#### **Work and Status Monitors**

Users perform the majority of actions within PremierOne CAD's work monitor. Status monitors present summary information about incidents or units. A user may have one or more status monitor windows available at the workstation.

#### **Security and Roles**

PremierOne CAD recognizes authorized users and provides access to individually authorized functions at the time of sign-on. To facilitate these responsibilities, access rights and permissions are associated with the various functions available within PremierOne CAD. A role is a set of specified privileges, which provide access to data, commands, forms, devices, and functions. Each user and device are assigned to one or more of the default of CCSF created roles.

#### **Units, Incidents and Dispatching**

A unit within PremierOne CAD represents the resources, which are dispatched or monitored by the communications center personnel. All units in the system are identified with a unit id, which is typically the radio call sign for the unit. Users can initiate incidents from the command line or from the incident initiation form. The system provides a user with four methods to begin the incident dispatching process. These four methods include:

- Dispatch incident function key
- Incident dispatch command
- Dispatch form

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

- Drag and drop feature within status monitors and map.

### **Incident Management**

In addition to initiating and dispatching incidents, users can manage existing incidents through the various incident management features of PremierOne CAD:

- Updating existing incident information
- Associating incidents
- Disassociating incidents
- Cloning incidents
- Closing incidents
- Reopening incidents
- Displaying a summary list of incidents
- Searching for incidents

### **Unit Management**

- Users have the ability to monitor and maintain the current activities for each unit through the various unit management features:
- View and update unit assignment data
- Make unit status changes
- Manipulate a unit's call stack
- Transfer units
- View a unit's history
- Move units from one station or area to another station or area
- View the current activities for a unit
- Assign crews
- Clear units from an incident
- Manipulate units that are assigned to incidents
- Move resources to cover depleted stations or areas
- PremierOne CAD can alter a unit's capabilities based on the personnel assigned to that unit.

### **Federal, State and Local Queries**

PremierOne allows users to submit requests for information to external databases. These external queries can involve local agencies, as well as state and federal agencies. External databases all have their own data formats and respond to submitted queries with one or more responses.

### **Maps**

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

PremierOne mapping utilizes products from Environmental Systems Research Institute (Esri) for geo-processing. The display of maps is an integrated component within PremierOne. The map may be configured to automatically display when the user signs on to the workstation. A number of commands and functions allow the user to manipulate the map and make updates in response to user actions. The map may be configured to display an icon at this location to assist the call taker in determining the location at which an emergency response is required. The system also attempts to find the nearest address/common place to the caller coordinates.

### Mail & Messaging Services

The mail and messaging functionalities of PremierOne CAD allow users to exchange and distribute electronic mail and messages within the dispatch center and to units equipped with MDTs. With additional configuration, these messages can also be sent to external e-mail users, and the system can receive messages from external e-mail users and appropriately forward to the intended user, device, unit, or other recipient. This additional functionality is dependent on various interface and agency configuration requirements.

#### 1.2.2 PremierOne Mobile with Mobile Mapping

PremierOne Mobile provides public safety personnel the ability to assess and prepare for a situation while en route to the scene. Users access information via screen configurations that provides navigation throughout the PremierOne Mobile application.

Table 1-5: PremierOne Mobile Mapping Capabilities

PremierOne Mobile - Available Clients:	Windows	Android	iOS
Operating System	Windows 10 or 11*	Android 10-12*	iOS 14-46*
Cloud Enabled	●	●	●
Silent Dispatch	●	●	●
Incident & Unit Management	●	●	●
Real-Time Status Monitors	7	5	5

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

Field Initiation for Traffic Stops & Other Incidents	●	●	●
Database Querying	●	●	●
BOLOs	●	●	
Unit Location Tracking	●	●	●
Premise & Hazard Details with Images	●	●	●
Geofencing with Entry & Exit Alerts	●	●	●
4G & LTE Network Capability	●	●	●
CJIS Security Support with FIPS 140-2 Encryption & Auditing	●	●	●
Barcode Scan	●	●	●
Voice Entry for Comments		●	●
Actionable URL in Comments	●	●	●
Messaging	●	●	●
Advanced Mapping, BOLOs, Premise & Hazards	●		
Advanced Configurations	●		

**\*Note: These are the features supported for these operating system versions, and not a specification for a recommended operating system.**

The integrated map provides the user the ability to display call location, drive directions, premise hazards and the location of other units. PremierOne Mobile and PremierOne CAD share common mapping capabilities from ESRI family of products and as such, mapping solution(s) for the server and clients can be generated from the same base GIS data.

PremierOne Mobile obtains location information from a collocated GPS receiver. The PremierOne Mobile Windows Client supports the Trimble ASCII Interface Protocol (TAIP), National Marine Electronics Association (NMEA) standard, or Windows Location Services protocol. The PremierOne Mobile client application can send its location to PremierOne CAD via a cellular data modem. The vehicle location information is used by PremierOne CAD to support location dependent features including: Mapping, Track-It, Follow-It, and Recommendations.

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: 1000031673

Motorola PremierOne CAD Contract

Appendix A3 Preliminary Design

Section 1 Preliminary Design Document (PDD)

### 1.2.2.1 PremierOne CAD Mobile Offline Mode

Offline Mode allows the entry, saving, and retrieval of data when connectivity between the Mobile client and the Mobile servers is unavailable. Offline mode typically occurs when over-the-air network connectivity is not available. Offline mode provides users with the functionality to continue to perform their essential duties effectively and efficiently.

While in offline mode, the Mobile client operates with data that is local on the client at the time of connectivity loss. Communication to external services such as Query and Dispatch services, do not occur until connectivity to the Mobile Server is re-established.

Offline mode is an automatic occurrence, and users cannot manually place clients into offline mode. In order to help prevent confusion about which mode the user is in, PremierOne Mobile provides indicators showing that the client is operating in offline mode. Mobile clients will automatically cycle from offline to online mode when the connection is re-established.

#### **Offline Mode Authentication**

PremierOne Mobile is configurable to allow a user to sign on to a device in offline mode. The system is configurable to prevent a user from signing into the device in offline mode when the user has not successfully logged in to the device in online mode previously.

After connectivity to the system has been re-established, the login credentials of the user are verified along with all information entered by the user. Any information entered by non-authenticated users is flagged as suspect and must be approved using a supervisor account.

Signing off a device that is unable to connect to the system causes all outstanding transactions and data to be maintained until connectivity is re-established, upon which all the outstanding information is sent to the system.

#### **User Interface & Forms**

During offline mode, certain functions allow the user to continue their current task awaiting the return of server connectivity. Data validation rules, pick lists, and other elements associated with forms and other user interface elements still operate per provisioning and configuration of the system. This allows work of the user to continue, especially in situations where connectivity may be lost and regained multiple times in a short period.

#### **Offline Transaction Numbers**

Offline transaction numbers are unique numbers assigned to incidents that are created while offline. Other users can reference an offline transaction number after it is sent to the system.

During upload, transaction numbers issued in offline mode are synchronized, and receive the next chronological, sequential PremierOne Mobile transaction numbers.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

A user can retrieve one or more records using the offline transaction number or PremierOne Mobile transaction number after the records have been uploaded and brought online.

### **Offline Incident Management**

As described in the following sections, PremierOne Mobile allows a user to create, view, and close incidents in offline mode. Updated offline incident information is synchronized with PremierOne CAD when connectivity is re-established.

### **Offline Incident Creation**

A user can create incidents while operating offline. Data entry in offline incident creation is the same as when online. The incident is only available to that Mobile client (and not CAD users or other mobile clients) until the mobile unit returns online.

A user can perform local geo-validation on location information. Exceptions are flagged for further review.

### **Incident View**

A user can view all incident information that was available to the client before loss of connectivity.

### **Incident Close**

The user can close any incident that was available to the client before loss of connectivity.

### **Offline Unit Status Change**

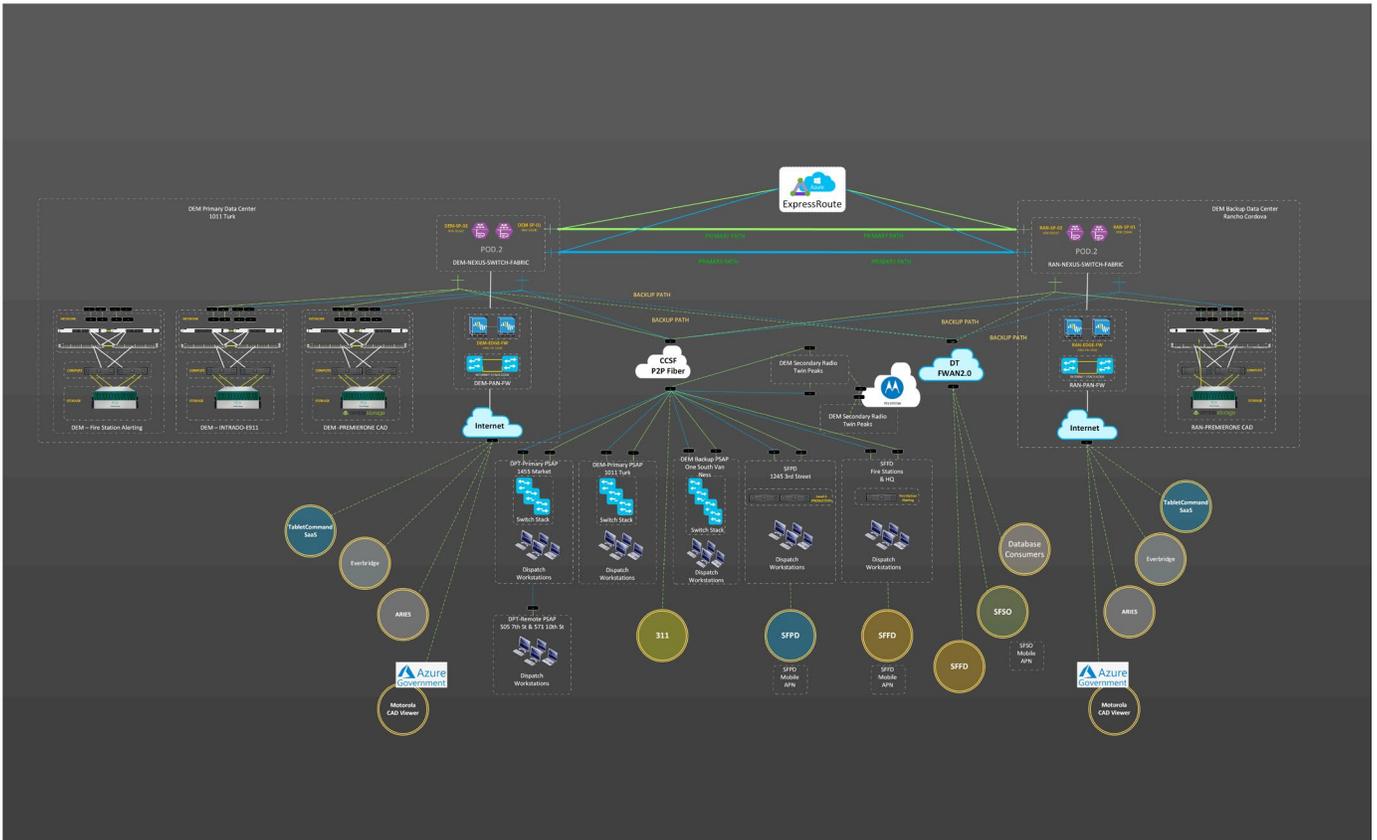
A user can perform unit status changes in the same manner as when operating online. Status changes are date and time-stamped based on the time the Mobile user requested the status change. The status update timestamp is passed to CAD, providing accurate status update times even when in offline mode.

## **1.3 System Architecture**

The system is designed on the principles of Service Oriented Architecture (SOA) allowing separation of servers and services to modular components. The system can be expanded through the allocation of additional physical or logical resources as needs grow. In addition, site-to-site replication creating a multi-site architecture with disaster recovery is included.

The system is deployed with a single production environment incorporating the high availability components and interfaces presented in this system.

The system is architected around a virtualized server configuration and supports VMware vSphere 7 (or later) for the hypervisor. Server virtualization provides application isolation providing the ability to isolate specific services for ease of diagnostics and hardware resource management.



City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

### 1.3.1 Basis for System Sizing and Performance

Motorola Solutions uses Call for Service (CFS) and client quantities as the parameters to establish the tiers of infrastructure sizing. Based on the counts provided by the CCSF, the system has been sized as follows:

- Over 2 million CAD Calls for Service per year
- Up to 400 PremierOne CAD clients
- Up to 5,500 PremierOne Mobile or Handheld clients
- Up to 1,500 CAD Viewer clients (assuming used only for Viewing and generating Case Numbers, not for dispatch operations)
- Five (5) years of PremierOne CAD data retention (2 years of live online data and 3 years of archived data). The RDW will contain all Five (5) years of PremierOne CAD data.

### 1.3.2 PremierOne System Hardware

The PremierOne hardware stack is comprised of various components selected for the need to provide redundancy and high availability in a mission critical environment. Specifications for the hardware are also scoped around expected call volume metrics listed above. Additional hardware may be needed to support functions unique to CCSF such as specific third-party integrations.

Attached is an updated bill of materials (BOM) that will represent the latest available hardware from Motorola Solutions for the purposes of the PremierOne CAD system.

### 1.3.3 PremierOne High Availability Architecture

Motorola will provide an on-premise turnkey solution which consists of server hardware, server networking hardware, system software, PremierOne application and client software.

PremierOne is designed to have no single point of failure. Its software design is redundant, as database replication occurs across multiple servers and there are multiple application servers performing similar functionality to one another. The system is built on industry standard components leveraging Microsoft .NET software framework and currently runs on Microsoft Windows using a Microsoft SQL Server as well as products from other vendors.

The combined software, hardware, and IT network architecture are designed to provide an integrated high-availability system at each site. Redundant software and hardware components are the basis of the high-availability system design. Redundant network paths are used throughout the system configuration.

The PremierOne system is deployed as a secure enclave within the CCSF's network. The SAN, servers, and switches are only accessible via redundant firewalls.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

Multiple application servers support the application service layer and utilize load balancing to manage the load across the servers. RAID storage configurations provide redundancy and recovery within the storage components, and dual power supplies and circuits are used to ensure power redundancy.

Application, database, and network load balancer failovers operate independently of one another within PremierOne. This means the failure of one component does not require the other components to fail over.

PremierOne's active monitoring tools, which constantly evolve and iterate, identify problems and failures before they occur. For example, low disk space or high processor utilization will trigger an alert to be sent, to notify the recipient of possible problems or future failure before it affects the system. In the event of a service or component failure, PremierOne will stop using the failed service or component instance and automatically shift over to the secondary service or component instance without impacting operations.

More details on these tools are described in section 1.7.7 PremierOne Network and Management Components

PremierOne is architected for 99.999% availability and as such, have no single point of failure. Its software design is redundant, as database replication occurs across multiple servers. The system is built on industry standard components from Microsoft.NET architecture using Microsoft Windows and Microsoft SQL Server and other vendors.

The following depicts the fault tolerant components of the system.

Component	
↶	Multiple F5 LTMs to provide load balanced network traffic to the application services
↶	PremierOne monitors active services and restarts them as necessary.
↶	In the case of a server failure, the node is disabled transferring the load to the remaining nodes in the cluster.
	Replicated databases on different servers. Servers are replicated in a cluster set. <ul style="list-style-type: none"> <li>● SQL Server AlwaysOn provides redundancy and automatic failover.</li> <li>● In case of a database server failure, there is no user intervention required. Secondary database becomes the active database without administrator intervention and continues processing transactions within the data center.</li> </ul>
	Fault tolerant networking components throughout the entire stack, the use of Link Aggregation Groups between network nodes and multipath configuration such that no single cable, port or device can interrupt system operation.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

PremierOne System Manager monitoring:

1. CAD application
2. Network Load Balancing
3. Database status
4. Disk space
5. Windows Performance Counters

The PremierOne onsite backup and restore service (backup library and backup software), the Reporting Data Warehouse (ad hoc reporting services), and the Test/Training environments are not designed to meet the same high availability requirements as the production application and database servers. The availability of these systems depends on the customer business processes. Test & Training environment availability estimates are dependent on customer business practices such as routine reboots and maintenance. This is due to these environments being designed with only a single database with no replication partner, and no redundancy in application service hosts. Example activities include regular patching of the Windows OS, SQL Database, and their related components; PremierOne server upgrades in preparation of a production upgrade or to match a production upgrade; or during the times where production configuration is being replicated to Test/Training systems using environment sync tool or database-level copy.

Due to the Reporting Data Warehouse not having a highly available replica, business processes should be considered for maintenance activities such as Windows or SQL patching. Some interfaces to third party systems and internal database query functionality can utilize the RDW, and as such reboots and patching activity can cause the database to be in a state where it cannot be connected to, and automated jobs are not processing. Interfaces that require utilizing the Reporting Data Warehouse are indicated as such in their respective interface documents. PremierOne upgrades do not require downtime, however upgrade activity can cause delays in data availability at the RDW.

High availability is independent of a geographically redundant secondary disaster recovery system. Both the primary and DR sites will be highly available with redundant servers. RDWs are not considered highly available and will only have a single instance in Primary and DR environments. Interfaces that require use of the RDWs should be understood to have down time during regular maintenance and patching. The RDW will remain available during upgrades.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

### 1.3.4 Multiple Environments

The system design also provides alternative use environments that can be used for test and training environments. The alternative environments will support training and testing interfaces that are separate from the production environment.

Environment Summary:

- Production
- Disaster Recovery
- Development
- Training

Promoting configuration changes from a staging/development environment to production will vary based on what is being promoted. For example, many sections of provisioning can utilize import/export functionality accessible in the UI by the administrator performing work. This import/export functionality supports excel spreadsheets to migrate data between environments. However, the configuration of ANI/ALI interface is handled via XML file that is stored as configuration in system database, and XML must be copied between environments. Both of these examples require no downtime.

Copying from production to development/staging and training can be performed using the Motorola ESync (short for Environment Sync) tool. This performs database-level copy of information with row-level restrictions to reduce the amount of data and kinds of data (such as historical calls) being copied. This activity requires downtime of the target environment due to the database-level actions. The intent of the software is to only copy database tables that are associated with provisioning information. This reduces time and system load compared to copying the entire database. Certain tables can be copied using a process that is incremental. It is important to note once again this tool is not designed to copy from staging to production or training systems.

ESync tool is a small application. Recommended deployment location is the target system primary database server. ESync limits copying into batches to reduce system load. Configuration of specific copy and retention settings are defined by a YAML file. The operator of the software needs appropriate access to the Windows environment of the server where the tool will live.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

The following table lists the Production/DR, Training and Development interface capabilities:

Interface Name	Production Primary & DR	Training Environment	Development Environment	Training & Development System Notes:
ASTRO 25 Push-To-Talk, Status, and Emergency Indicator (includes "DVRs" integration)	Required	Permanent Connection	Permanent Connection	RadioServices, the interface proxy server, allows multiple environments to connect to the single instance for retrieving the same information allowing this interface to be in development and training
ASTRO 25 Responder Location	Required			Additional environments can receive location provided appropriately licensed; however they will not have ability to adjust cadence, and can only receive location updates
ASTRO 25 MCC Console Integration	By Console	By Console	By Console	This integration is between a CAD workstation and an MCC position. This can be deployed to any and multiple environments, including if a workstation has access to production, training, and staging.
ASTRO 25 Advanced Messaging	Required			Production Only
ASTRO 25 Group Text Messaging Service	Required			Additional environments can be connected to production proxy console, or additional proxy console(s) can be deployed for additional environments. Additional proxy consoles are considered consoles on the ASTRO system, so additional hardware and software costs apply.
Fire Station Printing (Rip-and-Run)	Required		Temporary Connection	This interface contains two connections: 1.) Alert sent to affected printer 2.) Alert sent to affected CAD workstations (pop-up) (Note: This interface does not use FSA)

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

Mass Notification System	Required		Temporary Connection	Develop and test Everbridge configuration and testing
Structured Call Taking Protocol	Required	Permanent Connection	Permanent Connection	Used for training and upgrading of ProQA. Licenses are used for both Production and Training/Development. Each workstation can point to a live, or test instance of ProQA. This is a bidirectional interface to support the Multi-Service functionality - Example: Start PD, and switch to Medical during the call.
VIPER E9-1-1 (ANI/ALI)	Required	Permanent Connection	Permanent Connection	Motorola provides a simulated ALI feed for Development and Training.
Level II Message Switch	Required		Temporary Connection	Development of Level-II query changes with SFPD test system or simulation.
LiveMUM	Required	Permanent Connection	Permanent Connection	Required for Upgrading/Testing and Training
HRMS	Required		Temporary Connection	Required to test changes to the HRMS interface.
MACH FSA (Fire Station Alerting)	Required	Permanent Connection	Permanent Connection	There is an FSA test system used for development & training.
ARIES (Autoreturn)	Required			
Third Party Sign-On (Unified Log on)	Required	Permanent Connection	Permanent Connection	The login interface is used for training & development
CAD to Data Warehouse	Required	Permanent Connection	Permanent Connection	A development and training data warehouse is needed
Private EMS Positional Data	Required		Temporary Connection	A CAD emulator is used today to test/validate GPS positional data.
3-1-1 Service Hub	Required		Temporary Connection	Development and validation of 311 Hub changes is needed.
ASAP-to-PSAP	Required			
Tablet Command	Required		Temporary Connection	Tablet Command supports a testing interface

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

Fire & PD Mobile & Smartphone	Required		Temporary Connection	A simulation of the MDT's is needed on the development system to validate and test MDT & Handheld configuration changes and upgrades.
-------------------------------	----------	--	----------------------	---

### 1.3.5 On-Premise DR

The Disaster Recovery systems include hardware and software for geographically distinct recovery centers, the software required to replicate data between the primary and recovery data centers, and scripted processes to transfer operation between the data centers. This system provides continued availability of the system in the event the primary data center becomes unavailable. The on-premise disaster recovery site will replicate all the system resources of the primary site. The on-premise DR site will have the capability of supporting the load and functionality of all interfaces.

Optionally, The Primary and Disaster Recovery sites will include Virtual Application Delivery solution based on Citrix technologies. The Primary and Disaster Recovery site will support a maximum of 150 client connections each based on preliminary design. Clients can access either server stack endpoint, or CCSF can decide to map client positions to specific server stacks in coordination with network design and failover planning.

The system CAD DR replication and failover processes utilize SQL Always On replication groups. The failover processes for these products utilize separate, application specific, scripts that are specifically suited to each application's server and database design.

During normal operation, PremierOne clients connect to the system servers in the primary data center. CAD data, such as active incidents, are stored in a storage area network (SAN) collocated in the primary data center. Data updated in the primary SAN array is asynchronously updated in the recovery data center's SAN. PremierOne Disaster Recovery utilizes Microsoft SQL Always On to facilitate data replication between the primary and recovery data centers. This technology allows the system's servers in the recovery data center to remain on, thus reducing failover time. All changes replicate in real time using asynchronous replication. Data in PremierOne databases are replicated from primary to secondary databases at the SQL database level using Always On Availability Groups (AAG). SQL Server instance disaster recovery is implemented with SQL Always On Failover Clusters.

SQL Always On replication can be configured as Synchronous or Asynchronous. Synchronous replication is used between the two database servers on the primary side. This ensures no data loss in the event of a local failover from the primary CAD Server to the collocated High Availability CAD Server. (Please note that only one replication partner is supported for automatic failover of a single active site.) Asynchronous

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

replication is used between the primary and both secondary DR side database servers for performance and latency reasons. This should result on a recovery point that is under 10 seconds or less, as measured by SQL database tooling, subject to call volume and other CCSF functionality.

Differences in Synchronous and Asynchronous replication are described in the following table:

[Table 4-1 - Synchronous and Asynchronous Differences](#)

Issue	Asynchronous	Synchronous
Data Loss	<p>Asynchronous mode may or may not lose some committed transactions in the event of an unplanned failover to the secondary site. However, a rapidly restartable data image is ensured because the remote database is always in an I/O consistent state.</p> <p>Applying the most recent transaction logs allows recovery from the point of the outage.</p>	<p>Each I/O update operation waits until completion is confirmed at both the primary and mirrored sites. Any incomplete operation is rolled back at both locations. As a result, the remote copy is always an exact mirror image of the primary.</p>
Distance	<p>Asynchronous mode can span virtually any distance because there is a higher tolerance in latency delay involved in confirming transactions at the remote site. Latencies of over 200 ms cannot be supported. Remote sites can be up to thousands of miles from the primary site, ensuring that the replicated copy of data is safely outside any likely disaster zone.</p>	<p>Synchronous replication is impacted by propagation latency. That is, the time spent waiting for updates to travel to the remote site and confirmations to come back.</p> <p>Synchronous replication is only used for collocated PremierOne CAD servers.</p>

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

Performance	The performance impact on the host is minimal.	Synchronous mode has significantly more performance impact than asynchronous mode because a write from the host must wait for an acknowledgment from the secondary storage system.
Recovery Point Objective (RPO)	High flexibility: unique capabilities afforded by journaling provide the ability to ride out network outages or temporary excessive bandwidth requirements.	RPO=0. Data is always current.

Failover changes the direction of the Always On replication, making the DR data center the source of the replication and the Primary data center the destination of the replication. The DR data center effectively becomes the Primary and the Primary effectively becomes the DR data center. Replication between sites is suspended if the original primary data center is not available.

The DR data center's ability to support interfaces will vary with the specific interfaces deployed. In general, if an interface API is available via a network connection from the DR site, and the required licenses are in place, then the DR CAD may be manually connected to the interface. The DR scripts do not include interface specific changes, such as repointing an interface at a new customer destination server. This can be addressed through configuration at time of deployment on an interface-by-interface basis.

#### 1.3.5.1 Failover from Primary to DR Site

Transition from the primary data center to the DR data center is a manual process executed by a System Administrator. The process involves three steps:

**Step 1 - Troubleshooting:** The CAD System Administrator determines that there is a problem with the primary data center servers. The PremierOne Systems Management software monitors the health of the primary data center, such as power consumption, SAN data utilization, or host server process utilization, among others. The system management console will raise appropriate alerts when an error condition occurs. The system administrator assesses the alerts and determines if transitioning to the recovery site is warranted. This determination may be based on SCOM alerts, CAD Client user reports, or monitoring the SQL Always On dashboard. The System Administrator then investigates the issue and determines if a failover to the DR site is warranted.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

**Step 2 - Site Failover:** The failover from the primary data center to the DR site is a manual process performed by the System Administrator. Using a step-by-step disaster recovery process, the system administrator initiates the transition between the primary data center and the recovery data center using the PremierOne System Management console. DR scripts automate the transition process. The DR scripts may be initiated from either the primary or disaster recovery (DR) data center.

**Step 3 - Client Redirect:** CAD clients access the PremierOne CAD application server by Host Name. The DNS configuration specifies whether the clients are directed to the primary application servers or the DR servers. During the manual failover process the System Administrator must redirect the PremierOne CAD clients to the recovery data center by updating the DNS service pointer records to reflect the IP address of the disaster recovery (DR) data center. CCSF can deploy dynamic IP address objects such as virtual IPs (VIPs) or automatic updating DNS based on health checks to remove the need for manual intervention during a failover. PremierOne does not currently support updating DNS records for networks/environments that are not leveraging the core Premier-One Domain DNS.

#### 1.3.5.2 Failover from DR to Primary Site

The failover process from the DR site to the primary site follows the same process described above. There are specific failover scripts for Primary to DR failover and DR to Primary failover.

Additional action may be required in the event the primary site has been down for an extended period of time. After a period of non-replication there may be a significant difference between the DR database and the primary site database. This can tax the network connection between the sites. The alternative is taking the system offline, backing up the DR databases, and using the backups to reseed the primary site databases. The System Administrator can then restart replication between the sites and proceed with the failover to the primary site. The need for database reseeding is determined by the duration of the primary site outage and available disk space to queue data for replication.

The specific time is unique to each implementation and is a function of CAD activity, disk space, and network capacity. As a general rule, the database need not be reseeded during scheduled failovers and should be reseeded after a primary site outage that lasts longer than a few hours. Reseeding is required for extended outages of the target site (DR when operating off of Primary or vice-versa). If reseeding is required, the delay to switch to the target system will depend on reseeding being completed. Thus, the design of the primary and DR is to mirror as much functionality as possible so that CCSF does not need to feel urgency to switch back to primary from DR in the event of planned or unplanned failover.

#### 1.3.5.3 CAD DR User Experience

The capabilities of each client while disconnected is limited to their “offline mode” capabilities as described in section 1.2.2. For the complete list of offline capabilities, always refer to the user guides which are updated with each version of PremierOne.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

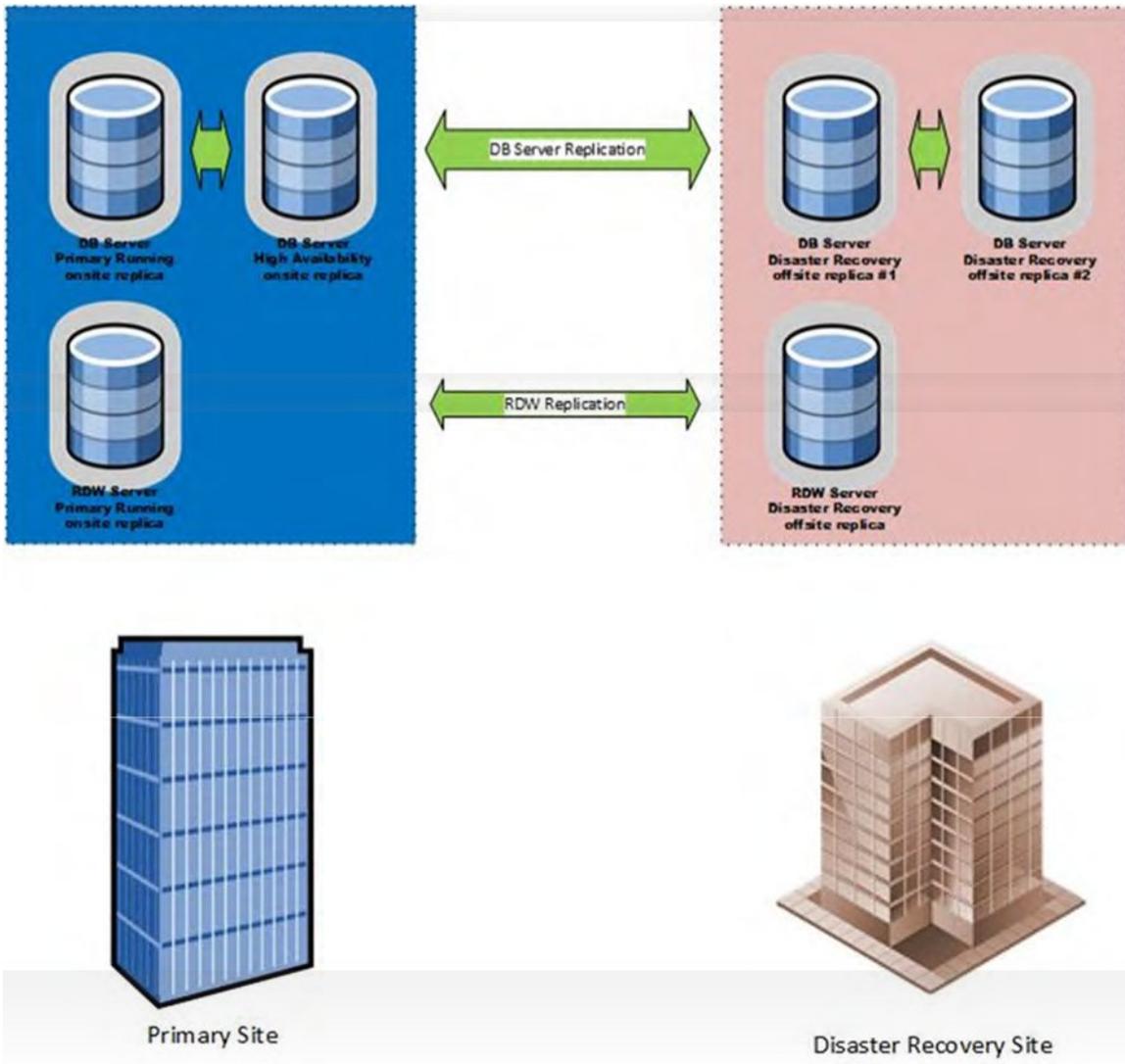
Section 1 Preliminary Design Document (PDD)

In the case of all PremierOne client applications, if a user attempts to log in to a client while services are down, they will receive a message indicating the server cannot be reached and offer the user to “work offline” if permitted by agency provisioning.

#### 1.3.5.4 CAD DR Performance

The DR system is distinct from the High Availability design. It provides geographic site redundancy that allows an agency to resume normal CAD operations after transitioning operation to a recovery data center. After the initial diagnostic and troubleshooting process, the transition process is manually initiated and requires no more than 30 (thirty) minutes to complete. After the failover is complete the DNS must be updated to redirect CAD clients to the recovery data center.

Asynchronous replication is used to prevent performance impacts resulting from network latency between the primary and recovery data centers. As a result, the data at the recovery data center may lag behind the primary center’s data by several seconds. The actual time depends on network latency and the activity on the CAD system. During a scheduled failover, the CAD system’s services in the primary data center are stopped and the replication to the recovery data center is allowed complete. An unscheduled or instantaneous failure of the primary data center may result in a small amount of data loss. The actual data loss is a function of CAD activity and network connection speed.



### 1.3.6 Microsoft Active Directory Service (On-Premise)

The PremierOne application is integrated with the CCSF Identity Access Management solution to support CCSF account and credential management, single sign-on and multi-factor authentication. The CCSF IAM Public Safety solution will be the primary system to maintain the Motorola CAD system credentials

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

PremierOne CAD does not currently support SAML but a release before October 1, 2024, is expected to support SAML or similar technology that allows customers to support authentication using existing systems via industry standard protocols.

Sign on experience will include presenting the end users with the interactive window necessary to use the CCSF Identity Access Management Solution per CCSF specifications. Two Factor becomes the responsibility of CCSF to manage/enforce via these mechanisms in a manner that is congruent with CJIS or other applicable and enforceable policies.

Initial PremierOne release goal covers the purpose of credentialing as described in CJIS policy version 5.9.2. It is expected the application will support role-based access controls managed from an upstream identity solution either in the same release or future release of PremierOne.

As the PremierOne system uses Microsoft Active Directory to manage its local domain and credentialing, access to these systems for the purposes of administration and maintenance shall be accomplished using a one-way non-transitive trust that allows CCSF to use existing active directory access to administer the Premier-One system but will not allow for Motorola technicians access to anything controlled by CCSF outside of the PremierOne domain. The active directory domains created are unique per customer, but consistent across primary and disaster recovery sites.

#### 1.3.6.1 Name Resolution

Customer DNS shall be used to alias the IP addresses assigned to the PremierOne applications. This will be necessary for the primary to disaster recovery system failover process.

The PremierOne system will need to be able to have upstream resolvers for name resolution. DNS names are preferred to be used for interfaces to avoid having to access the PremierOne environment if CCSF needs to adjust the endpoint(s) of interfaced systems.

#### 1.3.6.2 Identity Access Management (IAM) Support

As part of requirements for CJIS 5.9.2, Motorola is planning to support two factor authentication as required. This becomes enforceable on October 1, 2024. As part of the enhancement Motorola plans to support third-party IAM solutions such as those in place by San Francisco.

- PremierOne family of products will support a third-party identity management and verification solution for application-level authentication. This is to say, PremierOne CAD and Mobile products, as well as the associated provisioning portals will be the defined applications support multifactor.
- Integration with existing third-party multifactor will be using a commonly used, open protocol such as (but potentially not limited to) SAML 2.0 or OIDC. PremierOne will only support one protocol and Motorola will define what protocols are supported.

- Users will still need to be provisioned in both systems. The IAM integration is strictly for workflow to allow use of customer identity management for identity verification. Role, auto user provisioning, and other features are not guaranteed.
- CCSF will be responsible for deploying, managing, and maintaining third-party identity platform.
- Motorola will be responsible for addressing defects associated with functionality provided the defect is around identity verification, and defect is aligned with the chosen open standard for integration.
- For applications that are based on the Motorola CommandCentral cloud-native platform, IAM solutions that may already be in place are supported today through federation functionality available via CommandCentral Admin, the technology that powers authorization and authentication.

### 1.3.7 Geographic Information System (GIS)

Geo-spatial data is uploaded to the system through tools implemented within Esri ArcGIS. Address validation data is maintained in redundant Microsoft SQL Server geodatabases that store locations and boundaries both spatially and in optimized search tables. Esri ArcGIS Servers provide routing and ETA calculations using the Network Analyst extension. Client maps are displayed using Esri ArcGIS Engine.

- The system uses GIS for display, location validation, and unit recommendation. The system's tools made available for ArcTool box, provides the ability to load local data manually or through an automated model.
- The system's Response Boundary Data Import Tool imports and aggregates boundaries in multiple layers into a single spatial table within the geodatabase for support of multi-agency / multi-jurisdictional scenarios. GIS data is a required key component of a system deployment. GIS provides the mechanism for location validation and recommendation for response.
- A system conformant and geographically accurate GIS data is required for the proper operation of the system. It is the CCSF's responsibility to provide a complete and accurate GIS data that conforms to the PremierOne GIS Data Requirements as noted in Attachment 3 for use in PremierOne. Each agency being added to the system must have their geographic coverage included in the geodatabase imported into the system.
- The use of remote and/or Esri Online services is not supported. Motorola Solutions is not responsible for map availability, or any degradation of client performance caused by the use of third party hosted internet map services as these services are outside the domain of the system infrastructure and are not managed by Motorola Solutions. The system is a mission critical application that must control the import/access of the GIS data.

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: 1000031673

Motorola PremierOne CAD Contract

Appendix A3 Preliminary Design

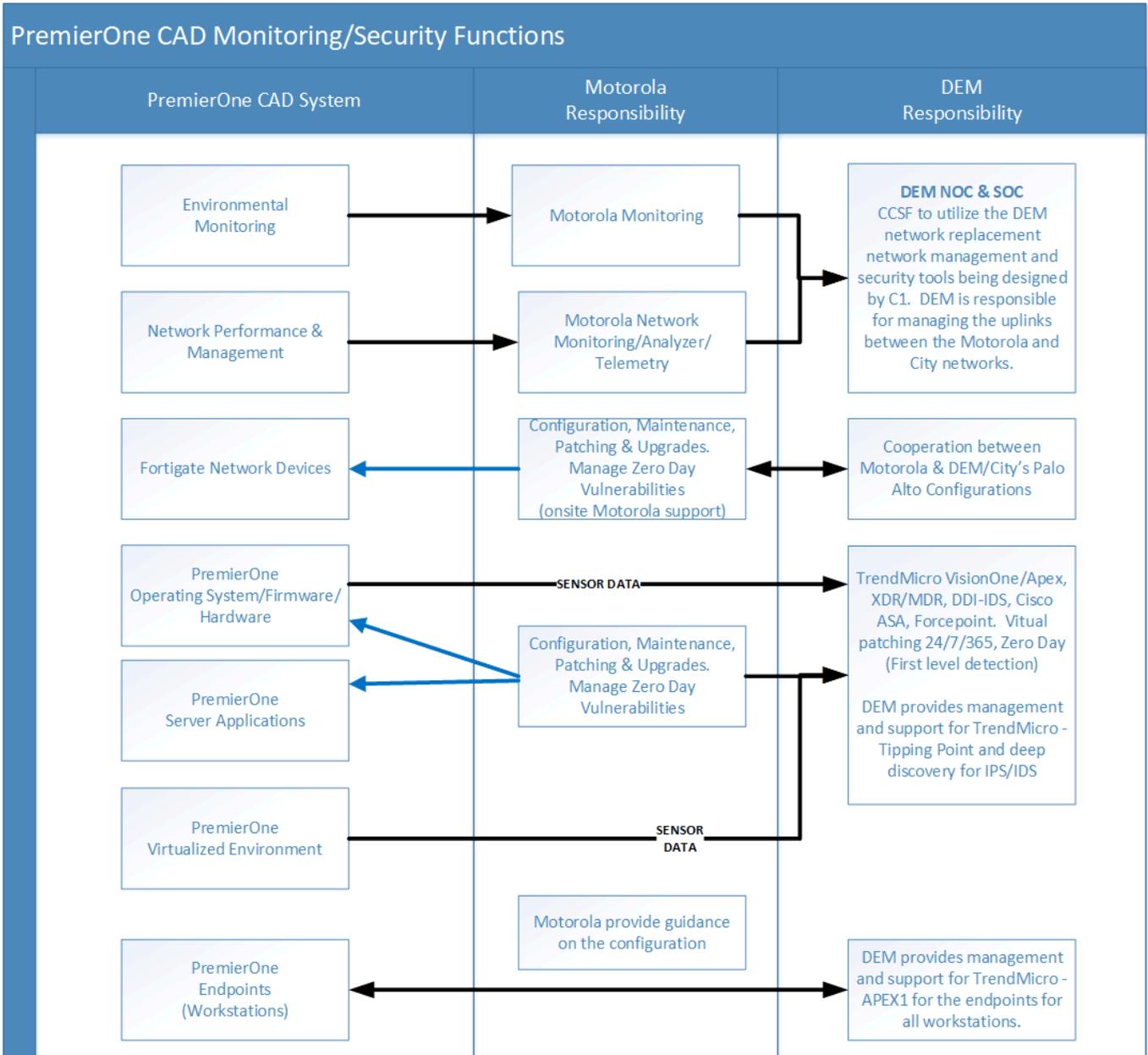
Section 1 Preliminary Design Document (PDD)

### 1.3.8 System Security

Motorola Solutions abides by the following cyber security standards; NIST, ISO 27001, CJIS and the MITRE Attack framework. Motorola Solutions SOC is SOC 2 Type 2 certified.

As agreed upon, CCSF will maintain responsibility for cybersecurity monitoring and agents. Trendmicro suite of products will be used for active monitoring and intrusion detection/prevention. Motorola does not test Trendmicro products and thus cannot guarantee no negative interactions with PremierOne CAD. Motorola support may request Trendmicro be temporarily disabled or removed for tickets opened. Motorola will be providing a list of preferred exceptions for any antivirus/threat detection software. Fortigate firewalls have the capability of creating a mirroring port (SPAN) for feeding information to any IDS / IPS systems CCSF choses to implement. In order to meet the City cybersecurity standards, CCSF may additionally be required to install FireEye HX and Tanium for a secondary security layer and to support the City logging systems.

The Motorola CAD system network contains multiple virtual local area networks that are used to secure and segment traffic for purposes of user access as well as data storage and replication. System architecture resides behind dual redundant firewalls to protect the system network from unauthorized intrusion and security threats. These firewalls are provisioned in a high availability configuration so if either of the two fails, traffic and security will remain intact across the other. The customer retains responsibility for credential management of these appliances.



**1.3.9 CAD Viewer (Cloud-based)**

PremierOne capabilities for CAD augments existing on-premises CAD systems with a CAD Web Client. Users can access CAD incident and unit data on an internet-connected laptop or PC. The CAD Web Client provides a view of pending/active incident information, unit information, and mapped location of incidents. Users can switch easily from light to dark mode and use pop-out screens to personalize their

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

view. CAD Web Client also provides the capability to create single-agency / single-discipline CAD incidents with address validation against ESRI World Geocoder. The application also provides the ability to assign Report numbers (currently a single report number can be assigned to an existing non-closed CAD incident). CAD Web Client user interface is based on CommandCentral CAD, another product in the Motorola portfolio of products. It is exclusively cloud hosted by Motorola utilizing Azure Government Cloud.

### 1.3.10 System Reporting Services

#### 1.3.10.1 Data Queries

Query requests made on PremierOne CAD or Mobile clients are routed to one of the PremierOne application servers. The PremierOne Query Service processes the request and determines which data source(s) can fulfill the request. This information is passed to the PremierOne Common Services Interface (CSI) component, which translates the request to a query string and handles the connection to the data source. When a structured response is received, CSI parses the response and forwards it to PremierOne Messaging Service, which handles the routing of the query response to the requestor.

PremierOne user can select a query type, enter the required query parameters and submit the query using a Query Request form similar to the sample in the figure below. The same query forms are available throughout the PremierOne Suite: CAD and Mobile client. User access to the query forms is managed by the user roles provisioned in PremierOne.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

The screenshot shows the PremierOne CAD Client interface. The title bar reads "PremierOne CAD Client". The menu bar includes "Console", "Edit", "Work Areas", "Utilities", and "Help". The status bar shows "QY" and "Finished generating the query type". The main window is divided into several sections:

- Time and Date:** 07:32:39, Wednesday, July 19, 2017.
- Navigation:** "Queries" and "Query Responses" tabs.
- Left Panel:** A list of numbered items (1-6) and an "Info Panel" with system details:
  - Network: Available
  - Mode: Online
  - Console: SVRV201...
  - User: MRoers
  - Role: CCAdmin...
  - Envir: Production
- Main Form:**
  - Associate To:** "Inc or Unit" and "Other" text boxes.
  - Send To:** Text box.
  - Driver Status:**
    - LicenseNumber: T00000099
    - State: VA
    - Image?: [Y] [ ] dropdown
    - Name: Text box
    - DOB: Text box
    - Race: Dropdown
    - Sex: Dropdown
- Right Panel:**
  - Query Types:** Links for Article, Driver History, Driver Status, Gun, Name, and Vehicle.
  - Databases:** A list with "Virginia" checked.
- Buttons:** "Save As Draft", "Clear Form", and "Reset Databases".

## Query Request Sample

PremierOne administrator may also create a command line version of a query form, similar to the figure below command line query sample. This allows users to quickly submit frequently used queries. The administrator may also configure the system so queries can be submitted using person and vehicle information entered in an incident.

The screenshot shows the PremierOne CAD Client interface in command line mode. The title bar reads "PremierOne CAD Client". The menu bar includes "Console", "Edit", "Work Area", "Utilities", and "Help". The status bar shows "QD.LicenseNumber,T11111111.State,VA|-State>" and "All work areas cleared". The main window displays a digital clock showing 07:49:47.

## Command Line Query Sample

Motorola provides Query support for the following:

### RDW Query Services

PremierOne allows users to submit requests for information to external databases and the PremierOne Recording Data Warehouse (RDW). These queries can be made available to all PremierOne applications.

### CJIS Queries

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

PremierOne also allows the CCSF to build queries against the SFPD Level-II message switch. These queries will continue to be passed to the internal PremierOne CommSys interface to the Level-II message switch that will query the CLETS, AWS and JUSTIS CJIS systems. The Level-II CommSys interface is defined in the ICD.

#### 1.3.10.2 Data Feeds

The Interface allows PremierOne CAD to provide PremierOne data to the third-party system. The PremierOne CAD system is setup to post transactional updates to the RDW database within 30 seconds. The PremierOne Common Services Interface (CSI) will be scheduled to extract the required data from PremierOne CAD RDW. The CSI service can provide the data in a file format, update the external system database directly, send emails or call an Application Programming Interface (API) published by the third-party system. The CSI service has built-in connectors for Open Database Connectivity (ODBC), File Transfer Protocol (FTP), Secure File Transfer Protocol (SFTP), Simple Mail Transfer Protocol (SMTP), REST Web Service and Transmission Control Protocol (TCP) connection.

#### 1.3.10.3 Intelligent Data Discovery Services (IDD) for CAD

PremierOne uses Microsoft SQL Server 2017 Reporting Services (SSRS) for reporting purposes. SQL Server 2017 Reporting Services is a server-based reporting platform that is used to create and manage tabular, matrix, graphical, dashboards, and free form reports that contain data from relational and multidimensional data sources. The reports can be viewed and managed via a browser.

IDD Services include instruction in the use of advanced SQL Server Reporting Services (SSRS) features, which will allow for the connection, extraction, and display of data from CAD in the tailored standard IDD and customized dashboards. IDD's use of Microsoft's SSRS employs the data to generate and securely share online dashboards and reports, initiate searches and mine data.

#### 1.3.10.4 Reporting Data Warehouse (RDW) Access

Motorola will support the extraction, transformation and loading (ETL) of CAD RDW data utilizing proprietary tools that allow ETL segmented by agency. The installation and setup of autonomous database connections and views for all data consumers using Commercial-off-the-Shelf (COTS) and Business Intelligence (BI) dashboards and tools to retrieve CAD metrics and data (including raw data) to support KPI's, reports and queries will be supported. The tailored configuration, methods of connections and frequency of data extraction shall be setup for each data consumer. As this uses mostly native SQL functionality, CCSF can tailor permissions and access using existing principals and best practices for SQL database access. Role based access control can also be enabled if using built-in authentication to allow access to reports in SQL Server Reporting Services by role.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

### 1.3.11 ReddiNet

ReddiNet is a web-based emergency medical communications system that is used to report hospital, patient, and emergency event status. SFFD utilizes ReddiNet by logging into a web-browser portal using a shared username and password. This will be the continued practice for ReddiNet. In regards to mobile functionality, PremierOne will allow for the launch of the ReddiNet portal in a browser by the use of a function key at the top of the PremierOne Mobile client.

### 1.3.12 RapidSOS Integration

PremierOne integrates RapidSOS features into PremierOne CAD. This integration allows for immediate call location, responses to moving callers and access to additional more detailed information about the caller.

Motorola PremierOne CAD system will provide the ability to provide supplemental location and information to call takers, dispatchers, and first responders in the field without the need or use of external systems. The following capabilities that minimize manual or additional call taker steps to utilize supplemental location and information:

- All supplemental location information, including automatic location updates that are in sync with what is provided by RapidSOS. These location updates will continuously come in as long as the call taker is on the phone with the caller and should not require any extra steps from the call taker to initiate or receive. The supplemental location will show on the CAD map and should be separate from the WPH1/WPH2 location that is shown as well. Automatic rebidding for RapidSOS information is independent of and does not rely on the need to turn on auto-rebidding for the phone system.
- All location information received will be recorded in order to provide breadcrumbing capabilities, both for analytical purposes later and in real time if possible.
- All supplemental information will be presented to the user in a separate tab or separated from the rest of the information that is currently in the Query tab. All Supplemental information will also be recorded for review for analytical purposes later.
- What3Words location data will also be brought over from RapidSOS and included in the CAD record, as well as on the PremierOne Map.
- All of these capabilities will be available both on the CAD client workstations and on mobile.

### 1.3.13 ASTRO25 Integrations

#### 1.4.14.1 PTT / Emergency Identifier Integration

PremierOne CAD has a sister product, "RadioServices" that is used to link specific integrations to the ASTRO system. PTT / Emergency Identifier Integration is a one-way integration where PremierOne CAD

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

subscribes to events on RadioServices based on subscribers provisioned and on duty in the system plus any talkgroups monitored by any dispatchers using "CT" command.

RadioServices receives Push-To-Talk (referred to as group calls in LMR terminology) and Emergency Indicator events via one of multiple APIs from the ASTRO system. The preferred method is using eCAD1, Motorola's latest version of CAD interfacing for the ASTRO system. This method has RadioServices connect to the Air Traffic Router (ATR) within the ASTRO system using a secure websocket tunnel. RadioServices uses a predefined service account to authenticate into the ASTRO system and licensing must be loaded to the ASTRO system. The licenses are specific for PremierOne CAD and included. The licenses cannot be reused for other purposes.

Before setting this integration up, configuration on ASTRO PM and the ASTRO network(s) is required to securely allow the traffic from RadioServices inbound to the ASTRO system.

Once the secure tunnel is established, the ASTRO system will send in near real-time any group calls and the information about the subscriber that initiated the call. Within PremierOne based on agency provisioning, this will allow the dispatcher to see either the unit, vehicle, person, or individual radio that initiated the call in a human readable format. For example, a radio associated with a specific unit will display the unit's call sign rather than just the subscriber alias/ID. For further information, consult the PremierOne CAD/Mobile Provisioning Guide.

For Emergency Indicator information, using the same pathway, PremierOne will be notified of any user pressing their orange button, typically used by agencies for a distress signal. This action is directly mapped to the agencies default emergency status and will trigger placing that unit in emergency status provided the radio is properly assigned to the unit. If any specific workflows are provisioned for emergency status of a unit such as mass notification to users or incident creation, these will function just as if a PremierOne Mobile user had pressed the provisioned distress button on their client. If a radio is not assigned to a unit, an agency has the option of creating a "temporary unit". These units start with X and typically use the Radio ID. This allows a dispatcher to perform actions that are normally limited to a unit. The typical use case for this is to allow an off-duty responder who has an assigned unit to receive help in an emergency situation.

One last function of this integration is to receive affiliation/de-affiliation information from the ASTRO system. This allows PremierOne to know when a user turns on or off a subscriber and what talkgroup they have selected for monitoring. This is currently necessary for MCC7500 integration only.

#### 1.4.14.2 Status Integration

Using the existing PTT/Emergency integration, CCSF also has the option of receiving status updates from subscribers. Within an ASTRO system, provided correct provisioning and subscriber programming, status messages are a function where an agency can define specific numbered statuses to represent non-verbal messages to dispatchers and other users that are aliased with human-readable terms. For example, status ID 1 may represent "In Service" and ID 2 may represent "On Scene". When a subscriber transmits their status from a menu option or programmed quick button, this is broadcast via the system control

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

channel to all subscribers. On the receiving subscribers they will see who transmitted the status and what status. This is often done without tone/lights, so it is non-disruptive.

Using the same path as the PTT, Emergency, and Affiliation events, PremierOne will receive notification that a user has transmitted a status, and these can be mapped to statuses within PremierOne. Provided the device is assigned to a unit, this will trigger the status change, provided the change is permitted by agency provisioning.

A common use case of this is to create a status such as “at patient” that would allow an EMS member to put their unit in an “at patient” status by a single button press on their radio. Within the PremierOne system the unit’s status is changed and the time is logged. This time now becomes retrievable for historical or third-party interface purposes. This can also allow units without a PremierOne Mobile client to change their statuses non-verbally.

#### 1.4.14.3 DVRS Integration

San Francisco Fire Department as an active user of the Futurecom Digital Vehicular Repeater System (DVRS) has requested to be able to know when on the scene of an active incident a command or other vehicle has activated their DVRS including a time of activation. The proposal of this integration is not a separate function, rather a specific workflow to meet the customer need using the above status integration.

Referencing the Futurecom VR Programming Guide (PN 8G093X01 R6, Dated December 2022) Futurecom Vehicle Repeaters have the capability of sending a status on mode change. Images from the user guide are shown below discussing this capability:

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

If "Generate Status on DVRS Mode Change" is enabled for a given DVRS Profile (in the APX MSU), the MSU will send back a mode change status to indicate the current VR mode (OFF, SYSTEM, LOCAL). Only the dispatcher console can interpret those status messages:

DVR MODE	STATUS VALUE
OFF	1
LOCAL	2
SYSTEM	3

MODE CHANGE NOTIFICATION	Send a status message to FNE after every VR mode change	DVRS Configuration → DVRS Profiles → Profile 'X' → General → Generate Status on DVRS Mode Change	
		DVRS Configuration → DVRS Profiles → Profile 'X' → General → Generate Status on DVRS mode Change Holdoff (sec)	CPS Expert View only
		DVRS Configuration → DVRS Profiles → Profile 'X' → General → Generate Status Alternate Mode	CPS Expert View only

DVR modes "Local" and "System" represent two different modes of the DVRS activation. These status messages using the above-described status message integration will be mapped to specific unit statuses. These are agency defined, but it is recommended that units with DVR capability be able to have a "DVRS Activated" and "DVRS Deactivated" status. Much like how "At Patient" status for an EMS unit is still considered an on-scene status, these statuses will be used while on scene. This will log the status changes in incident history for recalling the activation and deactivation. Further, depending on agency integration other users may be able determine if a DVR has been activated, and if so by who (such as provisioning a UI color for the unit to represent the "DVRS Activated" status).

#### 1.4.14.4 ASTRO Responder Location

With appropriate ASTRO Fixed Network Equipment (FNE), subscribers with appropriate feature set and programming, as well as all applicable licensing including that required for Intelligent Middleware (IMW) PremierOne can track location of responders equipped with GPS enabled APX and APX N series devices over the existing ASTRO Integrated Voice & Data (IV&D) system.

This functionality uses existing ASTRO infrastructure designed for adequate coverage across the jurisdiction to receive responder location updates on demand or part of a defined cadence of updates. This information never leaves the customer premise as PremierOne uses the IMW API to receive updates and transmit specific commands. Within PremierOne, the term "MUPS" is often used to refer to this, which was part of a previous generation of the same technology.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

The automated cadence reporting of location from the ASTRO subscribers can be controlled from PremierOne assuming all prerequisites are met. The prerequisites include a data capacity study to understand system maximums and provisioning these values into the appropriate PremierOne section. The IMW only allows a single application to provide these commands. If another application, regardless of Motorola or third party, is utilizing this functionality, PremierOne will not be able to control the cadence of updates. The benefit of this functionality is due to the fact that PremierOne knows unit status, it can increase or decrease the frequency of location updates, so the system capacity is utilized to its maximum potential without exceeding limits. For example, a unit in “emergency” status can be configured to send more frequently than a unit marked as “in quarters” since “in quarters” is usually a fixed, predefined location and more frequent updates would not provide benefit. This functionality also allows an “on demand” update where a PremierOne CAD user can request a one-time update so a unit on a slower cadence can have its current location refreshed readily.

For cadence-based updates, ASTRO systems must be properly equipped and licensed to support data operation. The minimum requirements are ASTRO 7.14 infrastructure with Enhanced Data, IMW 5.x, a GGSN and a Packet Data Gateway for each zone.

ASTRO Responder Location also supports location updates from other means that may not necessarily impact system capacity. In coordination with customer and Motorola ASTRO resources, it will need to be determined any provisioning, licensing, etc. that will be required to activate these features:

- Location on PTT (LoPTT): As a user is transmitting voice traffic, if the subscriber has a valid location, the update will be transmitted along the voice traffic. PTT must be keyed down for longer than 2 seconds for update to be transmitted.
- Location on RX (LoRX): This feature only works on Time Division Multiple Access (TDMA) voice paths but allows subscribers to send location updates over the voice path while receiving audio. Example scenario is while a dispatcher on a console is transmitting, subscribers affiliated with that talkgroup will transmit their location using available gaps in the transmission. While the number of updates will vary based on length of transmission, the rule of thumb is for two five second voice transmissions with two seconds of hang time will allow 25 subscribers (as measured per RF site) to send their location to the FNE.

As PremierOne can ingest any update it receives and apply to the appropriate unit, vehicle, person, or device the IMW will forward any and all updates (as permitted by security and provisioning settings on the IMW) to PremierOne and PremierOne will process as appropriate. Thus, the additional location transmission methods can allow for more frequent updates than cadence-based updates alone.

Although the location updates are based on APCO Project 25 standards, some features and functions are of proprietary design and as such, third-party subscribers may not have the same experience(s).

End user experience will depend on functionality provisioned by the agency as guided by PremierOne CAD & Mobile Provisioning guide, however some generalizations of the functionality can be described. PremierOne has a hierarchy it uses to determine “most accurate” location of a unit. This is based on

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

predetermined values of which device is likely to have the most accurate and recent update. As an example, a police unit with PremierOne Mobile running, a mobile radio installed in the vehicle, and a portable radio assigned to the user will prefer the location of the PremierOne Mobile over the mobile radio, but the mobile radio is preferred to the location of the portable radio. This allows units to have multiple options/sources of location as well as redundancy.

The one exception to the previous description is person location. If a portable radio is properly assigned to a person, and that person is associated with a unit the location of the responder will be shown independent of the unit, only while the unit is in a status that is provisioned as "out of vehicle". Dispatchers have the ability to mark a unit as "out of vehicle" on the fly, but for best experience statuses should be configured as appropriate.

The display of location by CAD and Mobile users will be determined by agency configuration settings and permissions. For example, fire agency may be limited from seeing police agency locations or locations of other units/persons may be limited to those on the same incident. It is strongly recommended that care be taken to limit location visibility to what is deemed necessary. Excessive location icons on a map can create a difficult user experience, and in limited bandwidth scenarios may slow down location refreshes.

#### 1.4.14.5 MCC 7x00 Console Integrations

PremierOne CAD is able to integrate directly with Motorola MCC consoles. This is currently tested with supported MCC 7500, 7100, and 7500e consoles. Leveraging a capability known as "Voice Dispatch API" PremierOne CAD workstations are able to communicate over an encrypted websocket to transmit commands and receive updates via REST protocols. To provide this integration, coordination with ASTRO teams is required to create the secure network paths between CAD clients and console positions. This may require ASTRO system enhancements and/or additional hardware. On top of potential additional requirements, limitations of dispatch sites (typically associated with both CAD and Radio network designs) may limit the workstations that can enable the integration.

Using this single integration, the following features are enabled:

- **Manual Multiselect:** Using a radio pop-up, agencies can trigger a multi-select in the MCC from PremierOne CAD. The user benefit is twofold. First, it reduces "dispatcher swivel" as the dispatcher can use their current workstation to control a function on a separate console. Secondly, agencies are able to pre-provision multi-select groups based on function or geography. For example, a dispatcher covering a specific police sector can have a pre-configured multi-select they can enable from within PremierOne CAD that includes their covered sector as well as surrounding sectors for messages such as BOLOs where agency policy required broadcasting over multiple sectors for situational awareness.
- **Automatic Multiselect (aka Dynamic Multiselect):** This allows a dispatcher via command line to create a multi-select based on incident number or unit. If the action is performed against a unit, PremierOne CAD is able to create a multi-select of all the talkgroups all radios assigned to that unit are currently affiliated with. Thus, if a unit with four personnel each assigned a radio are on

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

four separate talkgroups, PremierOne CAD will create a multi-select of all four of those talkgroups. As this is dynamic, as users change their talkgroup, the multi-select will be updated in near real-time. Performing this command against an incident number produces similar results but applies to all units assigned to the incident.

- Selective Calling (aka Two-Tone Alerting): This function provides fire station alerting style capabilities to selective calling functions on the MCC. With proper provisioning, an agency can trigger selective calls using page and page group resources on the MCC. While this is often referred to as Two-Tone Alerting, this works with multiple protocols such as P25 Selective Calling, DTMF, and Quik-Call II, but is not limited to these protocols. From the dispatch screen, or manually via the toning screen in PremierOne CAD a dispatcher can trigger the page and page group resources tied to the units in PremierOne provisioning. Further, logic can be added based on agency setting to determine under what conditions a unit shall be alerted. As an example, a DTMF page resource associated with a fire unit that is not in quarters can be configured to not transmit the DTMF tones over the air since the unit may already be in a position to receive the dispatch message. This reduces the airtime required to transmit the pages, with the intention of reducing time required to dispatch units.

It is recommended that for upkeep and maintenance of this integration, positions where this functionality is enabled is carefully selected. This will ensure the 1:1 relationship between PremierOne CAD workstation and MCC Radio Console is known and maintained.

#### 1.4.14.6 Advanced Messaging Solution

The PremierOne and ASTRO Advanced Messaging Solution (AMS) is a powerful integration for text messaging capabilities between PremierOne CAD/Mobile clients and ASTRO 25 radios. Similar to ASTRO Responder Location, AMS-based text messages are transmitted over ASTRO 25 IV&D data paths/channels and as such, a data capacity study must be conducted to appropriately throttle messages transmitted from the PremierOne servers. This data survey can be merged into the one used for ASTRO Responder Location and includes evaluating the same factors.

AMS uses the same PremierOne messaging capabilities to send and receive radio subscriber text messages, so functionality and workflow from the clients is familiar to existing PremierOne CAD and Mobile users. Responders with appropriately equipped, options, and programmed Motorola subscribers can initiate or reply to messages. Devices must at minimum have a front-panel display, however users without a full keypad can use pre-canned messages and a predefined address book to transmit messages. Portable and mobile radios with the appropriate controls (typically full keypad and for mobile units, specific control heads) can use free text to write a message and send to a recipient not already in the address book.

AMS extends the SMTP functionality in PremierOne CAD as well. Assuming properly configured, radio devices can transmit their message to an external email recipient and that recipient can reply (text only)

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

back to the device. Again, with proper configuration, and enterprise e-mail capabilities, an external email user could initiate directly to a radio. This is handled by the servers transforming the external email address of the agencies, devices, and users to their internal format and vice-versa.

As APX devices are typically limited in screen size and character lengths, this functionality is intended for short text messages with critical information to avoid a message being broken across several transmissions and causing excessive data utilization.

Within PremierOne CAD provisioning, specific message types are configured to be forwarded to radios based on various conditions. Standard messages, incident notifications, emergency notifications, and BOLOs are individually activated and configured. Further, in most circumstances, the unit must be in an "out of vehicle" status to be able to receive the message. The assumption is that during regular use, a responder would access their messaging functions via the respective PremierOne Mobile client, but if they are in a status where they are typically out of their vehicle, the message would need to be forwarded to radios associated with the unit to ensure timely delivery and reading of critical messages.

Subject to limitations with existing agency settings in ASTRO, administrators can define settings around message priorities such as backlight color of the receiving subscriber upon receipt.

With regard to user experience for each message type:

- Standard messages: Ad hoc messages can be forward to the radio associated with a person, vehicle, or unit. Further a dispatcher has the capability of targeting a specific device within an agency, regardless of in/out of vehicle status.
- Incident Notifications: Upon dispatch, radios associated with a unit will receive information about the call the unit is being dispatched to. The fields included (such as location, comments, units, etc.) are selectable by the administrator.
- Emergency Notification: Much like automated emergency notification in PremierOne, a message can be transmitted at a high priority. Compared to another user simply activating their distress button on the radio, this provides additional information PremierOne CAD may have about the unit. This also helps create situational awareness by allowing a PremierOne Mobile emergency status activation to transmit a notification to radio users who may not have a PremierOne Mobile client.
- BOLOs: Be on the lookout messages are treated as a specific message type from within PremierOne and AMS allows these messages to be handled separately from standard messages. This helps responders that may not have PremierOne Mobile receive a BOLO with its details on the radio and return to the inbox later to review information associated with the BOLO.

This functionality requires connection to the ParlayX API of the ASTRO system IMW. This is separate of the ASTRO Responder Location Connectivity from PremierOne CAD. The purpose of this connectivity is for the PremierOne CAD system to subscribe to and receive presence notifications. This informs PremierOne CAD of subscribers available or not available for messaging. The PremierOne system will maintain a list of devices and their network location. Messages sent both to and from PremierOne CAD and subscribers are

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

sent via UDP directly between each other. Additional documentation will illustrate necessary network connectivity to ensure communications can be established while remaining secure.

#### 1.4.14.7 Group Text Messaging Service

Group Text Messaging Service (TMS) is an existing function of ASTRO systems that are properly configured and licensed (including subscribers). This function allows all subscribers affiliated with a talkgroup to receive a message. The design intent is to use the voice path of the talkgroup to deliver the message as opposed to AMS which uses system data capacity. The benefit is no capacity concerns are associated with this function. As this is associated with specific talkgroups, specific devices cannot be targeted, and any unit affiliated with the talkgroup with this message will receive it. Example use case would be transmitting important information to all units assigned to a special event over a talkgroup designated for that event. This delivers the message without a dispatcher having to announce potentially sensitive details over the air.

With PremierOne CAD integration, the existing messaging interface and user experience is used in conjunction with the ASTRO system to help with agency workflows. Addresses representing talkgroups in the ASTRO system are used as “senders” for messages. This includes automated messaging functions that support messaging addresses, such as incident notifications when the address is associated with a given unit.

From a technical perspective, the agency must set aside one or more MCC consoles with the appropriate provisioning for access to the resources to act as a “proxy” for the text messages. Special software provided by Motorola is cohabitated with the Elite Dispatch software on the console to receive the message sent by the user and use the console to broadcast the text message over the intended target group(s).

### 1.3.14 Additional ASTRO Information and Requirements

#### 1.3.14.1 ASTRO Data Capacity and Capacity Study

ASTRO communication systems utilize narrowband channels to support voice and data communications. The capacity of ASTRO systems, that is, the volume of voice and data traffic they can support, varies with the number of channels in the system and the system architecture (multi-site, simulcast). The ASTRO infrastructure provides two types of packet data bearer service between data enabled subscribers and host applications:

- Integrated Voice & Data (IV&D) is a P25 compliant data service that is integrated with trunked voice services. Trunked data allows data transmission inbound from a data enabled trunked subscriber through the ASTRO Infrastructure to a host application in a connected CCSF Enterprise Network.
- Enhanced Data is a data system based on Phase 2 voice signaling. It allows data transmission inbound only and is primarily used for periodic location update messages. Enhanced Data offers a

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

12-fold improvement in inbound location reporting capacity over Trunked IV&D. Its use is limited to Motorola Solutions APX subscribers.

The Automatic Responder Location (ARL) features can utilize an ASTRO system for data transport. The messaging and location reporting parameters configured in PremierOne have a dramatic impact on feature performance and on ASTRO data utilization. It is critical to take the ASTRO system's configuration and capacity into account when configuring these application features.

The table below provides general guidelines for the channel utilization of Enhanced Data channels supporting ASTRO location data only. PremierOne CAD control signaling and other data applications such as, Messaging, OTAP, OTAR, and Radio Management also require data capacity and will increase data channel utilization.

Table 1-6: Channel Utilization Guidelines

ASTRO Data Systems	Capacity Guidelines (Location updates only)
IV&D Enhanced Data (w/ Header Compression)	150 Users per channel at 30 second location cadence 300 Users per channel at 60 second location cadence 1 channel for IMW Registration per 500 Users

Motorola Solutions' Hydra coverage analysis tool allows the system engineer to assess both the system's RF coverage and its voice and data utilization. All potential data sources will be analyzed including Radio Management, OTAP, OTAR, text messaging, and PremierOne. The analysis process will accurately determine the volume of Messaging and Responder Location data that the ASTRO system can support.

#### 1.3.14.2 ASTRO Location Information and Accuracy

There are a number of factors that impact the accuracy of ASTRO location updates. Some are a fundamental aspect of the Global Positioning System design such as the need to "see" satellites. Others are a result of the ASTRO system implementation and configuration settings. These settings can be adjusted for a specific implementation, but always involve a trade-off between competing system characteristics.

#### 1.3.14.3 GPS Signal Availability

The ASTRO subscriber's GPS antenna must be able to receive GPS signals from five or more satellites to accurately derive a location. Operation in buildings, tunnels, urban canyons, or densely forested areas can reduce GPS location accuracy or prevent the subscriber from determining its location altogether.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

#### 1.3.14.4 Temporary Signal Loss

ASTRO subscribers cache their last known location. In the event that an ASTRO subscriber loses GPS fix, it will send its last known location in response to a location query or scheduled location update. The subscriber will send its last known location for up to 100 seconds after losing GPS fix. The accuracy of the location updates sent during temporary signal loss is a function of the subscriber speed.

#### 1.3.14.5 GPS Acquisition Time

When ASTRO subscribers are powered on, they require a finite amount of time to accurately establish their location. This is referred to as Time to First Fix (TTFF). In the Cold Start scenario, a subscriber is turned on after a prolonged period of time and does not have an accurate estimate of its position or time. TTFF in this case is <60 seconds 95% of the time. In a Warm Start scenario, the subscriber is turned on and has an accurate location and time estimate. TTFF in this case is <10 seconds 95% of the time. This can result in a delay between subscriber power up and the first accurate location update. For example, if an officer turns on a portable radio when exiting the vehicle, the Responder Location CAD feature may not receive an accurate location update for over a minute.

#### 1.3.14.6 GPS Sleep Cycle

APX subscribers use a sleep cycle to conserve battery life when GPS signal lock cannot be achieved. When the GPS receiver enters sleep cycle it powers down for 90 seconds then wakes and searches for GPS signal lock for 180 seconds. If it is able to achieve GPS signal lock it will remain awake, otherwise it will return to sleep for another 90 seconds. This behavior can result in a delay between the time when a subscriber moves into a location with GPS signal (e.g. goes outside) and its first location update.

## 1.4 PremierOne CAD Site Infrastructure

This section describes the Motorola PremierOne infrastructure being provided at each of the CCSF Sites. The following sites support PremierOne infrastructure installations:

- Primary CAD Data Center (1011 Turk Street)
- Disaster Recovery CAD Data Center (3101 Gold Camp Drive, Rancho Cordova)
- Primary CAD Dispatch Center (1011 Turk Street)
- Backup CAD Dispatch Center (1 South Van Ness Ave)
- SFMTA Parking Enforcement CAD Dispatch Center (1455 Market Street) and Secure Sites
- SFFD Headquarters and Fire Stations
- SFPD Headquarters and Police Stations
- SFSO Headquarters and Secure Sites

Specifics of each location are highlighted below, with detailed workstation counts and functionality being defined in Appendix A3 Section 2 Departmental CAD Access Needs.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

#### **1.4.1 Primary CAD Data Center Site (1011 Turk Street, San Francisco)**

The primary data center hosting physical and virtual servers to support the core CAD system, interfaces, and ancillary systems is located at the DEM facility at 1011 Turk Street. DEM's alternate disaster recovery (DR) data center will be located at 3101 Gold Camp Drive, Rancho Cordova CA.

All interfaces and supporting systems will be co-located, and or accessed remotely from this site. The primary CAD system site will have direct communications with the DR site to coordinate and synchronize resilient operations.

PremierOne operates VMWare virtualized server hosts at both the primary and the alternate DR data center sites. The primary and DR sites have the same hardware & software capabilities.

#### **1.4.2 Disaster Recovery Data Center Site (3101 Gold Camp Drive, Rancho Cordova)**

The alternative data center site to host disaster recovery operations hosting physical and virtual servers to support the core CAD system, interfaces and ancillary systems is located at a State of CA data center at 3101 Gold Camp Drive in Rancho Cordova CA.

All interfaces and supporting systems will be co-located, and or accessed remotely from this site. The secondary CAD system site will have direct communications with the primary site to coordinate and synchronize resilient operations.

PremierOne operates VMWare virtualized server hosts at both the primary and the alternate DR data center sites. The DR site is considered a live, or "warm" backup of the CAD system having the same hardware & software capabilities. The system will remain in a state of readiness, but the failover process will involve steps required to migrate primary databases in the cluster and appropriately start services. DEM can operate maximum dispatcher operations load on the DR system.

#### **1.4.3 Primary CAD Dispatch Center (1011 Turk Street, San Francisco)**

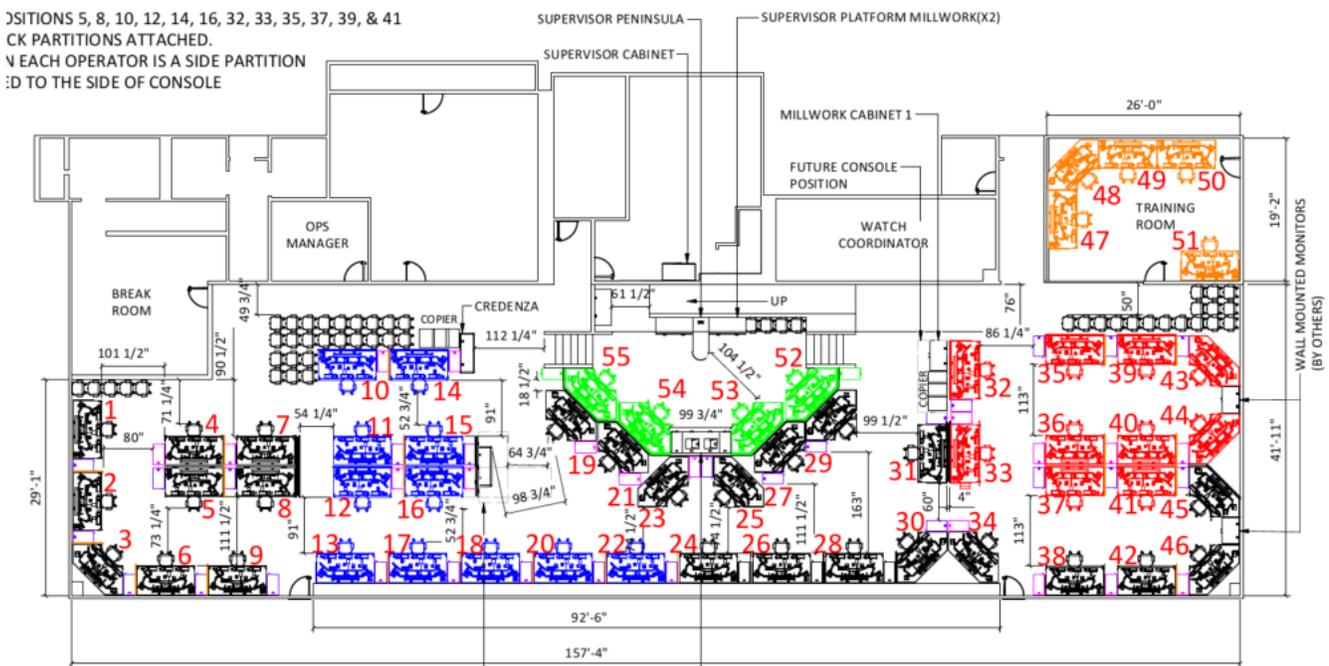
The primary Public Safety Answering Point (PSAP) and Department of Emergency Management (DEM) Headquarters is located at 1011 Turk Street. The facility is approximately 20 years old and was designed with high standards for seismic event survivability. The building is a secure facility with no unescorted public access. The facility has an electronic access control system and physical security is provided by the San Francisco Sherriff's Office. The Primary CAD Dispatch Center will incorporate workstations of varying types including full CAD workstations, CC CAD Viewers, MDTs, and Handhelds. (NOTE: Refer to Appendix A3 Section 2 Departmental CAD Access Needs for full details on device quantities at each location).

DEM also hosts a training capability with CAD Workstations used during the Dispatcher POST training. These workstations utilize the CAD Training Environment.

In addition to the Dispatch Center, the facility at Turk Street contains the Administrative, IT, Helpdesk and Operations support personnel. These personnel utilize CAD Workstations on the production system to support the CAD Operations. The IT workstations use the CAD Development environment at this location.

The Primary PSAP supporting all 9-1-1 Call taking and dispatching is located at 1011 Turk Street. The dispatch floor located at this site is in the process of being upgraded for facility, console furniture, lighting, power, and network changes. Figure 5 shows a proposed layout for this upgrade.

Figure 5. Dispatch Floor Remodel



### 1.4.3.1 Typical PSAP Dispatch Position

The following diagram shows a typical dispatch position.

City and County of San Francisco, CA

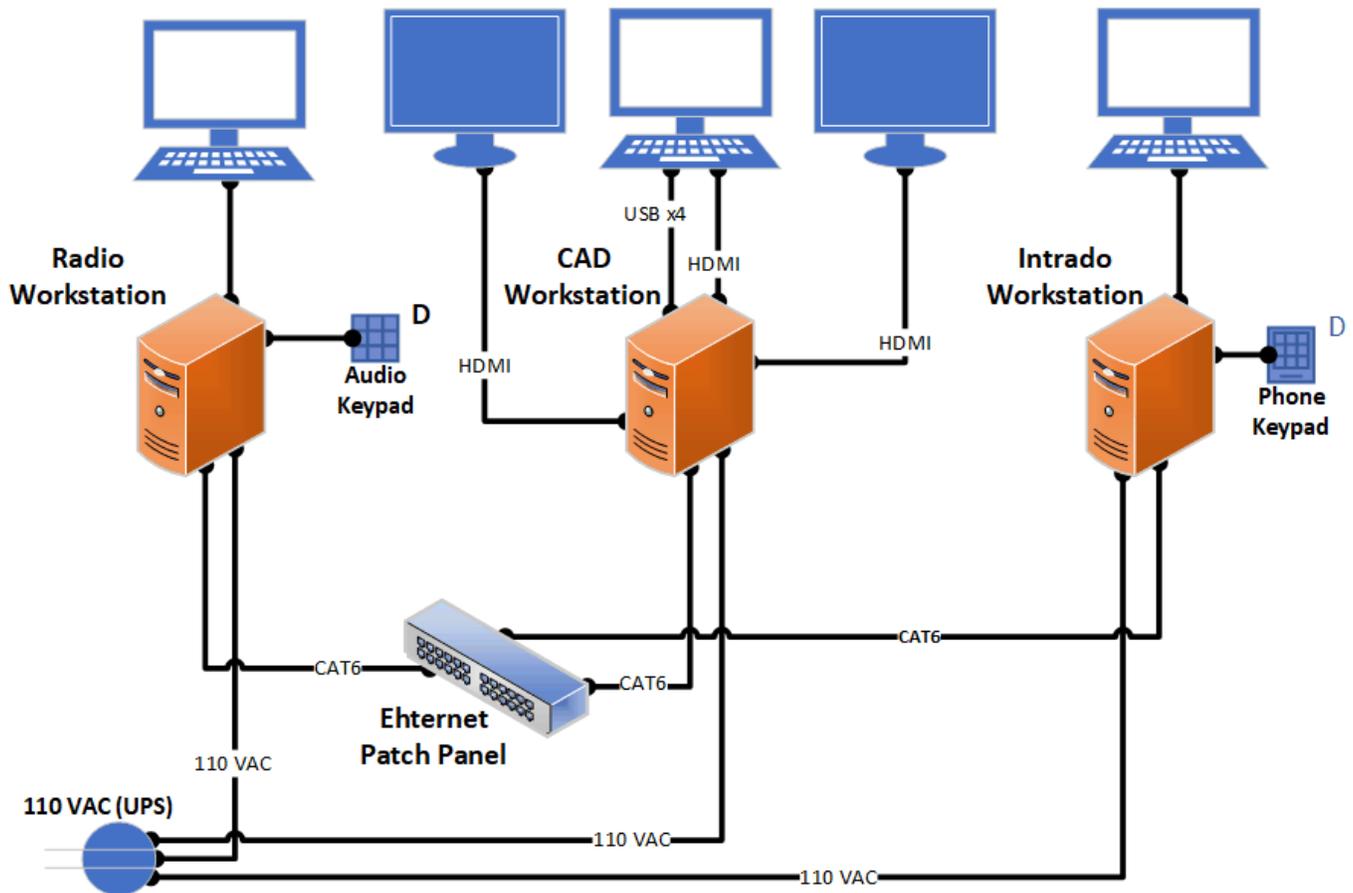
December 2023

CCSF PeopleSoft Contract ID#: 1000031673

Motorola PremierOne CAD Contract

Appendix A3 Preliminary Design

Section 1 Preliminary Design Document (PDD)



### Dispatch Position Notes

- The Radio, Phone System and CAD workstations are on separate isolated network segments
- CAD and Phone integration handled via server-based interface and not on a per-position basis.
- Radio integration is based on a 1:1 relationship of radio position to CAD workstation.

#### 1.4.4 Backup CAD Dispatch Center (1 South Van Ness Ave)

The backup Public Safety Answering Point (PSAP) is located at the City's 3-1-1 Customer Service Center located at One South Van Ness Avenue. DEM has operational procedures to stand up a cold Alternate PSAP site within CCSF's 3-1-1 operations training area at 1 South Van Ness Avenue.

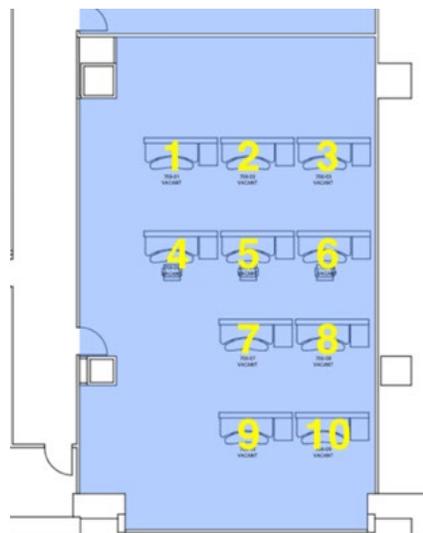
The City's Alternate PSAP is located at 1 South Van Ness Street. At some future point, the City may identify a new facility to serve as the Alternate PSAP. Regardless of the physical location, The PremierOne CAD system shall support a fully functional Alternate PSAP. Should an evacuation of the

Primary PSAP become necessary, DEC can provide call taking and dispatching from the Alternate PSAP. When operating at the Alternate PSAP, call-taking and dispatch operations are split between two temporary locations within the facility (North and South Training Rooms). Each position is equipped with a CAD laptop computer and an Avaya phone. (NOTE: refer to Appendix A3 Section 2 Departmental CAD Access Needs) for full details on device quantities at each location). In addition to the CAD laptop and phone, radio equipped positions also have a Motorola remote desktop radio console. The equipment for each position is stored in secure locations within the facility. The Alternate PSAP space is not dedicated and requires that all phones, computers, and radios be set up by DEC personnel prior to migrating operations to the backup PSAP.

**1.4.5 SFMTA Parking Enforcement CAD Dispatch Center (1455 Market Street) and Remote Access**

Parking Enforcement is a unit within the Sustainable Streets Division of the San Francisco Municipal Transportation Agency. The Parking Enforcement Unit is responsible for enforcing parking regulations throughout CCSF. The facility at 1455 Market Street is the primary operations facility for parking enforcement complaints, towed vehicles, and scofflaw. It is also the backup facility for Disabled Placard violations and special event management. This dispatch center has 10 CAD dispatch positions. The SFMTA Parking Enforcement CAD Dispatch Center will incorporate both full CAD workstations and CC CAD Viewers. (NOTE: Refer to Appendix A3 Section 2 Departmental CAD Access Needs for full details on device quantities at each location). Figure 6 depicts the floor layout of the facility.

Figure 6. SFMTA Dispatch Positions 1455 Market Street



The SFMTA parking enforcement will utilize CAD for the dispatch of all calls and will need integration with a parking enforcement platform provided by Conduit. If GPS location is available, the SFMTA fleet and

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

personnel location will be received by the CAD system. In addition, an interface to initiate a request, and receive the status of tows with the AutoReturn Integrated Enterprise System (ARIES) is utilized.

In addition to SFMTA Dispatch location, there are fully operational CAD Workstations used to support parking enforcement operations.

Table 5. Municipal Transportation Authority Facilities

MTA Facility	Address
<b>SFMTA Headquarters</b>	1 South Van Ness Avenue
<b>Dispatch Center &amp; Transportation Management Center</b>	1455 Market Street
<b>Enforcement Headquarters, Backup Dispatch Center</b>	505 7th Street
<b>Future Backup Dispatch Center</b>	10th Street & Dore Street

#### 1.4.6 Remote CAD Workstations (non-PSAP deployed terminals)

Although call taking and dispatch functions are limited to 9-1-1 Operations and SFMTA Parking Enforcement, CAD workstations are installed throughout the City for visibility, queries, and ad-hoc incident command needs. Although each CAD Workstation can have the capabilities for call taking and dispatching, all remote workstations are configured for limited usage depending on the role of that CAD Workstation location and the security of the facility.

In most configurations, the following types of capabilities are supported:

- Read only access to CAD dispatch queues, unit status, call status and maps. These can be configured to be all services or only specific services.
- Searches, RDW queries and reports. These can be configured to be all services or only specific services.
- Authorization and controlled access are required for the following:
  - o Dispatch capabilities (Incident Dispatch)
  - o Unit status changes (Unit Update Command)
  - o Call/Incident updates (Incident Update Command)
  - o Viewing CAD calls from other departments (Incident Summary Command)
  - o CAD Messaging (Send Message Command)

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: 1000031673

Motorola PremierOne CAD Contract

Appendix A3 Preliminary Design

Section 1 Preliminary Design Document (PDD)

- o Paging (Alerting Command)

- o Fire Station Alerting web client (Independent to PremierOne CAD Client)
- o CAD Involvements, Priors and Premise Hazard searches (incident Recall, Premise Hazard, Location Detail Commands)
- o Case number request (Report Number Command)
- o Deccan or Livemum integration (Moveup Command)

In addition, these remote (non PSAP) installed CAD Workstations may have the following integration and capability limitations:

- No emergency 911 phone system integration
- No ProQA Paramount Fire or EMS call taking support Note: ad-hoc incident command may need this.
- No radio console integration
- No voice over wire announcements
- No CJIS interface to Level-II for queries to CLETS, AWS or JUSTIS
- Varying monitor support
- Deployed on secure City/Department network
- DEM controlled Security (IDS/IPS) & Application Configuration
- Additional secure communications for remote operation
- Multi-factor authentication required for login

Authorizations, capabilities, and limitations will be reviewed during implementation and any decisions will be made by DEM in collaboration with the appropriate constituent agencies.

(NOTE: Refer to Appendix A3 Section 2 Departmental CAD Access Needs for full details on device quantities at each location).

#### **1.4.7 SFFD Headquarters and Fire Stations**

Although dispatch locations are limited to 9-1-1 Operations and SFMTA Parking Enforcement, CAD Workstations are installed in numerous SFFD facilities, including the SFFD Headquarters, Fire Stations, and other assets (ex. event facilities, communications vehicles). These remote CAD Workstations have varying configurations. (NOTE: Refer to Appendix A3 Section 2 Departmental CAD Access Needs for full details on device quantities at each location).

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

Table 3. Fire Department Facilities

SFFD Facility	Address
<b>Fire Headquarters</b>	698 2nd Street
<b>Station 1</b>	935 Folsom Street
<b>Station 2</b>	1340 Powell Street
<b>Station 3</b>	1067 Post Street
<b>Station 4</b>	449 Mission Rock Street
<b>Station 5</b>	1301 Turk Street
<b>Station 6</b>	135 Sanchez Street
<b>Station 7</b>	2300 Folsom Street
<b>Station 8</b>	36 Bluxome Street
<b>Station 9</b>	2245 Jerrold Avenue
<b>Station 10</b>	655 Presidio Avenue
<b>Station 11</b>	3880 26th Street
<b>Station 12</b>	1145 Stanyan Street
<b>Station 13</b>	530 Sansome Street
<b>Station 14</b>	551 26th Avenue
<b>Station 15</b>	1000 Ocean Avenue
<b>Station 16</b>	2251 Greenwich Street
<b>Station 17</b>	1295 Shafter Avenue
<b>Station 18</b>	1935 32nd Avenue
<b>Station 19</b>	390 Buckingham Way
<b>Station 20</b>	285 Olympia Way
<b>Station 21</b>	1443 Grove Street
<b>Station 22</b>	1290 16th Avenue
<b>Station 23</b>	1348 45th Avenue
<b>Station 24</b>	100 Hoffman Avenue
<b>Station 25</b>	3305 3rd Street
<b>Station 26</b>	80 Digby Street
<b>Station 28</b>	1814 Stockton Street
<b>Station 29</b>	299 Vermont Street
<b>Station 30</b>	1275 3rd Street
<b>Station 31</b>	441 12th Avenue

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

SFFD Facility	Address
<b>Station 32</b>	194 Park Street
<b>Station 33</b>	8 Capitol Avenue
<b>Station 34</b>	499 41st Avenue
<b>Station 35</b>	Pier 22 ½ (399 The Embarcadero)
<b>Station 36</b>	109 Oak Street
<b>Station 37</b>	798 Wisconsin Street
<b>Station 38</b>	2150 California Street
<b>Station 39</b>	1091 Portola Drive
<b>Station 40</b>	2155 18th Avenue
<b>Station 41</b>	1325 Leavenworth Street
<b>Station 42</b>	2430 San Bruno Avenue
<b>Station 43</b>	720 Moscow Street
<b>Station 44</b>	1298 Girard Street
<b>Station 48</b>	849 Avenue D (Treasure Island)
<b>Station 49 Ambulance Deployment Facility</b>	2241 Jerrold Avenue
<b>Station 51</b>	218 Lincoln Boulevard
<b>Arson</b>	1275 3rd Street
<b>Bureau of Equipment</b>	2501 25th Street
<b>Division of Training</b>	2300 Folsom Ave
<b>Treasure Island Training Facility</b>	649 Avenue N (Treasure Island)

#### 1.4.8 SFPD Headquarters and Police Stations

Although dispatch locations are limited to 9-1-1 Operations and SFMTA Parking Enforcement, CAD Dispatch terminals are installed in numerous SFPD facilities, including the SFPD Headquarters, Police Stations, and other assets (ex. event facilities, communications vehicles). These remote CAD Workstations have varying configurations. (NOTE: Refer to Appendix A3 Section 2 Departmental CAD Access Needs for full details on device quantities at each location).

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

Table 4. Police Department

SFPD Facility	Address
<b>Police Headquarters</b>	1245 3rd Street
<b>San Francisco Police Department EOC</b>	1700 17th Street
<b>Police Academy</b>	350 Amber Drive
<b>Central District</b>	766 Vallejo Street
<b>Southern District</b>	1251 3rd Street
<b>Bayview District</b>	201 Williams Avenue
<b>Mission District</b>	630 Valencia Street
<b>Northern District</b>	1125 Fillmore Street
<b>Park District</b>	1899 Waller Street
<b>Richmond District</b>	461 6th Avenue
<b>Ingleside District</b>	1 Sgt. John V. Young Lane
<b>Taraval District</b>	2345 24th Avenue
<b>Tenderloin District</b>	301 Eddy Street

#### 1.4.9 SFSO Headquarters and Secure Sites

Although dispatch locations are limited to 9-1-1 Operations and SFMTA Parking Enforcement, CAD Dispatch terminals are installed in numerous SFSO facilities, SFSO-secured facilities (ex. Zuckerberg SF General Hospital, City Hall) and other assets (ex. event facilities, communications vehicles). These remote CAD Workstations have varying configurations. (NOTE: Refer to Appendix A3 Section 2 Departmental CAD Access Needs for full details on device quantities at each location).

Table 6. Sheriff Department Facilities

SFSD Facility	Address
<b>County Jail</b>	425 7th Street
<b>County Jail</b>	850 Bryant Street
<b>Central Warrants Bureau</b>	850 Bryant Street
<b>Community / Alternative Programs</b>	70 Oak Grove
<b>Courts -Civic Center Courts</b>	400 McAllister

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

<b>Field Operations Division – Department of Corrections</b>	120 14th Street (currently not operational)
<b>Fleet/Communications</b>	120 14th Street (currently not operational)
<b>Sheriff's Patrol - Laguna Honda Hospital</b>	375 Laguna Honda Boulevard
<b>City Hall Security</b>	1 Carlton B Goodlett Place
<b>Civil Unit</b>	1 Carlton B Goodlett Place
<b>CJ #5 - San Bruno</b>	1 Moreland Drive
<b>Sheriff's Patrol - ZSFGH</b>	1001 Potrero Street
<b>Ward 7D/7L - ZSFGH</b>	1001 Potrero Avenue
<b>OCME</b>	1 Newhall Street
<b>DEM</b>	1011 Turk Street
<b>SF General Hospital (Sheriff's Capsule)</b>	1001 Potrero Street

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: 1000031673

Motorola PremierOne CAD Contract

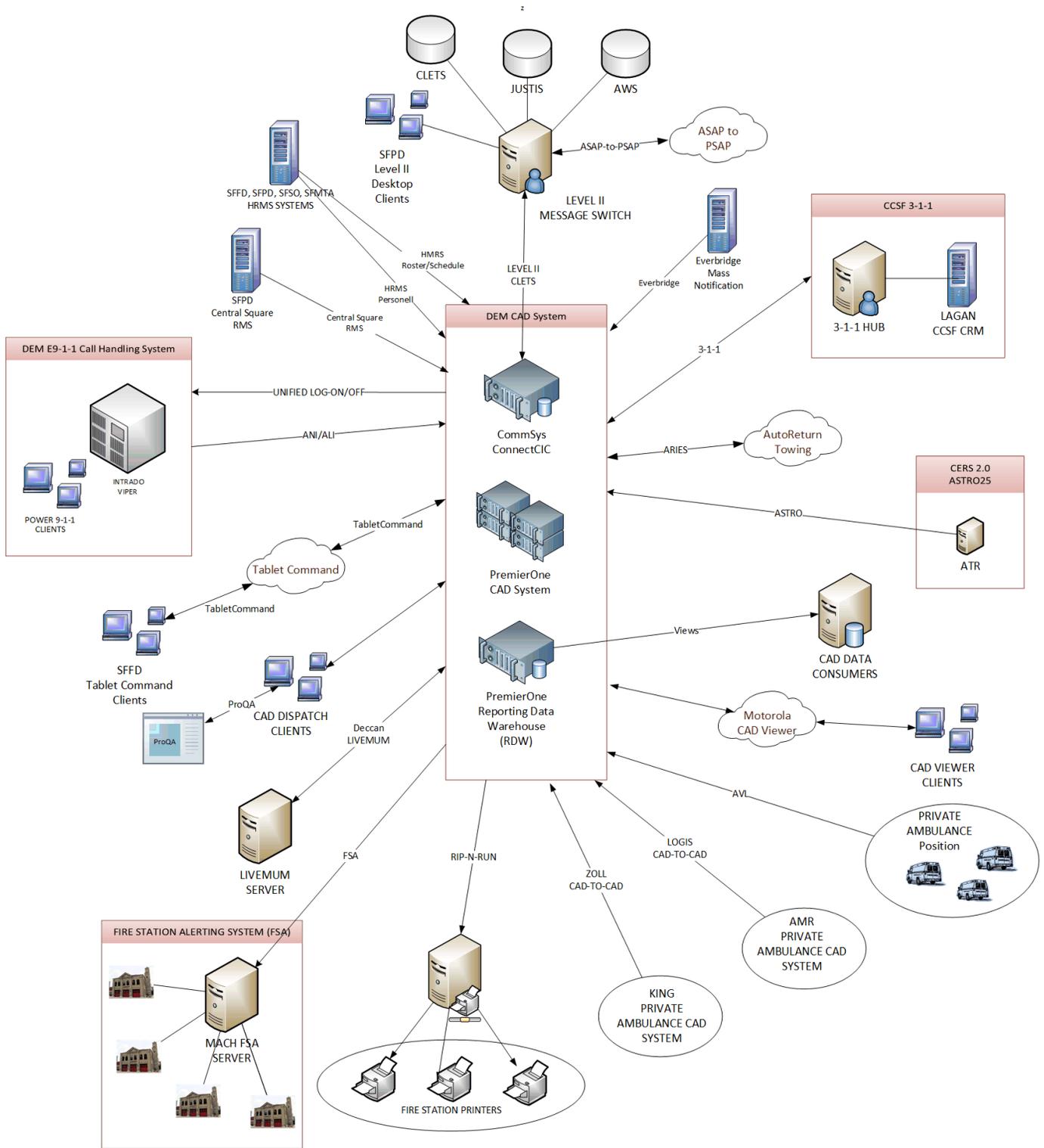
Appendix A3 Preliminary Design

Section 1 Preliminary Design Document (PDD)

## **1.5 PremierOne CAD Interfaces**

### **1.5.1 System Interface Diagram**

The following figure is a logical representative diagram of the required interface connections between the CAD system and external systems. It is not intended to be a detailed architectural drawing of each and every system component, but to provide a high-level pictorial representation of the touch points between “CAD” and external systems.



City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: 1000031673

Motorola PremierOne CAD Contract

Appendix A3 Preliminary Design

Section 1 Preliminary Design Document (PDD)

## 1.5.2 Fire Station Printing (Rip-N-Run)

### 1.5.2.1 Overview

This interface allows PremierOne CAD to send print information to the Tear N Run printers at the Fire and Rescue stations. Incident and dispatch information sent to the printers occurs either automatically during dispatch or manually by the user.

The CCSF will be placing CAD workstations into fire stations. These workstations will be provisioned with status monitors that show pending incidents and active incidents occurring in the first-due area of the station. In addition, the SFFD CAD workstations may be used for Searches and Reports. A status monitor alert will be provisioned that will pop-up when an incident appears in one of these status monitor windows. The status monitor is not part of the station printing interface but is something that's created in provisioning.

## 1.5.3 Everbridge

### 1.5.3.1 Overview

The Everbridge Notification System interface with PremierOne CAD uses the Representational State Transfer (REST) Application Programming Interface (API) supported by the Everbridge Suite. This Interface automatically sends incident information to an Everbridge Groups and/or Contact Filters (Rules) to associated with the units being dispatched. In addition, the PremierOne user can manually send incident information using the TN command and send free-text messages using the e-mail addresses supported by the Everbridge Email Ingestion module.

## 1.5.4 Priority Dispatch Structured Call Taking

### 1.5.4.1 Overview

This interface provides the ability to exchange information between the Priority Dispatch Corp (PDC) ProQA Paramount and PremierOne CAD, so call takers can seamlessly switch between the applications. The ProQA Paramount to PremierOne CAD is a two-way client-to-client interface via Inter-process Communication. PremierOne CAD and ProQA Paramount run concurrently on the client workstation. Call takers use the ProQA Paramount application to collect information from the caller in a question-and-answer format. This information is then transferred to PremierOne CAD and becomes part of the incident. PremierOne CAD incident information is used to pre-populate the ProQA Paramount application.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

## 1.5.5 **Intrado VIPER E9-1-1 (ANI/ALI)**

### 1.5.5.1 **Overview**

The PremierOne CAD E911 interface provides ANI/ALI information to the 911 Call Takers. A serial to TCP/IP converter is connected to a serial port of the Intrado Viper server and the PremierOne network. When the Intrado Viper system receives the ANI/ALI data feed from the provider, it passes it through a Lantronix serial-to-TCP/IP converter to the PremierOne CAD application server. The PremierOne CAD application server determines the call position and routes the parsed data to the appropriate Call Taker position, where the data is displayed in the PremierOne CAD Incident Initiation form.

## 1.5.6 **Level II Message Switch**

### 1.5.6.1 **Overview**

The Level II Message Switch interface is used for queries between PremierOne CAD and the Level II MAGUS Message Switch Interface. Query requests made on PremierOne CAD and Mobile clients are routed to the PremierOne Query Service on all of the application servers. This forwards the request to the PremierOne Common Services Interfaces (CSI) component, which transforms the request and passes it on to the CommSys ConnectCIC component running on one of the PremierOne Application Servers. ConnectCIC forwards the query request to the Level II Message Switch. When a response is received, ConnectCIC parses the select responses (refer to Table 1-1) if it is a vehicle registration or driver's license response and forwards both the raw and parsed response to CSI. CSI forwards it to the PremierOne Messaging Service, which handles the routing of the query response to the requestor (or pre-provisioned recipients for unsolicited messages). PremierOne logs the queries submitted. If the query is submitted or requested by a unit, the submission appears in the Unit History. If the unit is on an incident, the request is added to the Incident History. The requests are also stored in the PremierOne Reporting Data Warehouse (RDW).

## 1.5.7 **LiveMUM**

### 1.5.7.1 **Overview**

The purpose of the LiveMUM interface is to analyze current and historical incident data and based upon real time information provide recommendations for unit cover such that the pre-determined incident response time for a coverage are maintained. Connecting from CAD in real-time, LiveMUM (Live Move-Up Module) identifies holes in coverage by tracking each unit's status, location, and incident assignment. The software then instantaneously recommends optimal unit relocations, or "move-ups", that reflect the department's coverage policies. The PremierOne CAD to Deccan LiveMUM interface will generate messages, whenever an incident or unit operation is performed within PremierOne CAD.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

## 1.5.8 HRMS (Personnel)

### 1.5.8.1 Overview

The HRMS Personnel interface is utilized to transfer personnel information from various CCSF Human Resource Management Systems (HRMS) to the PremierOne Suite.

## 1.5.9 MACH Fire Station Alerting

### 1.5.9.1 Overview

This is a bi-directional interface between the CAD system and the MACH Alert Fire Station Alerting (FSA) system. This is used primarily for dispatch alerting and performing voice announcements at the CCSF's fire stations. As currently implemented, the CAD system sends dispatch information to the MACH Alert FSA system using the Motorola Fire Dispatch Protocol (MFD-P) serial protocol. The Current version of the protocol is 7.34. The communications link between the CAD system and the FSA Server is a serial protocol over an IP link.

## 1.5.10 AutoReturn (ARIES)

### 1.5.10.1 Overview

The ARIES interface will be implemented using the Common Services Interface (CSI) service. This will monitor CAD for vehicles that have a specified value in the vehicle reason field. When one is found, a REST call will be made to ARIES to request the tow. CSI will also establish a WebSocket connection to ARIES to receive updates to tow requests. These updates will be written to the incident as comments.

## 1.5.11 Unified Log on

### 1.5.11.1 Overview

This interface will allow users logging in to PremierOne CAD to automatically log in the Intrado phone system with no additional interaction for the user.

## 1.5.12 Private EMS Positional Data

### 1.5.12.1 Overview

This interface will allow CCSF dispatchers to see the locations of the ambulances dispatched to CCSF Incidents. The private ambulance providers (AMR, and King-American, and others) who do not use the

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

PremierOne Mobile Client and will use this interface to send the position of properly equipped, configured and connected GPS devices on the ambulances directly to the PremierOne Server. If the GPS device is associated with a unit in PremierOne, the unit's location will be updated with this position.

### **1.5.13 3-1-1 Hub**

#### **1.5.13.1 Overview**

This interface leverages the PremierOne CAD-to-CAD interface to exchange Incident information with the 3-1-1 Hub using Representational State Transfer (REST) transactions. Citizen and internal Service Requests for various city departments can be created on different systems at CCSF. The 3-1-1 Hub provides a way for the systems to exchange the requests.

Depending on the type of the request and the time of the day, the Healthy Street Operation Center (HSOC) and SFMTA requests might be created on PremierOne or the 3-1-1 Verint Customer Relationship Management (CRM) system. The originating system sends the applicable requests to the receiving system. Relevant information and status are updated by each system and shared through the 3-1-1 Hub.

### **1.5.14 ASAP-to-PSAP**

#### **1.5.14.1 Overview**

This interface provides communication between PremierOne CAD and alarm companies using the Automated Secure Alarm Protocol. Many fire and burglar alarm systems are connected to an alarm monitoring company. When an alarm occurs, these companies verify the alarm and then contact the Public Safety Answering Point (PSAP) responsible for the location. The Monitoring Association (formerly known as the Central Station Alarm Association (CSAA)) has defined a standard protocol that can be used to electronically communicate information between alarm monitoring companies and PSAPs. This protocol, called the Automated Secure Alarm Protocol (ASAP), allows an alarm monitoring company to communicate a request for a response to a PSAP, and for the PSAP to keep the alarm monitoring company advised as to the status of the resulting incident.

### **1.5.15 HRMS (Roster/Scheduling)**

#### **1.5.15.1 Overview**

The HRMS Unit Staffing interface is used for staffing units between PremierOne CAD and the City and County of San Francisco (CCSF) Human Resources Management Systems (HRMS). This interface receives information about the personnel scheduled to be assigned to units and, at the designated time, it places the personnel on the unit in CAD, and places the unit on-duty.

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: 1000031673

Motorola PremierOne CAD Contract

Appendix A3 Preliminary Design

Section 1 Preliminary Design Document (PDD)

### **1.5.16 Tablet Command**

#### **1.5.16.1 Overview**

SFFD currently utilizes Tablet Command Enterprise Pro deployed on Apple iPads for incident command support in the field. The Motorola PremierOne CAD system will have a bi-directional interface to Tablet Command Enterprise Pro Two Way. It is expected that the CAD system's fire incident management capabilities will be tightly coupled and integrated with Tablet Command. The interface must support all the features available in the CAD interface API.

### **1.5.17 Central Square RMS**

#### **1.5.17.1 Overview**

The Interface allows PremierOne CAD to provide PremierOne data to the third-party system CentralSquare RMS. The PremierOne CAD system is setup to post transactional updates to the RDW database within 30 seconds. The PremierOne Common Services Interface (CSI) will be scheduled to extract the required data from PremierOne CAD RDW.

### **1.5.18 LOGIS CAD-to-CAD**

#### **1.5.18.1 Overview**

This interface between PremierOne CAD and the LOGIS CAD system operated by American Medical Response (AMR) Inc. allows for the exchange of incident and unit status information with a Third-Party CAD system. This allows PremierOne and the Third-Party CAD system to exchange Call for Service (CFS) information and to request for mutual aid.

### **1.5.19 Zoll CAD-to-CAD**

#### **1.5.19.1 Overview**

This interface between PremierOne CAD and the Zoll CAD system operated by King-American Ambulance company allows for the exchange of incident and unit status information with a Third-Party CAD system. This allows PremierOne and the Third-Party CAD system to exchange Call for Service (CFS) information and to request for mutual aid.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

## 1.6 System Platform and Components

This section discusses the hardware, operating system, and system software of the system which will be installed on premise at the CCSF's Data Center Facilities, CCSF departments and fielded mobile, phone/handheld devices.

### 1.6.1 PremierOne System Components

The following table lists the type and number of Microsoft, VMware, Hewlett Packard Enterprise (HPE) and other licenses and the party responsible for providing them.

Microsoft & VMware Licenses	Primary Site	DR Onsite Option	Total	CCSF Provided	Motorola Solutions Provided
Microsoft SQL 2019 Enterprise 4 Core License	3	3	6		X
Microsoft SQL 2019 Enterprise 2 Core Add On License	5	5	10		X
Microsoft SQL 2019 Standard 4 Core License	1	1	2		X
Microsoft System Center Operation Manager 2019 (SCOM)	60	60	120		X
VMware vCenter Standard	1	1	2		X
VMware vSphere Ent+ CPU	11	10	21		X

The following table lists the type, number and who is providing these ancillary items:

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

Description	Details	CCSF Provided	Motorola Solutions Provided	Quantity
F5 Local Traffic Manager (Load Balancers)	Virtual/Physical Network Load Balancing software integrated with system. 1 Gigabit License.		X	4
GIS Editing Software	10.8 of Esri ArcGIS Desktop and Network Analyst extension software	X		
Client Access Licenses	Microsoft Windows Server 2016	X		1 Per Client
CommSys ConnectCIC	Enables State Queries		X	1
Firewall(s)	Network edge security solution for PremierOne Stack		X	Refer to BOM
Switch Stack	Core network backplane for data processing and iSCSI network fabrics		X	Refer to BOM
Out-of-band Management Switch	Switch used for accessing management interfaces, independent of core data or iSCSI fabrics		X	Refer to BOM
Host Servers	Servers for ESXi hypervisor operating system		X	Refer to BOM

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

Management Server	Single server at primary site only, with local data storage, for ESXi hosting virtual machines used to manage the PremierOne environment outside of the core subnets		X	Refer to BOM
SAN	Storage used by all host servers for persistent data storage by their virtual machine guests		X	Refer to BOM
Server Rack and Accessories	Server rack, PDU(s), KVM, and other small operational accessories to mount and assist with the management of the hardware stack		X	Refer to BOM

***Specific hardware specifications and quantities are available in the BOM located in Section 7.***

### 1.6.2 PremierOne System On-Premise Storage and Backup

Even though the PremierOne solution is fully redundant in each site (primary and DR), IT best practices mandate a regular schedule of backups. During deployment, PremierOne's backup scripts will be tailored to meet the CCSF's backup and retention policy.

All PremierOne functions/capabilities are operational during a system backup. Full backups can be scheduled automatically and scripted to be performed unattended. Maximum time for a full data backup would be in the order of minutes not hours. PremierOne's backup scripts are designed and timed to have no noticeable impact on system performance to the user. If CCSF has a preferred enterprise backup solution they wish to use, Motorola will assist in the configuration of that backup solution on PremierOne. All PremierOne functions/capabilities are operational during a system backup.

No actions by CCSF personnel are required to initiate a backup. Backup initiation and operation are all scripted and scheduled. CCSF personnel would work directly with Motorola support if any restore from backup is needed.

Assuming that the backups are data backups, not application backups. (If a VM is corrupted, Motorola Support would download a fresh version and apply a restore of the relevant files that made that VM unique to that deployment.) PremierOne data backups include interface configurations. The interface configurations would have to be validated against the current interface configuration.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

The system's Backup and Recovery subsystem includes online storage and a means to back up the system offline through Nimble Storage disk arrays. Our system design provides storage area arrays that are utilized by the host servers for storage and for online backups with near real-time data recovery.

## **SAN**

The SAN selected for this project is a member of the HPE Alletra family of storage solutions. The SAN will have redundant controllers as part of the requirements to be highly available and mission critical. This allows firmware updates and other activities without downtime.

PremierOne CAD leverages iSCSI for the data fabric. While leveraging the same hardware as the core data network(s), the iSCSI network is segmented from the other operations. For specifications and options selected for this project, please refer to the BOM.

## **Out of Band Backup**

CCSF will provide a SMB share to provide an out of band / out of system backup storage point for management by Commvault. These backups serve as the "last resort". Backups by default occur nightly and are in addition to the regularly occurring backups local to the system. Also stored, but not regularly backed up are unique configuration files such as Common Services Interface (CSI) configuration files. These are unique to San Francisco, but are only updated in the case of interface changes. All other unique configuration files are tied to the scope of the third-party interfaces.

## **Commvault Backup & Recovery**

DEM Data backup is currently provided using the Commvault Backup & Recovery + Disaster Recovery suite of tools. This configuration allows the continuous backup of the CAD systems' replication and storage of three years of data. Although Commvault is currently being used by DEM, the city has adopted Rubrik and may adopt other, similar types of long-term storage solutions. Motorola will support the integration of a city-provided data backup and disaster recovery solution. It is also desirable that Motorola support the testing and acceptance of backup and restoration procedures with the Motorola PremierOne System.

## **TrueNAS Storage**

A TrueNAS backup storage device is also provided at the Disaster Recovery site to perform default backup jobs. The TrueNAS R20 includes 24TB raw storages (6 x 4TB drives). The chassis is a 12-bay chassis and thus can allow quick expansion with 6 unused bays. By default Motorola deploys scheduled tasks that synchronize the database backups to the TrueNAS over a network share. These jobs are accomplished on a once a day basis.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

### 1.6.3 PremierOne Network and Management Components

#### Fortinet FortiGate Network Devices

Component isolation provides reliability, availability, and performance. The system is based on Fortinet FortiGate devices to provide the perimeter network router, firewall and Virtual LAN (VLAN) configurations for the PremierOne system. The CCSF needs to supply connectivity per data center requirements section.

The Fortigate firewalls will have additional one gigabit RJ45 and SFP ports for the purposes of integrating with other third party systems as necessary for interfacing. It is the responsibility of CCSF to understand the active/standby nature of the Fortigate firewalls to ensure in the event of firewall failover that physical connectivity to the system is not lost. Example uses of these ports include connecting to switches for NCIC queries or providing a direct connection to a third party system PremierOne interfaces with.

#### Extreme Networks Extreme Switching

The ExtremeXOS modular operating system supports intelligent Layer 2 switching, Layer 3 IPv4/IPv6 routing, as well as role-based policy capabilities.

The ExtremeSwitching X620 is a compact 10GB Ethernet switch designed for 10GB edge applications. The family includes 10-port and 16-port 10 Gbe versions – all in a small 1RU form factor – ideal for high-performance workgroups requiring 10GB connectivity to servers, storage and clients.

The ExtremeSwitching X460 is a compact 10/100/1000 MB Ethernet switch. This switch is included to provide network connectivity to non 10GB activities.

#### F5 BigIP Local Traffic Manager (Virtual)

The system consists of an active/passive pair of virtual Local Traffic Managers (LTM) for the system. These are purpose built appliances that reside outside of the application servers that present a “virtual server” address to serve as the clustered address. Upon user connection, these appliances will forward the connection to the most appropriate real server using bi-directional network address translation (NAT). The configuration of these appliances is explicitly designed by Motorola to include optimized rules and traffic management. PremierOne CAD application servers communicate using the iControl API available on the appliances to provide self-managed functionality including enabling and disabling nodes in the pool based on service readiness on each app server.

#### Network Management Tools

The system consists of a dedicated physical server to host virtual machines that server network management tools. The network management tools are set up to monitor traffic and critical data points through the firewalls and load balancers to ensure appropriate system health. Additionally, it monitors and logs CPU and memory utilization on all hardware components as well as various application-level metrics. This data provides Motorola Solutions’ support teams with the information

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

necessary to support the system and provide historical measurements of system performance, while also being able to provide a near real-time status dashboard.

PremierOne currently leverages System Center Operations Manager (SCOM) for application-level monitoring. Application performance metrics are gathered for the purpose of self-healing. SCOM can automate rolling restarts in several scenarios, most commonly high resource usage. Notification on actions such as rolling restarts are sent via customer-defined channels (SMTP provided by default). Notifications are provided for other application and operating-system level metrics such as high-resource utilization, adverse SQL database conditions, and many other situations. These are defined in a dedicated document made available at time of deployment. PremierOne CAD automatically deploys the correct management packs used for these functions. At time of system deployment, many of the default and recommended Microsoft management packs are also included. System administrators will receive training on SCOM utilization and have the ability to create additional monitors/alerts as they determine fit for their operations.

For networking and hardware monitoring, Prometheus is leveraged. Prometheus is a popular time-series database. Prometheus uses a polling model referred to as “scraping” where it actively collects metrics from various sources. For PremierOne this includes, but is not limited to, host servers, SAN, smart power distribution units, switches, firewalls, operating system, and hypervisor. The deployed system will include a default retention of at least 10 days, however Motorola is able to provide long term storage of telemetry via its platform. At least 90 days of historical data is stored in the Motorola Solutions Cloud.

Both SCOM and Prometheus can be integrated into existing network management systems that may already be in use, but is done as a customer responsibility with no additional support.

System administrators should work with PremierOne deployment teams to evaluate the ability to integrate during system deployment. It is not recommended to have multiple agents monitoring operating systems, however access can be provided to SCOM and Prometheus to replicate this data to upstream network management tools.

### **Out-of-band Management Network**

Both Primary and Disaster Recovery sites utilize an out-of-band management network. A dedicated top-of-rack switch with ensures that network management traffic does not impact production networks where reasonably possible. Application-level monitoring is not accessible directly from this network but can be accessed via Fortigate firewall with proper policies in place to allow access to data.

The out-of-band management network is a unique subnet to the PremierOne system and access must be permitted through the Fortigate for access.

All physical hardware interfaces with this Out-of-band network. HPE host servers and SAN utilize HPE’s integrated lights out (iLO) with the appropriate license for remote access and virtual terminal with video available. If CCSF already has management tools that can leverage iLO in place, access can be provided at time of deployment with the deployment teams.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

Other physical devices with ethernet interface capabilities contained within primary and disaster recover equipment racks (Including by not limited to Fortigate, Switch Stack, KVM, PDUs) will be connected to this management network for environmental monitoring.

As part of the deployment and system build-out process system administration training will be provided that reviews the access to these systems and basic system administration activities (such as safe reboot of equipment).

## 1.7 Workstation Specifications

Motorola has included CAD workstations without monitors. The specifications will be included on the BOM attached.

Workstation specifications are representative of workstations used in the testing of the latest release of system software and do not take into account any other applications.

Future releases of the system may dictate changes to the workstation specifications. Each agency should consider their own technology replacement lifecycles and policies for specific purchase decisions.

### 1.7.1 PremierOne CAD Workstation Recommended Specifications (also to be used for any laptops intended to be used as CAD Client Workstations)

Component	Description
Processor	3.5 GHz Processor Intel® Xeon® (E5-1620 v4 or similar current specification)
RAM Memory	16 GB or more of memory (Although not needed for the PremierOne client, inclusion of additional memory (example, 16GB) in new workstation purchases is common for future capacity.)
Available Disk Space	20 GB available disk space for application; solid state drive (SSD) required for optimal performance, NVMe drives optimal.
Operating System	Windows 10 Professional or Windows 11 Professional (64-bit only )
Network Interface Card	100 Mb or faster (Gigabit recommended) Ethernet network adapter - Note that network latency will impact system performance.
Display	Three (3) – 1024 x 768+ pixel, 16+ bit color displays, 1080p optimal.

Keyboard	QWERTY Keyboard with 12 function keys
Graphics Adaptor	Discrete graphics adapter with at least 512 MB VRAM per monitor, 24-bit capable graphics accelerator, OpenGL v2.0 runtime or higher. Latest available drivers. Shader Model 3.0 or higher is recommended
Network Bandwidth	2 Mbps network bandwidth (to server) with 20 ms or less round-trip latency
Additional Software Applications	Adobe PDF reader (for help files) SQL Server Express 2017 CU level supporting TLS 1.2 is required. ArcGIS Engine 10.8.1 (included with PremierOne CAD client software) Microsoft .NET Framework v4.8

### 1.7.2 PremierOne CAD Workstation Monitor Recommended Specifications

PremierOne CAD workstation recommended monitor specifications are: Three (3) – 1024 x 768+ pixel, 16+ bit color displays, however 1080p or greater resolution displays are considered optimal.

Motorola does not recommend any less resolution than 1024 x 768. The number of monitors is generally dictated by the number of windows [one (1) work area, some number of status windows and usually one (1) map] and the physical size of the monitor. Most agencies use three (3) 21" to 24" monitors for the CAD Dispatch function. CAD Call takers would have a telephony workstation with some number of monitors (touch screen) and a CAD workstation with some number of monitors (same size as a dispatcher to maintain uniformity of equipment).

### 1.7.3 PremierOne Mobile Workstation Minimum Recommended Specifications

Component	Description
Device	Modern "business grade" or "ruggedized" Windows notebook
Processor	Multi-core processor (i5 or higher, 4-thread, 2.6 Ghz +), Intel® Core™ or newer Intel® Series with integrated graphics.
RAM Memory	8 GB or more RAM (4 GB must be available for PremierOne Mobile)

Available Disk Space	20 GB or more available disk space; SSD (Solid State Drive) recommended, NVMe preferred.
Operating System	Windows 10 Professional or Windows 11 Professional (64-bit only )
Network Interface Card	Wireless communications minimum 3G network, 4G/5G network recommended
Display	1080p resolution recommended . Usage on devices with alternative resolutions and smaller screens should be tested and screen settings optimized. Example: On a 10.1" WUXGA screen, use a resolution of 1280 x 800 and a font size of 125%.
Keyboard	Standard QWERTY keyboard and Touchpad / Point Stick (or equivalent mouse device) Touchscreen Optional
Graphics Adaptor	Discrete graphics card with at least 256 MB of RAMs
Additional Software Applications	Adobe PDF reader (for help files) SQL Server Express 2019 CU level supporting TLS 1.2 is required. Microsoft .NET Framework v4.8
Additional Software Applications for PremierOne Mobile Mapping	ArcGIS Engine 10.8.1 for Classic Map Microsoft Visual C++ Redistributable for Visual Studio 2017

#### 1.7.4 PremierOne and Mobile (for Windows) Prerequisite Software

PremierOne CAD and Mobile have the same set of prerequisite software and dependencies installed prior to the installation of the client. .NET Framework 4.8 feature is required to be enabled. SQL Server Express is loaded locally on the clients for caching. ArcGIS Engine 10.8.1 is required if the client needs mapping of geocoding capabilities. Both CAD and Mobile can be installed without ArcGIS Engine, but beyond loss of visual mapping, geocoding capabilities lost include address verification needed for certain functions. Microsoft's processor dump tool can be optionally installed for diagnostic purposes. This can also be installed on demand for more detailed troubleshooting.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

PremierOne CAD and Mobile come with their respective installers. For testing/training the two applications can reside on the same workstation sharing prerequisites. Each application also installs error reporting software as a separate executable. This software allows diagnostic benefits to both CCSF and Motorola by performing various actions each of which can be enabled/disabled as required for security or more granular troubleshooting. The data that can be gathered includes, but is not limited to a screenshot, application logs, end-to-end timing logs, a processor dump (if software is installed), a SQL database export, and other details localized on the client.

### 1.8.5 Virtual Delivery Agent

Motorola Solutions as part of the offer is including an HPE Simplivity 300 series 3 node setup at both the primary and backup data centers. This hyper-converged infrastructure (HCI) is explicitly for hosting the backend software needed for delivering the virtualized application experience. Motorola as part of the solution provides a custom side-channel client. This client is deployed at any thin client, desktop, or laptop where users intend on having the virtualized app experience.

For the end user, a virtualized application experience means that PremierOne CAD client will be displayed on top of the existing desktop, rather than virtualizing the entire client machine like typical virtual desktop infrastructure (VDI). The custom side channel provides configuration information to the server backend and allows applications such as ProQA to continue to work on the local user's desktop.

Motorola provides all software and custom automation required for clients to be able to access the VDA solution. Refer to the BOM for all included hardware and software components.

The VDA HCI sits virtually independent of the PremierOne CAD server while being co-located in the same rack. A segmented VLAN and virtual domain (VDM) in the Fortigate are used to separate the two systems.

## 1.8 TCP/IP Network and Data Center Requirements

### 1.8.1 CCSF Network Requirements

Motorola Solutions' system requires TCP/IP protocol for connectivity. All servers and workstations will connect to the CCSF's existing network. The CCSF will provide access to facilities and a dedicated resource knowledgeable on the CCSF's WAN/LAN.

The CCSF will supply IP addresses and a mechanism for maintaining IP persistence. Desktop, Mobile, and Handheld clients require a persistent IP address from the time the application is opened to the time the application is closed.

### PremierOne System Datacenter Requirements

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

The PremierOne system interfaces with the customer network via the Fortigate active/standby pair, located as the highest devices in the rack. Preferred connectivity for each rack is two LACP pairs made up of four gigabit ethernet connections with RJ45 connectivity. Due to the active/standby nature of the Fortigate firewall pair at each site, under normal operating conditions two of the interfaces will not be passing data. It is recommended that the four physical interfaces connect to the customer network using a pair of switches that can support the LACP bond over hardware redundancy. This design allows both the firewalls in the PremierOne rack and the customer network equipment it interfaces with to have routine maintenance such as restarts and firmware patching to be performed regularly without system downtime.

One LACP bond serves as the interface for all connectivity. Multiple IPs are assigned to the interface to represent the multiple environments, such as the production PremierOne CAD system vs the system used for training.

The second LACP bond is used strictly for VPN connectivity. The VPN connectivity between the two sites is an IPSec site-to-site VPN. While the primary purpose is to synchronize the data between the primary center and disaster recovery system databases, other traffic can be passed as needed between environments.

### **PremierOne System CAD Client Network Requirements**

The system is dependent on the CCSF's LAN for client workstation performance. The estimated network requirement per CAD client with typical usage is 0.8 Mbps – 1.2 Mbps. The recommended built-to bandwidth is 2 Mbps per workstation. Peak load events (e.g. login) require higher bandwidth and higher bandwidth will generally be required for sites with higher quantities of users and greater data intensive operations such as complex map annotation sets and map manipulation if the data resides on the server. The bandwidth recommendations account for the operation of the LAN client to "not exceed the values" with the map data being stored locally on the client workstation. Additional bandwidth will be required for the transfer of large multi-media files, premise hazard data files and other large attachments.

Network latency plays a key role in the responsiveness of CAD client operations. The system is designed for optimal use on a local network environment where latency is very low. It is important that efforts be made to provide the lowest latency possible between the system CAD servers and each CAD client. PremierOne requires latency of no greater than 20ms round-trip from the client to the servers and back.

### **PremierOne CAD Mobile Client Network Requirements**

PremierOne CAD Mobile's functionality is designed for modern cellular networks. LTE (4G) or newer broadband technology cards shall be provided.

The CCSF will need to provide necessary network infrastructure and connectivity with routing between the Mobile clients and both the primary and, as applicable, at secondary disaster recovery site. It is recommended that addressing uses DHCP with long lease times to avoid changing address during client operation unless necessary for situations such as VPN gateway failover.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

## 1.8.2 CCSF Data Center Requirements

The environmental data center requirements stated in the following sections must be satisfied in order to support the PremierOne installation. The requirements specify what the CCSF must perform, provide, or ensure in order to prepare for and aid with the system deployment.

Included in the requirements are various considerations for the servers and supplemental equipment, power and network connectivity, access to various information and resources, and compliance with laws and specifications.

Specific rack elevation diagrams will be included as part of the BOM in Section 7.

Motorola leverages its staging facility in Elgin, IL to assemble the racks to be used for the primary and secondary data centers.

Staging activities by Motorola include initial wiring, labeling of wiring, and initial system software loading and configuration. Systems arrive ready for power-up and immediate availability of services.

### 1.8.2.1 Equipment Server Rack Specifications

Server rack specifications including rack dimensions, weight, power requirements, and estimated heat generation are included in the BOM. BOM will also include specific power connections utilized to match existing capabilities by CCSF.

Server rack installation location is recommended to have 48 inches clearance in the front of the rack, and 30 inches of clearance to the rear of the rack.

Cooling airflow through each server rack enclosure is front-to-back. Because of high heat densities and hot spots, the CCSF must ensure that an accurate assessment of airflow into and out of the server equipment has been performed. This is essential for reliable server operation. Airflow assessment is not within the scope of Motorola Solutions' responsibility.

Specification	Operating
Temperature Range	50°F to 95°F
Relative Humidity Range	20% to 80% (non-condensing)

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

## 1.9 Technical Considerations and Design Requirements

Network and Environment Requirements referred to in this section are those requirements found in TCP/IP Network and Data Center Requirements sections of this document. Motorola Solutions is not responsible for the level of service, bandwidth and coverage a wireless network carrier provides.

The server hardware will be setup and staged at a Motorola Solutions' staging facility where the system will be configured using Motorola Solutions' IP schema using the firewalls for address translation to the CCSF's network.

The hardware and licensing identified in this system may be subject to change. As technology continues to advance, Motorola Solutions may take advantage of new and different offerings for the betterment of the CCSF. Any changes will be reviewed with the CCSF.

### 1.9.1 CCSF Responsibilities:

1. Supply Windows Server Client Access Licenses (CALs) for all system client devices accessing CAD and CAD Mobile.
2. Provide a single geodatabase data including any preparation and/or editing, if necessary, to meets PremierOne GIS Build Requirements for the purpose of address validation.
3. Supply the Esri ArcGIS Desktop and Network Analyst extension software required for editing of GIS data as described in Attachment 3: PremierOne GIS Data Requirements
4. Provide Mobile symbology maps with locator and routing features in MMPK format for Universal Map support. Additionally, provide a separate MMPK with night mode symbology, if required
5. Provide CAD visual map files in MPK or MXD and GDB format.
6. Provide wireless connectivity and middleware to deliver mobile Virtual Private Network (mVPN) with routing and IP persistence to the system network. Optimal system application performance on mobile workstations requires 4G connectivity.
7. Provide advanced authentication for Mobile or Handheld devices connectivity if required.
8. Provide three (3) NTP timing sources available to the PremierOne Servers.
9. Provide network connectivity to clients as specified in the Network Requirements. Motorola Solutions has included network hardware for the system server architecture. Networking hardware for the connectivity outside the system LAN must be provided by the CCSF.
11. Provide a network diagram depicting all the devices, device types, and interfaces that the system will connect to and through, including, but not limited to all blocked ports, hubs, switches, routers, firewalls, and any other network equipment.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

12. Provide IP addresses on the CCSF's network for the system servers and third-party application servers. All server names and IP addresses behind Motorola Solutions' Firewalls cannot be changed.
13. Provide external interface connection demarcation points at locations agreed to by Motorola Solutions. These locations shall normally be adjacent to the PremierOne equipment rack.
14. Provide access, administrative or otherwise, to appropriate systems, locations, information, tools, and equipment to ensure proper connectivity, installation, operations, and maintenance of the system.
15. Provide 24-hour access to a secured two-way Internet connection to the system firewalls for the purposes of deployment, maintenance and monitoring.
16. Provide for outbound Internet connectivity initialized by system Servers.
17. Provide high-speed internet access with a minimum bandwidth of 10 Mbps is required at the time of project kickoff. This access must remain available to Motorola Solutions throughout warranty and support periods to accommodate remote support of the system. Motorola Solutions' delivery model is reliant upon our ability to perform some tasks remotely, which requires secure, remote broadband access for remote deployment, monitoring and support of the system. In the event that dedicated links are required, a minimum of 7.5 Mbps upload and download access is required. It is CCSF's responsibility to ensure that the aforementioned capacity is available.
18. Provide, install maintain and service any software as required for anti-viral, anti-malware protection on the system. If the software requires connectivity to a central server for maintenance and updates, the connectivity including ports and access needs to be provided.
19. If CCSF is going to build their own local queries; the data must exist in databases that can be accessed via standard Microsoft SQL tools. CCSF must also understand the database schema so the table relations can be understood. As applicable, CCSF should also conduct a comprehensive analysis of the data to identify duplicate data/records, lost data, orphaned records, or records that have not been linked properly.

## 1.10 CJIS and Compliance

As CCSFs' partner in compliance, Motorola Solutions is committed to employing privacy and security protocols that enable CCSF to comply with the most stringent legal and regulatory requirements. In addition, we build on a strong foundation with an architecture (both Azure and on premise) designed and managed to meet a broad set of international compliance standards, as well as region-specific and industry-specific standards.

City and County of San Francisco, CA

Motorola PremierOne CAD Contract

December 2023

Appendix A3 Preliminary Design

CCSF PeopleSoft Contract ID#: 1000031673

Section 1 Preliminary Design Document (PDD)

System services are designed to use FIPS certified technologies to protect data at rest and in transit. PremierOne services utilize FIPS compliant Transport Layer Security (TLS) 1.2 protocol with AES 256-bit message encryption to establish secure communication with Records Mobile Clients.

Motorola Solutions employs rigorous third-party audits to verify its adherence to security controls and standards. To demonstrate Motorola Solutions safeguarding of CCSF data, comprehensive third party audits of primary Software Enterprise development and support operations have been completed and those operations have achieved ISO/IEC 27001:2013 (information security management systems) certification and AICPA SOC2 Type 2 reports will be available to CCSF.

ISO/IEC 27017:2015 (information security controls for cloud services), ISO/IEC 27018:2019 (protection of personal information in public clouds) and ISO/IEC 27701:2019 (privacy information management) are all available as a part of the solution. Supplemental SOC2 Type 2 reports and ISO/IEC 27001:2013 certifications for the development and support operations at satellite locations have been completed.

Motorola Solutions understands CCSFs' critical need to safeguard the lifecycle of Criminal Justice Information. To support that need, Motorola Solutions designs its products and services to support compliance with the FBI's Criminal Justice Information Services (CJIS) Security Policy and we commit to the terms of the CJIS Security Addendum. With a dedicated team of CJIS compliance professionals, we assist CCSF through administering and coordinating CJIS compliant personnel credentialing, providing documentation assistance in connection with CJIS audits and advising on how to configure and implement our solutions in a manner consistent with the CJIS Security Policy.

As a mission critical application, PremierOne is designed to be deployed within a secure environment. Motorola Solution's supports FIPS 140-2 encryption for enhanced data security through the use of Microsoft encryption libraries for all client to server communications.

PremierOne utilizes Windows Server 2019 Enhanced Cryptographic Provider (RSAENH) by Microsoft Corporation, which has been certified by the National Institute of Standards and Technology (NIST). The NIST Certificate Number is #1894. Some of the features in PremierOne that support CJIS Security Requirements include:

- FIPS 140-2 compliant SHA256/RSA4096 certificates for Client to server communication and encryption.
- AES 128 or AES 256-bit encryption in mobile over the air transport.
- AES 256-bit encryption in CAD client transport.
- FIPS 140-2 compliant SHA256 or SHA512 hashing and AES encryption throughout the entire application Allowing PremierOne to work on Windows computers with FIPS-compatibility policy turned on – both servers and clients.
- Implementation of application level two-factor authentication with a 6-digit pin for access to CJIS Query functionality in all clients.
- Provides the ability to secure all web traffic to and from the solution with a FIPS Compliant TLS 1.2 SSL certificate which can be linked to a public key infrastructure (PKI).

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: 1000031673

Motorola PremierOne CAD Contract

Appendix A3 Preliminary Design

Section 1 Preliminary Design Document (PDD)

- Complex Password Configurations
- Inactivity Timeouts
- Removing all CJIS information from the device at logoff
- Audit Logging
- System Reports such as - Interface Query Summary Report, Login and Logoff Report, Mobile Query Report, Officer Activity Report, and the Purged Records History Report

Department	Quantity					Intent/Use	Configuration Description	Access Type	Capabilities	Level-II?	Monitor	PremierOne	Location
Stakeholders	Workstations Qty	CAD Viewer Qty	MDT Qty	Handheld Qty	Other Qty (EX TABLETs for TABLET command)	Purpose	CAD Configuration Details	Secure Access (dispatch floor) Remote Access (workstation) Virtual Access (VDI) Viewing Access Portable Access (laptop) Mobile Access (MDT) Handheld Access Other	System Access Roles & Restrictions	Is Level-II Access Required?	Monitor Needs	CAD Terminal (assumes SSRS included) CAD Viewer SSRS Mobile Handheld	Address
TOTAL	330	1071	686	2668	2847			*ProQA install/test for Dispatch Floor & DEM Training locations. MCC integration at Dispatch Floor, DEM Training locations and SFMTA Dispatch			CCSF will procure monitors and fill in monitor column		
DEM	165	3	4	8	0								
DEM	2					E911 Service Desk / Desktop support	Administrative with Supervisor auths to reset PWs. Police configuration/authorization	Remote Access	Support Access - CAD inquiry and password resets	No		CAD Terminal	1011 Turk Street, Helpdesk and Desktop support
DEM	2					EOC CAD PC for Police & Fire Service	Administrative: View only access. Ability to review call information.	Remote Access	View and Inquiry	No		CAD Terminal	1011 Turk Street
DEM	1					Fire Dispatching Operation Review - Onsite Battalion Chief	Administrative: Fire only view access. Ability to review fire call information.	Remote Access	View and Inquiry - Fire Only	No		CAD Terminal	1011 Turk Street
DEM	2					EOC Watch Center CAD Incident Awareness	Administrative: View only access. Ability to review call information.	Remote Access	View and Inquiry	No		CAD Viewer	1011 Turk Street
DEM	4					DEM-DEC Training Coordinators/Instructors - Includes the training workstation in classroom	Dispatch with supervisor auths to reset PWs. Ability to switch between Police and Fire Configurations and between environments - same Police and Fire configurations	Remote Access	Full - no system level access	No		CAD Terminal	1011 Turk Street
DEM	2					CAD Quality Improvement	Dispatch: Ability to recreate potential issues, and or to validate protocols, and or workflow. Live and Test and have access to both PD/FD.	Remote Access	Full - no system level access	No		CAD Terminal	1011 Turk Street
DEM	2					CAD-DEC data collection and statistics	Administrative: View only access. Ability to review call information. Most of the work will be performed with the data, but there are times when reviewing an actual call will be needed to validate outlining data results.	Remote Access	View and Inquiry	No		CAD Terminal	1011 Turk Street
DEM	1					SF311 DEC Operator	Full Dispatch Position: Dispatch 311 calls that come to DEC and regular call take/dispatch functions.	Secure Access	Full - no system level access	Yes		CAD Terminal	1011 Turk Street, Dispatch
DEM	4					Custodian of Records	Administrative: View only access. Ability to review call information. Additionally, the need to retrieve past call data (phone, CAD, radio).	Remote Access	View and Inquiry	No		CAD Terminal	1011 Turk Street
DEM	12					DEC - First Hour/Event Laptops	Full CAD Workstation capabilities. There are two purposes: 1 - to be used to take to events around the city (bay to breakers, pride, outside lands, etc.) 2 - use of for COOP if we have to leave Turk (Site 1) and move to DR (Site 2).	Portable Access (Laptop)	Full - no system level access	No		CAD Terminal	Varied - stored at 1011 Turk Street
DEM	36					Backup PSAP workstations	Full CAD Workstation capabilities.	Portable Access (Laptop)	Full - no system level	Yes		CAD Terminal	1 South Van Ness, Dispatch
DEM	10					DEM IT CAD Admin	Full CAD Workstation including system authorization. These positions will have all available authorizations which allow for changes and configurations of CAD. These are also used to help troubleshoot, and for project (initiative) design, implementation, and validation. These also have access to all environments.	Remote Access	Full	No		CAD Terminal	1011 Turk Street
DEM	60					Dispatch Center Positions	Full CAD Workstation capabilities. Dt01-DT46, DT61-DT65 (S1 position with expansion to 60...more can be added if needed). Note: The DT60's are included in here, but were originally in the Quad as training (live and test), and could be used as backup as needed. Today, for the move, they are being used as call taking positions. They are also being used for training and therefore also have test on them.	Secure Access	Full - no system level access	Yes	CCSF Provided	CAD Terminal	1011 Turk Street, Dispatch

DEM	4					DEC Supervisor & Management - Ops Floor	Full CAD Workstation capabilities. These today do not differ from standard dispatch positions. The authorization for supervisors (only for pwr resets) are through the operator authorizations. These positions are used also as backup Call Taking and Dispatch.	Secure Access	Full - no system level access	Yes		CAD Terminal	1011 Turk Street, Dispatch
DEM	5					DEC Supervisor & Management - Offices - Training manager is part of # 8.	Full CAD Workstation capabilities- these are set up as full, but are not used as backup dispatch/call taking positions like the ones on the ops floor.	Secure Access	Full - no system level access	No		CAD Terminal	1011 Turk Street - Offices
DEM		2				Fire and Police situational awareness on Ops floor	Administrative: View only access; primarily used to display the map either for FD or PD.	Secure Access	View	No		CAD Viewer	1011 Turk Street, Dispatch
DEM	2					Fire and Police workstations for conference room	Administrative: View only access; also used to inquire about CAD information.	Secure Access	View and Inquiry	No		CAD Terminal	1011 Turk Street
DEM		1				Fire - Medics Map display	Administrative: View only access; used to display medic units on map at fleet seat and hot seat. One workstation, multiple displays with same information...currently display shared with 3 positions.		View	No		CAD Viewer	1011 Turk Street
DEM	15					DEC Training Workstations	Full CAD Workstation capabilities Only for Tests	Remote Access	Training Environment	No		CAD Terminal	1011 Turk Street
DEM	1					Central Fire Alarm	There is no workstation at this location...at least it is not defined.	Remote Access	Limited Capabilities	No		CAD Terminal	1011 Turk Street
DEM			4			MDT's - Fire (2x) and Police (2x) (question: Are these required for DEM IT for DEM IT training and support for mobiles? It is likely that FD and PD will have them for their departments)	There are multiple Fire MDT terminals defined for use by DEM (T. These are configured on a standard workstation and does not have separate hardware. For Police, there was one MDT in Quad, that can be set to test or live.	Mobile Access	Full	No		Mobile	1011 Turk Street
DEM				8		Handheld	These are not in use today. When working on the Field Ops the expectation that all CAD admin /support would have access.	Handheld Access	Full	No		Handheld	1011 Turk Street
DEM					10	Critical Incident Management	Critical incidents/event management, Please see the column.	Situational Awareness		No	No	CC Aware	N/A
<b>SFFD</b>	<b>105</b>	<b>1</b>	<b>172</b>	<b>0</b>	<b>277</b>								
SFFD	1					Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry	No		CAD Terminal	Facility,Station 1,935 Folsom St. [94107]
SFFD	1					Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry	No		CAD Terminal	Facility,Station 2,1340 Powell St. [94133]
SFFD	1					Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry	No		CAD Terminal	Facility,Station 3,1067 Post St. [94109]
SFFD	1					Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry	No		CAD Terminal	Facility,Station 4,449 Mission Rock [94158]
SFFD	1					Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry	No		CAD Terminal	Facility,Station 5,1301 Turk St. [94115]
SFFD	1					Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry	No		CAD Terminal	Facility,Station 6,135 Sanchez St. [94114]
SFFD	1					Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry	No		CAD Terminal	Facility,Station 7,2300 Folsom St. [94110]
SFFD	1					Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry	No		CAD Terminal	Facility,Station 8,36 Bluxome [94107]
SFFD	1					Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry	No		CAD Terminal	Facility,Station 9,2245 Jerrold Ave [94124]
SFFD	1					Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry	No		CAD Terminal	Facility,Station 10,655 Presidio [94115]
SFFD	1					Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry	No		CAD Terminal	Facility,Station 11,3880 26th St. [94131]
SFFD	1					Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry	No		CAD Terminal	Facility,Station 12,1145 Stanyan [94117]
SFFD	1					Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry	No		CAD Terminal	Facility,Station 13,530 Sansome St. [94111]
SFFD	1					Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry	No		CAD Terminal	Facility,Station 14,552 26th Ave [94121]
SFFD	1					Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry	No		CAD Terminal	Facility,Station 15,2000 Ocean Ave [94112]
SFFD	1					Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry	No		CAD Terminal	Facility,Station 16,2251 Greenwich St. [94123]
SFFD	1					Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry	No		CAD Terminal	Facility,Station 17,1295 Shafter Ave. [94124]
SFFD	1					Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry	No		CAD Terminal	Facility,Station 18,1935 32nd Ave. [94116]
SFFD	1					Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry	No		CAD Terminal	Facility,Station 19,390 Buckingham Way [94132]
SFFD	1					Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry	No		CAD Terminal	Facility,Station 20,285 Olympia [94131]
SFFD	1					Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry	No		CAD Terminal	Facility,Station 21,1443 Grove St. [94117]
SFFD	1					Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry	No		CAD Terminal	Facility,Station 22,1290 16th Ave [94122]
SFFD	1					Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry	No		CAD Terminal	Facility,Station 23,1348 45th Ave [94112]
SFFD	1					Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry	No		CAD Terminal	Facility,Station 24,100 Hoffman [94114]
SFFD	1					Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry	No		CAD Terminal	Facility,Station 25,3305 3rd St. [94124]
SFFD	1					Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry	No		CAD Terminal	Facility,Station 26,80 Digby [94131]

SFFD	1				Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry	No		CAD Terminal	Facility,Station 28,1814 Stockton St. [94133]
SFFD	1				Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry	No		CAD Terminal	Facility,Station 29,299 Vermont St. [94103]
SFFD	1				Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry	No		CAD Terminal	Facility,Station 31,441 12th Ave. [94118]
SFFD	1				Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry	No		CAD Terminal	Facility,Station 32,194 Park St. [94110]
SFFD	1				Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry	No		CAD Terminal	Facility,Station 33,8 Capitol [94112]
SFFD	1				Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry	No		CAD Terminal	Facility,Station 34,499 41st Ave [94121]
SFFD	1				Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry	No		CAD Terminal	Facility,Station 35,Pier 22 1/2 [94105]
SFFD	1				Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry	No		CAD Terminal	Facility,Station 35 (Float 1),Pier 22 1/2 [94105]
SFFD	1				Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry	No		CAD Terminal	Facility,Station 35 (Float 2),Pier 22 1/2 [94105]
SFFD	1				Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry	No		CAD Terminal	Facility,Station 36,109 Oak St. [94102]
SFFD	1				Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry	No		CAD Terminal	Facility,Station 37,798 Wisconsin St. [94107]
SFFD	1				Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry	No		CAD Terminal	Facility,Station 38,2150 California St. [94115]
SFFD	1				Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry	No		CAD Terminal	Facility,Station 39,1091 Portola Dr. [94127]
SFFD	1				Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry	No		CAD Terminal	Facility,Station 40,2155 18th Ave. [94116]
SFFD	1				Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry	No		CAD Terminal	Facility,Station 41,1325 Leavenworth St. [94109]
SFFD	1				Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry	No		CAD Terminal	Facility,Station 42,2430 San Bruno Ave. [94134]
SFFD	1				Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry	No		CAD Terminal	Facility,Station 43,720 Moscow St. [94112]
SFFD	1				Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry	No		CAD Terminal	Facility,Station 44,1298 Girard St. [94134]
SFFD	1				Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry	No		CAD Terminal	Facility,Station 48,800 Avenue I [94158]
SFFD	4				Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry (Consider for Battalion Control Activation)	No		CAD Terminal	Facility,Station 49,2241 Jerrold Avenue, SF, CA 94124
SFFD	1				Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access	Alert, View and Inquiry	No		CAD Terminal	Facility,Station 51,218 Lincoln Blvd [94129]
SFFD	1		1		Battalion Office/Situational Awareness/Dispatch Battalion Control		Remote Access	Dispatch Capability in Battalion Control Activation	No		CAD Terminal, SSRS	Facility,Battalion 1 (Station 2),1340 Powell St. [94133]
SFFD	1		1		Battalion Office/Situational Awareness/Dispatch Battalion Control		Remote Access	Dispatch Capability in Battalion Control Activation	No		CAD Terminal, SSRS	Facility,Battalion 2 (Station 36),109 Oak St. [94102]
SFFD	1		1		Battalion Office/Situational Awareness/Dispatch Battalion Control		Remote Access	Dispatch Capability in Battalion Control Activation	No		CAD Terminal, SSRS	Facility,Battalion 3 (Station 8),36 Bluxome [94107]
SFFD	1		1		Battalion Office/Situational Awareness/Dispatch Battalion Control		Remote Access	Dispatch Capability in Battalion Control Activation	No		CAD Terminal, SSRS	Facility,Battalion 4 (Station 38),2150 California St. [94115]
SFFD	1		1		Battalion Office/Situational Awareness/Dispatch Battalion Control		Remote Access	Dispatch Capability in Battalion Control Activation	No		CAD Terminal, SSRS	Facility,Battalion 5 (Station 21),1443 Grove St. [94117]
SFFD	1		1		Battalion Office/Situational Awareness/Dispatch Battalion Control		Remote Access	Dispatch Capability in Battalion Control Activation	No		CAD Terminal, SSRS	Facility,Battalion 6 (Station 11),3880 26th St. [94131]
SFFD	1		1		Battalion Office/Situational Awareness/Dispatch Battalion Control		Remote Access	Dispatch Capability in Battalion Control Activation	No		CAD Terminal, SSRS	Facility,Battalion 7 (Station 31),441 12th Ave. [94118]
SFFD	1		1		Battalion Office/Situational Awareness/Dispatch Battalion Control		Remote Access	Dispatch Capability in Battalion Control Activation	No		CAD Terminal, SSRS	Facility,Battalion 8 (Station 40),2155 18th Ave. [94116]
SFFD	1		1		Battalion Office/Situational Awareness/Dispatch Battalion Control		Remote Access	Dispatch Capability in Battalion Control Activation	No		CAD Terminal, SSRS	Facility,Battalion 9 (Station 15),2000 Ocean Ave [94112]
SFFD	1		1		Battalion Office/Situational Awareness/Dispatch Battalion Control		Remote Access	Dispatch Capability in Battalion Control Activation	No		CAD Terminal, SSRS	Facility,Battalion 10 (Station 9),2245 Jerrold Ave [94124]
SFFD	1				Battalion Office/Situational Awareness/Dispatch Battalion Control		Remote Access	Dispatch Capability in Battalion Control Activation	No		CAD Terminal	Facility,Division 2 (Station 5),1301 Turk St. [94115]
SFFD	1				Battalion Office/Situational Awareness/Dispatch Battalion Control		Remote Access	Dispatch Capability in Battalion Control Activation	No		CAD Terminal	Facility,Division 3 (Station 7),2300 Folsom St. [94110]
SFFD	3		1		Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access		No	3	CAD Terminal, SSRS	Facility,HQ COMMAND,698 Second St. [94107]
SFFD	1		1		Fire Dept. Operations Center/Situational Awareness/Dispatch Battalion Control		Remote Access	Dispatch Capability in Battalion Control Activation	No		CAD Terminal, SSRS	Facility,HQ FDOC,698 Second St. [94107]
SFFD	10				Training		TABLET COMMAND	Motorola/TC Interface	No		N/A	Facility,Division of Training,2310 Folsom St. [94110]
SFFD	10				Training		Remote Access		No		CAD Terminal	Facility,Division of Training,2310 Folsom St. [94110]
SFFD	10				Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access		No		CAD Terminal	Facility,Division of Training,2310 Folsom St. [94110]
SFFD	1				Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access		No		CAD Terminal	Facility,Division of Training,Treasure Island
SFFD	1				Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access		No		CAD Terminal	Facility,Bureau of Equipment,25th St
SFFD	1				Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access		No		CAD Terminal	Facility,Bureau of Equipment,1415 Evans St. [94124]
SFFD	1	1			Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access		No		CAD Terminal, CAD Viewer, SSRS	Facility,Evans Street/Community Paramedicine?,1415 Evans St. [94124]
SFFD	1				Comm Room Dispatch Terminal/Rip & Run/Basic Situational Awareness		Remote Access		No		CAD Terminal	Facility,BFP ARSON,1275 3rd St.
SFFD		9		9	Messaging/Situational awareness/CAD viewer backup	BC, LT, RC, DEM dispatch positions and supervisor	MDC, TABLET COMMAND	Motorola/TC Interface & Motorola Mobile	No		Mobile	Facility, SFFD DEC, 1011 Turk St.
SFFD		15		15	Dispatch, Mapping, Incident and Unit Status Updates	Spare stock for breakage and loss	MDC, TABLET COMMAND	Motorola/TC Interface & Motorola Mobile	No		Mobile	Facility, BOE/1415 Evans St. or MIS/698 Second St., SFFD Facility
SFFD		20		20	Dispatch, Mapping, Incident and Unit Status Updates	For special events or incoming mutual aid	MDC, TABLET COMMAND	Motorola/TC Interface & Motorola Mobile	No		Mobile	Facility, BOE/1415 Evans St. or MIS/698 Second St., SFFD Facility
SFFD		6		6	Dispatch, Mapping, Incident and Unit Status Updates / Mutual Aid needs	Replace existing Mutual Aid iPads	MDC, TABLET COMMAND	Motorola/TC Interface & Motorola Mobile	No		Mobile	Facility, SFFD Mutual Aid, Division of Training, 2310 Folsom St. [94110]
SFFD				48	Dispatch, Mapping, Incident and Unit Status Updates		TABLET COMMAND	Motorola/TC Interface	No		N/A	Apparatus,ENGINES,
SFFD				22	Dispatch, Mapping, Incident and Unit Status Updates		TABLET COMMAND	Motorola/TC Interface	No		N/A	Apparatus,TRUCKS,

SFFD			80		80	Dispatch, Mapping & Incident, Unit & Hospital Status Updates	ePCR hardware can host PremierOne Mobile	TABLET COMMAND, ePCR/MDT	Motorola/TC Interface & Motorola Mobile	No		Mobile	Apparatus,AMBULANCES,
SFFD					2	Dispatch, Mapping, Incident and Unit Status Updates		TABLET COMMAND	Motorola/TC Interface	No		N/A	Apparatus,FIREBOATS,
SFFD					2	Dispatch, Mapping, Incident and Unit Status Updates		TABLET COMMAND	Motorola/TC Interface	No		N/A	Apparatus, RESCUE SQUADS,
SFFD					2	Dispatch, Mapping, Incident and Unit Status Updates		TABLET COMMAND	Motorola/TC Interface	No		N/A	Apparatus, RESCUE BOATS,
SFFD			13		13	Dispatch, Incident and Unit Status Updates, Situational Awareness		MDC, TABLET COMMAND	Motorola/TC Interface & Motorola Mobile	No		Mobile	Apparatus,BATTALION BUGGYS,
SFFD			3		3	Dispatch, Incident and Unit Status Updates, Situational Awareness		MDC, TABLET COMMAND	Motorola/TC Interface & Motorola Mobile	No		Mobile	Apparatus,AC BUGGYS,
SFFD			5		5	Dispatch, Mapping & Incident, Unit & Hospital Status Updates		MDC, TABLET COMMAND	Motorola/TC Interface & Motorola Mobile	No		Mobile	Apparatus,RC BUGGYS (Station),
SFFD			4		4	Dispatch, Mapping & Incident, Unit & Hospital Status Updates	ePCR hardware can host PremierOne Mobile	TABLET COMMAND, ePCR/MDT	Motorola/TC Interface & Motorola Mobile	No		Mobile	Apparatus,RC BUGGYS (CP 5 & CP7),
SFFD					1	Dispatch, Mapping & Incident, HRMS		TABLET COMMAND	Motorola/TC Interface	No		N/A	Apparatus, HSOC (Healthy Street Operation Center),
SFFD					1	Dispatch, Mapping & Incident, HRMS		TABLET COMMAND	Motorola/TC Interface	No		N/A	Apparatus, Tenderloin JFO (Joint Field Operation),
SFFD			2		2	Dispatch, Mapping & Incident, Unit & Hospital Status Updates	ePCR hardware can host PremierOne Mobile	TABLET COMMAND, ePCR/MDT	Motorola/TC Interface & Motorola Mobile	No		Mobile	Apparatus, RC BUGGYS (CP 5 & CP7),
SFFD			11		11	Dispatch, Mapping & Incident, Unit & Hospital Status Updates	ePCR hardware can host PremierOne Mobile	TABLET COMMAND, ePCR/MDT	Motorola/TC Interface & Motorola Mobile	No		Mobile	Apparatus,SCRT,
SFFD			2		2	Dispatch, Mapping & Incident, Unit & Hospital Status Updates	ePCR hardware can host PremierOne Mobile	TABLET COMMAND, ePCR/MDT	Motorola/TC Interface & Motorola Mobile	No		Mobile	Apparatus,SWRT,
SFFD			2		2	Dispatch, Mapping & Incident, Unit & Hospital Status Updates	ePCR hardware can host PremierOne Mobile	TABLET COMMAND, ePCR/MDT	Motorola/TC Interface & Motorola Mobile	No		Mobile	Apparatus,QRV (1 & 2),
SFFD					1	Dispatch, Mapping & Incident, Unit & Hospital Status Updates		TABLET COMMAND	Motorola/TC Interface	No		N/A	Apparatus,VAN ONE (CP Transport),
SFFD					2	Dispatch, Mapping & Incident, Unit & Hospital Status Updates		TABLET COMMAND	Motorola/TC Interface	No		N/A	Apparatus,ADC BUGGYS (EMS),
SFFD					2	Dispatch, Mapping, Incident and Unit Status Updates		TABLET COMMAND	Motorola/TC Interface	No		N/A	Apparatus,ARSON VEHICLES,
SFFD					4	Dispatch, Incident and Unit Status Updates, Situational Awareness		TABLET COMMAND	Motorola/TC Interface	No		N/A	Apparatus,COMMAND BUGGYS (CD1,2,3,4),
SFFD					6	Situational Awareness/Dispatch Battalion		TABLET COMMAND	Motorola/TC Interface	No		N/A	Apparatus, MOBILE COMMAND UNIT,
SFFD	4					Situational Awareness/Dispatch Battalion Control	Consider Command Central	Remote Access	Dispatch Capability in Battalion Control Activation	No		CAD Terminal	Apparatus, MOBILE COMMAND UNIT,
SFFD					10	Critical Incident Management	Critical incidents/event management. Please see the column,	Situational Awareness		No	No	CC Aware	N/A
<b>SFMTA</b>	<b>13</b>	<b>50</b>	<b>0</b>	<b>0</b>	<b>0</b>								
SFMTA	10					Primary Parking Enforcement Dispatch Center	Full dispatch capabilities	Secure Access (dispatch floor)	Full	Yes	no, unless compatibility issues	CAD Terminal	1455 Market
SFMTA	3					Alternative Parking Enforcement Dispatch Center	Full dispatch capabilities	Secure Access (dispatch floor)	Full	Yes	no, unless compatibility issues	CAD Terminal	505 7th St (2); 571 10th St (1)
SFMTA		50				Search, query, viewer, reporting	Monitoring, reporting	Remote Access	View Only	No	no, unless compatibility issues	CAD Viewer, SSRS	Mobile/remote
SFSO					2	Critical Incident Management	Critical incidents/event management. Please see the column,	Situational Awareness		No	No	CC Aware	N/A
<b>SFPD</b>	<b>39</b>	<b>1000</b>	<b>450</b>	<b>2150</b>	<b>2550</b>								
SFPD	1					Unified Command/ICP	Critical incident mgmt. for Command Staff, SFPD - DOC, Desktop	Remote Access	Dispatch, Alert, View and Inquiry	Yes	3	CAD Terminal	SFPD - DOC, 1700 17th Street San Francisco, CA 94110
SFPD	1					Unified Command/ICP	Critical incident mgmt. for Command Staff, SFPD - HQ - Situation Room, Desktop	Remote Access	Dispatch, Alert, View and Inquiry	Yes	3	CAD Terminal	SFPD - HQ - Situation Room, 1245 3rd Street San Francisco, CA 94158
SFPD	1					Incident Management/EOC	Critical incidents/event management, DEM - Lieutenant, Laptop	Portable Access	Dispatch, Alert, View and Inquiry	Yes	No	CAD Terminal	DEM - Lieutenant, 1011 Turk Street San Francisco, CA 94102
SFPD	1					Incident Management	Monitoring incidents in progress, DEM - Sergeant (Dispatch floor), Desktop	Secure Access	Dispatch, Alert, View and Inquiry	Yes	3	CAD Terminal	DEM - Sergeant (Dispatch floor), 1011 Turk Street San Francisco, CA 94102
SFPD	1					Incident Management	Planned/Critical Events, SFPD - Command Van, Laptop	Portable Access (laptop)	Dispatch, Alert, View and Inquiry	Yes	1	CAD Terminal	SFPD - Command Van, 1700 17th Street San Francisco, CA 94110
SFPD	1					Incident Management	Planned/Critical Events, SFPD - Command Van, Laptop	Portable Access (laptop)	Dispatch, Alert, View and Inquiry	Yes	1	CAD Terminal	SFPD - Command Van, 1700 17th Street San Francisco, CA 94110
SFPD	1					Incident Management	Planned/Critical Events, SFPD - Command Van, Laptop	Portable Access (laptop)	Dispatch, Alert, View and Inquiry	Yes	1	CAD Terminal	SFPD - Command Van, 1700 17th Street San Francisco, CA 94110
SFPD	1					Incident Management	Planned/Critical Events, SFPD - Mobile Emergency Operation Center (MEAC), Desktop	Remote Access	Dispatch, Alert, View and Inquiry	Yes	3	CAD Terminal	SFPD - Mobile Emergency Operation Center (MEAC), 1700 17th Street San Francisco, CA 94110
SFPD	1					Incident Support/ICP	Critical incidents/event management, SFPD - Bayview Station, Desktop	Remote Access	Dispatch, Alert, View and Inquiry	Yes	3	CAD Terminal	SFPD - Bayview Station, 201 Williams Avenue San Francisco, CA 94124
SFPD	1					Incident Support/ICP	Critical incidents/event management, SFPD - Central Station, Desktop	Remote Access	Dispatch, Alert, View and Inquiry	Yes	3	CAD Terminal	SFPD - Central Station, 766 Vallejo Street San Francisco, CA 94133
SFPD	1					Incident Support/ICP	Critical incidents/event management, SFPD - Ingleside Station, Desktop	Remote Access	Dispatch, Alert, View and Inquiry	Yes	3	CAD Terminal	SFPD - Ingleside Station, 1 Sgt. John V. Young Lane San Francisco, CA 94112
SFPD	1					Incident Support/ICP	Critical incidents/event management, SFPD - Mission Station, Desktop	Remote Access	Dispatch, Alert, View and Inquiry	Yes	3	CAD Terminal	SFPD - Mission Station, 630 Valencia Street San Francisco, CA 94110
SFPD	1					Incident Support/ICP	Critical incidents/event management, SFPD - Northern Station, Desktop	Remote Access	Dispatch, Alert, View and Inquiry	Yes	3	CAD Terminal	SFPD - Northern Station, 1125 Fillmore Street San Francisco, CA 94115
SFPD	1					Incident Support/ICP	Critical incidents/event management, SFPD - Park Station, Desktop	Remote Access	Dispatch, Alert, View and Inquiry	Yes	3	CAD Terminal	SFPD - Park Station, 1899 Waller Street San Francisco, CA 94117
SFPD	1					Incident Support/ICP	Critical incidents/event management, SFPD - Richmond Station, Desktop	Remote Access	Dispatch, Alert, View and Inquiry	Yes	3	CAD Terminal	SFPD - Richmond Station, 461 - 6th Ave. San Francisco, CA 94118

SFPD	1					Incident Support/ICP	Critical incidents/event management, SFPD - Southern Station, Desktop	Remote Access	Dispatch, Alert, View and Inquiry	Yes	3	CAD Terminal	SFPD - Southern Station, 1251 3rd Street San Francisco, CA 94158	
SFPD	1					Incident Support/ICP	Critical incidents/event management, SFPD - Taraval Station, Desktop	Remote Access	Dispatch, Alert, View and Inquiry	Yes	3	CAD Terminal	SFPD - Taraval Station, 2345 24th Ave. San Francisco, CA 94116	
SFPD	1					Incident Support/ICP	Critical incidents/event management, SFPD - Tenderloin Station, Desktop	Remote Access	Dispatch, Alert, View and Inquiry	Yes	3	CAD Terminal	SFPD - Tenderloin Station, 301 Eddy Street San Francisco, CA 94102	
SFPD	1					Incident Support/ICP	Critical incidents/event management, SFPD - Bayview Station, Laptop	Portable Access (laptop)	Dispatch, Alert, View and Inquiry	Yes	No	CAD Terminal	SFPD - Bayview Station, 201 Williams Avenue San Francisco, CA 94124	
SFPD	1					Incident Support/ICP	Critical incidents/event management, SFPD - Central Station, Laptop	Portable Access (laptop)	Dispatch, Alert, View and Inquiry	Yes	No	CAD Terminal	SFPD - Central Station, 766 Vallejo Street San Francisco, CA 94133	
SFPD	1					Incident Support/ICP	Critical incidents/event management, SFPD - Ingleside Station, Laptop	Portable Access (laptop)	Dispatch, Alert, View and Inquiry	Yes	No	CAD Terminal	SFPD - Ingleside Station, 1 Sgt. John V. Young Lane San Francisco, CA 94112	
SFPD	1					Incident Support/ICP	Critical incidents/event management, SFPD - Mission Station, Laptop	Portable Access (laptop)	Dispatch, Alert, View and Inquiry	Yes	No	CAD Terminal	SFPD - Mission Station, 630 Valencia Street San Francisco, CA 94110	
SFPD	1					Incident Support/ICP	Critical incidents/event management, SFPD - Northern Station, Laptop	Portable Access (laptop)	Dispatch, Alert, View and Inquiry	Yes	No	CAD Terminal	SFPD - Northern Station, 1125 Fillmore Street San Francisco, CA 94115	
SFPD	1					Incident Support/ICP	Critical incidents/event management, SFPD - Park Station, Laptop	Portable Access (laptop)	Dispatch, Alert, View and Inquiry	Yes	No	CAD Terminal	SFPD - Park Station, 1899 Waller Street San Francisco, CA 94117	
SFPD	1					Incident Support/ICP	Critical incidents/event management, SFPD - Richmond Station, Laptop	Portable Access (laptop)	Dispatch, Alert, View and Inquiry	Yes	No	CAD Terminal	SFPD - Richmond Station, 461 - 6th Ave. San Francisco, CA 94118	
SFPD	1					Incident Support/ICP	Critical incidents/event management, SFPD - Southern Station, Laptop	Portable Access (laptop)	Dispatch, Alert, View and Inquiry	Yes	No	CAD Terminal	SFPD - Southern Station, 1251 3rd Street San Francisco, CA 94158	
SFPD	1					Incident Support/ICP	Critical incidents/event management, SFPD - Taraval Station, Laptop	Portable Access (laptop)	Dispatch, Alert, View and Inquiry	Yes	No	CAD Terminal	SFPD - Taraval Station, 2345 24th Ave. San Francisco, CA 94116	
SFPD	1					Incident Support/ICP	Critical incidents/event management, SFPD - Tenderloin Station, Laptop	Portable Access (laptop)	Dispatch, Alert, View and Inquiry	Yes	No	CAD Terminal	SFPD - Tenderloin Station, 301 Eddy Street San Francisco, CA 94102	
SFPD	1					Special Events/ICP	Critical incidents/event management, SFPD - Investigation, Laptop	Portable Access (laptop)	Alert, View and Inquiry	Yes	No	CAD Terminal	SFPD - Investigation, 850 Bryant Street San Francisco, CA 94103	
SFPD	1					Special Events/ICP	Critical incidents/event management, SFPD - Investigation, Laptop	Portable Access (laptop)	Alert, View and Inquiry	Yes	No	CAD Terminal	SFPD - Investigation, 850 Bryant Street San Francisco, CA 94103	
SFPD	1					Special Events/ICP	Critical incidents/event management, SFPD - SOB - Homeland Security/ Chase Center Events, Laptop	Portable Access (laptop)	Dispatch, Alert, View and Inquiry	Yes	No	CAD Terminal	SFPD - SOB - Homeland Security/ Chase Center Events, 1700 17th Street San Francisco, CA 94110	
SFPD	1					Special Events/ICP	Critical incidents/event management, SFPD - SOB - Homeland Security/AT&T Park Events, Laptop	Portable Access (laptop)	Dispatch, Alert, View and Inquiry	Yes	No	CAD Terminal	SFPD - SOB - Homeland Security/AT&T Park Events, 1700 17th Street San Francisco, CA 94110	
SFPD	1					Special Events/ICP	Critical incidents/event management, SFPD - SOB - Tactical Unit, Laptop	Portable Access (laptop)	Dispatch, Alert, View and Inquiry	Yes	No	CAD Terminal	SFPD - SOB - Tactical Unit, 1700 17th Street San Francisco, CA 94110	
SFPD	1					Special Events/ICP	Critical incidents/event management, SFPD - FOB - Field Operation Bureau, Laptop	Portable Access (laptop)	Dispatch, Alert, View and Inquiry	Yes	No	CAD Terminal	SFPD - FOB - Field Operation Bureau, 1245 3rd Street San Francisco, CA 94158	
SFPD	1					Special Events/ICP	Critical incidents/event management, SFPD - FOB - Field Operation Bureau, Laptop	Portable Access (laptop)	Dispatch, Alert, View and Inquiry	Yes	No	CAD Terminal	SFPD - FOB - Field Operation Bureau, 1245 3rd Street San Francisco, CA 94158	
SFPD	1					Training	Training and testing, SFPD - Academy, Desktop	Remote Access	Dispatch, Alert, View and Inquiry	Yes	3	CAD Terminal	SFPD - Academy, 350 Amber Drive San Francisco, CA 94131	
SFPD	1					Training	Training and testing, SFPD - Academy, Laptop	Portable Access (laptop)	Dispatch, Alert, View and Inquiry	Yes	No	Mobile	SFPD - Academy, 350 Amber Drive San Francisco, CA 94131	
SFPD	1					Testing	Training and testing, SFPD - HQ-Technology Division, Laptop	Portable Access (laptop)	Dispatch, Alert, View and Inquiry	Yes	No	Mobile	SFPD - HQ-Technology Division, 1245 3rd Street San Francisco, CA 94158	
SFPD			450			Incident Response	Patrol usage for calls for service, SFPD Operation - Patrol Vehicles	MDT		Yes	No	Mobile	SFPD Operation - Patrol Vehicles, Various SFPD unit locations listed above	
SFPD		1000				Incident Review	Viewing history of calls for report writing, etc., SFPD - PHQ, HOJ, District Stations,	Viewing Access		No	No	CAD Viewer	SFPD - PHQ, HOJ, District Stations, Various SFPD unit locations listed above	
SFPD				2500		Incident Review	Generating reports for Captain Staff, SFPD - PHQ, HOJ, District Stations,	Viewing Access		No	No	SSRS	SFPD - PHQ, HOJ, District Stations, Various SFPD unit locations listed above	
SFPD				2150		Incident Response	Patrol usage for calls for service, N/A,	Handheld / Phone			No	Handheld	Level-II access is not available using PremierOne application	
SFPD					50	Critical Incident Management	Critical incidents/event management, Please see the column,	Situational Awareness			No	No	CC Aware	N/A
SFSO	8	17	60	510	20									
SFSO	1					Dispatch Viewing	View	Remote Access	Limited Capabilities	Yes	Full Build (3 Monitors)	CAD Terminal	ZSFG	
SFSO	1					Dispatch Viewing	View	Remote Access	Limited Capabilities	Yes	Full Build (3 Monitors)	CAD Terminal	Hall of Justice (Central Records and Warrants Unit)	
SFSO	1					Dispatch Viewing	View	Remote Access	Limited Capabilities	Yes	Full Build 3 Monitors	CAD Terminal	120 14th Street (EOC/DOC Activations)	
SFSO	5					Critical Incident Response- Spontaneous events at remote sites	Full CAD workstation	Portable Access (laptop)	Limited Capabilities	No		CAD Terminal	ITSS to Deploy	
SFSO			60			Patrol	Patrol	MDT	Full Service	Yes		Mobile	VEHICLES - Patrol	
SFSO				10		Transportation	I/M transport (In and Out of County)	Handheld Access - TABLET / IOS	View	No		Handheld	VEHICLES - Patrol	
SFSO	1					Admin	Facilities, Handheld/IOS	Viewing Access	View/ General Info	No		CAD Viewer	County Jail #1 (425 7th street)	
SFSO	1					Admin	Facilities, Handheld/IOS	Viewing Access	View/ General Info	No		CAD Viewer	County Jail #2 (425 7th street)	
SFSO	1					Admin	Facilities, Handheld/IOS	Viewing Access	View/ General Info	No		CAD Viewer	County Jail #3 (1 Moreland Dr. San Bruno)	
SFSO	1					Admin	Facilities, Handheld/IOS	Viewing Access	View/ General Info	No		CAD Viewer	70 Oak Grove, Community Programs	
SFSO	1					Admin	Facilities, Handheld/IOS	Viewing Access	View/ General Info	No		CAD Viewer	HOJ Lobby Security (850 Bryant St)	
SFSO	1					Admin	Facilities, Handheld/IOS	Viewing Access	View/ General Info	No		CAD Viewer	HOJ Courts (850 Bryant St)	

City and County of San Francisco  
 December 2023  
 PeopleSoft Contract ID#: #1000031673

Motorola PremierOne CAD Contract  
 Appendix A3  
 Section 2 - Departmental CAD Access Needs

SFSO		1			Admin	Facilities, Handheld/IOS	Viewing Access	View/ General Info	No		CAD Viewer	Civil Courts (400 McAllister)
SFSO		1			Admin	Facilities, Handheld/IOS	Viewing Access	View/ General Info	No		CAD Viewer	City Hall (Lobby Security)
SFSO		1			Admin	Facilities, Handheld/IOS	Viewing Access	View/ General Info	No		CAD Viewer	City Hall (Rm 456- Civil Unit)
SFSO		1			Admin	Facilities, Handheld/IOS	Viewing Access	View/ General Info	No		CAD Viewer	Juvenile Justice Center (375 Woodside Avenue)
SFSO		1			Admin	Facilities, Handheld/IOS	Viewing Access	View/ General Info	No		CAD Viewer	Medical Examiner's Office (1 Newhall St.)
SFSO		1			Admin	Facilities, Handheld/IOS	Viewing Access	View/ General Info	No		CAD Viewer	Laguna Honda Hospital (Control room)
SFSO		1			Admin	Facilities, Handheld/IOS	Viewing Access	View/ General Info	No		CAD Viewer	ITSS (1 Moreland Dr., San Bruno)
SFSO		1			Admin	Facilities, Handheld/IOS	Viewing Access	View/ General Info	No		CAD Viewer	320 14th Street (FTO HUB)
SFSO		1			Admin	Facilities, Handheld/IOS	Viewing Access	View/ General Info	No		CAD Viewer	IAU- (25 Van Ness avenue)
SFSO		1			Admin	Facilities, Handheld/IOS	Viewing Access	View/ General Info	No		CAD Viewer	DEM (1011 Turk)
SFSO		1			Admin	Facilities, Handheld/IOS	Viewing Access	View/ General Info	No		CAD Viewer	CU- (425 7th Street)
SFSO			500		Field Positions	Fixed Post	Handheld Access - TABLET/ IOS or Cellphone	VIEW	No		Handheld/Mobile	Sworn Staff in field
SFSO				20	Command/IT	Oversight	Viewing Access - Virtual VDI/ Handheld	Records Access	No		SSRS	System wide, Coomand staff and Data analyst
SFSO				5	Critical Incident Management	Critical incidents/event management, Please see the column,	Situational Awareness		No	No	CC Aware	N/A

**Motorla CAD Replacement Appendix A3 Preliminary Design Document Secton\_3\_BOM**

**Cover Sheet**

Project: City and County of San Francisco - PremierOne CAD/DR

BOM Date: 11/21/2023

CCSF PeopleSoft ID# 1000031673

Reviewers	PM	ST
Initials:		
Date:		

Rack Specs	Watts	BTU/HR	Weight	Dimensions	Shipping Dimensions	PDU - L630
Primary	8096	10696	695.2	78.98 x 44.30 x 31.34 in	85.35 x 50.87 x 43.43 in	4
DR	7096	9566	677	78.98 x 44.30 x 31.34 in	85.35 x 50.87 x 43.43 in	4

**Motorla CAD Replacement Appendix A3 Preliminary Design Document Secton\_3\_BOM****Primary BOM**

Qty	Description	Components	Description
1	Console & Shelf	HPE 42U 800x1075 Ent G2 Shock Rack (17) HP C13-C14 WW 250V 10Amp 1.4m Jumper Crd (1) HPE 100Kg Sliding Shelf (1) HPE G2 Rack Grounding (1) HPE G2 Rack 42U 1075mm Side Panel Kit (2) HPE IP CAT5 Qty-8 6ft/2m Cable (1) HPE 2x1Ex16 KVM IP Cnsl G2 VM CAC SW (8) HPE KVM Cnsl Srl/Pwr G2 Intf Adptr (8) AF629A - HPE KVM USB VM CAC Adapter (1) HPE LCD 8500 1U Console US Kit (1) HPE Air Flow Optimization Kit (1) HPE 600mm Rack (8) HPE Depth Adjustable Fixed Rail Kit	PremierOne Rack Components
4	PDU	(1) APC Rack PDU, 2G, metered, 0U, 30A, 200V and 208V, 36 C13 and 6 C19 sockets	PremierOne Rack Components

1	Monitor Server - HPE DL360 Gen 11	<ul style="list-style-type: none"> <li>(1) MSI P1 Monitor server dl360 gen11 5y</li> <li>(1) HPE DL360 Gen11 8SFF CTO Server</li> <li>(1) INT Xeon-S 4410Y CPU for HPE</li> <li>(4) HPE 32GB 2Rx8 PC5-4800B-R Smart Kit</li> <li>(1) HPE DL360 G11 8SFF x1 U.3 TM BP Kit</li> <li>(5) HPE 1.2TB SAS 10K SFF BC MV HDD</li> <li>(1) HPE DL3X0 G11 1U DP/USB/ODD Blank Kit</li> <li>(1) HPE 9.5mm SATA DVDRW Optical Drive</li> <li>(1) HPE Smart Hybrid Capacitor w/ 145mm Cbl</li> <li>(1) HPE DL360 Gen11 Stg Cntrl Enable Cbl Kit</li> <li>(1) HPE MR408i-o Gen11 SPDM Storage Cntrl</li> <li>(1) BCM 5719 1Gb 4p BASET OCP Adptr</li> <li>(1) HPE DL3X0 Gen11 1U Stnd Fan Kit</li> <li>(2) HPE 800W FS Plat Hot Plug LH Pwr Sply Kit</li> <li>(1) HPE DL360 Gen11 CPU1/OCP2 x8 Enable Kit</li> <li>(1) HPE DL360 Gen11 OROC TM Cbl Kit</li> <li>(1) HPE DL360 Gen11 SFF SID Pwr Module Kit</li> <li>(1) HPE DL3X0 Gen11 1U Stnd Heat Sink Kit</li> <li>(1) HPE DL3XX Gen11 Easy Install Rail 3 Kit</li> <li>(1) HPE iLO Advanced license</li> </ul>	Prometheus/Grafana VM, HealthCheck Tool VM
1	Windows Server Standard	Windows Server 2019 Standard Edition	Applied to Monitor server
5	Host Server - HPE DL360 Gen 11	<ul style="list-style-type: none"> <li>(1) HPE DL360 Gen11 8SFF CTO Server</li> <li>(2) INT Xeon-G 6444Y CPU for HPE</li> <li>(12) HPE 32GB 2Rx8 PC5-4800B-R Smart Kit</li> <li>(2) BCM 57416 10GbE 2p BASE-T OCP3 Adptr</li> <li>(1) HPE DL3X0 Gen11 1U High Perf Fan Kit</li> <li>(2) HPE 800W FS Plat Ht Plg LH Pwr Sply Kit</li> <li>(1) HPE DL3XX Gen11 CPU2/OCP2 x8 Enable Kit</li> <li>(1) HPE DL360 Gen11 SFF SID Pwr Module Kit</li> <li>(1) HPE NS204i-u Gen11 Hot Plug Boot Opt Dev</li> <li>(2) HPE DL360 Gen11 High Perf Heat Sink Kit</li> <li>(1) HPE DL360 Gen11 NS204i-u Front Cbl Kit</li> <li>(1) HPE DL3XX Gen11 Easy Install Rail 3 Kit</li> <li>(1) HPE iLO Advanced license</li> </ul>	HP DL380 Gen11 w/dual Intel Xeon-G 6444Y
5	Windows Server Datacenter	Windows Server 2019 Datacenter Edition	Applied to Host Servers
2	Load Balancer	BIG-IP Virtual Edition Local Traffic Manager 1 Gbps	F5 Load Balancer

2	Firewall/Router	FG601E Firewall, Dual Power Supply	FortiGate-601E 18 x GE RJ45 ports (including 1 x MGMT port, 1 X HA port, 16 x switch ports), 8 x GE SFP slots, 8 x 10GE SFP+ slots, SPU NP7 and CP9 hardware accelerated, 960GB onboard SSD storage, dual AC power supplies
1	Cable Package	(16) PREMIERONE CABLE RJ-45(M) TO RJ-45 (M) 10FT UTP CAT6A BLACK (12) PREMIERONE CABLE RJ-45(M) TO RJ-45 (M) 10FT UTP CAT6A AQUA (6) PREMIERONE CABLE RJ-45(M) TO RJ-45 (M) 10FT UTP CAT6 ORANGE (6) PREMIERONE CABLE RJ-45(M) TO RJ-45 (M) 10FT UTP CAT6A BLUE (1) PREMIERONE CABLE RJ-45(M) TO RJ-45 (M) 15.2CM UTP CAT6 RED	Ethernet cables - Qty varies by deployment
2	Ethernet Switches	(2) Arista 7050TX-48 - switch - 32 ports - managed - rack-mountable (1) Arista 7010T-48 - switch - 48 ports - managed - rack-mountable (4) Arista Ethernet 40GBase-CR4 cable - 1.6 ft	
11	VMware Enterprise+	VMWare Enterprise Plus 8 1CPU	Each processor on the Monitor and Host Servers are licensed
1	VMware vCenter Standard	VMWare Server Standard 8	One vCenter is deployed per site
1	Alletra SAN	(1) HPE Alletra 6010 CTO Base Array (1) HPE Alletra 6000 2x10GbT 4p FIO Adpr Kit (1) HPE Alletra 6000 46TB 24x1.92TB FIO Bdl (4) HPE C13 - C14 2m WW PDU FIO Pwr Cord (1) HPE Alletra Tier 1 Storage Array Std Trk (1) HPE Alletra 6000/H 4x800W FIO AC PS Kit (1) HPE Tier 1 Storage OS Default FIO SW (1) HPE Alletra SW/Sup SaaS	
4	Cable Management	Panduit Cable Strain Relief Bar	Cable Strain Relief Bar
1	Serial to Ethernet Device Server	UD1100001-01 - Lantronix 1-port RS232/RS422 and RS485 Device Server	Lantronix UDS1100

**Motorla CAD Replacement Appendix A3 Preliminary Design Document Secton\_3\_BOM**
**DR BOM**

Qty	Description	Components	Description
1	Console & Shelf	HPE 42U 800x1075 Ent G2 Shock Rack (17) HP C13-C14 WW 250V 10Amp 1.4m Jumper Crd (1) HPE 100Kg Sliding Shelf (1) HPE G2 Rack Grounding (1) HPE G2 Rack 42U 1075mm Side Panel Kit (2) HPE IP CAT5 Qty-8 6ft/2m Cable (1) HPE 2x1Ex16 KVM IP Cnsl G2 VM CAC SW (8) HPE KVM Cnsl Srl/Pwr G2 Intf Adptr (8) AF629A - HPE KVM USB VM CAC Adapter (1) HPE LCD 8500 1U Console US Kit (1) HPE Air Flow Optimization Kit (1) HPE 600mm Rack (8) HPE Depth Adjustable Fixed Rail Kit	PremierOne Rack Components
4	PDU	(1) APC Rack PDU, 2G, metered, 0U, 30A, 200V and 208V, 36 C13 and 6 C19 sockets	PremierOne Rack Components
5	Host Server - HPE DL360 Gen 11	(1) HPE DL360 Gen11 8SFF CTO Server (2) INT Xeon-G 6444Y CPU for HPE (12) HPE 32GB 2Rx8 PC5-4800B-R Smart Kit (2) BCM 57416 10GbE 2p BASE-T OCP3 Adptr (1) HPE DL3X0 Gen11 1U High Perf Fan Kit (2) HPE 800W FS Plat Ht Plg LH Pwr Sply Kit (1) HPE DL3XX Gen11 CPU2/OCP2 x8 Enable Kit (1) HPE DL360 Gen11 SFF SID Pwr Module Kit (1) HPE NS204i-u Gen11 Hot Plug Boot Opt Dev (2) HPE DL360 Gen11 High Perf Heat Sink Kit (1) HPE DL360 Gen11 NS204i-u Front Cbl Kit (1) HPE DL3XX Gen11 Easy Install Rail 3 Kit (1) HPE iLO Advanced license	HP DL380 Gen11 w/dual Intel Xeon-G 6444Y
5	Windows Server Datacenter	Windows Server 2019 Datacenter Edition	Applied to Host Servers
2	Load Balancer	BIG-IP Virtual Edition Local Traffic Manager 1 Gbps	F5 Load Balancer

2	Firewall/Router	FG601E Firewall, Dual Power Supply	FortiGate-601E 18 x GE RJ45 ports (including 1 x MGMT port, 1 X HA port, 16 x switch ports), 8 x GE SFP slots, 8 x 10GE SFP+ slots, SPU NP7 and CP9 hardware accelerated, 960GB onboard SSD storage, dual AC power supplies
1	Cable Package	(16) PREMIERONE CABLE RJ-45(M) TO RJ-45 (M) 10FT UTP CAT6A BLACK (12) PREMIERONE CABLE RJ-45(M) TO RJ-45 (M) 10FT UTP CAT6A AQUA (6) PREMIERONE CABLE RJ-45(M) TO RJ-45 (M) 10FT UTP CAT6 ORANGE (6) PREMIERONE CABLE RJ-45(M) TO RJ-45 (M) 10FT UTP CAT6A BLUE (1) PREMIERONE CABLE RJ-45(M) TO RJ-45 (M) 15.2CM UTP CAT6 RED	Ethernet cables - Qty varies by deployment
2	Ethernet Switches	(2) Arista 7050TX-48 - switch - 32 ports - managed - rack-mountable (1) Arista 7010T-48 - switch - 48 ports - managed - rack-mountable (4) Arista Ethernet 40GBase-CR4 cable - 1.6 ft	
11	VMware Enterprise+	VMWare Enterprise Plus 8 1CPU	Each processor on the Monitor and Host Servers are licensed
1	VMware vCenter Standard	VMWare Server Standard 8	One vCenter is deployed per site
1	Alletra SAN	(1) HPE Alletra 6010 CTO Base Array (1) HPE Alletra 6000 2x10GbT 4p FIO Adpr Kit (1) HPE Alletra 6000 46TB 24x1.92TB FIO Bdl (4) HPE C13 - C14 2m WW PDU FIO Pwr Cord (1) HPE Alletra Tier 1 Storage Array Std Trk (1) HPE Alletra 6000/H 4x800W FIO AC PS Kit (1) HPE Tier 1 Storage OS Default FIO SW (1) HPE Alletra SW/Sup SaaS	
4	Cable Management	Panduit Cable Strain Relief Bar	Cable Strain Relief Bar
1	Serial to Ethernet Device Server	UD1100001-01 - Lantronix 1-port RS232/RS422 and RS485 Device	Lantronix UDS1100
1	Storage	TrueNAS R20 Backup NAS Device - 24TB RAW with Silver Support	TrueNAS R20

**Motorla CAD Replacement Appendix A3 Preliminary Design Document Secton\_3\_BOM****Workstation Hardware****Workstation Hardware**

<b>Qty</b>	<b>Description</b>	<b>Components</b>
165	Primary, Backup PSAP and Admin Dispatcher Workstations (DEM)	CAD Workstation - HP Z2 Mini G9 i713700K 32GB/512 PC - Windows 11 Professional
105	SFFD Firestations and FD HQ	CAD Workstation - HP Z2 Mini G9 i713700K 32GB/512 PC - Windows 11 Professional
39	SFPD DOC and NOC Dispatcher Workstations	CAD Workstation - HP Z2 Mini G9 i713700K 32GB/512 PC - Windows 11 Professional
13	SFMTA Dispatcher Workstations	CAD Workstation - HP Z2 Mini G9 i713700K 32GB/512 PC - Windows 11 Professional
8	SFSO Dispatcher Workstations	CAD Workstation - HP Z2 Mini G9 i713700K 32GB/512 PC - Windows 11 Professional
<b>330</b>	<b>TOTAL Workstations</b>	

**Ancillary System Components**

<b>Qty</b>	<b>Description</b>	<b>Details</b>	<b>Motorola Provided</b>	<b>CCSF Provided</b>
1	CommSys ConnectCIC	Enables State Queries	X	
	GIS Editing Software	10.8 of Esri ArcGIS Desktop and Network Analyst extension software		X
1 Per Client	Client Access Licenses	Microsoft Windows Server 2019		X

**Motorla CAD Replacement Appendix A3 Preliminary Design Document Secton\_3\_BOM****Software Licenses****System Software**

Qty	Description	Version
74	Microsoft SQL Server Enterprise (4 core)	2019
10	Microsoft SQL Server Enterprise (2 core add on)	2019
8	Microsoft SQL Server Standard (4 core)	2019
10	Microsoft SQL Server Standard (2 core)	
120	Microsoft System Center DataCenter (2 core Base or add on)	2019
2	VMWare vCenter 8 Std	7 Std
21	VMWare vSphere 8 Ent+ CPU	7 Ent
4	F5 BIG-IP LTM 1G Load Balancer	

A site license for PremierOne CAD, Mobile and Android/iOS client licenses has been provided to the City and County of San Francisco.

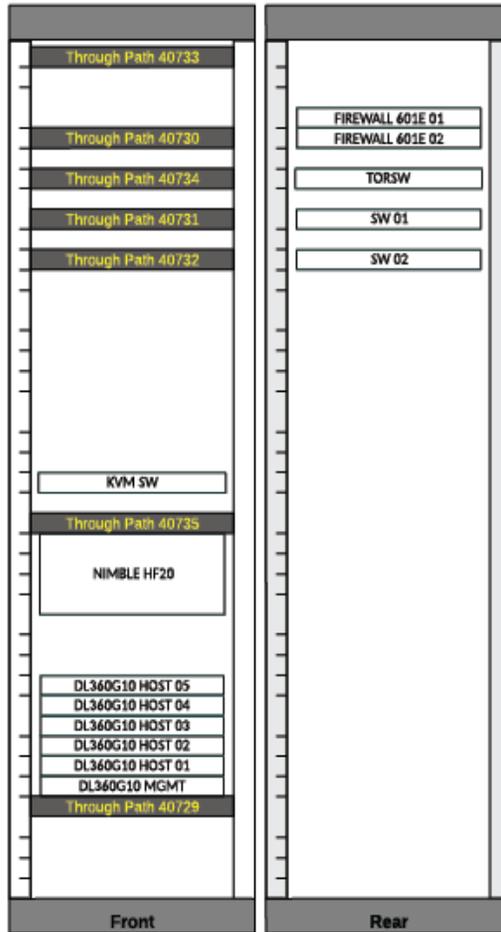
CCSF can deploy additional client licenses as needed for the named agencies in the PDD; Department of Emergency Management/Department of Emergency Communications, San Francisco Police Department, San Francisco Fire Department, San Francisco Sheriff's Office, San Francisco Metropolitan Transit Agency. This eliminates the need for the CCSF to procure additional licenses and pay maintenance as the need for additional licensing for the named agencies arises. The Mobile (Windows/iOS/Android) site license extends to additional agencies who will support and/or supplement response operations within the operational needs of the named agencies. The maximum number of licenses (total number of CAD workstations and mobile (Windows/iOS/Android) client licenses installed at all agencies) cannot exceed the Basis for System Sizing and Performance as described in Section 1.3.1 of the PDD.

**Application Software**

QTY	Description	Module/Component
Site License	Full Dispatch Capable Workstation - CAD Licenses	DEM
Site License	Full Dispatch Capable Workstation - CAD Licenses	SFFD Fire Stations & FD HQ
Site License	Full Dispatch Capable Workstation - CAD Licenses	SFPD DOC & NOC
Site License	Full Dispatch Capable Workstation - CAD Licenses	SFMTA Parking Enforcement
Site License	Full Dispatch Capable Workstation - CAD Licenses	SFSO
Site License	CAD Web Client	DEM
Site License	CAD Web Client	SFFD
Site License	CAD Web Client	SFPD
Site License	CAD Web Client	SFMTA Parking Enforcement
Site License	CAD Web Client	SFSO
Site License	Vehicular Mobile/MDT Licenses	SFFD
Site License	Vehicular Mobile/MDT Licenses	SFPD
Site License	Vehicular Mobile/MDT Licenses	SFMTA
Site License	Vehicular Mobile/MDT Licenses	SFSO
Site License	Vehicular Mobile/MDT Licenses	Other - DEM
Site License	Android/iOS Licenses	SFFD
Site License	Android/iOS Licenses	SFPD
Site License	Android/iOS Licenses	SFMTA
Site License	Android/iOS Licenses	SFSO
Site License	Android/iOS Licenses	Other - DEM

**Motorla CAD Replacement Appendix A3 Preliminary Design Document**

**Primary Rack Diagram**



**Note 1:** Heavily shaded equipment indicates reverse mounting.

**Note 2:** Lightly shaded areas in-between equipment indicates required spacing for airflow.

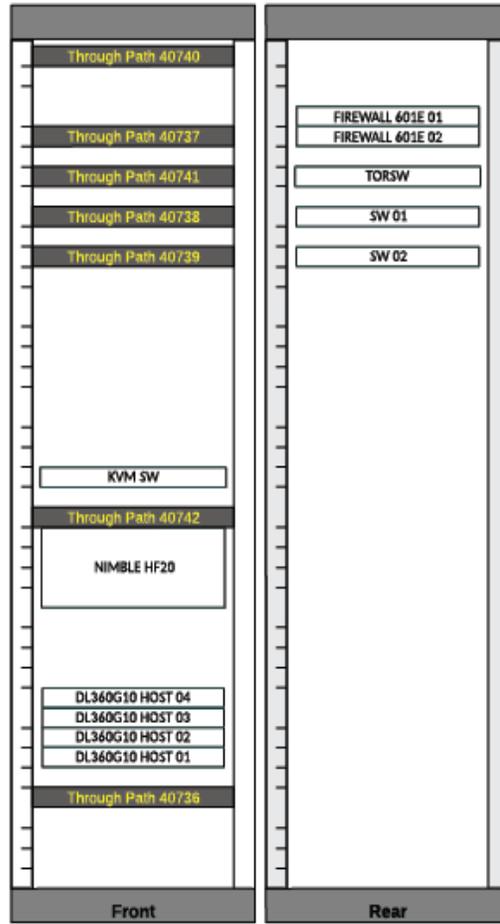
**Note 3:** If text and equipment is not black then the equipment is not staged



System: City and County of San Francisco  
Site: Primary  
Date: 8/23/2023

Motorla CAD Replacement Appendix A3 Preliminary Design Document

DR Rack Diagram



**Note 1:** Heavily shaded equipment indicates reverse mounting.

**Note 2:** Lightly shaded areas in-between equipment indicates required spacing for airflow.

**Note 3:** If text and equipment is not black then the equipment is not staged



System: City and County of San Francisco  
Site: DR  
Date: 8/23/2023



London Breed  
Mayor

**Department of Emergency Management**

1011 Turk Street, San Francisco, CA 94102  
Phone: (415) 558-3800 Fax: (415) 558-3843



Mary Ellen Carroll  
Executive Director

**CCSF and County of San Francisco  
Department of Emergency Management  
CAD System Replacement Project**

**Motorola PremierOne CAD Contract  
Appendix A4 Interface Control Documents  
December 2023  
CCSF PeopleSoft Contract ID#: #1000031673**

City and County of San Francisco, CA

December 2023

CCSF PeopleSoft Contract ID#: #1000031673

Motorola PremierOne CAD Contract

Appendix A4

Interface Control Documents

- 1. 3-1-1 Hub ICD**
- 2. ARIES ICD**
- 3. ASAP-to-PSAP ICD**
- 4. Central Square RMS**
- 5. Everbridge ICD**
- 6. Fire Station Printing (Rip-N-Run) ICD**
- 7. HRMS Personnel ICD**
- 8. HRMS Unit Staffing ICD**
- 9. Level-II ICD**
- 10. LiveMUM ICD**
- 11. LOGIS CAD-to-CAD ICD**
- 12. MACH Fire Station Alerting**
- 13. Priority Dispatch Structured Call Taking ICD**
- 14. Private EMS Position ICD**
- 15. Tablet Command ICD**
- 16. Unified Login ICD**
- 17. Viper E911 ICD**
- 18. Zoll CAD-to-CAD ICD**



# PREMIERONE™ CAD - 3-1-1 HUB INTERFACE

**INTERFACE CONTROL DOCUMENT  
CITY AND COUNTY OF SAN FRANCISCO**

## VERSION 1.0

The design, technical, pricing, and other information ("Information") furnished with this submission is proprietary and/or trade secret information of Motorola Solutions, Inc. ("Motorola Solutions") and is submitted with the restriction that it is to be used for evaluation purposes only. To the fullest extent allowed by applicable law, the Information is not to be disclosed publicly or in any manner to anyone other than those required to evaluate the Information without the express written permission of Motorola Solutions.

MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2023 Motorola Solutions, Inc. All rights reserved.

# TABLE OF CONTENTS

## Section 1. Interface Description

1.1	Introduction.....	1-1
1.2	Business Process .....	1-1
1.3	User Experience .....	1-1
1.4	Use Cases and Requirements .....	1-1
1.5	Interface Overview.....	1-1
1.6	Data Exchange.....	1-2
1.6.1	Data Transfer.....	1-2
1.6.2	Transactions.....	1-2
1.6.3	Data Translation .....	1-4
1.6.4	Security and Integrity .....	1-4
1.6.5	Data Flow .....	1-4
1.6.6	Connectivity.....	1-5
1.6.7	Exception Handling and Logging .....	1-6
1.6.8	Performance.....	1-6
1.7	High Availability and Disaster Recovery .....	1-7
1.8	System Administration.....	1-7
1.9	Test System and Simulation Support.....	1-7
1.10	Assumptions, Constraints and Risks.....	1-7



# SECTION 1. INTERFACE DESCRIPTION

## 1.1 INTRODUCTION

This Interface Control Document (ICD) provides a description of the PremierOne 3-1-1 Hub Interface (Interface). Motorola Solutions will deploy the Interface and verify the functionality described in this ICD.

## 1.2 BUSINESS PROCESS

Citizen and internal Service Requests for various city departments can be created on different systems at CCSF. The 3-1-1 Hub provides a way for the systems to exchange the requests.

Depending on the type of the request and the time of the day, the Healthy Street Operation Center (HSOC) and SFMTA requests might be created on PremierOne or the 3-1-1 Verint Customer Relationship Management (CRM) system. The originating system sends the applicable requests to the receiving system. Relevant information and status are updated by each system and shared through the 3-1-1 Hub.

## 1.3 USER EXPERIENCE

When a request from 3-1-1 is received, PremierOne CAD will create an incident and place it into the appropriate dispatcher's or supervisor's pending queue<sup>1</sup>. This incident may be retrieved, dispatched, and updated using the regular PremierOne CAD commands.

In order to request assistance from 3-1-1, a foreign agency will be created in PremierOne. Any incident created in this agency will automatically be sent to 3-1-1. This incident may either be created directly with the normal Incident Initiate (II) command, or may be created using information in another incident by use of the Clone Incident command.

## 1.4 USE CASES AND REQUIREMENTS

The following requirements cover the 3-1-1 Interface:

- Interfaces: 12-70.

## 1.5 INTERFACE OVERVIEW

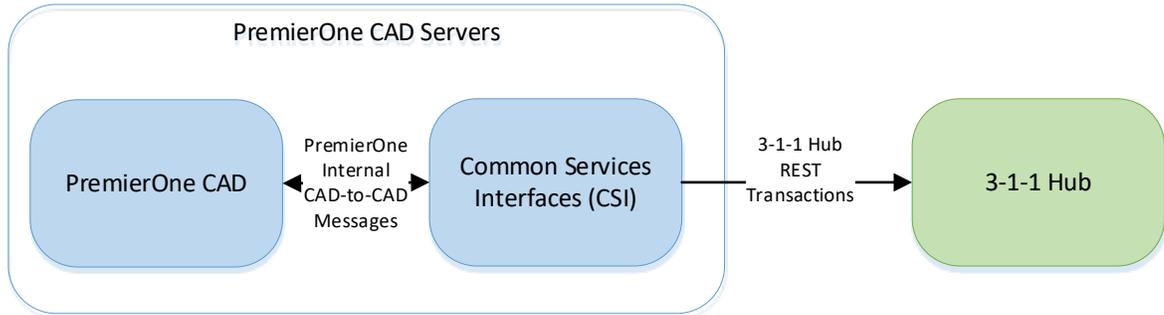
---

Parking enforcement calls will be created in the MTA agency between 0600 and 2359, and in the PD agency between 0000 and 0559. HSOC calls will be given a modifying circumstance that will flag them for supervisor review before they are sent to a dispatcher.

This interface leverages the PremierOne CAD-to-CAD interface to exchange Incident information with the 3-1-1 Hub using REpresentational State Transfer (REST) transactions.

Common Services Interfaces (CSI) is the PremierOne component that interacts with external systems. It is installed on all the PremierOne Application Servers.

Figure 1-1 shows the connectivity and primary data flow across the system components. CSI initiates all the REST transactions to send and poll information from the 3-1-1 Hub.



**Figure 1-1 3-1-1 Hub Interface Diagram**

## 1.6 DATA EXCHANGE

### 1.6.1 Data Transfer

The transfer is done using REpresentational State Transfer (REST) transactions.

### 1.6.2 Transactions

Table 1-1 lists the PremierOne internal and 3-1-1 Hub transactions used by this interface. The arrow indicates the order of the occurrence.

**Table 1-1. Supported Transactions**

Use Case	PremierOne Message Type	3-1-1 Hub Transaction	Notes
Receive Incident Creation Request	CFS Request	Get_new_requests_updates_and_locations	Refer to Figure 1-2
Send Incident Creation Acknowledgement	CFS Request Acknowledgement	UpdateSR	
Receive Incident Update	I	Get_new_requests_updates_and_locations	Refer to Figure 1-3
Send Incident Creation Request	CFS Request	CreateSR	Refer to Figure 1-4
R			
Send Incident Update	IDTL	UpdateSR or UpdateLocation	Refer to Figure 1-5

Table 1-2 lists the data elements when a service request is sent from 3-1-1 to PremierOne. The updates column indicates if this field will be updated by additional information sent by 3-1-1.

**Table 1-2. 3-1-1 to CAD Data Element Mapping**

3-1-1 Data Element	CAD Field	Updates	Notes
Service Request number	Foreign Incident Number	No	
Status	Comment	No	
Service Code	Incident Type (Code)	Yes	Service Code will be translated to a valid CAD incident type
Service Request descriptive text	Comment	Yes	
Nature of request	Comment	No	
Problem description	Comment	No	
Location	Location	No	Updated location will be placed into comments
Location description	Description	No	Updated location description will be placed into comments
To Hub Date	Comment	No	
3-1-1 caller's name	Caller First, Caller Middle, Caller Last	No	
3-1-1 caller's address	Comment	No	
3-1-1 caller's phone number	Caller Phone	No	
3-1-1 caller's email	Comment	No	
Closure Code	Comment	No	
File	Attachment	No – Initial Create Only	At Incident Creation Only
Hyperlink	Comment	New Comment	Displayed as a regular text, not clickable and no transfer of the actual file
N/A	Call Source	No	Will be 3-1-1

Table 1-3 lists the data elements when a service request is sent from PremierOne to 3-1-1.

**Table 1-3. CAD to 3-1-1 Data Element Mapping**

CAD Field	3-1-1 Data Element	Updates	Notes
CAD Incident Number	Service Request number	No	
Incident Type	Service Code	No	The CAD Incident type will be translated into a valid service code
Comments	Service Request descriptive text	No	
Location	Location	Yes	
Description	Location description		
Caller First, Caller Middle, Caller Last	3-1-1 caller's name	No	

CAD Field	3-1-1 Data Element	Updates	Notes
Caller Phone	3-1-1 caller's phone number	No	

### 1.6.3 Data Translation

The 3-1-1 hub sends/receives code values for many fields. The interface will need to translate these code values either to human-readable values or to their equivalent PremierOne values. To do this the interface will have its own set of code tables that will perform the translation between the 3-1-1 values to the value used in PremierOne. These tables will need to be manually updated in the event that 3-1-1 adds code values or if the value to be used in PremierOne needs to be changed.

### 1.6.4 Security and Integrity

The 3-1-1 Hub endpoint is reachable over the Internet. PremierOne must have access to this endpoint.

The https transactions are encrypted. The TLS certificate used is signed by a commercial certificate authority (CA). The root certificate for this CA must be placed in the trusted root store on each of the PremierOne application servers

### 1.6.5 Data Flow

PremierOne initiates the REST transactions to the 3-1-1 Hub. It will both send information to the 3-1-1 hub and poll for information that is being sent to PremierOne.

Figure 1-4 through Figure 1-3 show the data flow diagram between the system components for the different transactions.

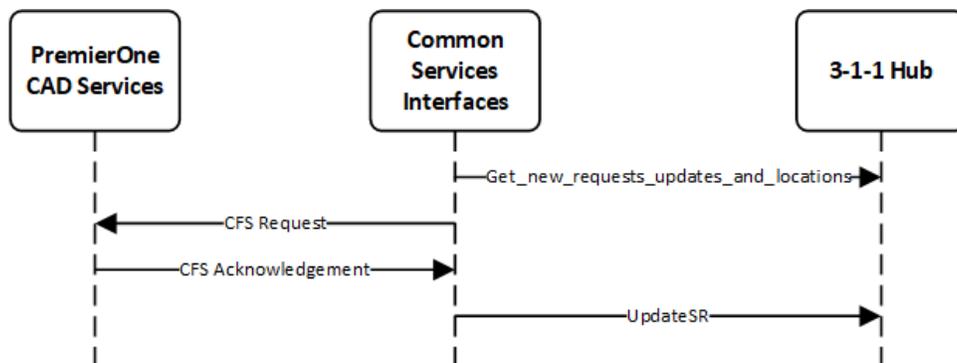


Figure 1-2. Data Flow Diagram – New Request from 3-1-1 Hub

CSI will make the request on a timer basis to obtain new requests from the 3-1-1 hub. The period of the timer will be configurable in the CSI configuration file. Additionally, the maximum number of 3-1-1 requests that will be processed by CSI in each timer period will be a configurable setting. If 3-1-1 has more requests for CCSF CAD than this number, the extra requests will be retrieved but not processed by CSI. As the 3-1-1 hub will not receive an acknowledgement for the extra requests, they will remain in the queue for CCSF and will be sent

again when CSI makes the next call to the 3-1-1 hub.

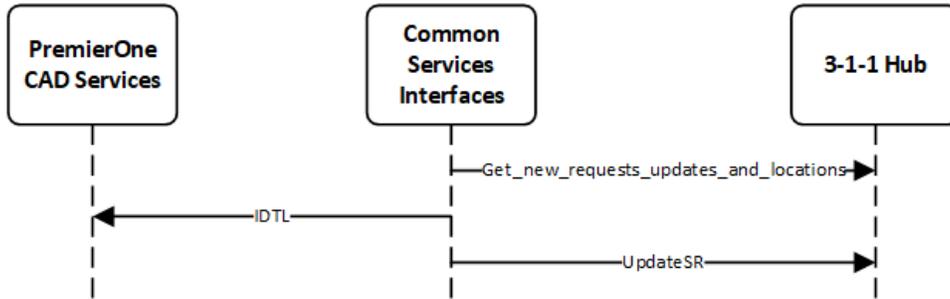


Figure 1-3. Data Flow Diagram – Update Request from 3-1-1 Hub

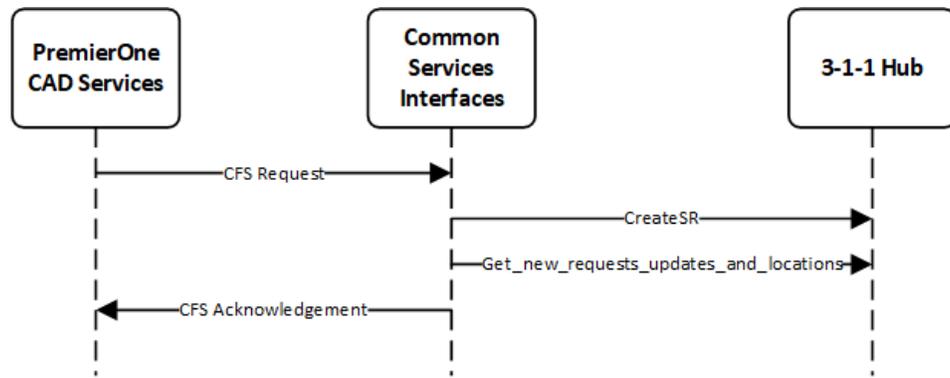


Figure 1-4. Data Flow Diagram – New Request from PremierOne

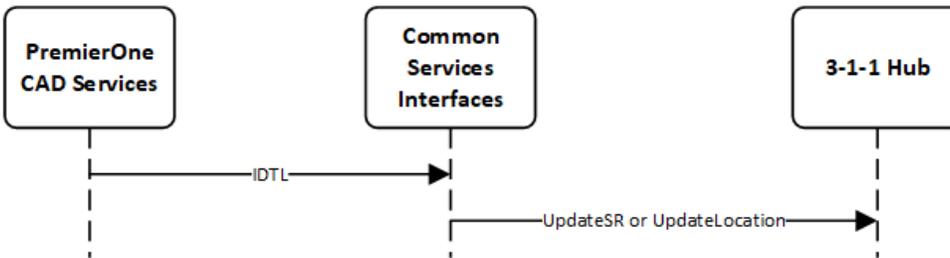


Figure 1-5. Data Flow Diagram – Update Request from PremierOne

### 1.6.6 Connectivity

The 3-1-1 Hub hosts the REST endpoint used by the interface. PremierOne is the client and will need to be able to connect to this endpoint through CCSF’s network. The CCSF will provide the credentials necessary to authenticate with this endpoint.

## 1.6.7 Exception Handling and Logging

PremierOne exceptions are logged in both the Windows Event Log.

PremierOne can be configured to send pre-configured users a message if it does not receive an acknowledgement for a create request to an external system.

If CAD receives a 3-1-1 SR type code that has not been defined, the incident will be created using a CCSF-provisioned default incident type. The description for this incident type may be set as "Unknown 311 system service type code".

## 1.6.8 Performance

There are no explicit performance requirements for the interface. PremierOne sends the information to the 3-1-1 Hub as the changes occur. PremierOne polls the Hub for information on a configurable interval.

## 1.7 HIGH AVAILABILITY AND DISASTER RECOVERY

PremierOne CAD operates in a High Availability environment. Any of the PremierOne Application Servers can initiate a transaction to send information to the 3-1-1 Hub.

One of application servers will be selected to poll the 3-1-1 hub for incidents that need to be handled in CAD. The CSI Leasing feature is used to select the application server. The leasing feature also monitors the selected server, and another server will be selected to issue the poll requests should the originally selected server fail.

The interface will be installed on the disaster recovery servers. These servers will need to be able to connect to the 3-1-1 hub endpoint over the CCSF network.

## 1.8 SYSTEM ADMINISTRATION

The 3-1-1 hub endpoint address, the polling interval, and the maximum number of incidents to create per poll will be configurable settings in the CSI configuration tool. These settings may be changed if necessary and require that the CSI service be restarted in order for the changes to take effect.

The 3-1-1 code tables and the values used by CAD will be stored in database tables. These will need to be updated if 3-1-1 adds additional code values.

Other settings relating to this interface are found in the CAD-to-CAD section of the provisioning console. These settings will be set by the installation team to the values required to make the interface operate as specified in this document. These settings should only be changed after consulting with Motorola support as incorrect choices can negatively impact the interface.

## 1.9 TEST SYSTEM AND SIMULATION SUPPORT

The 3-1-1 interface will be installed on the staging environment and connected to the test 3-1-1 hub. Additionally, the test interface will be configured to poll a local folder for files containing messages that would have been sent by 3-1-1. Messages that would have been sent to 3-1-1 will be written to another folder. This will allow for testing of the 3-1-1 interface without having to interact with the 3-1-1 hub.

## 1.10 ASSUMPTIONS, CONSTRAINTS AND RISKS

PremierOne can reach the 3-1-1 Hub endpoints



# PREMIERONE™ CAD - ARIES INTERFACE

**INTERFACE CONTROL DOCUMENT  
CITY AND COUNTY OF SAN FRANCISCO**

## VERSION 1.0

The design, technical, pricing, and other information ("Information") furnished with this submission is proprietary and/or trade secret information of Motorola Solutions, Inc. ("Motorola Solutions") and is submitted with the restriction that it is to be used for evaluation purposes only. To the fullest extent allowed by applicable law, the Information is not to be disclosed publicly or in any manner to anyone other than those required to evaluate the Information without the express written permission of Motorola Solutions.

MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2023 Motorola Solutions, Inc. All rights reserved.

# TABLE OF CONTENTS

## Section 1. Interface Description

1.1	Introduction.....	1-1
1.2	Business Process .....	1-1
1.3	User Experience .....	1-1
1.4	Use Cases and Requirements .....	1-2
1.5	Interface Overview.....	1-2
1.6	Data Exchange.....	1-3
1.6.1	Data Transfer.....	1-3
1.6.2	Transactions.....	1-3
1.6.3	Security and Integrity .....	1-3
1.6.4	Connectivity .....	1-4
1.6.5	Exception Handling and Logging .....	1-4
1.6.6	Performance.....	1-4
1.7	High Availability and Disaster Recovery .....	1-4
1.8	System Administration.....	1-4
1.9	Test System and Simulation Support.....	1-4
1.10	Assumptions, Constraints and Risks.....	1-4



# SECTION 1. INTERFACE DESCRIPTION

## 1.1 INTRODUCTION

This Interface Control Document (ICD) provides a description of the interface between PremierOne CAD and the AutoReturn Integrated Enterprise System (ARIES) for the City and County of San Francisco. This interface allows a dispatcher to request a tow for a vehicle involved in an incident.

## 1.2 BUSINESS PROCESS

The ARIES interface allows the tow desk to submit requests for tows to ARIES.

## 1.3 USER EXPERIENCE

A CAD or Mobile user can add one or more vehicles to an incident using either a command on the command line or a form. One of the fields for a vehicle is its role on the incident. This is a multi-select field. One of these values will be TOW and this may be specified by a CAD or Mobile user when this vehicle requires a tow.

☐

Summary Dispatch History Persons **Vehicles(2)**

Vehs Cmmt Haz Prev(12) Assoc Query

**CP-06-09-0000007** Role **TOW - Heavy**

License Plate  
 No.  State   
 Month  Year

Vehicle  
 Make  Model   
 Color 1  Color 2   
 VIN   
 Owner   
 Second Owner

Misc Info

Search Type   Property Seized

Probable Cause

State/Fed Entry #  Unit ID

Tow  
 Reason   
 Tow Date   
 Storing Company  Phone ( ) - ext

**Vehicles Summary List (2)**

SN	Lic Plate	Make	Role
1	FPX302	FORD	INVOLVED
2	ABC123	AMER	TOW - Heavy

When a vehicle is added to the system using one of the TOW roles, a request for a tow will be sent to ARIES.

A status monitor window may be built that shows incidents with vehicles having one of the TOW roles. This will allow the tow desk dispatcher to see the incidents that require a tow company.

CSI will monitor the ARIES web socket to receive updates that are made to the tow. Updates from ARIES will be written to the CAD incident as comments.

## 1.4 USE CASES AND REQUIREMENTS

The following requirements cover the ARIES Interface:

- Interfaces: 185-187.

## 1.5 INTERFACE OVERVIEW

The ARIES interface will be implemented using the Common Services Interface (CSI) service. This will monitor CAD for vehicles that have a specified value in the vehicle reason field. When one is found, a REST call will be made to ARIES to request the tow.

CSI will also establish a WebSocket connection to ARIES to receive updates to tow requests. These updates will be written to the incident as comments.

A diagram showing the components of the interface is shown below. Blue boxes represent the components supplied by Motorola and green boxes represent components supplied by the City and County of San Francisco

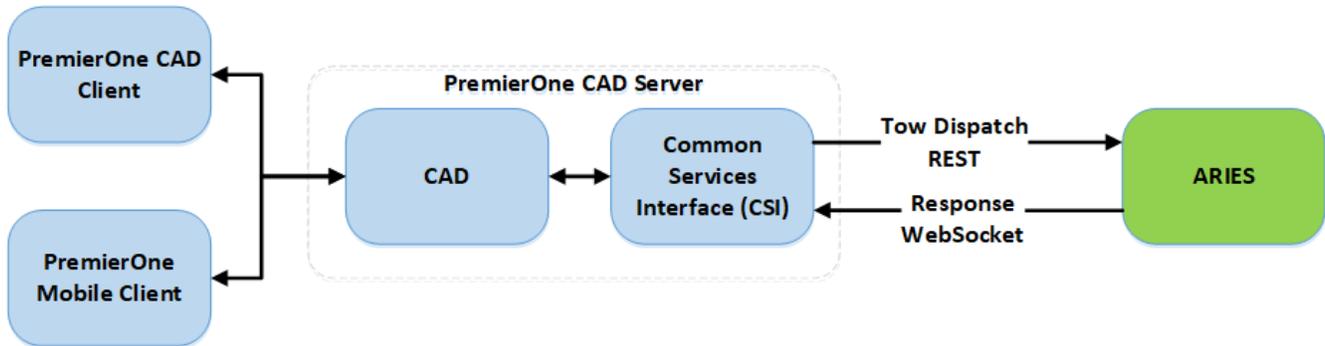


Figure 1-1 ARIES Interface Diagram

## 1.6 DATA EXCHANGE

### 1.6.1 Data Transfer

Data transfer occurs using two methods. Tow requests are sent to ARIES using a REST endpoint. Updates from ARIES are received by monitoring a WebSocket.

### 1.6.2 Transactions

Table 1-1 lists the transactions used by the ARIES interface.

Table 1-1. Supported Transactions

Transaction	Direction	Notes
Send Tow Dispatch Request to ARIES	CAD to ARIES	REST message with JSON data
Receive Update from Aries	ARIES to CAD	WebSocket. This will add the status of the tow to the CAD incident as a comment

### 1.6.3 Security and Integrity

The communications between PremierOne and ARIES will use HTTPS. The City and County of San Francisco will be responsible for supplying the certificates necessary to achieve this

## 1.6.4 Connectivity

The connection to ARIES will be made through the City and County of San Francisco's network.

## 1.6.5 Exception Handling and Logging

PremierOne exceptions are logged in both the Windows Event Log.

## 1.6.6 Performance

There are no explicit performance requirements for the interface. CSI will send tow dispatch requests to Aries when they are recorded in the PremierOne Reporting database.

## 1.7 HIGH AVAILABILITY AND DISASTER RECOVERY

PremierOne CAD operates in a High Availability environment. Any of the PremierOne Application Servers can initiate a transaction to send information to ARIES.

One of application servers will be selected to connect to ARIES to receive responses. The CSI Leasing feature is used to select this application server. The leasing feature also monitors the selected server, and another server will be selected to connect to ARIES should the originally selected server fail.

The interface will be installed on the disaster recovery servers. These servers will need to be able to connect to ARIES over the CCSF network.

## 1.8 SYSTEM ADMINISTRATION

The ARIES address will be a configurable setting in the CSI configuration tool. This setting may be changed if necessary and require that the CSI service be restarted in order for the changes to take effect.

Other settings relating to this interface are found in the CAD-to-CAD section of the provisioning console. These settings will be set by the installation team to the values required to make the interface operate as specified in this document. These settings should only be changed after consulting with Motorola support as incorrect choices can negatively impact the interface.

## 1.9 TEST SYSTEM AND SIMULATION SUPPORT

The ARIES interface will be installed on the staging environment. This will be connected to the ARIES test environment. Additionally, the test interface will be configured to poll a local folder for files containing messages that would have been sent by ARIES. Messages that would have been sent to ARIES will be written to another folder. This will allow for testing of the ARIES interface without having to interact with ARIES itself.

## 1.10 ASSUMPTIONS, CONSTRAINTS AND RISKS

PremierOne can reach the ARIES over the CCSF network.



# PREMIERONE™ CAD - ASAP TO PSAP INTERFACE

**INTERFACE CONTROL DOCUMENT  
CITY AND COUNTY OF SAN FRANCISCO**

## VERSION 1.0

The design, technical, pricing, and other information (“Information”) furnished with this submission is proprietary and/or trade secret information of Motorola Solutions, Inc. (“Motorola Solutions”) and is submitted with the restriction that it is to be used for evaluation purposes only. To the fullest extent allowed by applicable law, the Information is not to be disclosed publicly or in any manner to anyone other than those required to evaluate the Information without the express written permission of Motorola Solutions.

MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2023 Motorola Solutions, Inc. All rights reserved.

# TABLE OF CONTENTS

## Section 1. Interface Description

1.1	Introduction.....	1-1
1.2	Business Process.....	1-1
1.3	User Experience.....	1-2
1.4	Use Cases and Requirements.....	1-5
1.5	Interface Overview .....	1-6
1.6	Data Exchange .....	1-6
1.6.1	Data Transfer.....	1-6
1.6.2	Transactions.....	1-7
1.6.3	Security and Integrity .....	1-11
1.6.4	Connectivity .....	1-11
1.6.5	Exception Handling and Logging.....	1-11
1.6.6	Performance.....	1-11
1.7	High Availability and Disaster Recovery .....	1-11
1.8	System Administration .....	1-11
1.9	Test System and Simulation Support.....	1-12
1.10	Assumptions, Constraints and Risks.....	1-12



# SECTION 1. INTERFACE DESCRIPTION

## 1.1 INTRODUCTION

This Interface Control Document (ICD) provides describes the interface between PremierOne CAD and alarm companies using the Automated Secure Alarm Protocol (ASAP). This document will cover both the interface (“Interface”) and the scope of work involved in delivering this Interface. Motorola Solutions will deploy the Interface and verify the functionality described in this ICD. If Customer desires any changes to this ICD scope, those changes can be addressed via the change provision of the contract.

Many fire and burglar alarm systems are connected to an alarm monitoring company. When an alarm occurs, these companies verify the alarm and then contact the Public Safety Answering Point (PSAP) responsible for the location. The Monitoring Association (formerly known as the Central Station Alarm Association (CSAA)) has defined a standard protocol called ASAP that can be used to electronically communicate information between alarm monitoring companies and PSAPs. This protocol allows an alarm monitoring company to communicate a request for a response to a PSAP, and for the PSAP to keep the alarm monitoring company advised as to the status of the resulting incident.

The purpose of the ASAP interface is to reduce telephone calls between Alarm Monitoring Company and Emergency Communication Centers (ECC). The interface allows alarms to be received electronically by an ECC, and for the ECC to communicate the status of its response back to the Alarm Monitoring Company.

Alarm monitoring companies that support ASAP connect with a central message broker which uses the existing National Law Enforcement Telecommunications System (NLETS) network to transport messages to the state message switches. These message switches then communicate with the PSAPs. The same connections between the PSAP and the state message switches are used both for state queries and ASAP transactions.

## 1.2 BUSINESS PROCESS

The ASAP interface automates the handling of alarm incidents in CAD. This is done by:

1. Automatically creating an incident when an alarm message is received from an alarm monitoring company;
2. Automatically sending a status message to the alarm monitoring company when units are dispatched;
3. Automatically sending a status message to the alarm monitoring company when units are on-scene;
4. Automatically sending a status message to the alarm monitoring company when the incident is closed;
5. Allowing the dispatcher to send an ad hoc message to the alarm monitoring company, such as a request for the keyholder information
6. Allowing the alarm monitoring company to send a message to the dispatcher, such as a request to cancel the response due to an accidental activation of the alarm.

Items (1) through (4) occur without any additional user actions.

In addition to handling alarm incidents, the ASAP interface also supports the verification of addresses outside of an alarm call. Alarm companies use this when they sign-up a new customer to confirm they have an accurate address.

## 1.3 USER EXPERIENCE

When an alarm message is received, PremierOne CAD will create an incident and place it in the appropriate dispatcher's pending queue based on the agency and location of the incident. When the dispatcher retrieves the incident the information sent by the alarm company will be displayed in the comments area on the right side of the screen

The screenshot displays the PremierOne CAD Client interface. The main window title is "PremierOne CAD Client". The menu bar includes "Console", "Edit", "Work Area", "Utilities", and "Help". The status bar shows the time "20:37:39" and the date "Sunday, November 11, 2018". The main workspace is divided into several sections:

- Incident Summary:** RPD-18-00125976, 20:35:36 11/11/2018. Status: Pending, Inc Type: ALARM, M/C: PANIC, Alarm Lvl: [dropdown], Priority: 1. Dptch List: BD1 BD5. Missing from Rec: [dropdown].
- Unit Assignment:** Capab: [dropdown], Units: [dropdown]. UNIT: BD1, \*BD5, \*B2, BD9. Fixed: [checkbox].
- Info Panel:** Network: Available, Mode: Online, Consl: Term42, User: MOTORO..., Role: DISP PO..., Envir: Training, ANI/ALI: [dropdown].
- Dispatch Summary:** 20:35:36 11/11/2018 Foreign Foreign. RPD: MIKE'S ALARM CO OP-53692, P#: AUDIBLE PANIC COMMERCIAL FROM #(315) 634-1637. RECVD LOCN: 215 CHURCH AVE SW, ROANOKE, VA, 24011. SERVICE: BOB SECURITY INC. PH: (877) 555-1212.
- Comments (2):** 20:35:36 11/11/2018 Foreign Foreign. LOCATION: 215 CHURCH AVE SW, CITY: ROANOKE.
- Response Messages (0):**

Buttons at the bottom include "Show Pref", "Reset", "Request", "Clear Add'l", "Resp List", and "Alerting".

The alarm company's information will include:

- The location of the alarm
- The type of the alarm, using one of the standard ASAP codes;
- The type of location reporting the alarm, using one of the standard ASAP codes;
- The alarm monitoring company;
- The company responsible for servicing the alarm;
- The permit associated with the alarm.

The dispatcher may use normal CAD commands to dispatch the appropriate units to the alarm incident, and to update the incident as required.

Additional information from the alarm company to the Emergency Communications Center will be added to an incident as a priority comment. This is displayed in red in the picture below.

The screenshot displays the PremierOne CAD Client interface. The top navigation bar includes 'Console', 'Edit', 'Work Area', 'Utilities', and 'Help'. The main window shows incident details for 'RPD-18-00125976' at '215 CHURCH AVE SW'. The status is 'Active' and the time is '20:35:36 11/11/2018'. The location is '215 CHURCH AVE SW' in 'ROANOKE'. The incident type is 'ALARM' and the priority is '1'. A comment at '20:41:55' is highlighted in red, indicating it is a priority comment: '<Additional activation from main entrance. Nothing showing on video.>'. The comments pane on the right shows a list of comments, with the red comment being the most recent. The bottom-left pane shows a 'Priority Notification (1)' with a 'View Inc' button.

The priority comment may be provisioned to display a pop-up message as shown in the bottom-left of the screenshot. This pop-up will be displayed even if the incident is not currently on the dispatcher's screen.



If the dispatcher wants to send information to the alarm monitoring company they can do this by entering a comment starting with three number signs (###). Such a comment is shown below.

The screenshot shows the PremierOne CAD Client interface. At the top, a status bar indicates 'The incident was updated successfully'. The main window is divided into several sections:

- Summary:** Shows incident details for RPD-18-00125976, including location (215 CHURCH AVE SW), city (ROANOKE), and status (Active).
- Comments (7):** A list of comments is displayed on the right. One comment, dated 20:43:10, is highlighted with a red box: **### REQUEST KEYHOLDER ETA**.
- Incident Details:** Includes fields for Location, Loc Name, Description, City, Building, Zip Code, and Cross Strs.
- Comments Section:** A text area for entering comments, with a 'Priority Comment' checkbox.
- Mod Circum:** Fields for Mod (PANIC), Circum (A A3 S 01 B P301), and Agency ID (RPD).

At the bottom left, a red bar indicates 'Priority Notification (1)'. The interface also includes navigation buttons like 'Print...', 'Free', 'Reopen', 'Assoc Call', and 'Close Incid'.



## 1.4 USE CASES AND REQUIREMENTS

Use Cases describe specific user and system interactions provided by the Interface. They provide traceability for the Test Cases in the Interface Test Procedure.

Table 1-1. Use Cases

Use Cases	Description
UC-01	PremierOne system can create an alarm incident and place it in the pending queue for valid requests from the alarm monitoring company.
UC-02	PremierOne system can receive updates from the alarm monitoring company and update the alarm incident.
UC-03	PremierOne system can send alarm incident comments prefixed with “###” to the alarm monitoring company.
UC-04	PremierOne system can send a unit dispatched incident message to the alarm monitoring company.
UC-05	PremierOne system can send a unit on-scene incident message to the alarm monitoring company.
UC-06	PremierOne system can send an incident closed message to the alarm monitoring company.

Table 1-2. Requirements

Component	ID	Category	Requirement
Interfaces	188		<b>High-level Description:</b> The system should support a fully functional bi-directional interface between CAD and TMA based on the ASAP-TO-PSAP standard as defined in the latest version of APCO/CSSA ANS 2.101.2-2014 (Alarm Company to PSAP CAD Automated Secure Alarm Protocol) for the automatic creation, update, and closure of events in CAD.
Interfaces	189	ASAP-TO-PSAP	Ability to support a bi-directional interface IAW APCO/CSSA/ANS 2.101.2-2014 to include:
Interfaces	190	ASAP-TO-PSAP	Address verification request
Interfaces	191	ASAP-TO-PSAP	Accept address verification
Interfaces	192	ASAP-TO-PSAP	New Alarm event

Component	ID	Category	Requirement
Interfaces	193	ASAP-TO-PSAP	PSAP response to a New Alarm event
Interfaces	194	ASAP-TO-PSAP	Update messages initiated by either entity to the other that provide additional information about the alarm event to include:
Interfaces	195	ASAP-TO-PSAP	Request to cancel
Interfaces	196	ASAP-TO-PSAP	ETA for the key holder
Interfaces	197	ASAP-TO-PSAP	Individual on premise
Interfaces	198	ASAP-TO-PSAP	Change to one or more data elements originally sent with the New Alarm event
Interfaces	199	ASAP-TO-PSAP	Other items of importance
CAD	120	Retrieving Incoming Calls	ASAP-TO-PSAP
CAD	593	Event Updates	Ability to support a fully functional ASAP-to-PSAP interface that incorporates all the functionality of APCO/CSAA ANS 2.101.2-2014

## 1.5 INTERFACE OVERVIEW

The ASAP Interface in PremierOne uses CommSys ConnectCIC to connect with the Level II message switch. All messages from the Level II message switch are routed to the Common Services Interface (CSI) which separates the ASAP messages from the other state query messages, and routes the ASAP messages to special components which process them. When the message requires that an incident be created or updated, CSI uses the PremierOne CAD-to-CAD components to perform the necessary actions on the incident.

## 1.6 DATA EXCHANGE

### 1.6.1 Data Transfer

This interface uses the messages defined in APCO/CSAA ANS 2.101.2-2014 to transfer data. A newer version of the standard APCO/TMA ANS 2.101.3-2021 has been published and Motorola is working with TMA on revisions to meet this new standard.

## 1.6.2 Transactions

The Interface supports the following transactions.

Transaction	Direction	Notes
Address Verification Request	To PSAP	Sent by alarm company once for each location they service to confirm they have a valid address
Address Verification Response	From PSAP	Results of address verification
Alarm Request	To PSAP	Request to create an incident
Alarm Response	From PSAP	Acknowledges that alarm incident has been created or rejects the alarm and provides reason for rejection
Alarm Update	To PSAP	Updated information from alarm company for existing alarm
Alarm Update Response	From PSAP	Acknowledges processing of alarm update. Rejects the update if the CAD incident is closed.
PSAP Update	From PSAP	Notifications to Alarm Company when: <ul style="list-style-type: none"> <li>• First unit is dispatched</li> <li>• First unit is on-scene</li> <li>• Incident is closed</li> <li>• Dispatcher message to Alarm Company</li> </ul>

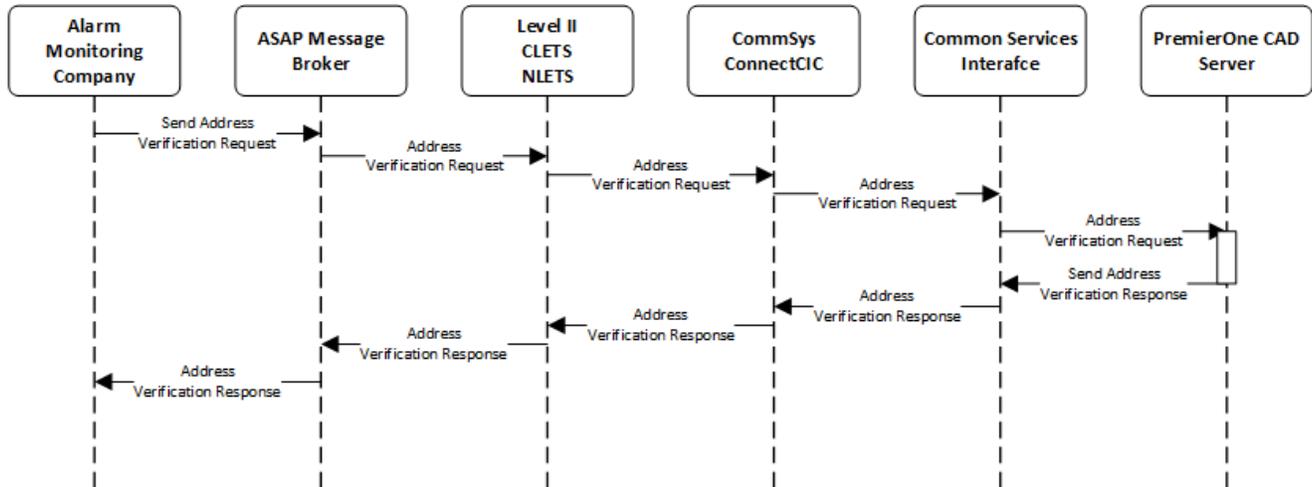
These transactions are described in more detail in the sections below.

### Address Verification Request and Response

When a new alarm is installed, the alarm monitoring company will send an address verification request to PremierOne to confirm that the address of the alarm can be validated using the GIS information.

The results of the address validation are sent back to the alarm monitoring company. If the address is invalid, it is the alarm monitoring company's responsibility to correct the address before submitting an alarm request for this location.

The data flow diagram captures the events, triggers and message exchange between the systems.



**Address Verification Request Data Flow Diagram**

### Alarm Request and Response

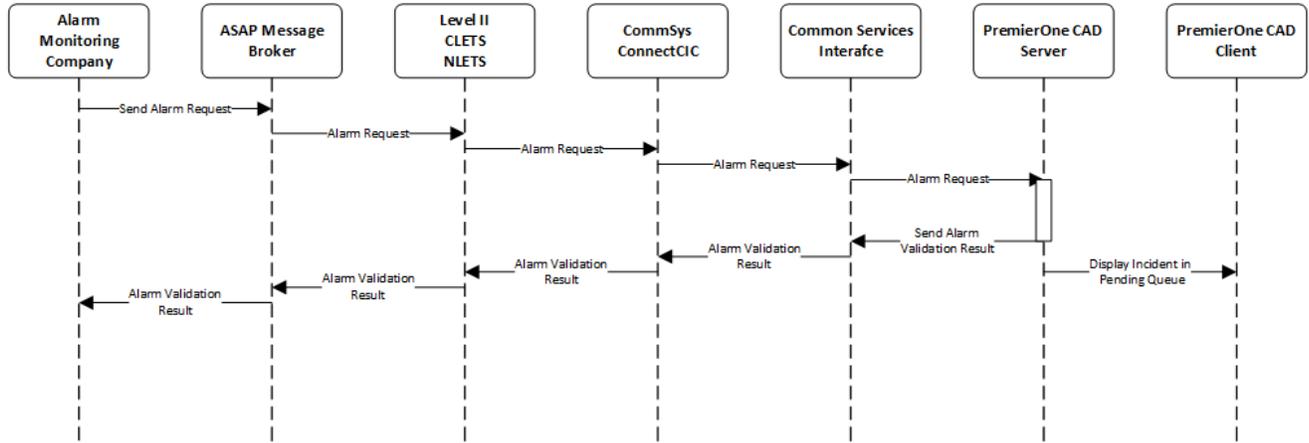
When an alarm monitoring company has an alarm that requires a response, it will send an alarm request message to the PSAP. PremierOne will validate the information in the request. If the location in the alarm request cannot be validated against the current GIS data, or if the location is outside of the agency's response area, the alarm request will be rejected and a reject message will be sent back to the alarm monitoring company.

ASAP includes two fields which are used to identify the nature of the alarm. These are:

- **Alarm Category:** which specifies the type of device that raised the alarm
- **Location Category:** which identifies the type of property where the alarm is located.

These two values are combined to produce a PremierOne incident type and modifying circumstance code.

The results of a valid alarm request will be a pending incident. This will appear in the pending status monitor of the dispatcher and processed as any other incident. A message will be sent back to the alarm monitoring company confirming the incident has been created and providing it with the PremierOne incident number.

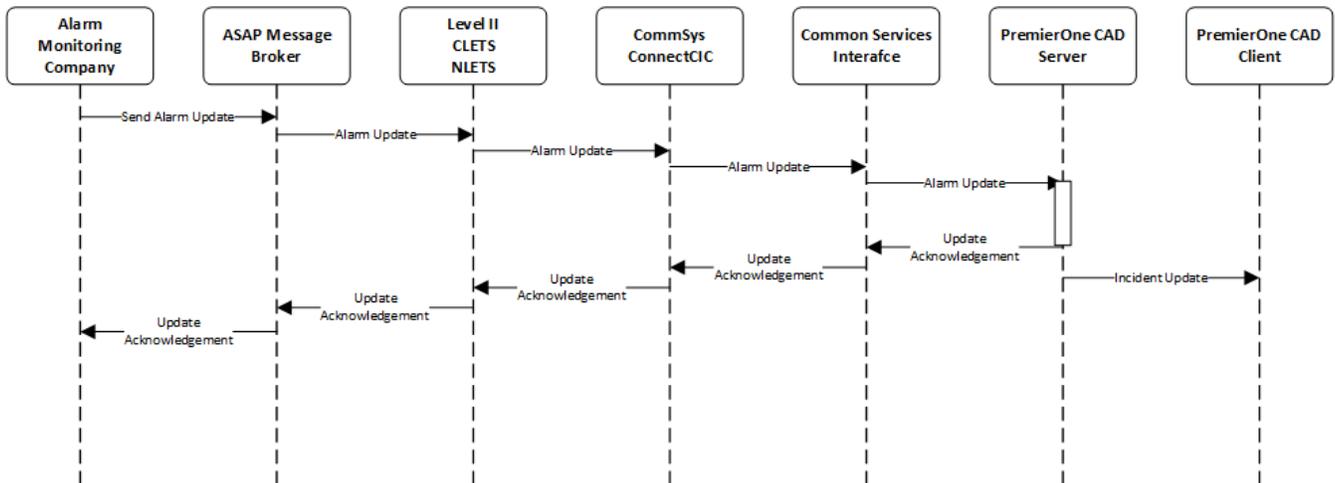


**Alarm Request and Response Data Flow Diagram**

**Alarm Update and Response**

The alarm monitoring company may update incident information status with notes, such as “key holder ETA 5 minutes” or “Request to Cancel”.

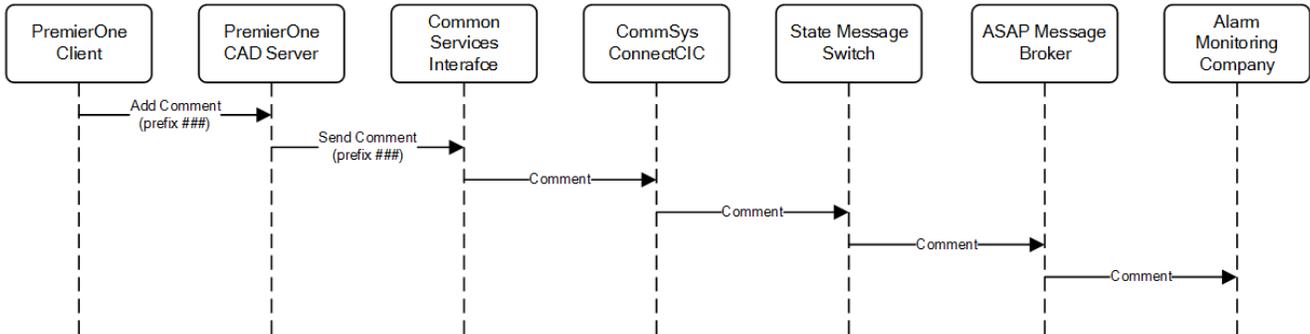
All alarm monitoring company updates will be added to the incident as a priority comment. The CAD dispatcher may then retrieve the incident, review the comment, and take the appropriate action. An update from the alarm company will not perform any action on the incident, other than adding a comment, so a request from the alarm company to cancel the response will not automatically close the incident.



**Alarm Update and Response Data Flow Diagram**

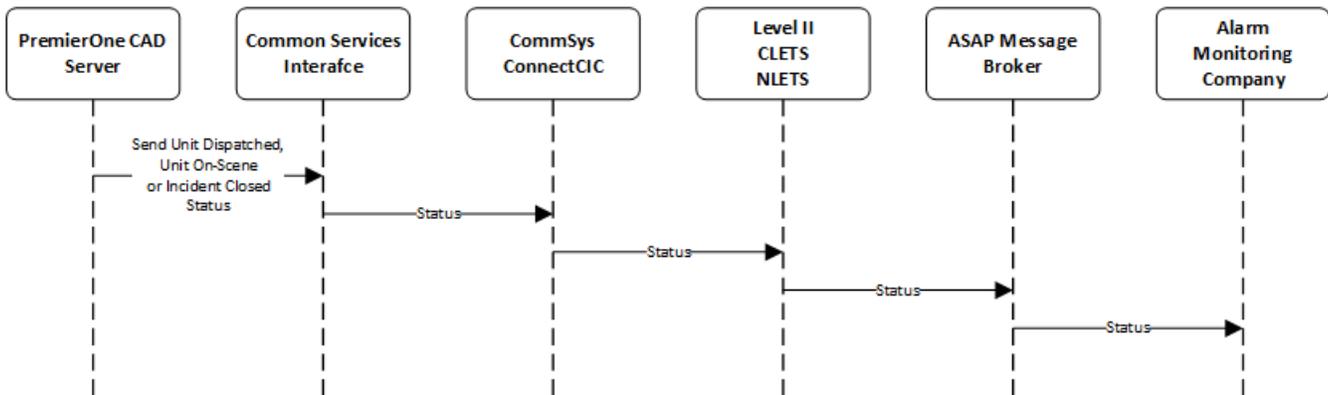
### PSAP Update

There are two data flows possible for a PSAP update to an alarm company. A PremierOne CAD user may send a message the alarm company by adding a comment to an incident prefixed with “###” characters. The alarm company will not see the “###” characters in the text as these are removed by the Interface before sending.



**PSAP Update (Request to Alarm Company) Data Flow Diagram**

The other data flow occurs automatically when units are dispatched to an alarm incident and when units arrive on-scene at an incident. Additionally, this data flow will occur when an incident is closed. This messages are triggered in the background without requiring any additional CAD user actions beyond those that update the incident.



**PSAP Update (Incident Update to Alarm Company) Data Flow Diagram**



### 1.6.3 Security and Integrity

ASAP messages are transmitted between PremierOne CAD and the ASAP message broker through the Level II Message Switch, CLETS and NLETS. There is no additional security or integrity defined in ASAP beyond what is provided by the systems that transmit the messages.

### 1.6.4 Connectivity

ASAP messages are transmitted between PremierOne CAD and the ASAP Message Broker through the Level II Message Switch, CLETS and NLETS. The Level II ICD contains the details of this connection

### 1.6.5 Exception Handling and Logging

The ASAP interface contains a database table that logs all messages transmitted through the interface for diagnosing issues with the interface. Records are retained in this table for two weeks. Exceptions are logged in either the PremierOne or CSI logs, depending on the component that encountered the error.

### 1.6.6 Performance

There are no explicit performance requirements for the Interface. The timing of the data received from ASAP is dependent on the the performance of the Level II system and the speed of CLETS and NLETS to transport the data

## 1.7 HIGH AVAILABILITY AND DISASTER RECOVERY

The Interface runs on all of the active site's PremierOne CAD application servers. Incoming messages are sent to one of these servers by CommSys ConnectCIC, so the interface remains operational provided that one of the application servers is running.

The ASAP interface is installed in the disaster recovery system and will operate there provided that it is possible to connect to Level II from this environment

## 1.8 SYSTEM ADMINISTRATION

Settings for the ASAP interface are contained in the ASAP module of PremierOne provisioning. The only settings that would need to be changed after the interface is installed are the ones that map the ASAP alarm types and location types to CAD incident types and modifying circumstances. Motorola will request these from the CCSF during the configuration of the interface and will input them into provisioning. The CCSF may refer to the CAD and Mobile Provisioning guide for instructions should updates be required.

## 1.9 TEST SYSTEM AND SIMULATION SUPPORT

There is a test message ASAP message broker that is connected to the test NLETS and CLETS systems. A test Level II switch can be connected to the PremierOne CAD development (staging) environment. This allows an alarm company to send test messages to a PSAP and have them handled by a non production environment.

The interface also has a test location where files containing ASAP messages can be placed. These files are read and the message processed as if it had arrived from an alarm company. This allows for testing of the PSAP components of the interface without involving an alarm company.

## 1.10 ASSUMPTIONS, CONSTRAINTS AND RISKS

ASAP uses the ILevel II message switch, CLETS and NLETS to transport its messages to the ASAP alarm broker. An outage in any of these systems could result in an outage for the interface. In this case, alarm companies would revert to making phone calls to the PSAP and call takers would have to create alarm incidents.



# PREMIERONE™ CAD - CENTRALSQUARE ENTERPRISE RMS (ERMS)

INTERFACE CONTROL DOCUMENT  
CITY AND COUNTY OF SAN FRANCISCO

## VERSION 1.0

The design, technical, pricing, and other information ("Information") furnished with this submission is proprietary and/or trade secret information of Motorola Solutions, Inc. ("Motorola Solutions") and is submitted with the restriction that it is to be used for evaluation purposes only. To the fullest extent allowed by applicable law, the Information is not to be disclosed publicly or in any manner to anyone other than those required to evaluate the Information without the express written permission of Motorola Solutions.

MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2023 Motorola Solutions, Inc. All rights reserved.

# TABLE OF CONTENTS

## Section 1. Interface Description

1.1	Introduction.....	1-1
1.2	Business Process .....	1-1
1.3	User Experience .....	1-1
1.4	Use Cases and Requirements .....	1-1
1.5	Interface Overview.....	1-1
1.6	Data Exchange.....	1-3
1.6.1	Data Transfer.....	1-3
1.6.2	Security and Integrity .....	1-3
1.6.3	Connectivity .....	1-3
1.6.4	Exception Handling and Logging .....	1-3
1.6.5	Performance .....	1-3
1.7	High Availability and Disaster Recovery .....	1-4
1.8	System Administration .....	1-4
1.9	Test System and Simulation Support.....	1-4
1.10	Assumptions, Constraints and Risks.....	1-4



# SECTION 1. INTERFACE DESCRIPTION

## 1.1 INTRODUCTION

This Interface Control Document (ICD) provides a description of the capabilities of PremierOne CAD - CentralSquare Enterprise Record Management System (ERMS) Interface (Interface) and the scope of work involved in delivering this Interface. Motorola Solutions will deploy the Interface and verify the functionality described in this ICD. If Customer desires any changes to this ICD scope, those changes can be addressed via the change provision of the contract.

## 1.2 BUSINESS PROCESS

Motorola Solutions will review the business processes with the Customer to identify specific agency requirements, such as Report Number usage, during the interface discovery phase. Additional limitations may exist and may be discovered throughout the implementation and testing process across the installation base.

## 1.3 USER EXPERIENCE

The data transfer occurs in the background and is transparent to PremierOne CAD user. ERMS users may view the information in their application.

## 1.4 USE CASES AND REQUIREMENTS

Use Cases describe specific user and system interactions provided by the Interface. They provide traceability for the Test Cases in the Interface Test Procedure.

**Table 1-1. Use Cases**

Use Case	Description
UC-01	PremierOne system can export data.

**Table 1-2. Requirements**

The requirements for the interface are contained in the following sections of the RFP:

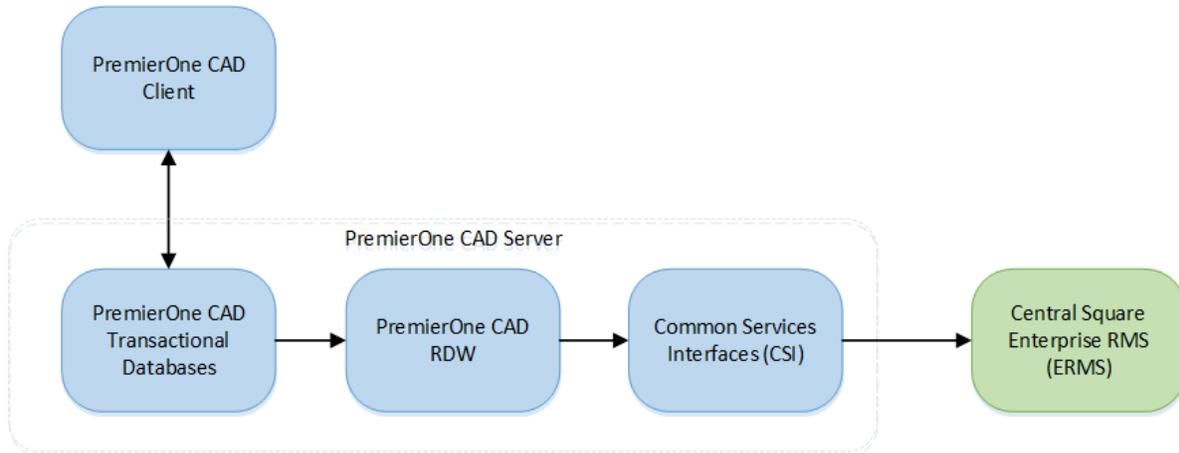
- CAD: 195 – Collect Incident Information

## 1.5 INTERFACE OVERVIEW

The Interface allows PremierOne CAD to provide PremierOne data to CentralSquare ERMS. The PremierOne CAD system is set up to post transactional updates to the Reporting Data Warehouse (RDW) database within 30 seconds. The PremierOne Common Services Interfaces

(CSI) will be scheduled to extract the required data from PremierOne CAD RDW. CSI initiates a REST transaction to the web service hosted by ERMS.

Figure 1-1 shows the connectivity and primary data flow across the systems.



**Figure 1-1. Interface Diagram**

The Interface provides data from PremierOne CAD Views (MV\_\* Views) and is based on the new, update or closed incident triggering criteria. All shared data elements are sent each time. The exact list of data elements will be decided during implementation time. Typical data elements shared are:

- Agency ID and Incident Number
- Report Number and Report Number Agency ID
- Incident Type – Initial and Current – Code and Description
- Modifying Circumstance – Initial and Current – Code and Description
- Priority
- Disposition Code(s)
- Incident Timestamps – Created, First Unit Dispatched / Enroute / Arrived, Closed
- Area, Sector and Beat Name
- Location – Street, Apartment / Unit Number, Common Place, City, ZIP Code, Latitude, Longitude, Cross Streets
- Primary Officer and Unit
- Caller Name, Phone and Location
- Incident Units – Unit Agency / ID, Timestamps and Disposition Code
- Incident Comments – Date/Time, User, Comment

PremierOne can also be configured to trigger the data extract based on specific agency, incident type, response type, priority or alarm level. The Interface only provides the current snapshot of the incident. Any additional data elements, data transformation or formatting requirements or triggering criteria beyond this will be gathered during the interface discovery phase.

## 1.6 DATA EXCHANGE

### 1.6.1 Data Transfer

The PremierOne CSI service will manage the data extraction and transfer process.

The data flow diagram captures the flow of the data between the systems.

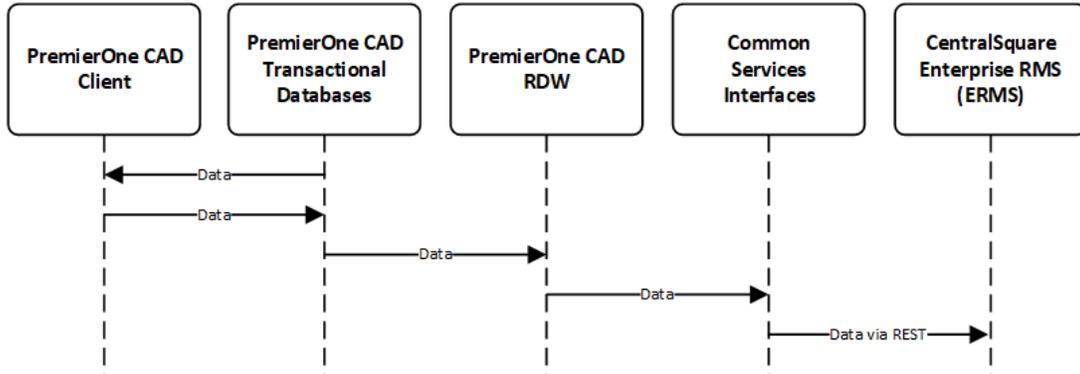


Figure 1-2 Data Flow Diagram

### 1.6.2 Security and Integrity

CSI transfers the file to a REST endpoint hosted by CentralSquare. The security of this connection is controlled by CentralSquare. CSI can support the use of certificates both for encryption and client authentication. OAuth2 is also supported by CSI.

### 1.6.3 Connectivity

Connectivity needs to be established between PremierOne CAD and the CentralSquare endpoint, over the Customer Enterprise Network.

### 1.6.4 Exception Handling and Logging

PremierOne exceptions are logged in both the Windows Event Log on the application server and the PremierOne database.

### 1.6.5 Performance

There are no explicit performance requirements for the Interface.

PremierOne CAD is setup to post transactional updates to the RDW database within 30 seconds. CSU polls the RDW at a configurable interval.

## 1.7 HIGH AVAILABILITY AND DISASTER RECOVERY

There are no additional High Availability or Disaster Recovery requirements for the Interface, beyond the standard implementation for PremierOne CAD. The PremierOne RDW is not redundant within each environment.

## 1.8 SYSTEM ADMINISTRATION

CCSF is responsible for contacting Motorola Solutions when changes occur in the third-party system or Customer Enterprise Network, which might affect the Interface.

CCSF is responsible for keeping the reference data synchronized between PremierOne and the third-party system.

Any certificates used by this interface need to be replaced before their expiry.

## 1.9 TEST SYSTEM AND SIMULATION SUPPORT

This interface will be installed on the PremierOne Training or Staging environment to transmit the data to a different destination (server or folder) to allow testing or training.

## 1.10 ASSUMPTIONS, CONSTRAINTS AND RISKS

- The list of the data elements and the REST transaction will be determined during the implementation phase by CCSF and Motorola
- CentralSquare ERMS will host the REST service and process the transactions from PremierOne
- CCSF will provide any certificate(s) needed by this interface



**MOTOROLA SOLUTIONS**

# PREMIERONE™ CAD -

# EVERBRIDGE NOTIFICATION

# INTERFACE

INTERFACE CONTROL DOCUMENT  
CITY AND COUNTY OF SAN FRANCISCO

# VERSION 1.0

The design, technical, pricing, and other information ("Information") furnished with this submission is proprietary and/or trade secret information of Motorola Solutions, Inc. ("Motorola Solutions") and is submitted with the restriction that it is to be used for evaluation purposes only. To the fullest extent allowed by applicable law, the Information is not to be disclosed publicly or in any manner to anyone other than those required to evaluate the Information without the express written permission of Motorola Solutions.

MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2023 Motorola Solutions, Inc. All rights reserved.

# TABLE OF CONTENTS

## Section 1. Interface Description

1.1	Introduction.....	1
1.2	Business Process .....	1
1.3	User Experience .....	2
1.4	Use Cases and Requirements .....	3
1.5	Interface Overview.....	3
1.6	Data Exchange .....	4
1.6.1	Data Transfer.....	4
1.6.2	Transactions .....	5
1.6.3	Security and Integrity .....	5
1.6.4	Data Flow .....	6
1.6.5	Connectivity .....	6
1.6.6	Exception Handling and Logging .....	6
1.6.7	Performance .....	6
1.7	High Availability and Disaster Recovery .....	7
1.8	System Administration .....	7
1.9	Test System and Simulation Support.....	7
1.10	Assumptions, Constraints and Risks.....	7



# SECTION 1. INTERFACE DESCRIPTION

## 1.1 INTRODUCTION

The Everbridge Notification System interface with PremierOne CAD uses the Representational State Transfer (REST) Application Programming Interface (API) supported by the Everbridge Suite. This Interface automatically sends incident information to Everbridge Groups and/or Contact Filters (Rules) associated with the units being dispatched. In addition, the PremierOne user can manually send incident information using the TN command and send free-text messages using the e-mail addresses supported by the Everbridge Email Ingestion module.

## 1.2 BUSINESS PROCESS

Automatic notifications through the Everbridge notification area triggered when units are dispatched to an incident. For a Unit to be alerted by the PremierOne and receive Everbridge notification, an alerting record must exist and be applicable to the unit. The alerting scheme can be provisioned based on the station, duty type, unit, incident type and/or simply the toning system. Motorola will work with the customer to determine the most optimal alerting setting that meets the customer's alerting system setup and notification requirements.

The following example is information that can be sent in the notification message:

- Incident Number
- Incident Type
- Location, Apartment, Common Place Name
- Area, Beat
- Currently Dispatched Units

A sample message looks like this:

CAD MSG: P1500000198 \* 01C1 \* 1234 QUEBEC ST, MCG \* Apt/Suite: 14 \* Mountain Apartments \* Area: B5 \* Beat: 1702 \* Units: A811, MD812

The message is sent to the units that are being dispatched and the alert has been mapped to a valid Everbridge Groups and/or Contact Filters. The mapping is accomplished using the Everbridge\_Units table in the CSI database. The table contains 5 columns:

- 1 ID – automatically generated
- 2 GroupID – the Everbridge numeric group ID (GroupID column from Everbridge\_Groups)
- 3 RuleID – the Everbridge numeric rule ID (RuleID column from Everbridge\_Rules)
- 4 UnitName – the PremierOne Unit ID
- 5 AgencyID – PremierOne Agency ID for the Unit

Motorola will review the data element and recipient requirements with the customer.



## 1.3 USER EXPERIENCE

PremierOne can be provisioned to automatically send the incident information to Everbridge when units are dispatched. The CAD user can manually override the provisioned notification on the Incident Dispatch form by clicking the Alerting button and select/deselect the items before submitting the form

The screenshot shows the PremierOne CAD Client interface. The top status bar indicates "The incident was updated successfully". The main window is titled "PremierOne CAD Client" and has a menu bar with "Console", "Edit", "Work Area", "Utilities", and "Help". The interface is divided into several sections:

- Header:** Shows the time "08:58:28" and navigation tabs for "Summary", "Dispatch" (active), "History", "Persons(1)", "Vehicles", and "Pending Queue".
- Incident Information:** Displays "Thursday, August 14, 2014" and "Dptch Units Units Assigned". The incident ID is "MI14081400000010" with a timestamp of "8:57:17 8/14/2014".
- Form Fields:** Includes "Status" (Pending), "Inc Type" (GALARM), "M/C", "Alarm Lvl", and "Priority" (1). The "Dptch List" is "MIGCA91".
- Info Panel:** A dropdown menu showing unit details: Network: Available, Mode: Online, Consl: Pone08, User: qslus, Role: GCSO Di..., Envir: Production, and ANI/ALI:.
- Alerting List:** A panel on the right with "Unit View" selected. It contains a list of units: "MI/MIGCA91 (OS)" and "MI/MIGCA91 (PG)".
- Buttons:** At the bottom, there are buttons for "Show Pref", "Reset", "Request", "Clear Add'l", "Resg List", "Alerting", and "Cancel".

Alerts and also be sent out manually using the TN form.

The TN form interface consists of a header with "Page", "Tone" (active), and "Print" buttons. Below the header are two main sections:

- Toning Section:** Contains a "Unit ID(s)" field (highlighted in yellow), an "Include Info from Inc #" field, and an "Incident #" field.
- Station Event Section:** Contains an "Agency" dropdown menu set to "LPD" and a "Station Command(s)" dropdown menu.

The TN command can also be used. For example:

TN.U;E1.I;#E4

where:

U = unit id(s) to receive the incident information

I = incident id or active unit id for the incident whose information is to be sent

Free-text messages can be sent to Everbridge supported e-mail addresses using the Send Mail form or the SM command via the PremierOne outbound SMTP e-mail.

For example:

SM.SJ;CRI.RE;CRI-NOT.CR;.BC;.I;.PR;.MG;This is the message body.SFC;.DNT;e

where:

SJ = **Subject required by Everbridge**

RE = Recipient – **configured in the PremierOne Address Book or the long Everbridge address**

CR = CC Recipient

BC = BCC Recipient

I = Incident or Unit ID

PR = Priority

MG = Message

SFC = from Console or Unit

DNT = Destination – e for external

## 1.4 USE CASES AND REQUIREMENTS

The following requirements cover this interface:

- CAD 929, 1106, 1108-1122
- Interfaces 71-73

## 1.5 INTERFACE OVERVIEW

The Interface provides integration between Motorola Solutions PremierOne CAD and the Everbridge Notification System using the Representational State Transfer (REST) Application Programming Interface (API) supported by the Everbridge Suite as documented at <https://developers.everbridge.net/home>. This Interface sends incident information to Everbridge Groups or Contact Filters (Rules) to the units being dispatched.

This Interface is triggered using the PremierOne Alerting feature. The Motorola Common Services Interfaces (CSI) receives the PremierOne alerting messages, looks up the dispatched units' Everbridge Group and/or Contact Filter IDs and sends the incident information to these units.

The Everbridge notification system is hosted and managed by Everbridge on the Internet. This Interface requires PremierOne to have outbound HTTPS access to the Everbridge server at [api.everbridge.net](https://api.everbridge.net).

Figure 1-1 shows the connectivity and primary data flow across the system.



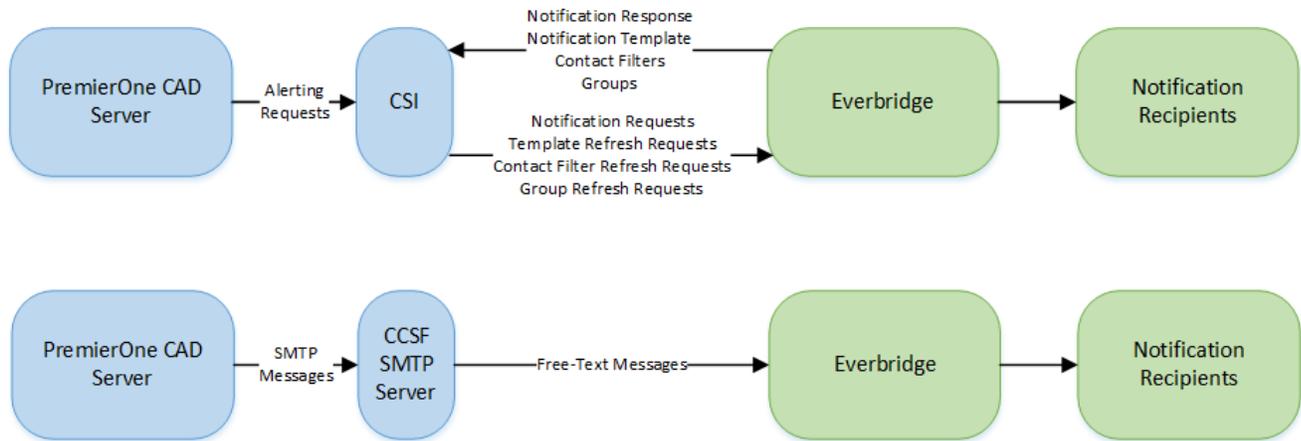


Figure 1-1. Everbridge Notification Interface Diagram

## 1.6 DATA EXCHANGE

PremierOne sends the following requests to Everbridge and receives the information back synchronously:

- **Template** – request the latest version of the notification template. PremierOne performs this request at a pre-configured interval.
- **Contact Filters (Rules)** – request all the contact filters available for notification. PremierOne performs this request at a pre-configured interval.
- **Groups** – request all the groups available for notification. PremierOne performs this request at a pre-configured interval.

**Notification** – request the notification of contact filters and/or groups using the cached notification template. PremierOne sends this request when units are dispatched and need to be notified.

The data flow diagram captures the events, triggers and message exchange between the systems.

### 1.6.1 Data Transfer

Data sent to api.everbridge.net uses https protocol. The following PremierOne CAD data elements are available for transfer to Everbridge Messaging.

- Everbridge Export Title Message
- Notification Type
- Incident Identifier
- Incident Type Code
- Incident Type Description

- Modifying Circumstance
- Incident Creation Time
- Incident Agency Identifier
- Incident Agency Type
- Location
- Apartment
- Common Place Name
- Cross Streets
- Beat
- Grid Reference
- Dispatched Units
- Unit List (Agency, Call Sign, Station ID)
- Caller name
- Caller phone
- Caller Source
- Comment

## 1.6.2 Transactions

PremierOne sends an Immediate notification transaction to Everbridge.

## 1.6.3 Security and Integrity

The credentials needed to access Everbridge are configured on CSI. HTTPS is used to transmit the requests. As of July 2017, Transport Layer Security (TLS) 1.2 is no longer supported by Everbridge. CSI uses TLS 1.3.



## 1.6.4 Data Flow

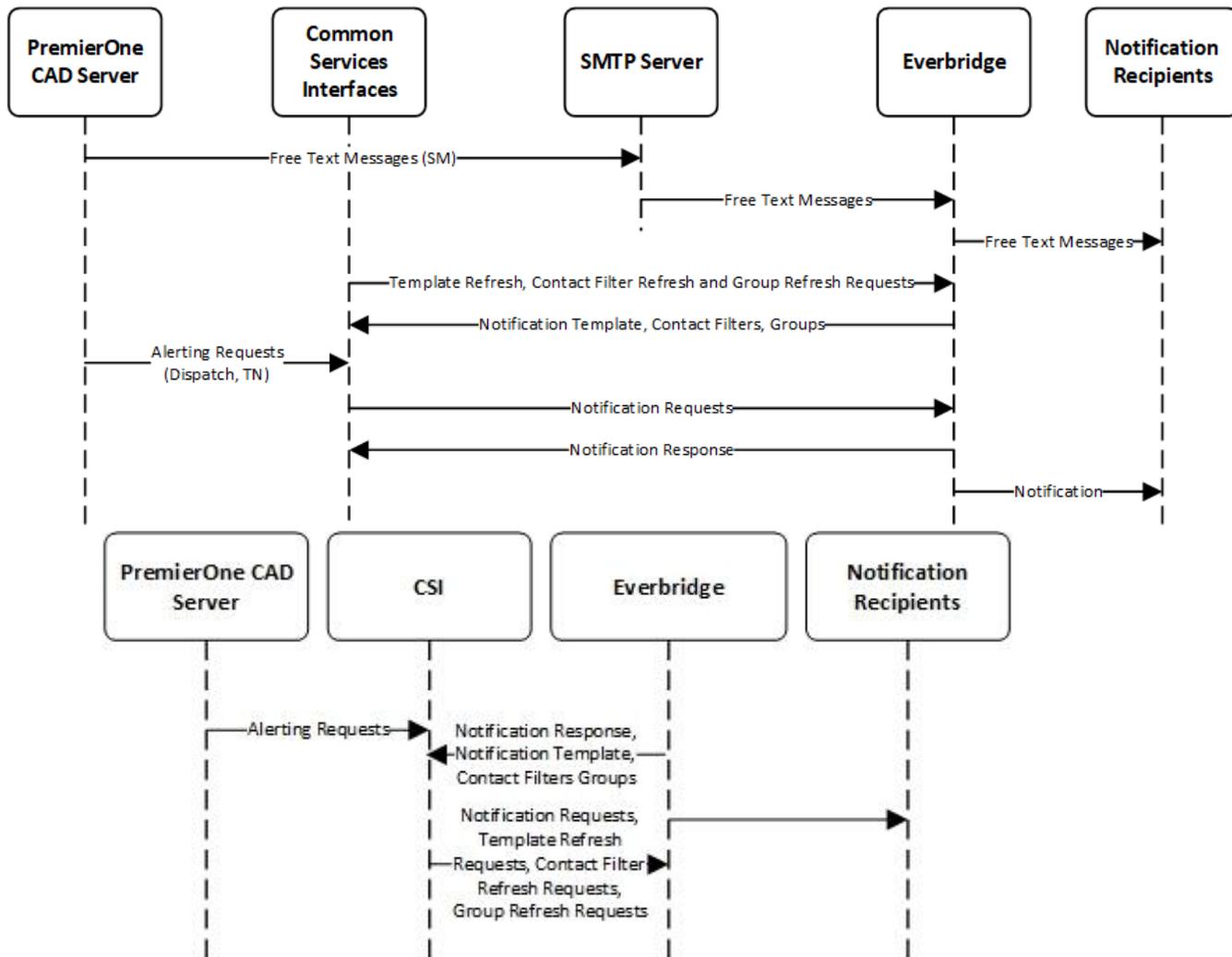


Figure 1-2. Everbridge Notification Interface Data Flow Diagram

## 1.6.5 Connectivity

Connectivity needs to be established between PremierOne CAD and the hosted Everbridge Notification internet site. PremierOne CAD initiates an HTTPS connection to the URL [api.everbridge.net](https://api.everbridge.net). PremierOne must have access to this site.

## 1.6.6 Exception Handling and Logging

PremierOne exceptions are logged in both the Windows Event Log on the application server and the PremierOne database. There are no user-level errors displayed for this Interface.

## 1.6.7 Performance

There are no explicit performance requirements for the Interface.

PremierOne sends the messages to Everbridge upon the user's submission of the Dispatch form. Everbridge's availability or delivery speed to the user device is not within the scope of this Interface.

## **1.7 HIGH AVAILABILITY AND DISASTER RECOVERY**

There are no additional High Availability or Disaster Recovery requirements for the Interface, beyond the standard implementation for PremierOne CAD.

## **1.8 SYSTEM ADMINISTRATION**

Customer is responsible for contacting Motorola Solutions when changes occur in the Interface or Customer Enterprise Network, which might affect the Interface.

A SQL Server table is used to map the PremierOne Agency and Unit to the Everbridge Groups and/or Contact Filters. A unit and its corresponding Everbridge Group ID and/or Contract Group ID must exist in this table for the unit to be notified.

## **1.9 TEST SYSTEM AND SIMULATION SUPPORT**

The customer for testing and training purpose should provide a test/training user account for Everbridge.

## **1.10 ASSUMPTIONS, CONSTRAINTS AND RISKS**

This interface requires a live active account to Everbridge via https connection to api.everbridge.net. This connection is not monitored by PremierOne CAD.





# PREMIERONE™ CAD - TEAR N RUN INTERFACE

**INTERFACE CONTROL DOCUMENT  
CITY AND COUNTY OF SAN FRANCISCO**

## VERSION 1.0

The design, technical, pricing, and other information ("Information") furnished with this submission is proprietary and/or trade secret information of Motorola Solutions, Inc. ("Motorola Solutions") and is submitted with the restriction that it is to be used for evaluation purposes only. To the fullest extent allowed by applicable law, the Information is not to be disclosed publicly or in any manner to anyone other than those required to evaluate the Information without the express written permission of Motorola Solutions.

MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2023 Motorola Solutions, Inc. All rights reserved.

# SECTION 1. INTERFACE DESCRIPTION

## 1.1 INTRODUCTION

This Interface Control document describes the Tear N Run interface in PremierOne. This interface allows PremierOne CAD to send print information to the Tear N Run printers at the Fire and Rescue stations. Incident and dispatch information sent to the printers occurs either automatically during dispatch or manually by the user.

The CCSF will be placing CAD workstations into fire stations. These workstations will be provisioned with status monitors that show pending incidents and active incidents occurring in the first-due area of the station. A status monitor alert will be provisioned that will pop-up when an incident appears in one of these status monitor windows. The status monitor is not part of the station printing interface but is something that's created in provisioning.

## 1.2 BUSINESS PROCESS

The Tear N Run interface allows PremierOne CAD to send print information to the Tear N Run printers at the Fire and Rescue stations. Incident and dispatch information can be sent to the printers either automatically during dispatch or manually by the user.

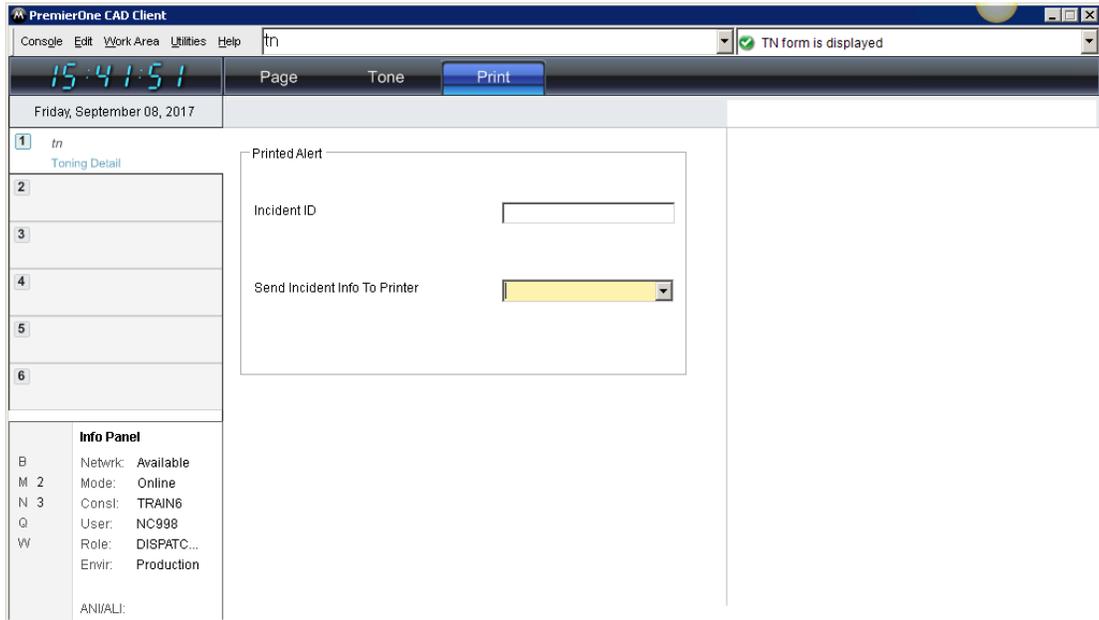
## 1.3 USER EXPERIENCE

PremierOne CAD can be provisioned to automatically print the Tear N Run report when units are dispatched, based on the agency alerting scheme. This typically occurs automatically; the dispatcher assigns the appropriate units to the incident and the printout is sent to the stations of the responding units.

Prior to dispatching, PremierOne CAD user can manually override the printing in the Incident Dispatch form by clicking the Alerting button.

The screenshot shows the PremierOne CAD Client interface. The main window displays the Incident Dispatch form for incident ID 0414052000000024. The form includes a console at the top, a menu bar, and a main content area with tabs for Summary, Dispatch, History, Persons, and Vehicles. The incident details section shows the incident is active and of type STRUCF. The dispatch list includes units 414, 401, 402, 421, 411, 416, and 419. The alerting list shows units 04/401 (OS), Z26/21 (FSA), 04/ADASHI SYSTEM (PR), 04/414 (OS), and Z26/21 (FSA). The interface includes a console, menu bar, and various control buttons like 'Alerting'.

PremierOne CAD user can also use the TN command to manually print the Tear N Run report on the configured printers.



## 1.4 USE CASES AND REQUIREMENTS

The following requirements cover the fire station printer interface:

- CAD: 926, 934-943

CAD 923 Fire Resource Alerting Use Case: When fire units are assigned to a call, the system shall automatically send alerts to system and devices to alert units and responders that they are being assigned to a response. The alert should include all the information that is pertinent to the response to include location, call type, command and tactical talk group assignments, other responding units, etc.

CAD 924 Fire Resource Alerting Ability to notify units assigned to a response via:

CAD 925 Fire Resource Alerting Fire Station Alerting system

CAD 926 Fire Resource Alerting Fire station printers

CAD 927 Fire Resource Alerting Station desktop clients

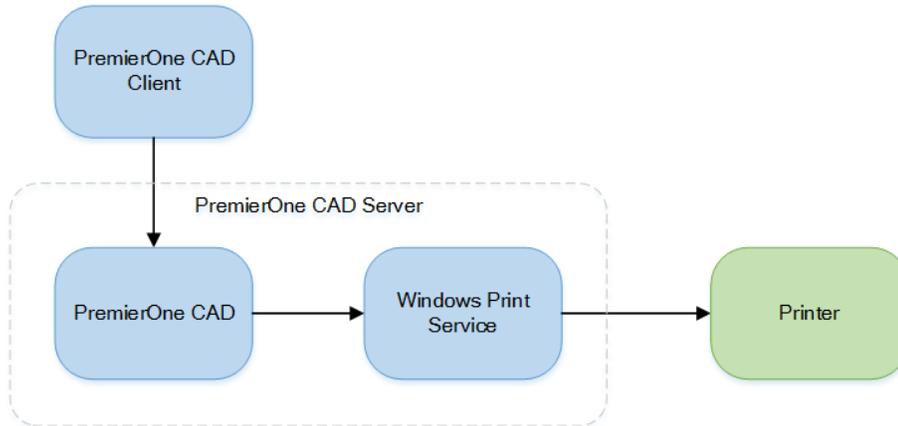
CAD 934 Fire Resource Alerting Ability to customize the format the output that prints on the fire station printer to include:

## 1.5 INTERFACE OVERVIEW

When dispatching units PremierOne CAD will send dispatch information to the Tear N Run printers in the station associated with the unit, based on the printing rules set in the Alerting section of Provisioning.

These rules are also used by the MACH FSA interface and are described in more detail in the ICD for that interface. A PremierOne CAD user can also manually send a dispatch report to the station printers.

The Tear N Run printers will be setup through Windows Print Services on each of the PremierOne CAD application servers and provisioned in the PremierOne CAD system. The Tear N Run printers need to be setup through Windows Print Services on each of the PremierOne CAD client machines, for ad-hoc printing.



## 1.6 DATA EXCHANGE

The PremierOne CAD Alerting service generates the Tear N Run report and manages the print request. The PremierOne system cannot handle any messages or pop-ups from the printer.

The data flow diagram captures the events, triggers and message exchange between the systems.

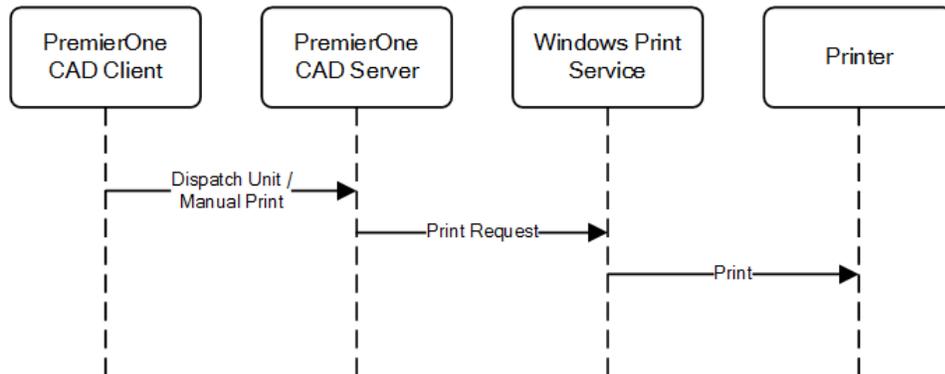


Figure 1-2. Tear N Run Data Flow Diagram

### 1.6.1 Data Transfer

Connectivity needs to be established between PremierOne CAD servers and the Tear N Run printers over the Customer Enterprise Network (CEN), using Windows Print Services.

For ad-hoc printing, connection needs to be established between PremierOne CAD clients and the Tear N Run printers.

## 1.6.2 Transactions

A print request is sent to the printer in the station when a unit is dispatched. The following data fields available for the Tear N Run printout:

- Incident Address
- Location Name
- Location Description
- City
- Building/Floor/Apartment
- Cross Streets
- Area/Sector/Beat
- Incident Type
- Incident Type Description
- Incident Modifying Circumstances
- Priority
- Incident Number
- Incident Creation Date & Time
- Caller Name
- Caller Phone Number
- Units Dispatched
- Incident Comments
- Premise Hazard Fields:
  - ◆ Type
  - ◆ Title
  - ◆ Hazard Address
- Secondary Response Location Fields:
  - ◆ Address
  - ◆ Location Name
  - ◆ Location Description
  - ◆ City
  - ◆ Cross Streets
  - ◆ Area/Sector/Beat



Fields may be removed from this list if not required by the CCSF. This is done by editing a configuration file in the PremierOne Provisioning portal.

A sample printout is shown below

=====Tear and Run 0740=====

**LOCATION:**

Addr: **870 N MICHIGAN AVE**

Bld / Flr / Apt: [ ]/14/[ ]

XStr: / **100 E CHESTNUT ST**

Name: [ ]

Descr: **NORTH MICHIGAN AVENUE**

City: **CHICAGO**

Area / Sec / Beat: **NE/NE2/07**

**INCIDENT:**

Type: **STRUCT**  
Descr: **STRUCTURE FIRE REPORTED**

Priority: **1**  
**FD/00000027**

Created: **8:33:04 AMThursday, March 2, 2023**

UNITS DISPATCHED: -----  
**FD/E507, FD/E505, FD/E506, FD/E508, FD/T507, FD/T505, FD/R507,**  
**FD/C505, FD/A50, FD/TAC15**

COMMENTS: -----

**TEST LOCATION: THIS IS A TEST FOR LOCATION ABC12345[Location]**

**TEST JURISDICTION: TEST JURISDICTION[Sector]**

**THIS INCIDENT IS ON THE 14TH FLOOR FIRE ALARM, SMOKE REPORTED**

Tear N Run printouts are triggered through the same section of provisioning used to trigger fire station alerting. A printout is one of the actions that can be configured within the in-station record. For further details on this provisioning, please see the MACH Alert FSA.



### **1.6.3 Security and Integrity**

There are no additional security requirements for the Interface, beyond the standard implementation for PremierOne CAD.

### **1.6.4 Connectivity**

Connectivity needs to be established between the PremierOne CAD Application servers and the printers, using Windows Print Services.

### **1.6.5 Exception Handling and Logging**

PremierOne exceptions are logged in both the Windows Event Log on the application server and the PremierOne database.

### **1.6.6 Performance**

There are no explicit performance requirements for the Interface.

Printouts are expected to be received immediately after the units are dispatched.

## **1.7 HIGH AVAILABILITY AND DISASTER RECOVERY**

There are no additional High Availability or Disaster Recovery requirements for the Interface, beyond the standard implementation for PremierOne CAD.

The printers will be setup on all the PremierOne CAD application servers. The Interface will be configured on the PremierOne disaster recovery servers. In order to print, there will need to be a network connection between the printers and the disaster recovery servers.

## **1.8 SYSTEM ADMINISTRATION**

Customer is responsible for contacting Motorola Solutions when changes occur in configured printers or Customer Enterprise Network (CEN), which might affect the Interface.

New printers for the Interface will need to be added to all the PremierOne CAD application servers and provisioned in PremierOne CAD.

## **1.9 TEST SYSTEM AND SIMULATION SUPPORT**

This system can be installed and configured within a testing (Training) or Development (staging) environment connected to training or staging printers.

## **1.10 ASSUMPTIONS, CONSTRAINTS AND RISKS**

The Tear N Run interface is dependent on the printers being reachable from the PremierOne Application servers.



The printers need to have a print driver that can be installed on the server operating system.



**MOTOROLA SOLUTIONS**

# PREMIERONE™ CAD

# PERSONNEL INTERFACE

**INTERFACE CONTROL DOCUMENT  
CITY AND COUNTY OF SAN FRANCISCO**

## VERSION 1.0

The design, technical, pricing, and other information (“Information”) furnished with this submission is proprietary and/or trade secret information of Motorola Solutions, Inc. (“Motorola Solutions”) and is submitted with the restriction that it is to be used for evaluation purposes only. To the fullest extent allowed by applicable law, the Information is not to be disclosed publicly or in any manner to anyone other than those required to evaluate the Information without the express written permission of Motorola Solutions.

MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2023 Motorola Solutions, Inc. All rights reserved.

# TABLE OF CONTENTS

## Section 1. Interface Description

- 1.1 Introduction
- 1.2 Business Process
- 1.3 User Experience
- 1.4 Use Cases and Requirements
- 1.5 Interface Overview
- 1.6 Data Exchange
  - 1.6.1 Data Transfer
  - 1.6.2 Transactions
  - 1.6.3 Security and Integrity
  - 1.6.4 Data Flow
  - 1.6.5 Connectivity
  - 1.6.6 Exception Handling and Logging
  - 1.6.7 Performance
- 1.7 High Availability and Disaster Recovery
- 1.8 System Administration
- 1.9 Test System and Simulation Support
- 1.10 Assumptions, Constraints and Risks



# SECTION 1. INTERFACE DESCRIPTION

## 1.1 INTRODUCTION

This Interface Control Document (ICD) provides a description of the interface for transferring personnel information from various CCSF Human Resource Management Systems (HRMS) to the PremierOne Suite.

The user's sign on and sign off information can be accessed from the CAD Reporting Data Warehouse (RDW) and is not covered in this ICD.

## 1.2 BUSINESS PROCESS

This interface receives new and updated personnel information from the various HRMS at CCSF.



## 1.3 USER EXPERIENCE

The personnel interface operates in the background. Once a person has been created their information may be seen in the Personnel provisioning screen within PremierOne.

Details	Contact Info.	Roles	Authorization	Resource Assignments	Preassignments			
First Name: <input type="text" value="Test"/> Middle Name: <input type="text" value="A"/> Last Name: <input (*)<br="" type="text" value="Person"/> Suffix: <input type="text" value=""/> Alias: <input type="text"/> User ID: <input (*)<br="" type="text" value="X12345"/> Date of Birth: <input type="text" value=""/> Race: <input type="text" value=""/> Sex: <input type="text" value="---"/> Height: <input type="text" value="0"/> ft <input type="text" value="0"/> in Weight: <input type="text" value="0"/> lbs Blood Type: <input type="text" value=""/> Supervisor: <input type="text" value="Address Book..."/> Badge: <input type="text"/> Rank: <input type="text" value="Sergeant"/> <b>Identifications</b> Personnel ID: <input type="text" value=""/> <input checked="" type="checkbox"/> Automatically generate personnel# Radio Call Sign: <input type="text"/> Social Security: <input type="text"/> Driver's License #: <input type="text"/> Expiration Date: <input type="text" value=""/> State of Issue: <input type="text" value="---"/>	<b>The account status is inactive</b> Activate: <input type="text" value="7/11/2023"/> To: <input type="text" value="12/31/9999"/> <input type="checkbox"/> Past Employee Date of Hire: <input type="text" value="7/11/2023"/> Date of Termination: <input type="text" value=""/> <b>Capabilities</b> Radio ID: <input type="text"/> Capabilities: <input type="text"/> <b>Skills</b> <table border="1"> <thead> <tr> <th>Skill</th> <th></th> </tr> </thead> <tbody> <tr> <td>SPANISH</td> <td><input type="text" value=""/></td> </tr> <tr> <td>----</td> <td><input type="text" value=""/></td> </tr> </tbody> </table>	Skill		SPANISH	<input type="text" value=""/>	----	<input type="text" value=""/>	<b>Login Restrictions</b> <input checked="" type="checkbox"/> Can login from PremierOne <input type="checkbox"/> Can login from PMDC <input type="checkbox"/> Can login from Foreign CAD <input type="checkbox"/> Can access PRMS APIs <b>Directory Configuration</b> <input type="radio"/> Database <input type="radio"/> Active Directory Active Directory Domain: <input type="text" value=""/> Account Name: <input type="text" value=""/> <input checked="" type="radio"/> Azure Active Directory Azure Active Directory Domain: <input type="text" value="Mike.domain"/> Azure Account Name: <input type="text" value="X12345"/>
Skill								
SPANISH	<input type="text" value=""/>							
----	<input type="text" value=""/>							
<b>Department Assignment</b> Organization ID: <input type="text" value=""/> <input type="button" value="Search..."/> Department ID: <input type="text" value=""/>								

The person may logon to PremierOne (assuming they have been assigned an appropriate role). Additionally, the person may also be assigned to a unit.

Personnel may still be added or updated using provisioning, however the interface provides a way for additions and updates to be sent electronically from another system.

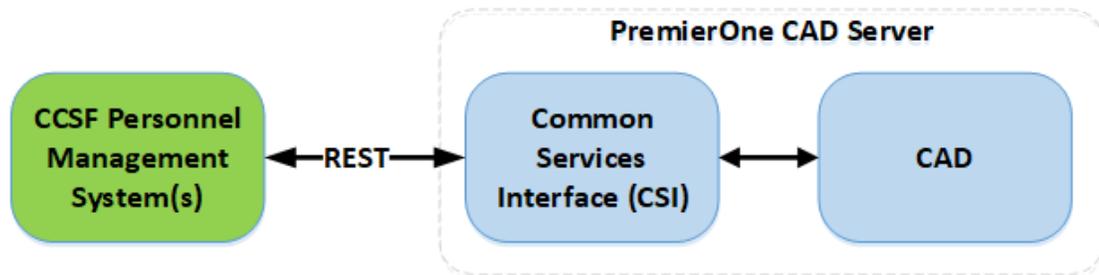
## 1.4 USE CASES AND REQUIREMENTS

Refer to the System Requirements Document (SRD) for the following applicable requirements:

- Interfaces 114, 116-119, 121, 123-129, 139-140 HRMS

## 1.5 INTERFACE OVERVIEW

CSI will host a REST web service which will be sent an JSON document containing information on a person that needs to be created or updated in PremierOne. The REST service will return the results of the operation to the caller.



**Figure 1-1 Interface Diagram**

The REST service will receive information for a single individual. If the person does not exist in PremierOne, a userid will be created for them using the information specified in the document. If a userid already exists, the attributes for that userid will be updated using the information in the document with the following rules:

- Field present and contains data – field on PremierOne is replaced (this also applies to elements that support multiple occurrences – for example, Roles)
- Field present and contains no data – field on PremierOne is cleared (field set to empty)
- Field not present – field on PremierOne remains unchanged

The content of the JSON document is defined by the following schema



The schema defines all fields that may be processed by the interface. During the implementation phase of the project CCSF and Motorola will determine which fields will be used.

A sample file containing information for a person is shown below:

```
{
  "Person": {
    "AgencyID": "PD",
    "UserId": "X12345",
    "LastName": "Person",
    "FirstName": "Test",
    "MiddleName": "A",
    "Rank": "Sergeant",
    "ActivationDate": "2023-01-01",
    "DeactivationDate": "2023-04-30",
    "Skills": [
      "Cantonese"
    ],
    "Keywords": "Additional or Unsupported Information Can Go Here",
    "GeneralComment": "Additional or Unsupported Information Can Go Here",
    "AssignedRadio": [
      {
        "RadioAgencyID": "PD",
        "RadioID": "12345678"
      }
    ],
    "ActiveDirectory": {
      "ActiveDirectoryUserId": "X12345",
      "ActiveDirectoryDomainID": "CCSF"
    },
    "Roles": [
      "Patrol"
    ],
    "EmailAddress": "Officer@CCSF.ORG",
    "TelephoneNumbers": [
      {
        "AreaCode": "213",
        "Subscriber": "555-1212",
        "PhoneType": "Work",
        "ActiveFrom": "2023-01-01",
        "ActiveTo": "9999-12-31"
      }
    ],
    "InterfaceCredentials": [
      {
        "InterfaceName": "LevelIII",
        "InterfaceUserId": "X12345"
      }
    ],
    "ConcurrentLogins": {
      "Enabled": true,
      "Unlimited": true,
      "MaxQuantity": 0
    }
  }
}
```



The elements in this document have the following usages:

**Table 1-1 Data Elements Transferred**

Element	Usage
AgencyID	Specifies the agency of the user
Userid	The PremierOne userid for the user
BadgeNumber	Badge Number
LastName	The last name of the user
FirstName	The first name of the user
MiddleName	The middle name of the user
Rank	The rank of the user
ActivationDate	The day when this userid becomes active. If the activation date is in the future, the user cannot log on
DeactivationDate	The last day when this userid can be used. If this date is in the past, the user cannot logon. If a user is being deleted, the deactivation date should be set to today
ActiveDirectoryUserid	The active directory user that will be used to authenticate this PremierOne user.
ActiveDirectoryDomainID	The active directory domain that is used when authenticating this user. The values for this element are defined in the ActiveDirectory List in List and Statute Management
Role	A PremierOne CAD Role assigned to this user. One or more roles may be assigned to a user
Skill	A PremierOne CAD Skill assigned to this user. One or more skills may be assigned to a user
EmailAddress	The email address for the user
TelephoneNumber/AreaCode and Subscriber	The 10-digit phone number for the user
PhoneType	The type of phone

Element	Usage
AssignedRadio	Radio assigned
Keywords or GeneralComment	Other Information
ActiveFrom	The date when this phone number was first associated with the user
ActiveTo	The date when this phone number was removed from the person
InterfaceName	The name of the Level II interface in PremierOne
InterfaceUserid	The Level II userid assigned to this user
ConcurrentLogins/Enabled	A true/false element indicating if the user is allowed to logon to PremierOne more than once.
ConcurrentLogins/Unlimited	A true/false element indicating if the user may logon an unlimited number of times
ConcurrentLogins/MaxQuantity	The number of concurrent logins allowed for the user, if the number is not unlimited

## 1.6 DATA EXCHANGE

### 1.6.1 Data Transfer

The REST interface will be hosted on the PremierOne application servers. When the service is called by CCSF, the data will be transferred using the HTTPS protocol.

The data received by the interface is a JSON document. This document will be validated against the schema as an initial step in its processing.

### 1.6.2 Transactions

The information in the JSON document will either add a new user to the PremierOne Suite, or update an existing user. A delete transaction is not supplied, as once created, a user has to remain within PremierOne so they remain associated with historical activities and documents that they were involved in. If a user no longer needs to access PremierOne, their userid should be updated and DeactivationDate element should be set to a date in the past.

### 1.6.3 Security and Integrity

The REST service will use a TLS server certificate to encrypt the communications. Optionally, a client certificate may be used to authenticate the source of the connection to the web service. The certificates must be provided by CCSF.

### 1.6.4 Data Flow

Figure 1-2 shows the data flow for this interface.

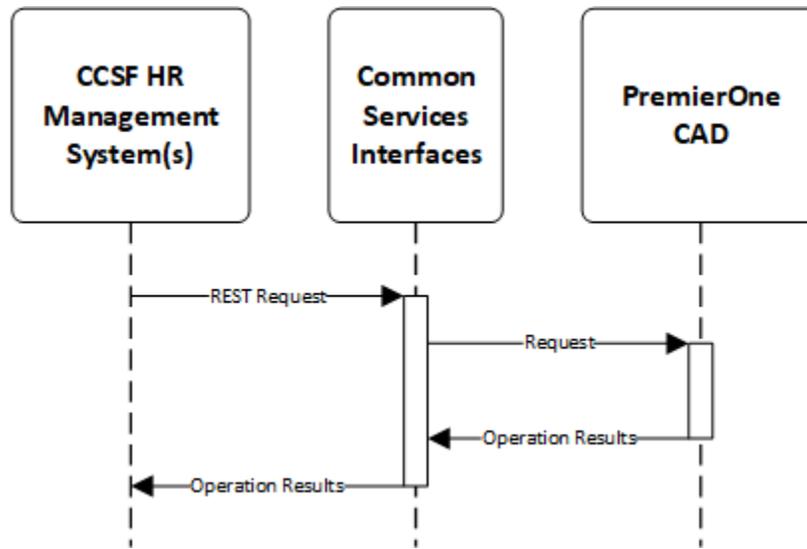


Figure 1-2 Data Flow

### 1.6.5 Connectivity

The interface requires a network connection between the CCSF computer(s) that need to use the service and the PremierOne CAD application servers through the CCSF network.

### 1.6.6 Exception Handling and Logging

PremierOne exceptions are logged in both the Windows Event Log on the Application Server. CSI can be configured to log at various levels. CSI logs errors in the Windows Event Log, under CSI.

### 1.6.7 Performance

There are no explicit performance requirements for the Interface.

## **1.7 HIGH AVAILABILITY AND DISASTER RECOVERY**

The interface will run on all of the active site's PremierOne CAD application servers. The F-5 BigIP load balancer is used to direct the incoming request to one of these servers.

The interface will be installed on the disaster recovery servers. CCSF will need to provide a network connection to the disaster recovery site to the CAD application servers at that location.

## **1.8 SYSTEM ADMINISTRATION**

The interface will be administered through the CSI Configuration Tool.

## **1.9 TEST SYSTEM AND SIMULATION SUPPORT**

The interface will be installed in the training and staging environments. These environments will each have their own endpoint that will accept requests for the personnel in these environments.

## **1.10 ASSUMPTIONS, CONSTRAINTS AND RISKS**

TLS certificates required to encrypt communications and optionally authenticate clients will be supplied by CCSF. The incoming JSON is validated by CSI before it is passed for CAD processing.





# PREMIERONE™ CAD - HRMS UNIT STAFFING INTERFACE

**INTERFACE SPECIFICATION DOCUMENT  
CITY AND COUNTY OF SAN FRANCISCO**

## VERSION 1.0

The design, technical, pricing, and other information (“Information”) furnished with this submission is proprietary and/or trade secret information of Motorola Solutions, Inc. (“Motorola Solutions”) and is submitted with the restriction that it is to be used for evaluation purposes only. To the fullest extent allowed by applicable law, the Information is not to be disclosed publicly or in any manner to anyone other than those required to evaluate the Information without the express written permission of Motorola Solutions.

MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2023 Motorola Solutions, Inc. All rights reserved.

# SECTION 1. INTERFACE DESCRIPTION

## 1.1 INTRODUCTION

This Interface Control Document (ICD) provides describes the interface for staffing units between PremierOne CAD and the City and County of San Francisco (CCSF) Human Resources Management Systems (HRMS). This interface receives information about the personnel scheduled to be assigned to units and, at the designated time, it places the personnel on the unit in CAD, and places the unit on-duty.

This document was provided during contract negotiations and may be impacted by decisions made during the provisioning and configuration of the system. The document will be reviewed by Motorola and CCSF prior to implementation of the interface.

## 1.2 BUSINESS PROCESS

The HRMS interface automates the process of staffing units in CAD. A typical police patrol unit is placed on-duty at the start of a shift with its users. At the end of the shift, these units need to be taken off-duty. Typical fire units are always on-duty, but personnel are assigned to the unit for a twenty-four (24) hour shift. This process ensures that the appropriate units are on-duty, and that CAD has a record of the personnel assigned to the units.

# 1.3 USER EXPERIENCE

The personnel interface operates in the background. The personnel currently assigned to a unit may be seen in the right of the screen when the unit status form is displayed.

The screenshot displays the PremierOne CAD Client interface for unit FD/E01. The window title is "PremierOne CAD Client" and the address bar shows "us.U;E01". The interface is divided into several sections:

- Top Bar:** Shows the time "12:05:54" and the date "Monday, May 08, 2023". Navigation tabs include "Status", "Assignments", and "Stack".
- Unit Information:**
  - Unit ID: **FD/E01**
  - Incid #: (empty)
  - Status: **AOR** (with an up arrow icon)
  - Working Capability: (dropdown menu)
  - Qty: **0** (with increment/decrement icons)
  - Time in Status: **00:13:59**
  - Timeout Value: (empty)
  - Duration: (empty) | Reset to: **0** | **Reset** button
  - Last Known Loc: **WADDISON ST / N CLARK ST**
- Disposition and Comments:** A table with columns for "Disposition" and "Comments".
- Unit Location:**
  - Location: (text input) | **Verify** button
  - Loc Name: (text input) | **Use Inc Loc** button
  - Loc Desc: (text input) | **Use Inc Loc** button
  - City: (dropdown menu) | Zip Code: (text input)
  - Approx AVL Loc: **41.844608/-87.715769**
  - Person State: (dropdown menu) | Person Current State: **In Veh**
  - Move Up Loc: **FD/02**
  - Unit Comments: (text input)
- Info Panel:**
  - Network: **Available**
  - Mode: **Online**
  - Consl: **WIN10CC**
  - User: **MRogers**
  - Role: **CC Admi...**
  - Envir: **Production**
  - ANI/ALI: (empty)
- On Duty Assignment Summary:**
  - Jurisdiction:**
    - Agency ID: **FD**
    - Station: **01**
    - Area: **NE** | Sector: (empty) | Beat: (empty)
  - Grzywacz, Jeffrey:**
    - Agency ID: **FD**
    - User ID: **GRZYWACZ**
    - Equip Type: **AstroRadio** | Equip ID: **532479** | Skill: **FIREFIGHT**
    - Riding Position: **CAPTAIN**
  - Roussev, David:**
    - Agency ID: **FD**
    - User ID: **ROUSSEV**
    - Equip Type: **AstroRadio** | Equip ID: **532478** | Skill: **FIREFIGHT**
    - Riding Position: **ENGINEER**
  - Valin, Chris:**
    - Agency ID: **FD**
    - User ID: **VALIN**
    - Equip Type: **AstroRadio** | Equip ID: **532493** | Skill: **FIREFIGHT**
    - Riding Position: **FIREFIGHTER I**
  - Carpenter, Craig:**
    - Agency ID: **FD**
    - User ID: **CARPENTER**
    - Equip Type: **AstroRadio** | Equip ID: **532495** | Skill: **FIREFIGHT**
    - Riding Position: **FIREFIGHTER II**
  - Unit Vehicle:**
    - Agency ID: **FD**
    - Vehicle ID: **E501**
    - Equip Type: **TrimbleDirectGPS** | Equip ID: **E501** | Capab: **CO**
- Bottom Bar:** **View Incid** and **Unit History** buttons.

The personnel currently assigned to a unit may be updated by authorized users in CAD Unit Assignment form. Any updates made in this form will override previous changes to unit staffing made by the personnel interface. The equipment and vehicle assigned to the unit may be updated from other tabs within this form.

**PremierOne CAD Client**  
 Console Edit Work Area Utilities Help us.U;e01 FD/E01 is displayed

17:14:16  
 Saturday, July 01, 2023

Status **Assignments** Stack

Duty Jurisdiction Personnel Vehicle Unit Equip Capability

**FD/E01**

**On-Duty Assignment**

Agency ID	User ID	Equip Type	ID
FD	GRZYWACZ	ASTRORADIO	532479
		Riding Position	CAPTAIN
FD	ROUSSEV	ASTRORADIO	532478
		Riding Position	ENGINEER
FD	VALIN	ASTRORADIO	532493
		Riding Position	FIREFIGHTER I
FD	CARPENTER	ASTRORADIO	532495
		Riding Position	FIREFIGHTER II
{name}			
FD			
		Riding Position	

Reload Permanent Clear

**On Duty Assignment Summary**

Jurisdiction  
 Agency ID: FD  
 Station: 01  
 Area NW Sector NW1 Beat 01

Grzywacz, Jeffrey  
 Agency ID: FD  
 User ID: GRZYWACZ  
 Equip Type AstroRadio Equip ID 532479 Skill FIREFIGHT  
 Riding Position: CAPTAIN

Roussev, David  
 Agency ID: FD  
 User ID: ROUSSEV  
 Equip Type AstroRadio Equip ID 532478 Skill FIREFIGHT  
 Riding Position: ENGINEER

Valin, Chris  
 Agency ID: FD  
 User ID: VALIN  
 Equip Type AstroRadio Equip ID 532493 Skill FIREFIGHT  
 Riding Position: FIREFIGHTER I

Carpenter, Craig  
 Agency ID: FD  
 User ID: CARPENTER  
 Equip Type AstroRadio Equip ID 532495 Skill FIREFIGHT  
 Riding Position: FIREFIGHTER II

Unit Vehicle  
 Agency ID: FD  
 Vehicle ID: E501  
 Equip Type TrimbleDirectGPS Equip ID E501 Capab CO

**Info Panel**  
 B Network: Available  
 M Mode: Online  
 N 3 Const: WIN10CC  
 Q 1 User: MRoqers  
 W Role: CC Admi...  
 Envir: Production  
 ANI/ALI:

The lineup list command shows all on-duty personnel and their unit assignment. The user may click on a column heading to sort this list by that column.

The screenshot shows the PremierOne CAD Client interface. The title bar reads "PremierOne CAD Client". The menu bar includes "Console", "Edit", "Work Area", "Utilities", and "Help". The status bar shows "17:05:46" and "The Lineup List form is displayed...". The main window displays the "Lineup List" form with a search filter for "II,A,fd/". Below the search bar is a table of personnel data:

User Name	User ID	Unit ID	Vehicle ID	Jurisdiction	Agency ID
Adamski, Alan	FD/ADAMSKI	E09		09	FD
Banos, Keith	FD/BANOS	E06	FD/E506	06	FD
Bonney, John	FD/BONNEY	E08	FD/E508	08	FD
Boushek, Bob	FD/BOUSHEK	E05	FD/E505	05	FD
Carpenter, Craig	FD/CARPENTER	E01	FD/E501	NW	FD
Cecil, Erin	FD/CECIL	E03	FD/E503	03	FD
Combetto, John	FD/COMBETTO	E05	FD/E505	05	FD
Decker, Chad	FD/DECKER	E02	FD/E502	02	FD
Do, Matthew	FD/DO	E03	FD/E503	03	FD
Dobson, Gary	FD/DOBSON	E07	FD/E507	07	FD
Fox, Steven	FD/FOX	E02	FD/E502	02	FD
Fritz, John	FD/FRITZ	E02	FD/E502	02	FD
Gabriel, Deepak	FD/GABRIEL	E08	FD/E508	08	FD
Galvan, Suresh	FD/GALVAN	E02	FD/E502	02	FD
Good, Paul	FD/GOOD	E06	FD/E506	06	FD
Grzywacz, Jeffrey	FD/GRZYWACZ	E01	FD/E501	NW	FD
Gurudev, Greg	FD/GURUDEV	E06	FD/E506	06	FD
Hadley, Craig	FD/HADLEY	E02	FD/E502	02	FD
Khadiwala, Paul	FD/KHADIWALA	E07	FD/E507	07	FD

When a unit is dispatched to an incident, the personnel assigned to the unit are included in the dispatch transaction in the incident history:

The screenshot shows the PremierOne CAD Client interface. The title bar reads "PremierOne CAD Client". The menu bar includes "Console", "Edit", "Work Area", "Utilities", and "Help". The status bar shows "16:55:47" and "FD/E01 was dispatched to incident FD/00000007". The main window displays the "History" tab for incident "FD/00000007". The table below shows the incident history:

Time/Date	Trans Type	User ID	Console ID
16:54:28 2023-07-01	UNIT STAT	MROGERS	WIN10CC
Unit Status Status: DP (AOR)			
16:54:28 2023-07-01	INC STAT	MROGERS	WIN10CC
Incident Status Status: Active (Pending)			
16:54:28 2023-07-01	PRIM UNIT	MROGERS	WIN10CC
Primary Unit Primary: FD/E01			
16:54:28 2023-07-01	DPTCH	MROGERS	WIN10CC
Dispatch Assigned Unit: FD/E01 (Officers: FD/Grzywacz Jeffrey, FD/Roussev David, FD/Valin Chris, FD/Carpenter Craig)			
16:54:28 2023-07-01	REC	MROGERS	WIN10CC
Not Requested Recommendations not requested			

Comments (1):

Time/Date	User ID	Console ID
16:54:09 2023-07-01	MRogers	WIN10CC

RED TOYOTA SEDAN ON FIRE



The assigned personnel are also included in the unit history

PremierOne CAD Client

us.U;e01

FD/E01 unit history is displayed

16:56:44

Unit History

Saturday, July 01, 2023

1 us.U;e01  
Unit History

2 uc.A;fd/  
Unit Summary

3 ii  
IM:FD/0000007 71A1  
S WACKER DR / W ADAMS...

4

5

6

Agency ID: FD Search By: Unit ID: E01

Date: From 2023-07-01 To 2023-07-01 Time: From 00:00 To 23:59  Inclusive  Restrictive

Time/Date	Trans Type	Unit ID	Status	Incident #	Incid Type	Incident Location	User ID
16:54:28 2023-07-01	RPT NUM	FD/E01	DP	FD/0000007	71A1	S WACKER DR / W ...	MRogers
16:54:28 2023-07-01	UNIT MGMT	FD/E01	DP	FD/0000007	71A1	S WACKER DR / W ...	MRogers
16:54:28 2023-07-01	UNIT STAT	FD/E01	DP	FD/0000007	71A1	S WACKER DR / W ...	MRogers
16:54:28 2023-07-01	PRIM UNIT	FD/E01	AOR	FD/0000007	71A1	S WACKER DR / W ...	MRogers
16:54:28 2023-07-01	DPTCH	FD/E01	AOR	FD/0000007	71A1	S WACKER DR / W ...	MRogers

Dispatch Unit Loc: S WACKER DR / W ADAMS ST Console/Unit ID: WIN10CC  
Officer ID: FD/GRZYWACZ, FD/ROUSSEV, FD/VALIN, FD/CARPENTER

When personnel assigned to a unit are changed, the unit history contains both the personnel assigned to the unit before the change and the personnel that are now assigned to the unit.

PremierOne CAD Client

uh.U;E01

FD/E01 unit history is displayed

14:50:08

Unit History

Sunday, July 02, 2023

1 uh.U;E01  
Unit History

2

3

4

5

6

Agency ID: FD Search By: Unit ID: E01

Date: From 2023-07-02 To 2023-07-02 Time: From 00:00 To 23:59  Inclusive  Restrictive

Time/Date	Trans Type	Unit ID	Status	Incident #	Incid Type	Incident Location	User ID
14:49:30 2023-07-02	UNIT MGMT	FD/E01	AOR				MRogers

On Duty Assignment Update Personnel: FD/GALVAN Equipment: [AstroRadio]532479 Riding Position: CAPTAIN, FD/FRITZ Equipment: [AstroRadio]532478 Riding Position: ENGINEER, FD/FOX Equipment: [AstroRadio]532493 Riding Position: FIREFIGHTER I, FD/SEELEY Equipment: [AstroRadio]532495 Riding Position: FIREFIGHTER II ( FD/GRZYWACZ Equipment:[AstroRadio]532479, FD/ROUSSEV Equipment:[AstroRadio]532478, FD/VALIN Equipment:[AstroRadio]532493, FD/CARPENTER Equipment:[AstroRadio]532495, FD/E01)

Console/Unit ID: WIN10CC Officer ID: FD/GALVAN, FD/FRITZ, FD/FOX, FD/SEELEY  
Personnel Assigned: 4  
Capabilities: DIVE(3), ENGINE, FIREFIGHT(4), HAZMAT, MEDIC

The personnel assigned to units can be displayed on unit status monitors.

	UNIT	STATUS	PERSONNEL
▼	4 AVAILABLE UNITS(93)		
⊕			
⊖	<b>01(6)</b>		
	B01	AIQ	
	E01	AIQ	GRZYWACZ ROUSSEV CARPENTER VALIN
	HZ501	AIQ	
	L01	AIQ	
	R01	AIQ	
	T01	AIQ	
⊕	<b>02(4)</b>		
⊖	<b>03(5)</b>		
	B03	AIQ	
	E03	AIQ	WAITS STEINBRENNER CECIL PATTERSON KNAACK DO

In the above screenshot, personnel were only assigned to the engines. The other units do not have people assigned to them.

The mobile logon screen allows personnel information to be specified at the time a user logs on to the PremierOne Mobile computer in the unit. This information can override the personnel information assigned by the interface, so would not typically be required unless there had been a problem sending the roster information through the interface.

PremierOne Mobile Client

MOTOROLA

Login Sun, Jul 2 15:03:39

New User

Detailed Login Credentials:

User ID\* E01 Password\* \*\*\*

Unit ID E01 Radio ID

Agency\* FD Vehicle ID

Role\* FIREFIGHTER Environment Production

Area Sector

Beat Station 01

Additional Crew

Crew ID:	Radio ID:	Riding Position:
GRZYWACZ	532479	CAPTAIN
ROUSSEV	532478	ENGINEER
VALIN	532493	FIREFIGHTER I
CARPENTER	532495	FIREFIGHTER II

< > Login Cancel Simple Login Change Pwd Exit

## 1.4 USE CASES AND REQUIREMENTS

Use Cases describe specific user and system interactions provided by the Interface. They provide traceability for the Test Cases in the Interface Test Procedure.

**Table 1-1. Use Cases**

Use Cases	Description
UC-01	The PremierOne system can receive a staffing request for a unit that is to be applied to that unit immediately
UC-02	The PremierOne system can receive a staffing request for a unit that is to be applied at a future time
UC-03	The PremierOne System can check the values in the staffing request against PremierOne's code tables and reject the request if a value has not been previously provisioned
UC-04	PremierOne system can reject a scheduled future time if a pending request would cause a resource to be scheduled to be a part of two units at the same time.
UC-05	PremierOne can apply a scheduled staffing request at the specified time to place a unit on-duty with the specified resources
UC-06	PremierOne can apply a scheduled staffing request at the specified time to update the resources assigned to an on-duty unit and update the unit's off-duty time
UC-07	PremierOne can take a unit off duty at the time scheduled

**Table 1-2. Requirements**

Refer to the System Requirements Document (SRD) for the following applicable requirements:

- CAD 657-691 Rostering/Logon
- Interfaces 114-171 HRMS

## 1.5 INTERFACE OVERVIEW

The interface will receive a JSON document conforming to the JSON schema embedded below that defines the information for a unit.



2023-08-16 HRMS  
Schema.json

The elements in this schema are as follows:

Element	Usage
RequestId	A value that identifies this staffing request
AgencyId	Specifies the agency for this staffing request
NotifyOnSuccess	The email addresses that will receive a message if this staffing request succeeds
NotifyOnFailure	The email addresses that will receive a message if this staffing request fails
Action	The type of staffing request. This is one of: OnDutyImmediate: Ensure unit on-duty with specified staff immediately OnDutyScheduled: Ensure unit on-duty with specified staff at specified time OffDutyImmediate: Take unit off-duty immediately OffDutyScheduled: Take unit off-duty at specified time
ShiftStartDateTime	The date and time when the on-duty action is to be performed. This element is ignored if the action is OffDutyImmediate or OffDutyScheduled
ShiftEndData Time	The date and time when the unit is to be taken off duty. If this is specified for one of the on-duty actions, the personnel will be removed from the unit and the unit taken off duty at the specified time.
Unit	Element containing information for a single unit. One or more unit element may be included in a document.
UnitId	The unit id that the action is to be performed on
UnitShiftId	The shift id that will be used for the unit. This element is optional.

Element	Usage
UnitActivityCode	The activity code that will be used for the unit. This element is optional.
KeepUnitEquipment	If the unit is on-duty, this specifies if the current equipment is to be retained
OverrideEquipmentPreassignment	Specifies if the equipment assigned to the unit in provisioning is to be overridden
KeepUnitVehicle	If the unit is on-duty, this specifies if the current vehicle is to be retained
OverrideVehiclePreassignment	Specifies if the vehicle assigned to the unit in provisioning is to be overridden
KeepUnitJurisdiction	If the unit is on-duty, this specifies if the current jurisdiction (area, sector, beat, and station) is to be retained
OverrideJurisdictionPreassignment	Specifies if the jurisdiction assigned to the unit in provisioning is to be overridden
OverridePersonnelPreassignment	Specifies if the personnel assigned to the unit in provisioning are to be overridden.
Area	The area that the unit is to be assigned to
Sector	The sector that the unit is to be assigned to
Beat	The beat that the unit is to be assigned to
Station	The station that the unit is to be assigned to
Personnel	Element containing information for a single person assigned to a unit. Zero or more person elements may be assigned to a unit
AgencyId	The agency of the person
UserId	The userid of the person
RidingPosition	The riding position of the person on the unit
Radio	The radio assigned to the person
VehicleId	The vehicle associated with the unit
Radios	Radios associated with the unit itself, and not with people who are assigned to the unit.

A sample document conforming to this schema is shown below.

```
{
  "UnitStaffing": {
    "RequestId": "20230501-002473",
    "AgencyId": "FD",
    "NotifyOnError": "User@MotorolaSolutions.com",
    "NotifyOnSuccess": "User@MotorolaSolutions.com",
    "Action": "OnDutyScheduled",
    "ShiftEndDateTime": "2023-05-01T08:00:00-07:00",
    "ShiftStartDateTime": "2023-05-02T08:00:00-07:00",
    "Unit": {
      "UnitId": "E1",
      "KeepUnitEquipment": "False",
      "OverrideEquipmentPreassignment": "False",
      "KeepVehicle": "False",
      "OverrideVehiclePreassignment": "False",
      "KeepJurisdiction": "False",
      "OverrideJurisdictionPreassignment": "False",
      "OverridePersonnelPreassignment": "True",
      "Jurisdiction": {
        "Station": "ST23"
      }
    },
    "Personnel": [
      {
        "AgencyId": "FD",
        "UserId": "R08089",
        "RidingPosition": "1 Officer",
        "Radios": ["345121"]
      },
      {
        "AgencyId": "FD",
        "UserId": "AL1630",
        "RidingPosition": "2 Engineer",
        "Radios": ["345131"]
      },
      {
        "AgencyId": "FD",
        "UserId": "JE4441",
        "RidingPosition": "3 Firefighter",
        "Radios": ["345151"]
      },
      {
        "AgencyId": "FD",
        "UserId": "RI1639",
        "RidingPosition": "4 Firefighter",
        "Radios": ["345161"]
      }
    ],
    "VehicleId": "1234",
    "Radios": ["253412"]
  }
}
```

}

## 1.6 DATA EXCHANGE

### 1.6.1 Data Transfer

The interface will host a REST web service that CCSF applications may use to perform the following actions:

- Send the interface unit staffing information; and,
- Retrieve any errors that may have been detected for unit actions that have been previously scheduled.

### 1.6.2 Transactions

The Interface supports the following transactions.

Transaction	Direction	Potential Usage <sup>1</sup>
On-Duty Immediate	To PremierOne	Updating resources for unit during its shift
On-Duty Scheduled	To PremierOne	Provide the resources for a unit ahead of a shift. Transaction specifies the shift start and end times
Off-Duty Immediate	To PremierOne	Taking a unit off-duty ahead of its intended shift time if required personnel are unexpectedly unavailable.
Off-Duty Scheduled	To PremierOne	May not be required

These transactions are described in more detail in the sections below.

#### On-Duty Immediate

The on-duty immediate transaction is used to either place an off-duty unit on-duty, or to update the staffing of a currently on-duty unit. When such a transaction is submitted, the interface will perform the following actions for the unit:

1. Check that the shift end time is in the future.

<sup>1</sup> This is a suggestion as to how these transactions could be used by CCSF. There is no requirement that the transactions be used this way and alternate ways of using them may be found during the implementation of the project.

2. Check that the unit id exists in PremierOne
3. Check that any areas specified for the unit exist in PremierOne's active plan
4. Check that any sectors specified for the unit exist in PremierOne's active plan
5. Check that any beats specified for the unit exist in PremierOne's active GIS dataset
6. Check that any fire station specified for the unit exists in PremierOne
7. Check that the vehicle specified for the unit exists in PremierOne and is not currently assigned to another unit. However, the vehicle may be already assigned to the specified unit.
8. Check that all radios specified for the unit exist in PremierOne and are not currently assigned to another unit. However, the radios may be already assigned to the specified unit.
9. Check that all personnel specified for the unit exist in PremierOne and are not currently assigned to another unit. However, the personnel may already be assigned to the specified unit.
10. If the unit is not currently on duty, place it on-duty using the information specified for the unit.
11. If the unit is currently on-duty, check that its current status allows an update to be performed. If an update is allowed, update the unit's personnel, radios, and vehicle with the information specified for the unit.
12. If the unit is currently on-duty but its status does not allow updates, record a warning then queue the transaction and check every minute to see if the status now permits updates. When it does, perform the action. The action will be cancelled if either of the following occurs:
  - a. Another on-duty immediate transaction is received for the unit
  - b. The time for an on-duty scheduled transaction is reached.
13. Create an off-duty scheduled transaction if an off-duty time was specified.

### **On-Duty Scheduled**

The on-duty schedule transaction is used to either place an off-duty unit on-duty, or to update the staffing of a currently on-duty unit at a future time. When such a transaction is submitted, the interface will perform the following actions for the unit:

1. Check that the shift start time was specified and is in the future.
2. Check that the shift end time is in the future.
3. Check that the unit id exists in PremierOne
4. Check that any areas specified for the unit exist in PremierOne's active plan
5. Check that any sectors specified for the unit exist in PremierOne's active plan
6. Check that any beats specified for the unit exist in PremierOne's active GIS dataset
7. Check that any fire station specified for the unit exists in PremierOne
8. Check that the vehicle specified for the unit exists in PremierOne and that it will not be assigned to another unit at the time the start time of the shift, either because it is currently assigned with a shift end

time of after the start time, or a previously scheduled on-duty transaction will use the vehicle for a different unit. However, the vehicle may be assigned to the specified unit.

9. Check that all radios specified for the unit exist in and that they will not be assigned to another unit at the time the start time of the shift, either because they are currently assigned with a shift end time of after the start time, or a previously scheduled on-duty transaction will use one or more of the radios for a different unit. However, the radios may be assigned to the specified unit.
10. Check that all personnel specified for the unit exist in PremierOne and that they will not be assigned to another unit at the time the start time of the shift, either because they are currently assigned with a shift end time of after the start time, or a previously scheduled on-duty transaction will use one or more of the personnel for a different unit. However, the personnel may be assigned to the specified unit.
11. Queue the request until the specified shift start time is reached.
12. At the shift start time, follow the process described for the on-duty immediate transaction
13. Create an off-duty scheduled transaction if an off-duty time was specified.

### **Off-Duty Immediate**

The on-duty schedule transaction is used to take a unit off-duty immediately. When such a transaction is submitted, the interface will perform the following actions for the unit:

1. Check that the unit exists.
2. Check that the unit is currently on-duty
3. Place the unit off-duty. If the unit is currently assigned to an incident, it will be placed into a deferred off-duty condition which will cause it to go off-duty as soon as it goes into a status that permits a unit to be taken off-duty.

### **Off-Duty Scheduled**

The off duty scheduled transaction is used to take a unit off duty at a future time. When such a transaction is submitted, the interface will perform the following actions for the unit:

1. Check that the unit exists.
2. Queue the request until the specified shift end time is reached.
3. At the shift end-time, place the unit off-duty. If the unit is currently assigned to an incident, it will be placed into a deferred off-duty condition which will cause it to go off-duty as soon as it goes into a status that permits a unit to be taken off-duty

### 1.6.3 Security and Integrity

The REST service will use a TLS server certificate to encrypt the communications. Optionally, a client certificate may be used to authenticate the source of the connection to the web service. The certificates must be provided by CCSF.

### 1.6.4 Connectivity

The interface requires a network connection between the CCSF computer(s) that need to use the service and the PremierOne CAD application servers through the CCSF network.

### 1.6.5 Exception Handling and Logging

As described in section 1.6.2 Transactions above, unit staffing requests will be checked for errors and conflicts both when they are received and when the staffing action is being performed. Because the staffing action may be scheduled a considerable amount of time before it is performed, subsequent scheduling actions may cause a previously scheduled action to become invalid.

The staffing interface contains a database table that logs all messages transmitted through the interface for diagnosing issues with the interface. Records are retained in this table for two weeks.

The columns in this table are:

- RequestId
- AgencyId
- UnitId
- Action
- Message
- Timestamp of message

If a staffing request cannot be processed, the interface will send an email to a configured email address using SMTP.

### 1.6.6 Performance

There are no explicit performance requirements for the Interface.

## 1.7 HIGH AVAILABILITY AND DISASTER RECOVERY

The interface will run on all of the active site's PremierOne CAD application servers. The F-5 BigIP load balancer is used to direct the incoming request to one of these servers.

The interface will be installed on the disaster recovery servers. CCSF will need to provide a network connection to the disaster recovery site to the CAD application servers at that location.

## 1.8 SYSTEM ADMINISTRATION

The staffing interface will be administered through the CSI configuration tool. This will contain fields that specify the pickup locations for files and the credentials necessary to access these sites.

## 1.9 TEST SYSTEM AND SIMULATION SUPPORT

The interface will be installed in the training and staging environments. These environments will each have their own endpoint that will accept requests for the personnel in these environments.

## 1.10 ASSUMPTIONS, CONSTRAINTS AND RISKS

This interface does not check that a user assigned to a unit is qualified for the unit or riding position on that unit. Any such checks must be performed by the HRMS system.

A unit may be placed on duty with any number of personnel leaving it over or understaffed according to operational policies. Any required staffing level checks must be performed by the HRMS system.

The interface does not check the number of hours that an individual has worked overtime, so the HRMS system may place the same person on a unit every day for weeks or months. Any required working hour checks must be performed by the HRMS system.

TLS certificates required to encrypt communications and optionally authenticate clients will be supplied by CCSF.

# PREMIERONE™ CAD - LEVEL II

## MESSAGE SWITCH INTERFACE

INTERFACE CONTROL DOCUMENT  
CITY AND COUNTY OF SAN FRANCISCO

### VERSION 1.0



**MOTOROLA**

The design, technical, and cost information furnished with this proposal is proprietary information of Motorola Solutions, Inc. (Motorola). Such information is submitted with the restriction that it is to be used only for the evaluation of the proposal, and is not to be disclosed publicly or in any manner to anyone other than those required to evaluate the proposal, without the express written permission of Motorola Solutions, Inc.

MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. SYMBOL is a trademark owned by Symbol Technologies, Inc., which is a wholly owned subsidiary of Motorola Solutions, Inc. All other trademarks are the property of their respective owners. © 2012 Motorola Solutions, Inc. All rights reserved.

# TABLE OF CONTENTS

## Contents

Section 1.	Interface Description .....	1
1.1	Introduction.....	1
1.2	Business Process .....	1
1.3	User Experience .....	1
1.4	Use Cases and Requirements .....	6
1.5	Interface Overview.....	6
1.6	Data Exchange .....	7
1.6.1	Data Transfer .....	7
1.6.2	Transactions .....	<b>Error! Bookmark not defined.</b>
1.6.3	Security and Integrity .....	11
1.6.4	Data Flow.....	12
1.6.5	Connectivity.....	12
1.6.6	Exception Handling and Logging .....	12
1.6.7	Performance.....	13
1.7	High Availability and Disaster Recovery .....	13
1.8	System Administration.....	13
1.9	Test System and Simulation Support .....	14
1.10	Assumptions, Constraints and Risks .....	14



# SECTION 1. INTERFACE DESCRIPTION

## 1.1 INTRODUCTION

This Interface Control Document (ICD) provides a description of the capabilities of the PremierOne CAD to Level II MAGUS Message Switch Interface (Interface) used for queries. Motorola Solutions will deploy the Interface and verify the functionality described in this ICD. The ASAP-to-PSAP Interface, which also uses the Level II Message Switch, is covered in a separate ICD.

## 1.2 BUSINESS PROCESS

Users can submit queries and review the results on the PremierOne CAD and Mobile Clients. PremierOne refers to "masks" as "query types" or "query forms". Permissions are typically granted by user Agency and Role on the individual form level. This allows different agencies and user groups at CCSF to have access to different query forms.

Query forms are built on PremierOne to invoke the underlying transactions supported by the ConnectCIC component of PremierOne. ConnectCIC is a product from CommSys and it interacts with the Level II Message Switch.

Most queries return an unstructured text as their response and PremierOne will display this to the user at the originating CAD terminal. Additionally, select (refer to Table 1-1) responses will be parsed by ConnectCIC which turns the fields in the response into a set of xml elements. Such responses can be used to provision secondary queries which can submit information from the response to other queries. These "Spin-off" or "secondary" queries can either be submitted automatically (cascading queries) or by user action (drill down). Parsed responses can also be imported into CAD Incident Person or Vehicle forms. This parsing is called ConnectCIC Real Time Data Mining (RTDM) Data Normalization.

## 1.3 USER EXPERIENCE

Query forms are built using the underlying transactions supported by each data source (database) such as Level II. Each form can be built to originate queries to one or more data sources and result in the response messages from multiple data sources. The PremierOne user can select a query form, enter the required query parameters and submit the query using a query request form similar to the samples in Figure 1-1 (CAD Client) and Figure 1-2 (Mobile Client). User access to the query forms is managed by the provisioned Agency and user Roles in PremierOne. A field on the form can be designated as required if the data source requires it.



The screenshot shows the PremierOne CAD Client interface. At the top, there is a menu bar with 'Console', 'Edit', 'Work Area', 'Utilities', and 'Help'. A search bar contains 'qy'. A status bar indicates 'Finished generating the query type'. The main window has a digital clock showing '15:48:57' and the date 'Thursday, May 4, 2023'. The interface is divided into several sections:

- Left Panel:** A list of query responses, currently showing 'qy' with 'QY Responses(0)'. It has a numbered list from 1 to 6.
- Form Area:**
  - Associate To:** Fields for 'Inc or Unit' and 'Other'.
  - Send To:** A text input field.
  - Person Section:**
    - \* Purpose Code: A dropdown menu.
    - Last Name: Text input.
    - First Name: Text input.
    - Middle Name: Text input.
    - DOB: Text input.
    - License Number: Text input.
    - State: A dropdown menu set to 'CALIFORNIA'.
  - Summary:** A box containing the text 'Combined CLETS, CRIMS, RMS Person Query'.
  - Buttons:** 'Save As Draft' and 'Clear Form'.
- Right Panel:**
  - Query Types:** A list of links including 'PCAD Incident', 'PCAD Location', 'Person', 'RMS Case Report Detail', 'RMS Case Report Search', 'RMS Location Detail', 'RMS Location Folder', 'RMS Person Detail', 'RMS Person Folder', 'RMS Vehicle Detail', and 'Vehicle'.
  - Databases:** A list of checkboxes for 'Wants and Warrants' (checked), 'P1Records', and 'CRIMS'.
  - Buttons:** 'Reset Databases'.

Figure 1-1 Query Request Sample – CAD Client

**Figure 1-2 Query Request Sample – Mobile Client**

The PremierOne CAD System Administrator may also create a command line version of a query form. This allows users to quickly submit frequently used queries (Figure 1-3). The Administrator may also provision the system so queries can be submitted using the Location, Person or Vehicle information entered in an Incident. Each “Incident Management” query maps the applicable CAD incident fields to the fields on the query form and can be provisioned to run automatically. The user can also click the Query button for the Location, Person or Vehicle on the CAD and Mobile Clients to manually run the query.

**Figure 1-3 Command Line Query Sample**

For CCSF, the Level II Message Switch is considered a single data source. The individual “destinations” Level II forwards the queries to such as the CLETS, Alameda AWS or CCSF JUSTIS are not visible on the query form. CCSF desires additional CAD involvement queries against the CAD Reporting Data Warehouse.

Query responses are displayed in the Query Responses tab of the CAD query window. They may also be displayed in a dedicated window outside of the main CAD Client window similar to the sample in Figure 1-4.

The screenshot shows a window titled "Query Responses (1)" with a table of query results. The table has columns for "Unread", "Hc", "Query", "Summary", "Resp Type", and "Received". Three rows are visible, with the second row selected. Below the table, a "Query Header" section shows the selected query details: "Summary: PWM1.008X5. VIRGINIA DEPARTMENT OF MOTOR VEHICLES DMV REPLY QD.VA". A "Print..." button is visible. The main content area displays the raw query response text, which includes personal and identification information for Fred Flintstone. At the bottom, there are buttons for "Formatted", "Raw", "Forward", "New Incident", "Attach", "Hot Hit", "Print", and "Delete".

Unread	Hc	Query	Summary	Resp Type	Received
<input type="checkbox"/>		9 T00000099; VA; \ PWM1.008X5.	VIRGINIA DEPARTMENT OF M	VCIN-Dri	7:33:19
<input checked="" type="checkbox"/>		9 T00000099; VA; \ PWM1.008X5. NCIC REPLY VA07503M1 NO NCIC WAM	NCIC-No		7:33:18
<input type="checkbox"/>		9 T00000099; VA; \ PWM1.008XA **** NO VCIN RECORD FOUND FOR INO	VCIN - No		7:33:18

Query Header  
 Summary: PWM1.008X5. VIRGINIA DEPARTMENT OF MOTOR VEHICLES DMV REPLY QD.VA [More](#)

Unit: Printed By: MRogers [Print...](#)

[Untitled.jpg](#)

PWM1.008X5. VIRGINIA DEPARTMENT OF MOTOR VEHICLES

DMV REPLY

QD.VA07503M1.SOC/000000001

FLINTSTONE, FRED, JOHN PREVIOUS DWI: 00  
 123 SLATE RUN DR

BEDROCK, VA 220000001  
 SEX/M. DOB/1800/01/01. HGT/509. WGT/150. HAI/BR. EYE/BR.  
 SOC/ T00000099 SSN: 000000001  
 DRIVER: EXP/ 2019/01/01  
 DRIVER LICENSE STATUS - LICENSED CLASS: M RESTR: NONE

VEH CLASS:  
 M - MOTORCYCLE  
 DRIVER POINT BALANCE: +500  
 ORGAN DONOR: Y  
 VETERAN: N

[Formatted](#) [Raw](#) [Forward](#) [New Incident](#) [Attach](#) [Hot Hit](#) [Print](#) [Delete](#)

**Figure 1-4 Query Response Sample**

The query response sent back from the Message Switch is usually a block of text. This text will be displayed to the user as is. Certain responses may be parsed (refer to Table 1-1), by ConnectCIC, which involves examining the response and determining where certain key data such as names, addresses, and license status are placed. This parsed response is available as discrete values to PremierOne. This can be used to provide a visually formatted response that emphasizes key information.

Figure 1-5 provides a representative sample of a formatted query response.

The screenshot shows a window titled "Query Responses (3)" with a table of query results. The table has columns for Unread, Hc, Query, Summary, Resp Type, and Received. The selected row is:

Unread	Hc	Query	Summary	Resp Type	Received
<input type="checkbox"/>	●	9 T11111111; VA	PW21.008WB.VCIN REPLY VA0750321 RTYPE/HIT MKI	VCIN-Wa	7:37:36
<input type="checkbox"/>		9 T11111111; VA	PWM1.008WG. DMV REPLY QD.VA07503M1.SOC/T111	VCIN-Dri	7:37:36
<input type="checkbox"/>		9 T11111111; VA	PW21.008WB. **** NO VCIN RECORD FOUND FOR INQ	VCIN-No	7:37:36

Below the table is a "Query Header" section with a "Summary" field containing: "Summary: PWM1.008WG. DMV REPLY QD.VA07503M1.SOC/T11111111.PUR/C.COB/1291 VA DMV TRANS" and a "More" button.

The main content area displays a formatted query response:

**REVOKED DUI-RELATED**  
**DL T11111111**  
**DOB 1948/09/16**  
 EXP  
**STRINGBEAN, LEROY TESTRECVSP**  
 2300 W BROAD ST RM 509 PREVIOUS CMV VIOL  
 RICHMOND VA 232690999

PWM1.008WG. DMV REPLY  
 QD.VA07503M1.SOC/T11111111.PUR/C.COB/1291

VA DMV TRANSCRIPT WILL BE PROCESSED AND MAILED  
 STRINGBEAN, LEROY, TESTRECVSP PREVIOUS DWI: 02 2006/09/30  
 2300 W BROAD ST RM 509 PREVIOUS CMV VIOL

RICHMOND, VA 232690999  
 SEX/M. DOB/1948/09/16. HGT/609. WGT/165. HAI/BR. EYE/BR.  
 SOC/ T11111111  
 DRIVER: EXP/  
 DRIVER LICENSE STATUS - REVOKED DUI-RELATED  
 COMMERCIAL DRIVER STATUS - DISQUALIFIED  
 MEDICAL CERT: SELF CERT:  
 DRIVER POINT BALANCE: 0  
 ORGAN DONOR:  
 VETERAN: N

At the bottom of the window is a toolbar with buttons: Formatted, Raw, Forward, New Incident, Attach, Hot Hit, Font, Print, and Delete.

Figure 1-5 Formatted Query Response Sample

The PremierOne Hot Hit feature may be used to alert users if certain words or phrases are present in a query response. This could be used, for example, to highlight a response containing MKE/STOLEN or MKE/WANTED PERSON. The alert may be sent to the user who ran the query along with other users. This feature can be used to alert a dispatcher or other officers when an officer receives a response for a stolen vehicle.

Cascading and drill-down queries can be provisioned by using details from the parsed query response as input to subsequent queries. Cascading queries

run automatically using these results and a drill-down query is run when the user clicks on the hyperlink on the response form. Motorola will work with CCSF on configuring the query forms and all the associated behavior.

PremierOne allows ORIs to be provisioned for CAD and Mobile workstations. Each workstation may have its own ORI but ORIs can also be shared by multiple workstations. An ORI may also be provisioned for an agency. When a query is run, the ORI associated with the agency will be used if a unit is entered in the query form or on the command line. If a unit is not entered, the ORI associated with the workstation will be used.

## 1.4 USE CASES AND REQUIREMENTS

The requirements for the interface are contained in the following sections of the RFP:

- CAD: 412 – 435 – CAD CJIS Queries
- Interfaces: 107 – 113 – LEVEL II Message Switch

## 1.5 INTERFACE OVERVIEW

Query requests made on PremierOne CAD and Mobile clients are routed to the PremierOne Query Service on all of the application servers. This forwards the request to the PremierOne Common Services Interfaces (CSI) component, which transforms the request and passes it on to the CommSys ConnectCIC component running on one of the PremierOne Application Servers.

ConnectCIC forwards the query request to the Level II Message Switch. When a response is received, ConnectCIC parses select responses (refer to Table 1-1) and forwards both the raw and parsed response to CSI. CSI forwards it to the PremierOne Messaging Service, which handles the routing of the query response to the requestor (or pre-provisioned recipients for unsolicited messages).

PremierOne logs the queries submitted. If the query is submitted or requested by a unit, the submission appears in the Unit History. If the unit is on an incident, the request is added to the Incident History. The requests are also stored in the PremierOne Reporting Data Warehouse (RDW).

Figure 1-6 shows the connectivity and primary data flow across the system components. Similar setup is used for the non-production systems: Disaster Recovery, Training and Staging/Development environments. A ConnectCIC license is required for each Application Server. Level II and the systems it queries need to support any non-production use of queries. Non-production mnemonics might also be needed for connections to the CalDOJ test system.



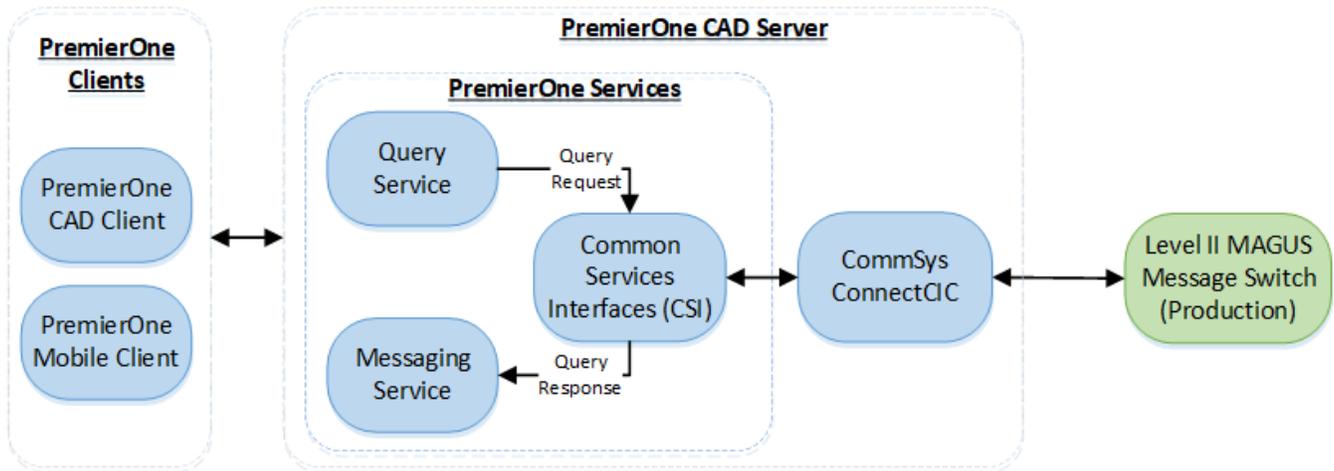


Figure 1-6 Level II Message Switch Interface Diagram

## 1.6 DATA EXCHANGE

### 1.6.1 Data Transfer

CommSys will develop the interface between ConnectCIC and the Level II message switch to use the protocol defined by Level II.

- The following MAGUS reference documents describe the interface message formats and programming requirements:
  - o MAGUS GLMH Message Formats Guide-v1.2 20230223.pdf
  - o MAGUS External Interface Programmers Guide-v1.3.5 20201106.pdf
- Motorola/ConnectCIC will send MAGUS User authentication information MAGUS needs per section C of the "MAGUS GLMH Message Formats Guide-v1.2 20230223.pdf" for MAGUS to authenticate the user and CAD terminal prior to running any transactions.
- The interface design phase of the project will define the process for successful and failed logon attempts
- The interface design phase of the project will define the method for CAD user login to Level-II as part of the PremierOne support for Multi-Factor Authentication (MFA) and Single Sign On (SSO) supported by CCSF's Identity Access Management (IAM) solution referenced in the PDD and SOW.
- GLMH Messages destined to a given external system (CLETS, AWS, JUSTIS) sent from Motorola/ConnectCIC to MAGUS will contain the "data only" portion of the external system's message in the MESSAGE CONTENT field. See "MAGUS GLMH Message Formats Guide-v1.2 20230223.pdf" for more details.
- The "data only" portion of the external system's message must be in the format specified by the external system's documentation. For example: the data only CLETS message must be per the DOJ CLETS specifications.

- Each GLMH message must contain only one (1) message destined to an external system.
- Each GLMH message must contain the MAGUS mnemonic of the external system the message is being sent to in the TO MNEM field of the GLMH header.
- The MAGUS mnemonic for the CAD workstation sending the external system message must be in the FROM MNEM field of the GLMH header.
- It is mandatory the User ID of the user sending the external system message be in the USER ID field of the GLMH message.
- MAGUS will, upon receiving the GLMH message containing the data portion of the external system's message from the Motorola/ConnectCIC, MAGUS will first verify that the userid in the USER ID field of the GLMH message is authorized to send the CLETS message. If the userid is authorized to send the CLETS message, MAGUS will process the message as it does currently. If no error is detected, MAGUS will add the appropriate external system's header to the message and forward it to the external system.
- If MAGUS detects an error in the GLMH message received from during its processing, the processing is stopped and an error message is returned to the Motorola/ConnectCIC, using the MAGUS mnemonic found in the FROM MNEM field in the GLMH header of the original message. MAGUS will NOT log the original message. MAGUS will NOT log the error message returned to the Motorola/ConnectCIC either, but a copy of the error message will be placed into the Undeliverable Queue associated with the Motorola/ConnectCIC interface within MAGUS. If the GLMH message from the Motorola/ConnectCIC contains multiple errors, MAGUS will only report the first error encountered. The error message sent back to the Motorola/ConnectCIC will contain a textual message describing the error encountered.

## 1.6.2 Transactions

Table 1-1 lists the transactions that CCSF has requested be supplied with the system:

- The Parsing column indicates the queries whose responses from the System(s) column need to be parsed ("enhanced formatting"). For US queries, it applies to all states and jurisdictions. For Canadian queries, it applies to all the provinces and territories
- CCSF currently plans to use the PremierOne CAD (DEM CAD) and Mobile Clients (MDC) to run queries.
- The WEB WS reference in the table below is a web-based Level II client that SFPD is currently using
- PremierOne will support all the queries listed in the table below

**Table 1-1 Transactions Supported**



System(s)	Mask Name	Parsing	Workstation or MDC	Description
INTERNAL CAD/MAGUS	LOGON/LOG OFF		WEB WS, MDC, DEM CAD	Sign On/User Authentication ~TBD how the two systems will pass info
NCIC	BONDS		WEB WS	Securities Inquiry
CLETS	CANDDL	X	WEB WS	Canadian Driver's License Inquiry. <b>Returns require enhanced formatting.</b>
CLETS	CANWP	X	WEB WS	Canadian Wanted Persons Inquiry. <b>Returns require enhanced formatting.</b>
CLETS DMV	DEALER		WEB WS	California Dealer Plate Inquiry
NLETS	FAA		WEB WS	Aircraft Registration Inquiry
NLETS	FAAT		WEB WS and MDC	Aircraft Tracking System Inquiry
CLETS DMV	HLIC		MDC	DMV History by Driver License
NLETS	HM		WEB WS	Hazardous Material Information
CLETS	HNAM		MDC	DMV History by Driver Name
NCIC/FBI	III		WEB WS and MDC	Interstate Criminal History by Name or #
NLETS	INTERPOL		WEB WS and MDC	Interpol Inquiry
NCIC	ITF		WEB WS and MDC	Identity Theft File Inquiry
CLETS	MHFPS		WEB WS and MDC	Mental Health Firearms Prohibition Inquiry
CLETS/NCIC	MUPS		WEB WS and MDC	Missing & Unidentified Persons Inquiry
NLETS	NICB		WEB WS and MDC	National Insurance Crime Bureau Files
CLETS	PLATE	X	MDC	Vehicle Plate. <b>Returns require enhanced formatting.</b>
NCIC	POF		WEB WS	Protection Order File Inquiry
CLETS~CHS	RAPS		WEB WS and MDC	<b>THIS MASK IS FOR OUTSIDE AGENCIES ONLY</b> CII - California Criminal History Inquiry
CLETS	RNAM	X	MDC	Vehicle Registered Name, <b>Returns require enhanced formatting.</b>
CLETS	ROS		WEB WS and MDC	Restraining & Protection Order System Inquiry
CLETS	SAR		WEB WS and MDC	Sex and Arson Registration Inquiry
CLETS	SRF		WEB WS and MDC	Supervised Release File Inquiry
CLETS	SRFCON		WEB WS and MDC	Supervised Release File Contact Message <b>This is a detailed administrative msg used by officers, not dispatch</b>
NLETS	USBOAT		WEB WS and MDC	Out of State Board Registration Inquiry
NLETS	USDL		WEB WS and MDC	Out of State Driver History Inquiry
NLETS	USRAPS		WEB WS and MDC	Out of State Criminal History Inquiry



System(s)	Mask Name	Parsing	Workstation or MDC	Description
NCIC	VGTOF		WEB WS and MDC	Violent Gang & Terrorist Organization Inquiry <b><i>This is a highly restricted mask used by officers, not dispatch</i></b>
CLETS	WPS		WEB WS and MDC	Wanted Person Inquiry
CLETS/NCIC	APS (QAPS)		WEB WS, DEM CAD	Query Articles for Wants (Automated Property System)
NLETS	QCAN	X	WEB WS, DEM CAD	Query Canadian systems for Plates/VIN/Name. <b>Returns require enhanced formatting.</b>
CLETS/DMV/ NLETS/AWS	"REG" QDL	X	WEB WS, DEM CAD	Driver Licenses. <b>Returns require enhanced formatting.</b>
CLETS/DMV	"DEALER" QDLR		WEB WS, DEM CAD	Dealer plates
CLETS AFS/NCIC	"GUNS" QG (& QGH)		WEB WS, DEM CAD	Query by FCN, OCA or SN, or Name for Stolen Hits and reg.
INTERNAL CAD	QHELP		DEM CAD	Help screen showing all level 2 queries available in CAD
CLETS/DMV/ AWS/JUSTIS	QN	X	WEB WS, MDC, DEM CAD	"Monster" Multi-spawned query, <b>Returns require enhanced formatting.</b>
NCIC/NLETS	"ORI" QORI		WEB WS, MDC, DEM CAD	Query ORI by ORI, location, & agency
CLETS/DMV	QRPN		DEM CAD	Vehicle registration by Person's or Company Name
CLETS/NCIC /AWS	"SVS" QSVN (SVRN)		WEB WS, MDC, DEM CAD	Query Vehicle by Reply Code (used with LoJack)
CLETS/NCIC /AWS/NLETS	QV	X	WEB WS, DEM CAD	Query Vehicle by Lic, Vin, or Eng Number <b>~Alias to "SVS", Returns require enhanced formatting.</b>
CLETS/DMV	QVT		WEB WS, DEM CAD	Query Vehicle - Temporary (dealer) plates <b>~Alias to "DEALER"</b>
LOCAL JUSTIS	*QN		WEB WS	Query Local Arrest History
LOCAL JUSTIS and RMS	QALL		WEB WS, DEM CAD	Query CH, FI, ICSS and Court by Name
LOCAL JUSTIS	QLOC	?	??	Query Multiple Systems by Location <b>~Not sure what this is</b>
LOCAL JUSTIS	QCA		WEB WS and MDC	Complete SF Court History
LOCAL JUSTIS, RMS	QCX		WEB WS, MDC, DEM CAD	Latest SF Court Disposition
LOCAL JUSTIS	"QI" QIA		WEB WS and MDC	Query Incident Assignment
LOCAL JUSTIS and RMS	QIL		WEB WS and MDC	Query Incident Report Location
LOCAL JUSTIS and RMS	QIR		WEB WS and MDC	Query Incident Report



System(s)	Mask Name	Parsing	Workstation or MDC	Description
LOCAL JUSTIS and RMS	QIS		WEB WS and MDC	Query Incident Report Summary
LOCAL JUSTIS	QOF		WEB WS, MDC, DEM CAD	Query Officer by Name of Star
LOCAL JUSTIS	QPA		WEB WS and MDC	Query Previous Arrests
LOCAL JUSTIS	QPH		WEB WS, MDC, DEM CAD	SF Criminal History by SFNO
LOCAL JUSTIS	QPRO		WEB WS and MDC	Query Probation Status
LOCAL JUSTIS	QRAP		WEB WS and MDC	SF Rap Sheet
CLETS/DMV/AWS	H		WEB WS	Performs LTI SVS & REG (CLETS, AWS, JUSTIS) <b>Alias to REG</b>
CLETS/DMV	M		WEB WS	Performs In State or Out of State Driver History by Name <b>Alias to DL</b>
CLETS/DMV/AWS	MONSTR	X	WEB WS and MDC	Single Name Inquiry (CLETS, AWS, JUSTIS) <b>Alias to QN, Returns require enhanced formatting.</b>
CLETS/DMV/AWS	MPERSON		WEB WS and MDC	Multiple Person Name Queries (CLETS, AWS, JUSTIS) <b>~Multiple person MONSTR mask</b>
CLETS/DMV/AWS	MVEHICLE		WEB WS and MDC	Multiple Vehicle Inquiry (CLETS, AWS, JUSTIS)
CLETS/DMV/AWS	N		WEB WS and MDC	Performs LTI MONSTR (CLETS, AWS, JUSTIS) <b>~Alias to MONSTR</b>
CLETS/DMV/AWS	SVRN		WEB WS, DEM CAD	Performs LTI SVS - Stolen Vehicle Recovery Network Inquiry (CLETS) <b>~DEM may want separate mask, but this can be embedded within the SVS mask as well.</b>

In addition, the ALR and ALQ transactions used by the ASAP interface will be supported

### 1.6.3 Security and Integrity

The traffic between the PremierOne Clients and the Application Servers is FIPS 140-2 compliant. The components that reside on the CAD Application Servers (Refer to Figure 1-6) also encrypt their communications with each other. The messages between the PremierOne application servers and ConnectCIC are encrypted.

ConnectCIC makes a connection to the Level II message switch using the LTI TCPSTREAM Protocol. The security of this connection is the responsibility of CCSF.

PremierOne stores the query requests and, optionally, the query responses in the Reporting Data Warehouse. At CCSF, the responses will not be stored in the

RDW as this will be handled by the Level II Message Switch. The requests and responses are stored temporarily in the transactional database for display purposes.

## 1.6.4 Data Flow

Figure 1-7 shows the data flow diagram between the system components. Refer to Figure 1-6 for where the components reside.

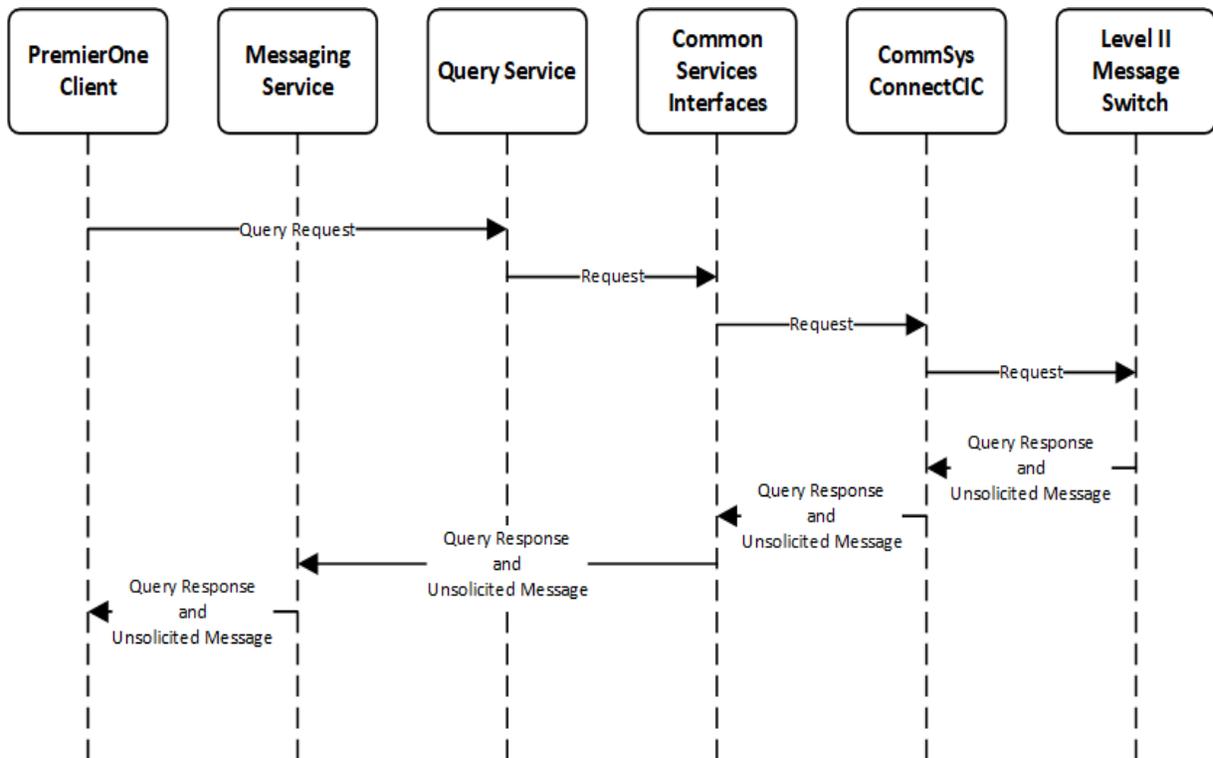


Figure 1-7 Data Flow Diagram

## 1.6.5 Connectivity

ConnectCIC initiates the connection using the LTI TCPSTREAM Protocol used by the Level II Message Switch.

## 1.6.6 Exception Handling and Logging

PremierOne exceptions are logged in both the Windows Event Log on the Application Server and the PremierOne database. ConnectCIC has its internal logs and the Criminal Justice Information in those logs can be encrypted however no Criminal Justice returns will be stored on the ConnectCIC server(s).

## 1.6.7 Performance

PremierOne sends the query requests to the Level II Message Switch after the user submits the request. Delays and errors on external systems might impact the operation and cannot be controlled by PremierOne.

## 1.7 HIGH AVAILABILITY AND DISASTER RECOVERY

PremierOne CAD and its components (including CSI and ConnectCIC) operate in a High Availability environment. ConnectCIC on one of the available PremierOne Application Servers maintains the connection with the Level II Message Switch at any given time.

This applies to both the Primary and Disaster Recovery environments. Only one environment is active at any given time.

Training and Staging/Development environments will also have an interface to Level II.

## 1.8 SYSTEM ADMINISTRATION

CommSys provides the metadata for this interface that describes the query transactions and response parsing available for PremierOne to incorporate into its forms and response processing (e.g. formatting, drilldown and cascading queries). When the transactions or responses change, applicable changes must be applied to the metadata, ConnectCIC and PremierOne.

Most of the configurable options are set on the PremierOne Provisioning Console:

- The Query section contains most of the configurable options for the forms, response processing (field mapping, hot hit processing, drilldown/cascading queries, formatting, etc.) and ORI/mnemonic association. Some of the options are system-wide while others are agency-specific. The ORI association can be with the requestor's unit or with the submitter's role or device
- The Role Permission section controls the access to Query Service and the individual forms (query types) for each role
- The List and Statute Management section contains the definitions of the dropdown lists on PremierOne. For the Incident Person and Vehicle fields that are used for query requests or populated by query responses, the codes (e.g. race, vehicle make, etc.) must match

In addition, the CSQuery configuration file defines the display priority (order) for the response messages.



Details on the provisioning of queries in PremierOne can be found in the PremierOne CAD and Mobile Provisioning Guide.

## **1.9 TEST SYSTEM AND SIMULATION SUPPORT**

CCSF will provide a test Level II Message Switch. Motorola will configure ConnectCIC and the query interface

## **1.10 ASSUMPTIONS, CONSTRAINTS AND RISKS**

The Level II Message Switches are reachable from PremierOne at the Primary (Production and Training) and DR sites.

The requirements outlined in the CommSys "Data Normalization Requirements for Agency Customers of ConnectCIC" need to be satisfied by CCSF before the data normalization (parsing) work can begin.

CCSF is responsible for obtaining any state approvals necessary. The California DOJ approval process can be time consuming – this needs to cover the Primary Production, Training, Staging/Development and Disaster Recovery Production environments.





# PREMIERONE™ CAD - LIVEMUM INTERFACE

**INTERFACE CONTROL DOCUMENT  
CITY AND COUNTY OF SAN FRANCISCO**

## VERSION 1.0

The design, technical, pricing, and other information (“Information”) furnished with this submission is proprietary and/or trade secret information of Motorola Solutions, Inc. (“Motorola Solutions”) and is submitted with the restriction that it is to be used for evaluation purposes only. To the fullest extent allowed by applicable law, the Information is not to be disclosed publicly or in any manner to anyone other than those required to evaluate the Information without the express written permission of Motorola Solutions.

MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2023 Motorola Solutions, Inc. All rights reserved.

# TABLE OF CONTENTS

## Section 1. Interface Description

1.1	Introduction.....	1-1
1.2	Business Process.....	1-1
1.3	User Experience.....	1-1
1.4	Use Cases and Requirements.....	1-4
1.5	Interface Overview .....	1-4
1.6	Data Exchange .....	1-5
1.6.1	Data Transfer.....	1-5
1.6.2	Transactions.....	1-5
1.6.2.1	Event Message.....	1-5
1.6.2.2	Unit Message .....	1-5
1.6.2.3	HeartBeat Message.....	1-6
1.6.2.4	Sync Message .....	1-6
1.6.2.5	Moveup Message.....	1-6
1.6.2.6	Message Control / Trigger.....	1-6
1.6.3	Security and Integrity .....	1-7
1.6.4	Connectivity .....	1-7
1.6.5	Exception Handling and Logging.....	1-7
1.6.6	Performance.....	1-7
1.7	High Availability and Disaster Recovery .....	1-7
1.8	System Administration .....	1-7
1.9	Test System and Simulation Support.....	1-8
1.10	Assumptions, Constraints and Risks.....	1-8

# SECTION 1. INTERFACE DESCRIPTION

## 1.1 INTRODUCTION

This Interface Control Document (ICD) describes the interface between PremierOne CAD and Deccan LiveMUM and the scope of work involved in delivering this interface. Motorola Solutions will deploy the interface and verify the functionality described within this ICD. If Customer desires any changes to this ICD scope, those changes can be addressed via the change provision of the contract.

The purpose of the LiveMUM interface is to analyze current and historical incident data and based upon real time information provide recommendations for unit cover such that the pre determined incident response time for a coverage are maintained.

## 1.2 BUSINESS PROCESS

The CAD to LiveMUM interface automates the analysis of incident response times for various types of Fire Equipment. Recommendations for move-ups and cover are automatically made by LiveMUM allowing the agencies to move equipment as needed. This is done by:

1. PremierOne automatically feeds incident and unit information data in real-time to LiveMUM through the interface.
2. LiveMUM monitors the incidents and units and determines if any move-up is necessary. When a move-up becomes necessary, a dialog box is displayed on the user's LiveMUM workstation.
3. The user works in LiveMUM to determine the optimal unit(s) to move. The moveup may be sent from the LiveMUM client directly to PremierOne CAD which will move the unit.
4. If the moveup was not sent from Deccan to PremierOne, the user moves the unit(s) to another station using the PremierOne CAD Client. The relocation of units to other stations are transferred back to LiveMUM via the interface.

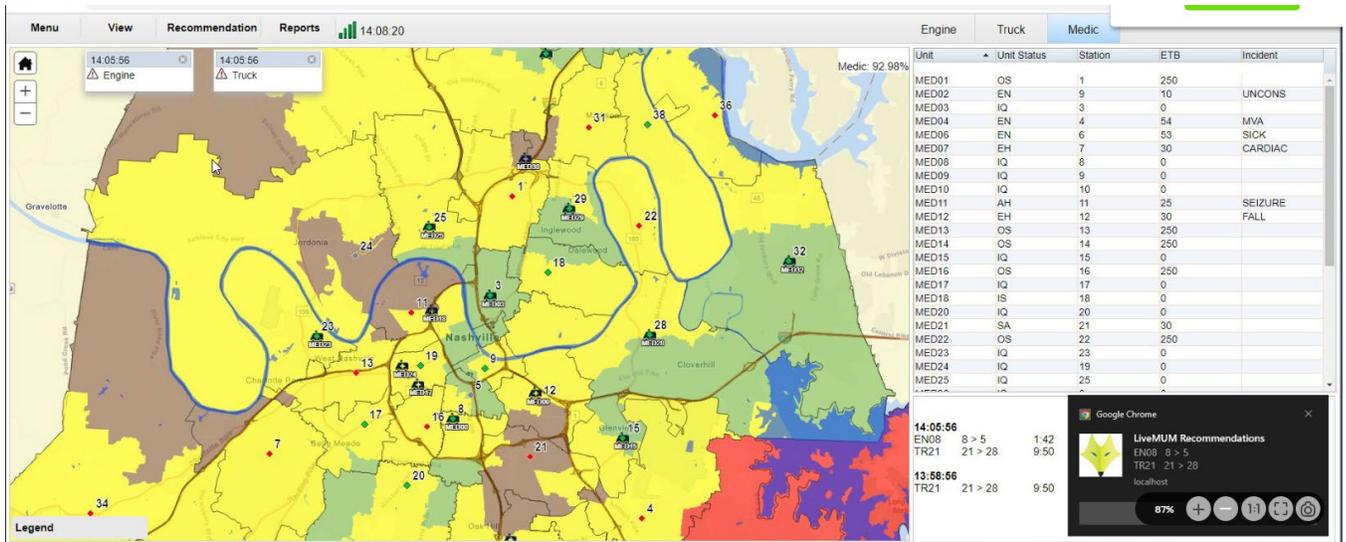
## 1.3 USER EXPERIENCE

LiveMUM is a third-party application that is separate from PremierOne. This application is accessed via a web browser to a local instance of the application within the customer network.

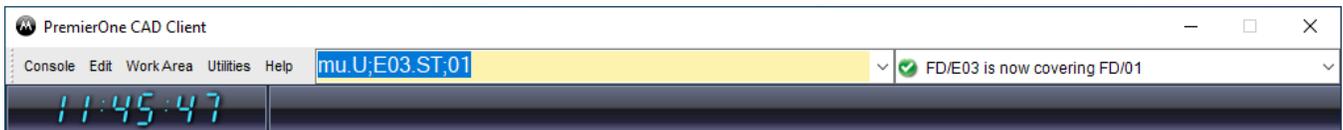
Within the LiveMUM application, users are able to view the current coverage maps for the various equipment types that are provisioned such as engines, trucks, and EMS.

Unit statuses and current incidents are also displayed.

Recommendations for move-ups are shown with various dialogue boxes for the operator / supervisor to act upon if so desired.



Units are moved to another station using the MU command in CAD.



The station that a unit is moved up to is shown in the Unit Status screen for the unit.

The screenshot displays the PremierOne CAD Client interface. At the top, the title bar reads "PremierOne CAD Client" and the menu bar includes "Console", "Edit", "Work Area", "Utilities", and "Help". The main window title is "US.U;E03" and a status indicator shows "FD/E03 is displayed". A digital clock shows "11:46:27" and the date is "Thursday, May 11, 2023".

The interface is divided into several sections:

- Unit Information:** Unit ID: **FD/E03**. Incid #: [blank]. Status: **EC** (Emergency Call). Working Capability: [blank], Qty: 0. Time in Status: 00:00:52. Timeout Value: [blank]. Duration: [blank], Reset to: 0, with a "Reset" button. Last Known Loc: [blank].
- Disposition and Comments:** A table with columns for "Disposition" and "Comments".
- Unit Location:** Location: [input field], Loc Name: [input field], Loc Desc: [input field], City: [dropdown], Zip Code: [input field]. Approx AVL Loc: 41.851140/-87.635341. Person State: [dropdown], Person Current State: In Veh. **Move Up Loc: FD/01** (highlighted with a red box). Unit Comments: [input field].
- Info Panel:** Network: Available, Mode: Online, Const: WIN10CC, User: MRogers, Role: CC Admi..., Envir: Production. ANI/ALI: [input field].
- On Duty Assignment Summary:** A list of personnel:
  - Jurisdiction:** Agency ID: FD, Station: 03, Area: NW, Sector: NW2, Beat: 03.
  - Do, Matthew:** Agency ID: FD, User ID: DO, Equip Type: [blank], Equip ID: [blank], Skill: DIVE, FIREFIGHT. Riding Position: EMT.
  - Patterson, Valentina:** Agency ID: FD, User ID: PATTERSON, Equip Type: [blank], Equip ID: [blank], Skill: DIVE, FIREFIGHT. Riding Position: FIREFIGHTER I.
  - Waits, Ron:** Agency ID: FD, User ID: WAITS, Equip Type: [blank], Equip ID: [blank], Skill: DIVE, FIREFIGHT, MEDIC. Riding Position: FIREFIGHTER I.
  - Steinbrenner, Lina:** Agency ID: FD, User ID: STEINBRENNER, Equip Type: [blank], Equip ID: [blank], Skill: FIREFIGHT. Riding Position: FIREFIGHTER I.
  - Cecil, Erin:** Agency ID: FD.

Buttons at the bottom include "View Incid" and "Unit History".

This information may also be displayed on status monitors.

## 1.4 USE CASES AND REQUIREMENTS

Use Cases describe specific user and system interactions provided by the Interface. They provide traceability for the Test Cases in the Interface Test Procedure.

**Table 1-1. Use Cases**

Use Cases	Description
UC-01	CAD System can export incident data to LiveMUM
UC-02	CAD System can export unit data. To LiveMUM
UC-03	CAD to LiveMUM unit status sync occurs when requested from LiveMUM

The requirements for the interface are contained in the following sections of the RFP:

- CAD: 978-1024 – Covers/Move-Ups/System Status

## 1.5 INTERFACE OVERVIEW

Connecting from CAD in real-time, LiveMUM (Live Move-Up Module) identifies holes in coverage by tracking each unit's status, location, and incident assignment. The software then instantaneously recommends optimal unit relocations, or "move-ups", that reflect the department's coverage policies.

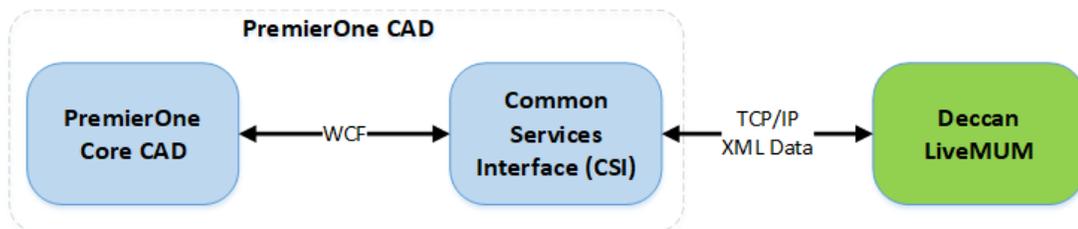
The PremierOne CAD generates transactional messages, whenever an incident or unit operation is performed within PremierOne CAD. These messages are also generated when a unit changes location.

The messages destined for LiveMUM will be forwarded to CSI (Common Service Interfaces) component of PremierOne. This will transform the messages to the structure required by LiveMUM and then send them via TCP/IP with an XML payload to the LiveMUM server.

*The Motorola components are:*

- PremierOne – the base PremierOne component
- CSI – Common Service Interface – resides on the PremierOne application servers and runs as a service

Figure 1-1 shows the connectivity and primary data flow across the system.



**Figure 1-1. PremierOne CAD to Deccan LiveMUM Interface Diagram**

Information required for installation, configuration, test and support purposes regarding this Deccan LiveMUM Interface shall be gathered during the interface installation phase of the project and populated in the Technical Requirements Specification Document.

## 1.6 DATA EXCHANGE

### 1.6.1 Data Transfer

The connection between PremierOne and LiveMUM uses a TCP socket. PremierOne is the client and initiates the connection to the LiveMUM Server on TCP port 5000 for the one-way interface. All of the PremierOne application servers have the ability to connect to the LiveMUM Server thus data from any Application server can be sent to LiveMUM.

### 1.6.2 Transactions

This section lists the messages between PremierOne and LiveMUM. The format and content of the XML messages have been agreed upon between Deccan International and Motorola Solutions. The LiveMUM Server expects all elements within the XML file to be sent. When a value is not available, an empty XML tag is still required.

#### 1.6.2.1 Event Message

An event message is sent to LiveMUM upon incident creation in the PremierOne CAD system for the agency associated with LiveMUM.

The fields sent in this message are:

- Incident agency,
- Incident address;
- Incident latitude and longitude
- Incident number;
- Incident type;
- Incident type description
- Modifying circumstance;
- Priority;
- Alarm level; and
- Units currently assigned to the incident.

#### 1.6.2.2 Unit Message

A unit message is sent to LiveMUM when a unit status change or unit location change (which includes GPS location updates) occurs. The fields sent in this message are:

- Unit id,
- Unit status,
- Unit's current station,
- Unit capabilities,
- Unit's latitude and longitude,
- If the unit is assigned to an incident:
  - ◆ Incident number,
  - ◆ Incident type,
  - ◆ Modifying circumstance,
  - ◆ Alarm level.

### 1.6.2.3 HeartBeat Message

The heartbeat message is sent from the PremierOne CAD system to the LiveMUM system signaling the connection between the two systems is active. This message contains no data fields

### 1.6.2.4 Sync Message

The LiveMUM will send a request to PremierOne for a sync message when the interface connection is initially established between the two systems. A sync message is also requested at any time after the connection is lost between the two systems. The request will come from LiveMUM at the time of re-connection. The sync message is a listing of all units and statuses in the PremierOne CAD system, which are on or off duty.

The LiveMUM monitors the connection to the PremierOne CAD based on the heartbeat message. No heartbeat message signals LiveMUM that the connection is broken and when the heartbeat message begins to be received again, LiveMUM recognizes the connection is again active and sends the request message to PremierOne. This message contains no data fields

### 1.6.2.5 Moveup Message

This message is sent by LiveMUM to PremierOne when a user confirms a moveup in LiveMUM. The fields sent in this message are:

- Unit id,
- Station to move to.

### 1.6.2.6 Message Control / Trigger

Messages to LiveMUM can be filtered by agencies, based on customer specification.

Events triggering the CSI messages are:

Trigger Within CAD	Action – To LiveMUM Server
Incident Created	Event message sent
Incident Update	Event message sent
Unit Change	Unit message sent
Incident Type Change	Event message sent
Incident Location Change	Event message sent

### 1.6.3 Security and Integrity

Cad to LiveMUM messages are transmitted between PremierOne CAD and the LiveMUM server that is locally collocated within the customer network. Source, destination and ports used are typically controlled via firewall rules. There is no additional security or integrity defined in LiveMUM.

### 1.6.4 Connectivity

CAD to LiveMUM messages are transmitted between PremierOne CAD and the LiveMUM listener service via a TCP socket connection utilizing an XML payload. The connection is maintained via heartbeat messages being maintained and monitored between the 2 systems

### 1.6.5 Exception Handling and Logging

The PremierOne LiveMUM interface contains a database table that logs all messages transmitted through the interface for diagnosing issues with the interface.

PremierOne keeps a socket log file on each application server that contains the messages exchanged between PremierOne and LiveMUM.

Records are retained in the socket logs for a definable period (typically 30 days). Exceptions are logged in either the PremierOne or CSI logs, depending on the component that encountered the error.

An email will be sent to a CCSF-specified mailing list if the connection fails between CAD and LiveMUM.

### 1.6.6 Performance

There are no explicit performance requirements for the Interface. Cad transmits the incident and unit status update information on a real time basis to LiveMUM.

## 1.7 HIGH AVAILABILITY AND DISASTER RECOVERY

The Interface runs on all of the active site's PremierOne CAD application servers and all application servers establish their own connection to LiveMUM. Any application server can generate an incident or unit status update and that message is processed by the CSI instance on that application server to LiveMUM.

The LiveMUM interface is installed in the disaster recovery system and will operate there provided that it is possible to connect to an instance of LiveMUM.

## 1.8 SYSTEM ADMINISTRATION

Settings for the LiveMUM interface are contained in the CAD-to-CAD module of PremierOne provisioning. These appropriate values will be entered here during interface installation, and these should not be changed once the system is in operation.

## 1.9 TEST SYSTEM AND SIMULATION SUPPORT

The LiveMUM interface will be installed in the training and staging (development) environments. The interface will be configured to operate and write messages to the local file system if a training or staging LiveMUM is not available.

## 1.10 ASSUMPTIONS, CONSTRAINTS AND RISKS

The interface is dependent upon the LiveMUM service to be running and reachable. If not, then this will result in an outage for that interface.



# PREMIERONE™ CAD - LOGIS CAD-TO-CAD INTERFACE

**INTERFACE CONTROL DOCUMENT  
CITY AND COUNTY OF SAN FRANCISCO**

## VERSION 1.0

The design, technical, pricing, and other information ("Information") furnished with this submission is proprietary and/or trade secret information of Motorola Solutions, Inc. ("Motorola Solutions") and is submitted with the restriction that it is to be used for evaluation purposes only. To the fullest extent allowed by applicable law, the Information is not to be disclosed publicly or in any manner to anyone other than those required to evaluate the Information without the express written permission of Motorola Solutions.

MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2023 Motorola Solutions, Inc. All rights reserved.

# SECTION 1. INTERFACE DESCRIPTION

## 1.1 INTRODUCTION

This Interface Control Document (ICD) provides describes the interface between PremierOne CAD and the LOGIS CAD system operated by American Medical Response (AMR). This document will cover both the interface (“Interface”) and the scope of work involved in delivering this Interface. Motorola Solutions will deploy the Interface and verify the functionality described in this ICD. If the City of San Francisco, CS (“Customer”) desires any changes to this ICD scope, those changes can be addressed via the change provision of the contract.

The purpose of the interface is to allow for the exchange of incident and unit status information with a Third-Party CAD system. This allows PremierOne and the Third-Party CAD system to exchange Call for Service (CFS) information and to request for mutual aid.

## 1.2 BUSINESS PROCESS

Motorola Solutions will review the business processes with the Customer to identify specific agency requirements, during the interface discovery phase. Due to the complex requirements surrounding incident and unit status updates to a Third-Party CAD system, there may be limitations regarding the transactions supported by PremierOne. Motorola Solutions is not providing new functionality to the core application as a result of implementing this interface. The following are known limitations for this interface at the time of release of this ISD:

- PremierOne does not support Associated Incidents via this interface.
- PremierOne detailed Call for Service messages do not include vehicle information.
- PremierOne data exchange only includes caller information. No other people types are sent via the interface.
- Incident updates sent from a Third-Party CAD system are added as comments in PremierOne CAD.

PremierOne does not have a translation mechanism to transform incident type, unit names, and addresses received by a Third-Party CAD system.

Additional limitations may exist and may be discovered throughout the implementation and testing process across the installation base.

PremierOne requires values for key fields like agency, incident type, status, in order to create a new incident. PremierOne will send updates to the incident, when key fields like incident location, incident status, incident type, response type, alarm level or comments are changed or when units are dispatched.

## 1.3 USER EXPERIENCE

The data transfer occurs in the background and is transparent to PremierOne user. PremierOne user can view the status of the Third-Party CAD system's units they are monitoring in the unit status monitors. They can request the external agency to dispatch its units to PremierOne CAD incidents.

PremierOne users can view incidents and incident updates from the Third-Party CAD system. Updates to incidents made by PremierOne users can be sent to the Third-Party CAD system.

## 1.4 USE CASES AND REQUIREMENTS

Use Cases describe specific user and system interactions provided by the Interface. They provide traceability for the Test Cases in the Interface Test Procedure.

**Table 1-1. Use Cases**

Use Case	Description
UC-01	PremierOne system can send incident data for CFS request.
UC-02	PremierOne system can send updates for CFS request incident.
UC-03	PremierOne system can receive CFS request and create an incident.
UC-04	PremierOne system can receive updates for CFS request incident.
UC-05	PremierOne system can send incident data for Request for Response.
UC-06	PremierOne system can send updates for Request for Response incident.
UC-07	PremierOne system can receive Request for Response and create an incident.
UC-08	PremierOne system can receive updates for Request for Response incident.
UC-09	PremierOne system can send unit status data.
UC-10	PremierOne system can receive unit status data.

**Table 1-2. Requirements**

Component	ID	Category	Requirement
Interfaces	253-277	ASAP-TO-CAD to CAD – King-AmericanPSAP	High-level Description: Proposers shall provide all services to design, configure, test and implement the following bi-directional CAD-to-CAD capability with American Medical Response (AMR). KING uses the LOGIS Solutions CAD system.

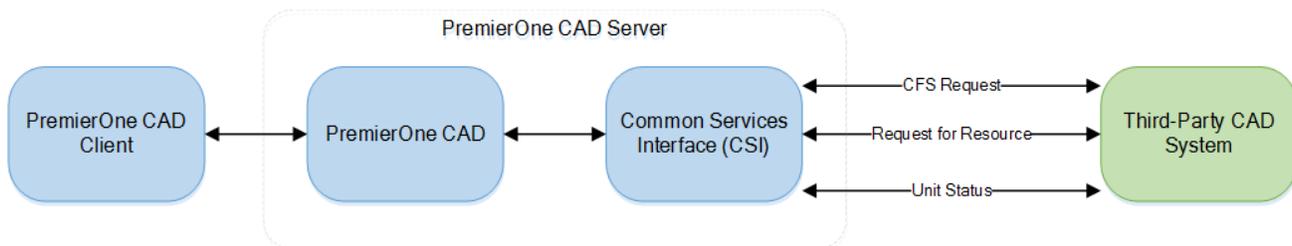
## 1.5 INTERFACE OVERVIEW

The CAD-to-CAD Point-to-Point interface allows PremierOne CAD to exchange incident and unit status information with a Third-Party CAD system. This allows PremierOne and the Third-Party CAD system to exchange Call for Service (CFS) information and to request for mutual aid.

The Common Services Interface (CSI) in PremierOne will receive the request and handle the data exchange in the PremierOne defined message format, which is National Information Exchange Model (NIEM) 2.0 compliant. The Third-Party CAD system will call the PremierOne Application Programming Interface (API) with incident details. The CSI service uses this information to create an incident in PremierOne CAD. Dispatchers can view the request and dispatch PremierOne units to the incident.

The Third-Party CAD system and its units will be provisioned as an external agency in PremierOne CAD. The PremierOne CSI service will call the Third-Party CAD system API to send the current units' status and location information, and it will receive Third-Party CAD units' status and location information. PremierOne can be configured to send the updates on unit status change or periodically. This allows PremierOne Dispatchers to view the status of units in the Third-Party CAD system and to send incident information requesting for mutual aid. The CSI service supports REST Web Service and Transmission Control Protocol (TCP) connection.

The interface diagram shows the connectivity and primary data flow across the system. Blue shaded box represents the new systems and software that will be deployed to implement the interface. Green shaded box represents existing systems required for the interface.



**Figure 1-1. CAD-to-CAD Point-to-Point Interface Diagram**

Details regarding the connection details, reference data translation, process for populating required fields in the new incident and handling of requests will be defined during the interface discovery phase, and will be documented in the Technical Specification Document.

The reference data conversion to those provisioned in PremierOne CAD is not in scope of the CAD-to-CAD Point-to-Point interface implementation. If additional features or data elements are desired by the Customer, Motorola Solutions will document the requirements during the discovery phase in the Technical Specification Document and provide a change order for Customer consideration.

## 1.6 DATA EXCHANGE

### 1.6.1 Data Transfer

The CSI and the CAD-to-CAD service in PremierOne CAD manage the data exchange with the Third-Party CAD system in the PremierOne defined XML format. PremierOne will keep track of the source system request ID and will use this and the associated PremierOne incident number for the data exchange.

PremierOne has two types of CAD-to-CAD incident data exchange, depending on whether the source or the target CAD system owns the incident. In "CFS Request", the ownership of the

incident is transferred to the target CAD system. The target CAD system owns and dispatches its units to the incident. The source CAD system may receive updates on the incident, but does not usually make any updates to the incident. In “Request for Response”, the source CAD owns the incident and just requests for specific units from the target CAD system. The target CAD system can accept and dispatch its units to the incident, or reject the request. The target CAD system may receive updates on the incident, but does not usually make any updates to the incident.

### CFS Request - PremierOne CAD to Third-Party CAD

The Third-Party CAD system is provisioned as an external agency in PremierOne CAD. The CSI service will send incidents assigned to this external agency to the Third-Party CAD system. The Third-Party CAD system can call the PremierOne API to send any updates made to the incident. PremierOne will update key fields like incident location, incident status, incident type, response type, alarm level, all other updates received are appended to the incident comment. Updates made to the incident in PremierOne CAD will be sent to the Third-Party CAD system.

The data flow diagram captures the events, triggers and message exchange between the systems.

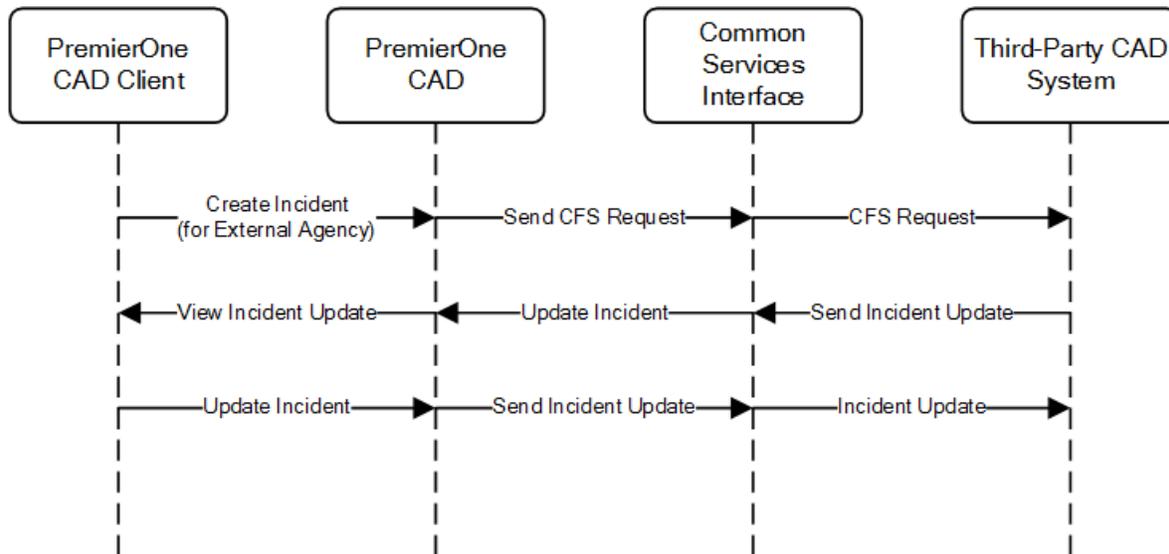


Figure 1-2. PremierOne CAD to Third-Party CAD CFS Request Data Flow Diagram

### CFS Request – Third-Party CAD to PremierOne CAD

The Third-Party CAD system will call the “CFS Request” in PremierOne CAD with the incident detail. PremierOne will use this information to create an incident in PremierOne CAD. The CSI service will send an acknowledgement with the source system request ID and the associated PremierOne incident number. Dispatchers can view the incident and dispatch PremierOne units to the incident. PremierOne will call the API published by the Third-Party CAD system to send incident and unit status updates. The Third-Party CAD system can call the PremierOne API to send any updates made to the incident, which is appended to the incident comment.

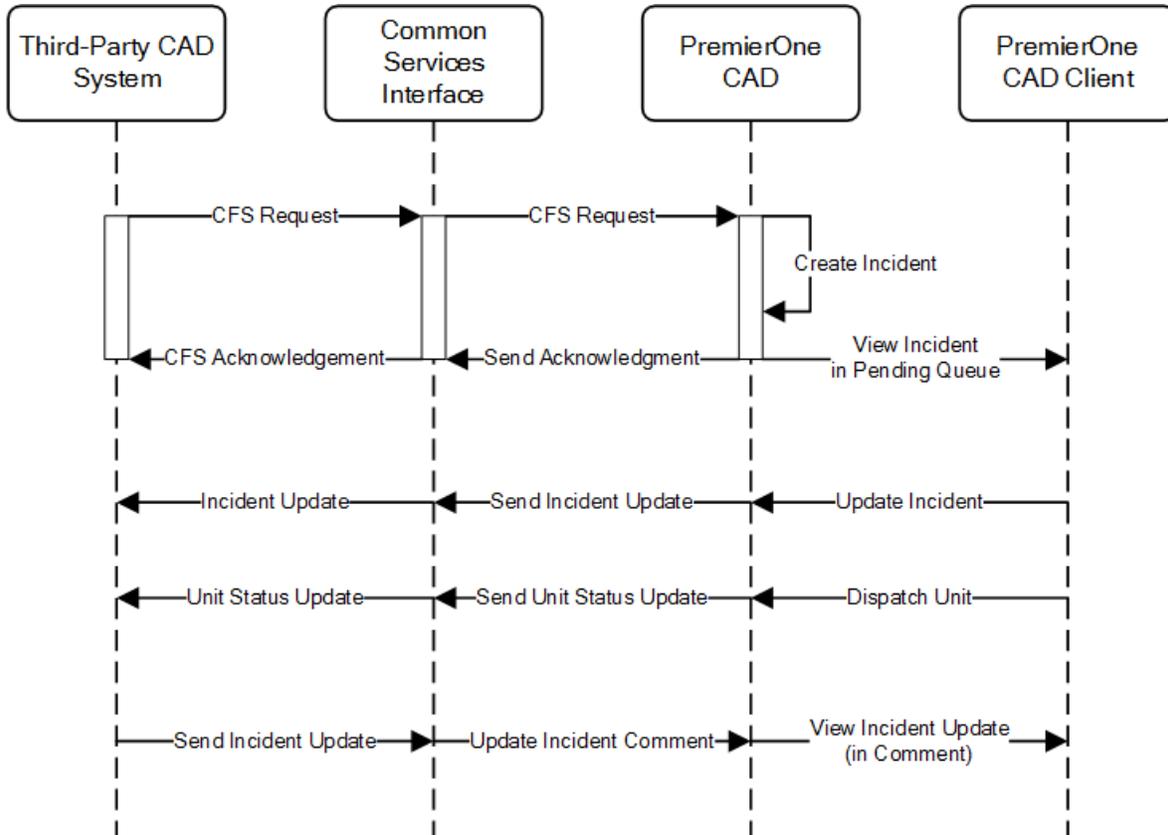


Figure 1-3. Third-Party CAD to PremierOne CAD CFS Request Data Flow Diagram

### Request for Response - PremierOne CAD to Third-Party CAD

The CSI service will receive Third-Party CAD units' status and location information. Dispatchers can view the Third-Party CAD unit status and request for them to be dispatched to a PremierOne incident. The CSI service will send incident information to the Third-Party CAD system requesting for mutual aid. The Third-Party CAD system will call the PremierOne API to provide status on the request, unit request accepted or rejected. The Third-Party CAD system can call the PremierOne API to send any updates made to the incident, which is appended to the incident comment. PremierOne will call the API published by the Third-Party CAD system to send incident updates.

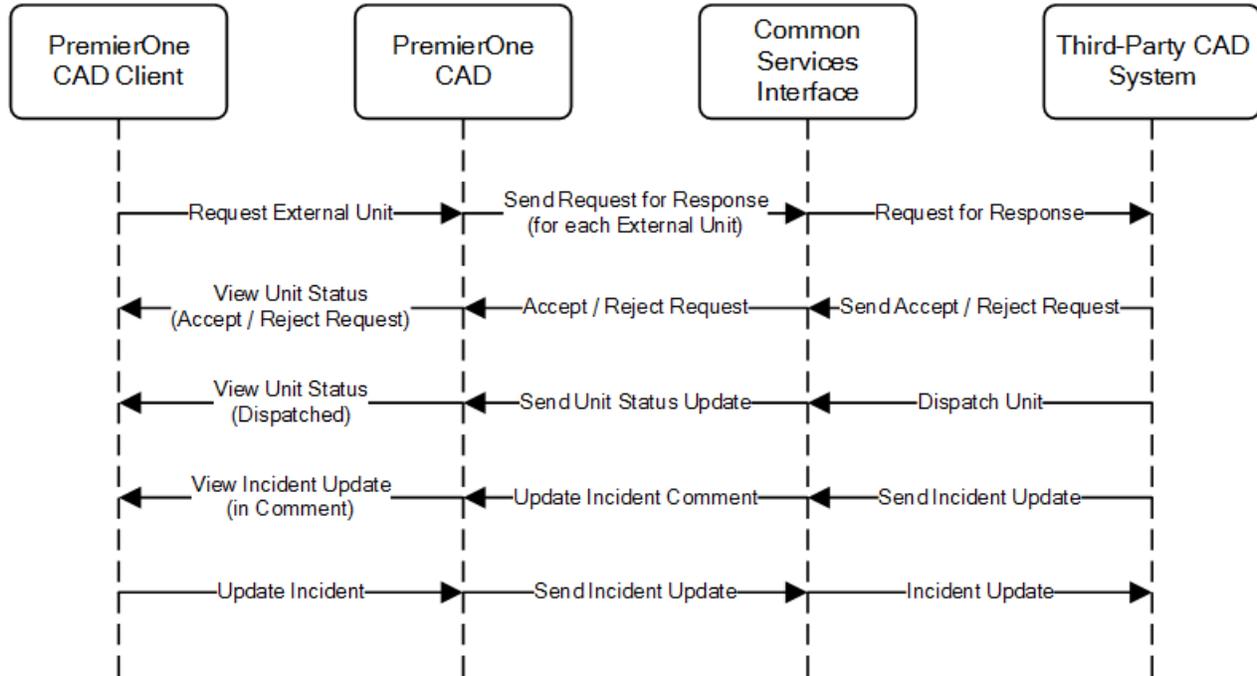


Figure 1-4. PremierOne CAD to Third-Party CAD Request for Response Data Flow Diagram

### Request for Response – Third-Party CAD to PremierOne CAD

The Third-Party CAD will call the “Request for Response” in PremierOne CAD with the incident detail. PremierOne will use this information to create a secondary incident in PremierOne CAD. The CSI service will send a response, if the request was accepted or rejected cause the unit was invalid or unavailable for dispatch. Dispatchers can view the secondary incident and dispatch PremierOne units to the incident. PremierOne will call the API published by the Third-Party CAD system to send incident and unit status updates. The Third-Party CAD system can call the PremierOne API to send any updates made to the incident. PremierOne will update key fields like incident location, incident status, incident type, response type, alarm level, all other updates received are appended to the incident comment.

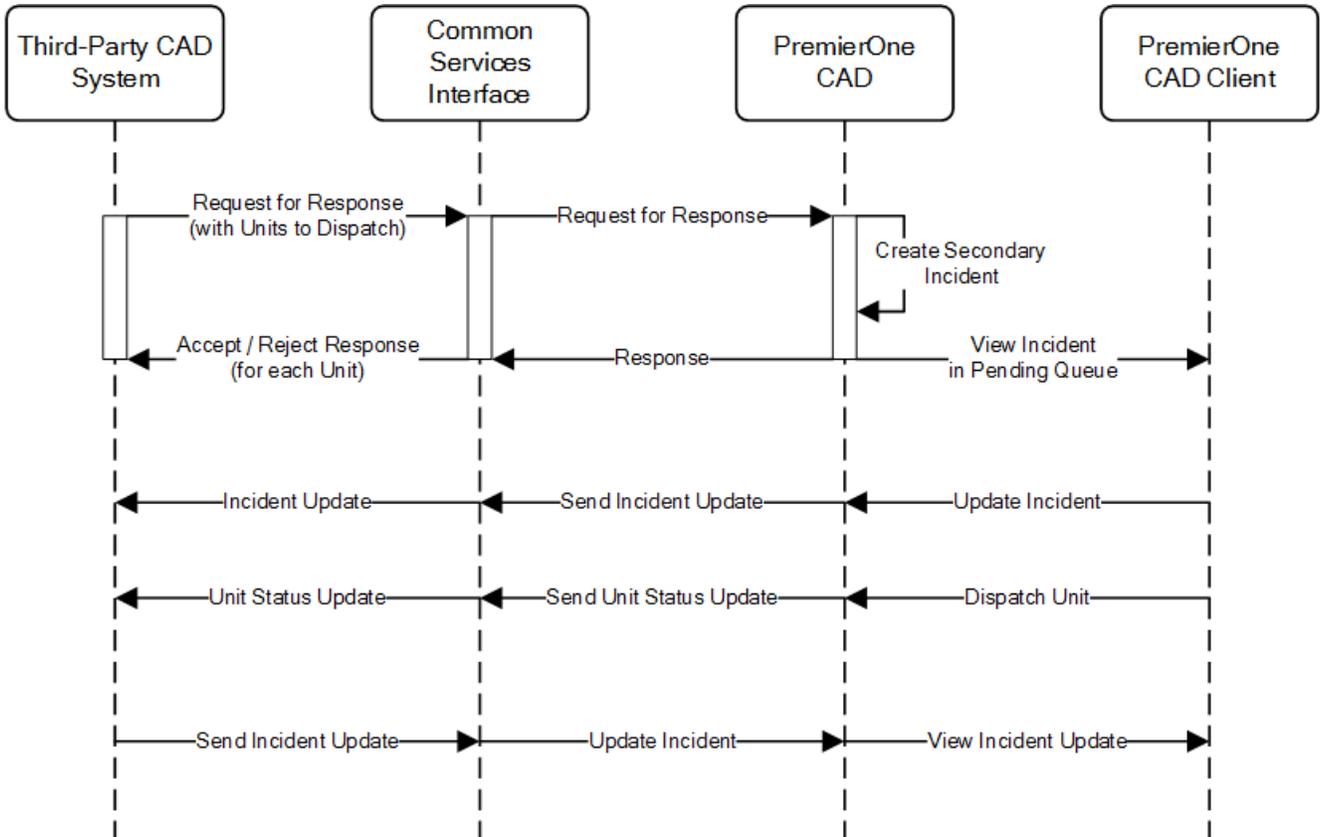


Figure 1-5. Third-Party CAD to PremierOne CAD Request for Response Data Flow Diagram

### Unit Status Data Exchange

The PremierOne CSI service will call the Third-Party CAD API to send the current units' status and location information, and it will receive Third-Party CAD units' status and location information. PremierOne can be configured to send the updates on unit status change or periodically.

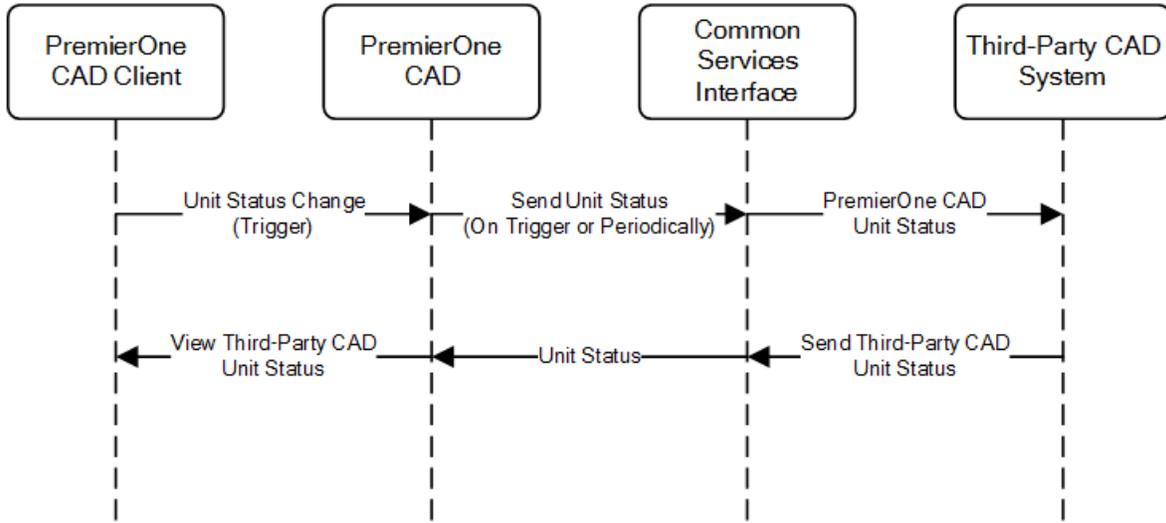


Figure 1-6. Unit Status Data Flow Diagram

## 1.6.2 Security and Integrity

There are no additional security requirements for the interface, beyond the standard implementation for PremierOne CAD. Authentication details to access the APIs will be defined during the interface discovery phase. PremierOne supports certificates, can use service account credentials or leverage network security for a secure connection and data transmission.

## 1.6.3 Connectivity

Connectivity needs to be established between PremierOne CAD and the Third-Party CAD system over the Customer Enterprise Network. Connectors supported by PremierOne are REST Web Service and TCP.

## 1.6.4 Exception Handling and Logging

PremierOne exceptions are logged in the Windows Event Log on the application server. CSI exceptions are logged in the PremierOne database.

PremierOne can be configured to log incoming messages from the Third-Party CAD system.

## 1.6.5 Performance

There are no explicit performance requirements for the interface. The incident creation and processing are expected to occur immediately after the CFS request is received from the Third-Party CAD system.

## 1.7 HIGH AVAILABILITY AND DISASTER RECOVERY

There are no additional High Availability or Disaster Recovery requirements for the interface, beyond the standard implementation for PremierOne CAD.

If available, the PremierOne recovery servers will be setup to access the Third-Party CAD API for the interface. The Third-Party Cad system should point to the recovery servers, if PremierOne is switched to the recovery servers.

## 1.8 SYSTEM ADMINISTRATION

Customer is responsible for contacting Motorola Solutions when changes occur in Third-Party CAD system or Customer Enterprise Network, which might affect the interface.

Customer is responsible for keeping the reference data synchronized and ensuring uniqueness of external agency and units between PremierOne CAD and the Third-Party CAD system.

## **1.9 TEST SYSTEM AND SIMULATION SUPPORT**

TBD

## **1.10 ASSUMPTIONS, CONSTRAINTS AND RISKS**

### **1.10.1 Assumptions**

- LOGIS CAD system can support the real-time exchange of information between the proposed CAD solution

### **1.10.2 Risks**

- LOGIS CAD system is not capable of supporting the desired functionality

# SECTION 1. INTERFACE DESCRIPTION

## 1.1 INTRODUCTION

This Interface Control Document (ICD) provides a description of the capabilities of PremierOne CAD to MACH Fire Station Alerting Interface (Interface). . Motorola Solutions will deploy the Interface and verify the functionality described in this ICD.

## 1.2 BUSINESS PROCESS

The MACH fire station alerting interface is used to alert fire stations when units are dispatched in PremierOne CAD. The actions performed by this interface occur automatically when the dispatch occurs according to the rules provisioned into the system.

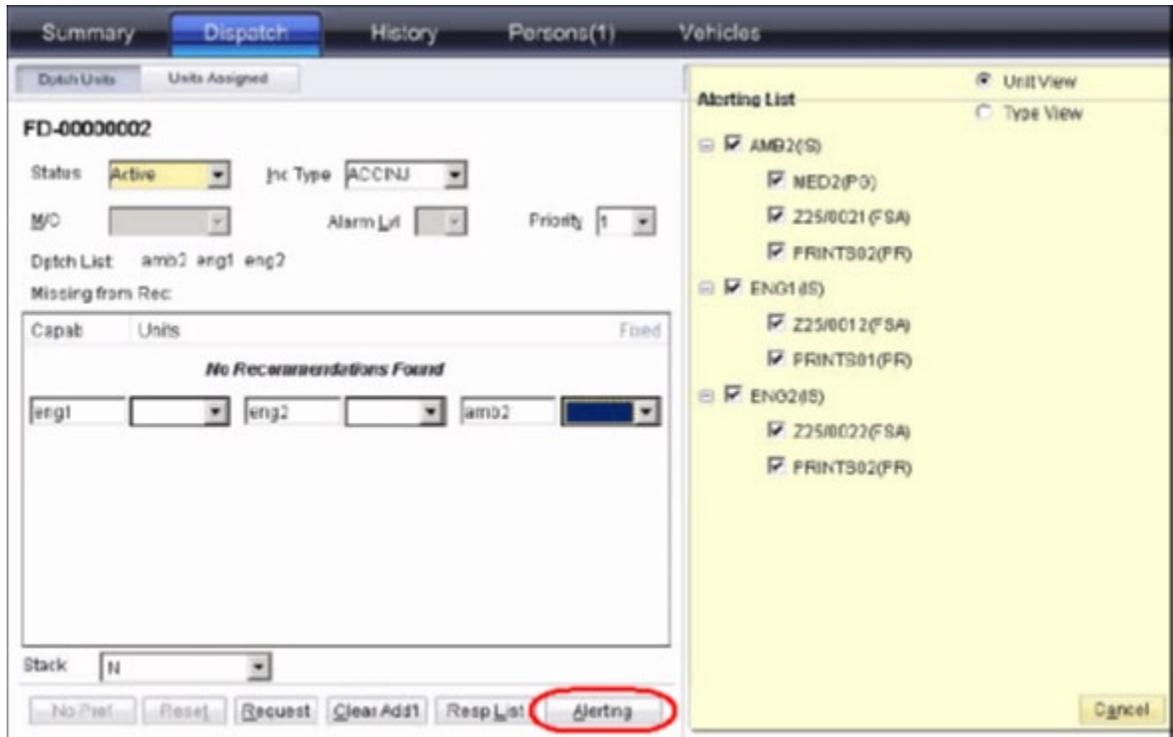
## 1.3 USER EXPERIENCE

### **Automatic Alerting at Dispatch**

Alerts will be sent automatically upon the dispatch of an incident relative to the provisioning choices made with PremierOne CAD. The user does not typically have to do anything when dispatching as the provisioned alerts will be sent by default. However, if the Dispatcher does not want the Alerts to be sent, they can select the Alert Button on the lower right hand side of the incident initiation screen. Once this button is selected, every Unit to be alerted will show up in a list in the Alerting Work Assist Area (WAA). The dispatcher can uncheck any or all of the units, which will cause the alert not to be sent to specific units or all depending on the selections made in the Alerting WAA.

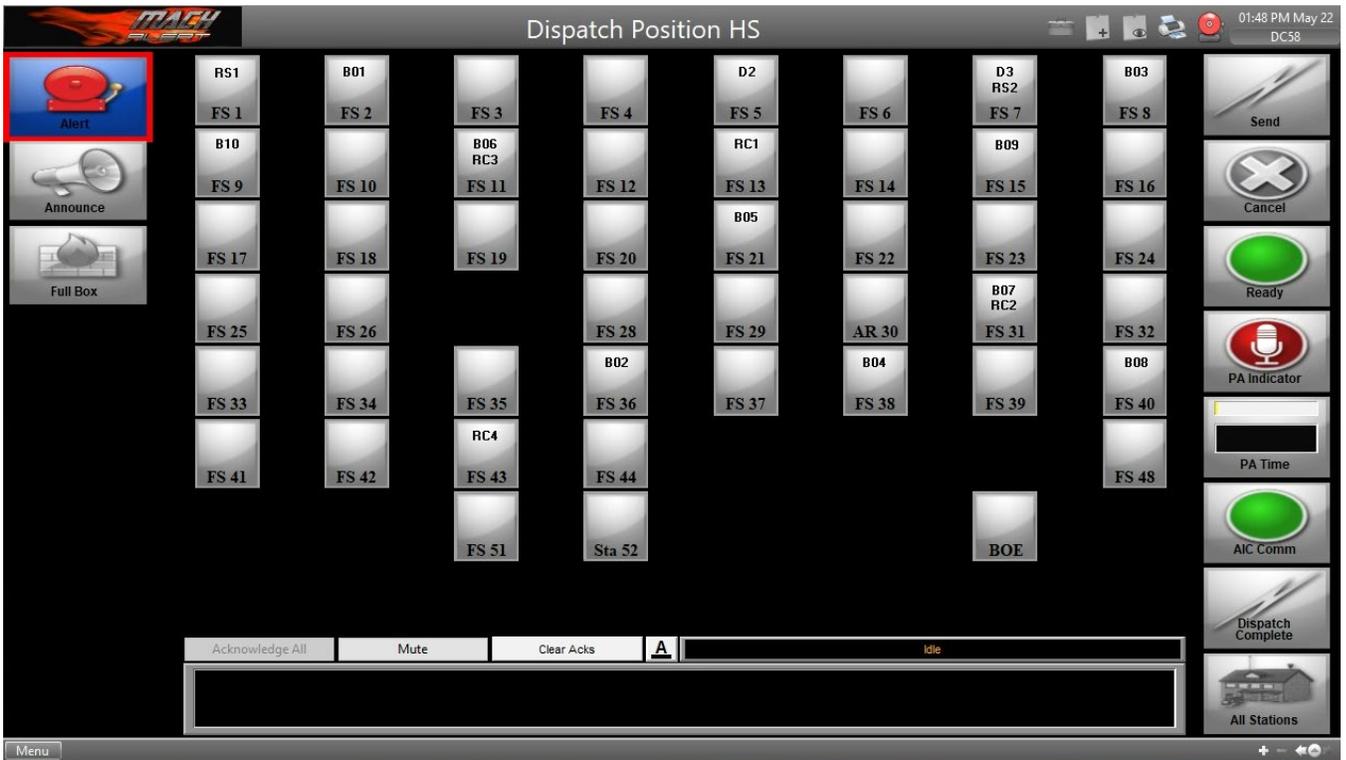
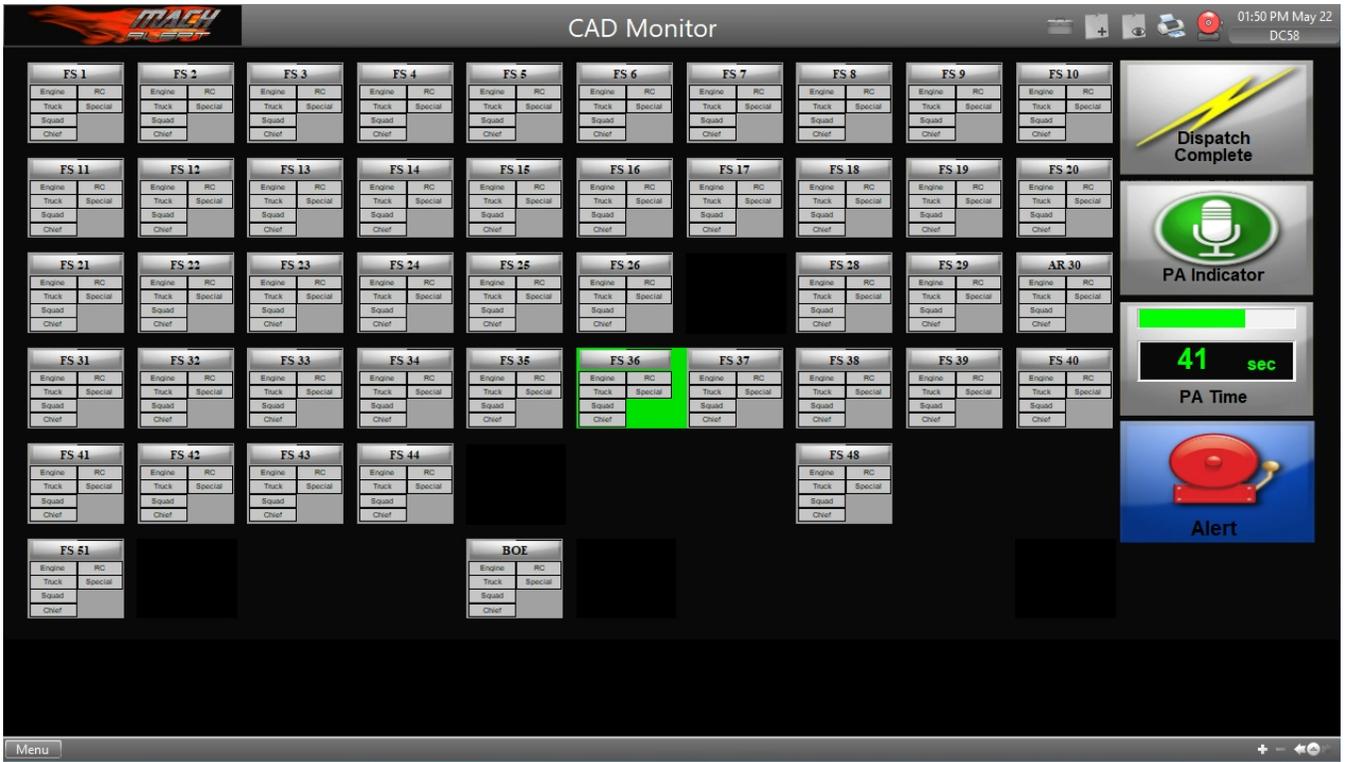
The list can be either displayed by unit or by Type (e.g. Toning, Printing, etc.) and the user can check or uncheck items on the list (which are generated based on the Alerting records provisioned). Once the form is submitted, alerts are generated for successfully dispatched units.

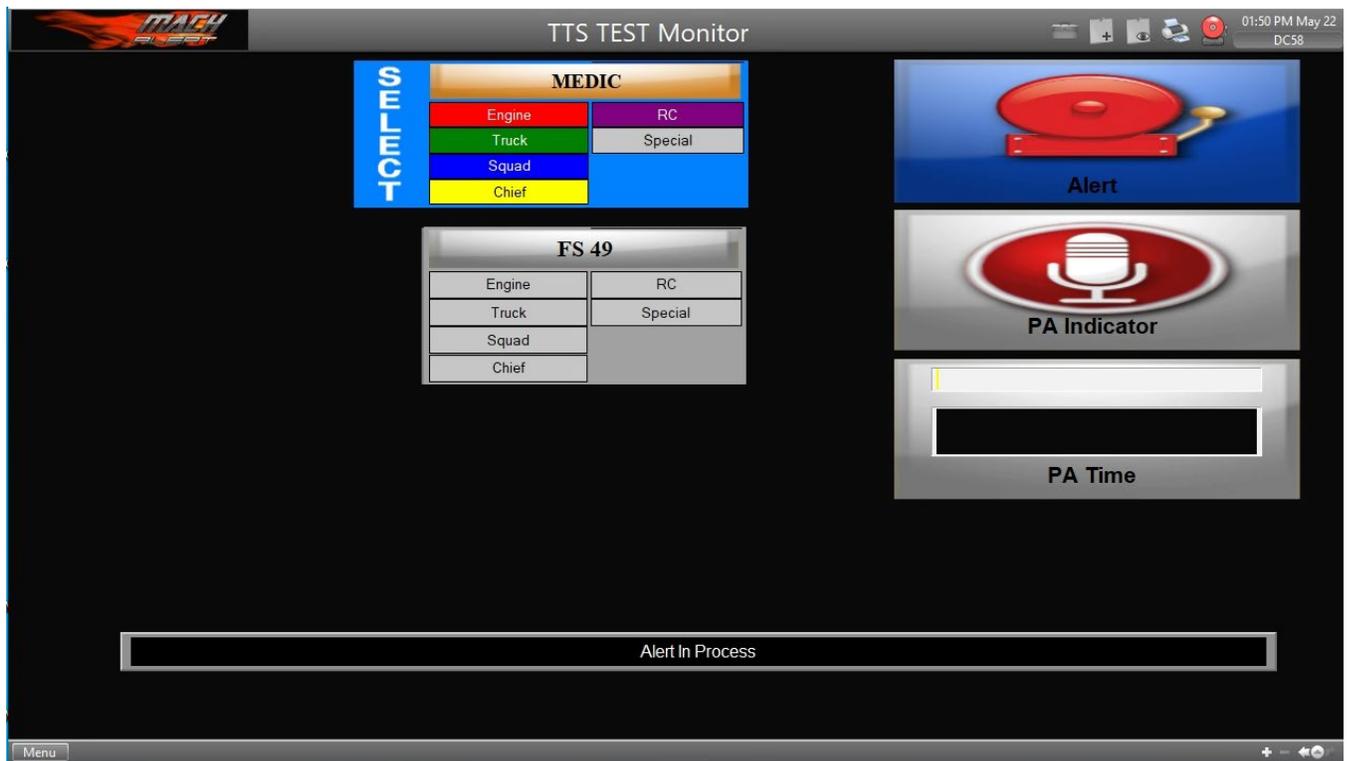
The status of an alert can be viewed on the alerting status monitor. Additionally the FSA Webclient displays the status of alerts sent by CAD.



**Figure 1-3 Automatic Alerting Sample within Incident Information**

The screenshots below show the Mach webclient. This client runs on the CAD fire dispatcher's computers independently of the PremierOne application. This webclient is used to monitor the alerts sent by CAD, and may also be used to trigger alerts manually.





### Message Control / Trigger

Alerts Triggers to MACH can be provisioned by agencies, based on customer specification of any of the following:

1. Toning system
2. Station ID. This is the station that the unit is currently assigned to. It may either be the unit's home station or the station that it has been moved up to
3. Bay/Zone of the unit.
4. Duty Type. This is typically used to specify the category or type of the unit. For example, an agency may create duty types of Suppression (for engines and trucks), Rescue (for ambulances and medics) and Chief (for Battalion Chiefs and EMS supervisors). If this is done, the alerts may be customized for each of these categories of unit.
5. Unit ID. This allows alerts to be specific to the unit being dispatched
6. Incident Type. This allows alerts to be specific to the type of incident being dispatched.

7. Unit in-station or out-of-station. This varies the alert based on the unit's status prior to being dispatched. This is frequently used to suppress alerts to a station if the unit is not present.

The combination of the first six of these factors is referred to as the Alerting Scheme for the agency.

The selection of an alerting scheme depends on a number of provisioning and configuration decisions that CSSF and Motorola will make during the implementation of the project. Based on Motorola's current understanding of the provisioning and configuration, the alerting scheme will use station and duty type. In-station settings will be used so that alerts are only sent to stations that are occupied.

For MACH Alerting it is recommended that the Toning System and Station ID.

Events triggering the alerting messages are:

Trigger Within CAD	Action – To MACH Server
Unit Dispatched	Alert message sent

### Manual Toning

The Interface is used for Toning and Public Address. MACH is configured to play the appropriate tone at the appropriate Fire Station and Bay based on the information sent in the TN command or via auto alerting feature of PremierOne CAD. The user can also use the TN command and form to generate manual alerts.

In the Tone Tab of the TN Form, as shown in the figure below, the user enters the unit or the incident to be toned. PremierOne displays the automatic alerting list based on the provisioned records.

The screenshot shows a web interface for manual toning. At the top, there are three buttons: 'Page', 'Tone' (which is highlighted), and 'Print'. Below these buttons is a 'Toning' section containing three input fields: 'Unit ID(s)', 'Include Info from Inc #', and 'Incident #'. Below the 'Incident #' field is the word 'or'. Below that is a 'Station Event' section with two dropdown menus: 'Agency' (currently set to 'FD') and 'Station Command(s)'.

Figure 1-1. TN Form Tone Tab Sample

### Status Monitor

PremierOne CAD can be provisioned to display a Toning Status Monitor that displays the status messages returned by certain toning devices used for the alerting interface. This function is supported for the Interface.



Station ID	RTU	Toning Status Message
FD01	2	ACK Request Acknowledged
FD01	1	Last Command FAILED

Figure 1-2. Status Monitor Sample

## 1.4 USE CASES AND REQUIREMENTS

The following requirements apply to the MACH alerting interface:

- CAD 923-952 Fire Resource Alerting
- Interfaces 178-181 Fire Station Alerting

## 1.5 INTERFACE OVERVIEW

This is a bi-directional interface between the CAD system and the MACH Alert Fire Station Alerting (FSA) system. This is used primarily for dispatch alerting and performing voice announcements at the City's fire stations.

As currently implemented, the CAD system sends dispatch information to CSI. CSI then formats the message for MACH and sends to the MACH Alert FSA system using the Motorola Fire Dispatch Protocol (MFD-P) serial protocol. The Current version of the protocol is 7.34. The communications link between the CAD system and the FSA Server is a serial protocol over an IP link. CSI maintains a connection to both the primary and secondary FSA servers by means of heartbeats, and will failover to the secondary server in the event that communications with the primary server are lost

Figure 1-1 shows the connectivity and primary data flow across the system.

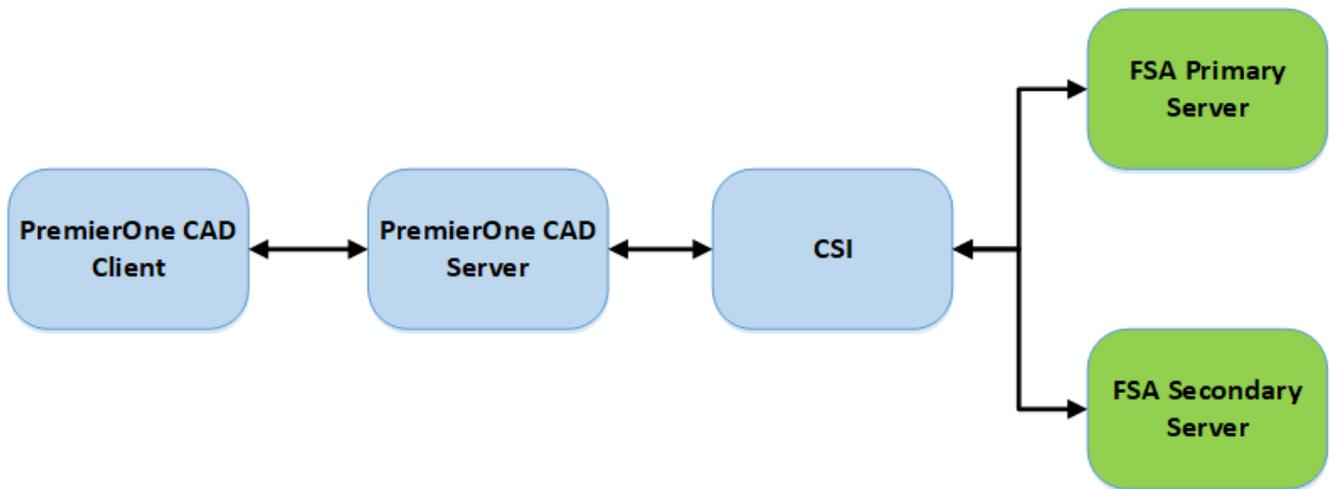


Figure 1-3. MACH Fire Station Alerting Interface Diagram

Figure 1-4 shows the system diagram of the CCSF Fire Station Alerting System

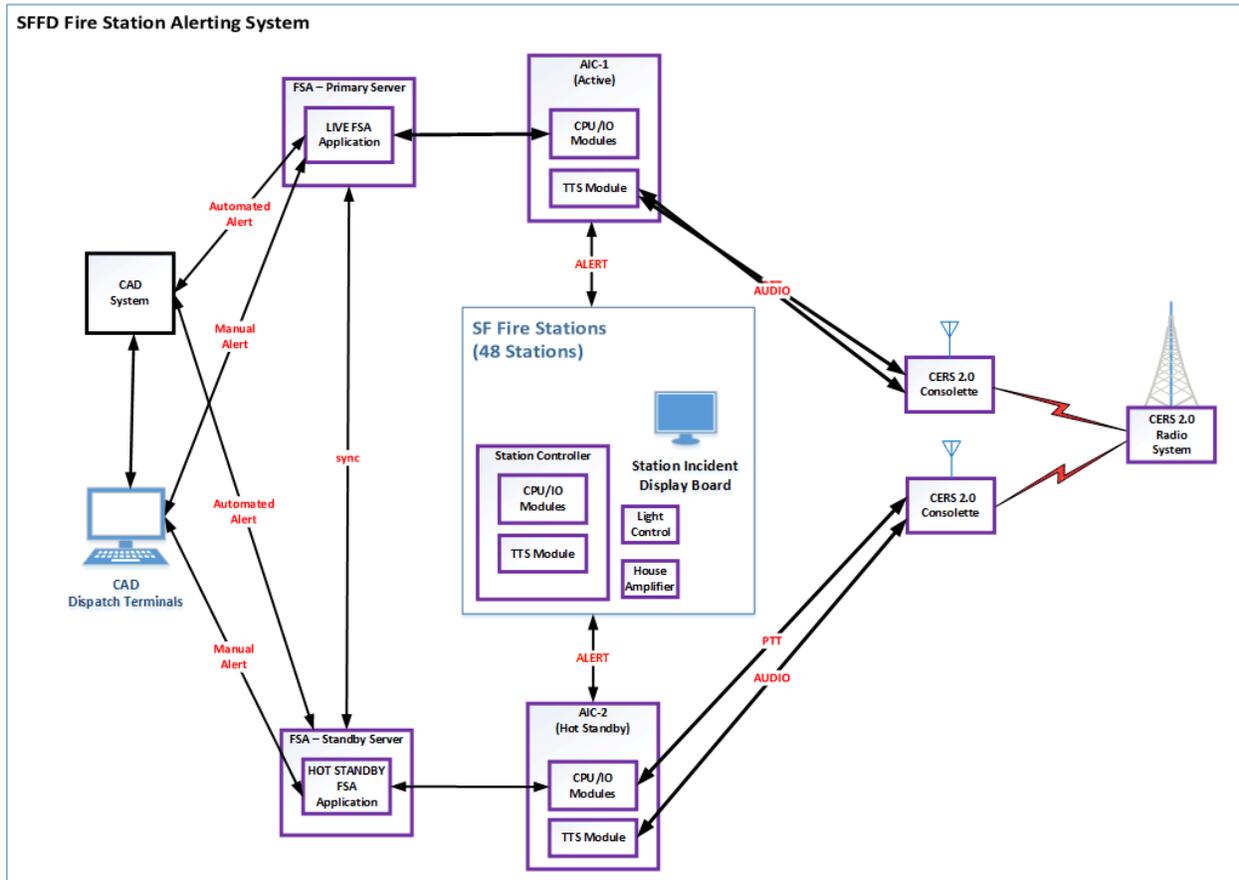


Figure 1-4 – CSSF FSA System Diagram

When CAD-generated alerts are required, CSI receives a message containing information about the event. An alert would be required if:

- a) Units are dispatched to an incident, and the units matched the conditions in the alerting scheme;
- b) A moveup occurred; or,
- c) An alert was selected from the toning screen or command.

CSI will translate this alert into the messages required by MACH to perform the alert. This includes generating the formatted text required to display information on the station's Incident Display Board (IDB).

The transformation used to translate the alerting messages will be custom developed for CCSF. It will contain the appropriate statements

The following functionality is available:

- The CAD console hosts a webclient to monitor FSA alerts. In addition, the webclient is used to manually operate the FSA server in the event of CAD interface failure.

- Upon dispatch, CAD will alert the Fire station(s) for all units being dispatched for those units that are in Available in Quarters status. The alert will provide an alert tone, turn on the station lights (automatics), connect the station speakers to the dispatch audio source, and displays the current call information on the station's Incident Display Board (IDB), if equipped.
- CAD will also have the capability of alerting stations when unit(s) are being moved.
- A command will be available from the CAD command line to initiate a voice announcement to one, multiple, or all stations ("ACV"). This command will cause the FSA system to connect the station speakers to the "Voice over Wire" (VOW) audio source.
- If a heartbeat failure exists, CAD and FSA will attempt retries, and attempt to reconnect when the heartbeat communications are re-established.
- CAD will support three "sequence types" in the Alert Request messages to the MACH Alert system. These sequence types are used by the Mach Alert system to determine whether to connect the dispatch audio source or the VOW audio source to the PA. The three types are:
  - Standard dispatches
  - Full box responses
  - Voice announcements.
- CAD has the capability of supporting the use of additional sequence types and/or multiple zones per station. The use of these additional sequence types or zones can be set up in the pager table.
- The system has the ability to generate automated voice alerts using Text to Speech (TTS) and may be implemented in the future.

## 1.6 DATA EXCHANGE

### 1.6.1 Data Transfer

This interface transfers data using the Motorola Fire Station Dispatch Protocol V7.34.

### 1.6.2 Transactions

The CAD system supports only a subset of the potential MACH FSA system functions. Table 10 lists the transactions or OPCODES that are implemented. Details on the specific format of each transaction type can be found in the Motorola Fire Dispatch Protocol (MFD-P) Manual.

*Table 1 - FSA Transaction OPCODES*

OPCODE	Name	Direction	High-level Description	MFD-P Page #
01	Alert Request	CAD-to-FSA	Allows the CAD system to request a single or a group of fire stations to be alerted.	14
03	Station Status Request	CAD-to-FSA	Request status of a station's Remote Terminal Unit (RTU).	18
04	Heartbeat Request	CAD-to-FSA	CAD heartbeat to confirm the communications path between CAD and FSA.	19

OPCODE	Name	Direction	High-level Description	MFD-P Page #
05	Format Text Request	CAD-to-FSA	Send Format Text of incident details to MACH	20
50	Station Status Message	FSA-to-CAD	Response message to a Station Status Request.	27
52	PA Time Message	FSA-to-CAD	Response to Alert Request, returns the length of time that the PA will be open in seconds.	29
53	Station Status Message with unsolicited COS (Change of State)	FSA-to-CAD	Message sent to CAD when the status of an RTU changes without an accompanying request	30

### 1.6.3 Security and Integrity

To ensure the delivery of the status data to the CAD system, the MFD-P interface will expect an acknowledgement (ACK) or negative acknowledgement (NACK) packet from the CAD system. If no acknowledgement is received from the CAD system within two (2) seconds, the MFD-P interface will assume the message was not received by the CAD system and will resend the packet. The MFD-P interface will attempt to resend the packet two (2) times after which it will continue with normal operation. Both the retry interval and the retry period will be configurable in the MFD-P interface. The MFD-P interface will also resend the packet upon the receipt of a NACK packet from the CAD system.

Motorola Fire Dispatch Protocol (MFD-P) is a specification for ASCII messages to be exchanged between PremierOne CAD and the MACH system through a TCP/IP interface, using the converter box described above to perform the conversion to/from the MACH Front End Processor (FEP).

MFD-P supports bi-directional packet exchanges between PremierOne CAD and MACH systems. PremierOne CAD is connected to the MACH Front End Processor. The MACH FEP serves as an interface to the fire station Remote Terminal Units (RTU) and contains a database populated with the most recent status information for each fire station RTU. The only status information utilized by the CAD is the failure of an Alert attempt command. During an Alert sequence, PremierOne CAD must continuously generate poll requests per RTU. The FEP responds to poll requests by presenting the latest information available in the FEP database. MACH is usually configured with two FEPs. It is not intended that both FEPs receive messages simultaneously, but rather that one is a hot backup for the other. After three retries on the primary FEP, CAD fails over to the secondary (backup) FEP. Once there is a failure on the secondary FEP, CAD comes back to the primary site.

Each fire station RTU in the system is accessed using a logical address. The mapping between RTUs and their logical addresses is shown below:

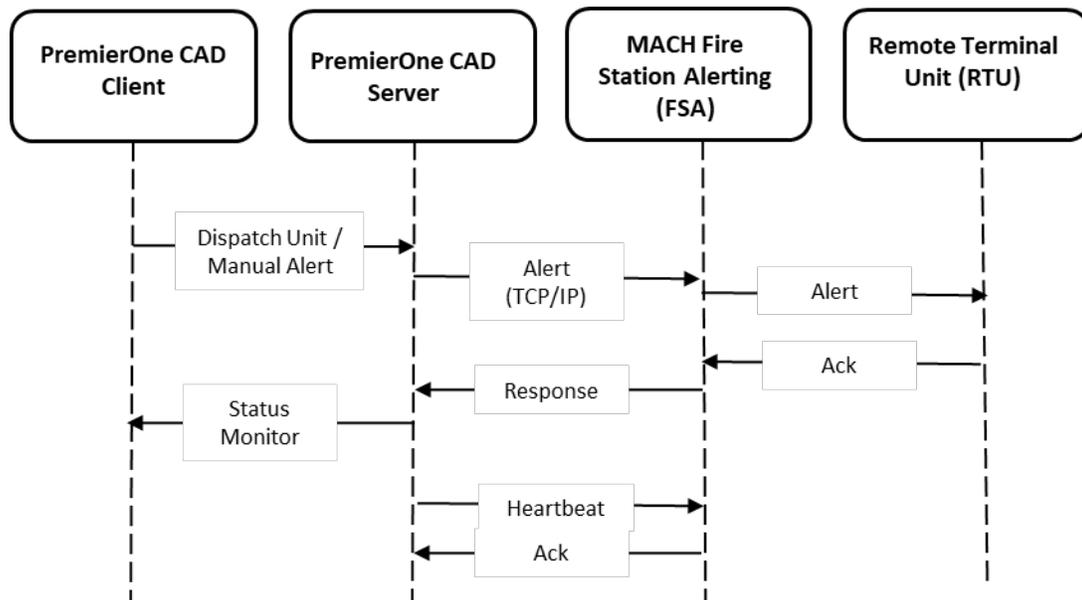
**Table 1-2. RTU Table**

RTU	Logical Address
RTU1	1
RTU2	2
RTU3	3
RTU4	4
RTU5	5
RTU6	6
RTU7	7
RTU8	8
RTU9	9
RTU10	10
RTU11	11
RTU12	12
RTU13	13
RTU14	14
RTU15	15
RTU16	16
RTU17	17
RTU18	18
RTU19	19
RTU20	20
RTU21	21
RTU22	22
RTU23	23
RTU24	24
RTU25	25
RTU26	26
RTU28	28
RTU29	29
RTU30	30
RTU31	31
RTU32	32
RTU33	33
RTU34	34
RTU35	35
RTU36	36
RTU37	37
RTU38	38
RTU39	39
RTU40	40
RTU41	41
RTU42	42
RTU43	43

RTU	Logical Address
RTU44	44
RTU48	48
RTU49	49
RTU51	51
RTU52	52
RTU54	54
RTU55	55
RTU60	60
RTU60	61
RTU60	62
RTU60	70
RTU60	CECC
RTU60	F1
RTU60	F2
RTU60	F3
RTU60	F4
RTU60	P1
RTU60	P4
RTU60	P5
RTU60	P6
RTU60	P7
RTU60	P8
RTU60	P9
RTU60	S1
RTU60	S2
RTU60	S3
RTU60	S4
RTU60	S6
RTU60	X0
RTU60	X1
RTU60	X2
RTU60	X3
RTU60	X4

Where  $0 < N < 128$

## 1.6.4 Data Flow



The data flow diagram captures the events, triggers and message exchange between the systems.

## 1.6.5 Connectivity

CSI connects with the FSA system using TCP/IP

## 1.6.6 Exception Handling and Logging

PremierOne exceptions are logged in both the Windows Event Log on the application server and the PremierOne database.

## 1.6.7 Performance

PremierOne sends the alerting requests to external systems immediately after the user submits the request. Delays and errors on external systems might impact the operation and cannot be controlled by PremierOne.

## 1.7 HIGH AVAILABILITY AND DISASTER RECOVERY

The PremierOne primary and DR systems shall be connected to the MachAlert primary and DR systems.

## 1.8 SYSTEM ADMINISTRATION

The alerting scheme is configured within provisioning to meet the agency alerting requirements.

## Alerting Scheme: FD

Attributes	
Toning System	<input type="checkbox"/>
Station ID	<input type="checkbox"/>
Bay/Zone	<input type="checkbox"/>
Duty Type	<input type="checkbox"/>
Unit ID	<input type="checkbox"/>
Incident Type	<input type="checkbox"/>

Once the Alerting scheme has been defined, the actions to be performed for all possible values of the selected elements must be specified in the In-Station and Out-of-Station record provisioning pages.

The screenshot shows the 'Alerting' configuration interface. The top navigation bar includes 'Alerting', 'ASAP Alarms', 'External System', 'Infotrak', 'Q/A', 'Radio', 'Records', and 'Reporting'. The sub-navigation bar includes 'Settings', 'Alerting Scheme', 'Toning System', 'In-Station Record', 'Out-Of-Station Record', and 'Override Recd'. The main content area is titled 'In-Station Record: FRD'.

On the left, there is a table of record names:

<input type="checkbox"/>	Record Name
<input type="checkbox"/>	FRD-MS-301
<input type="checkbox"/>	FRD-MS-302
<input type="checkbox"/>	FRD-MS-303
<input type="checkbox"/>	FRD-MS-304

Below the table is a pagination control: '1 - 4 of [4] << < [1] > >>'.

The main form contains the following fields:

- Record Name: \_\_\_\_\_
- Toning System: MS (r)
- Station ID: 303 (r)
- Bay/Zone: \_\_\_\_\_
- Unit ID: \_\_\_\_\_
- Duty Type: ---
- Inc Type: ---
- Attributes: \_\_\_\_\_
- Zone(s): 1,2,3,4,5,6,7
- Alerting Type: 4
- Message: \_\_\_\_\_

At the bottom, there is a table for alerting actions:

Type	Agency ID	Alert	
Toning (FSA)	---	3	<input type="checkbox"/>
---	---	---	<input type="checkbox"/>

Below the table is a pagination control: '1 - 1 of [1] << < [1] > >>'.

Zones are the alerted zones within the RTU

Alert is the RTU

AlertType relates to the Mach Alert Mapping for OpCode 53

The configuration and provisioning of alerting is complex with many dependencies on other parts of the system. It is recommended that CCSF consult with Motorola support if changes need to be made in alerting.

## 1.9 TEST SYSTEM AND SIMULATION SUPPORT

The test MACH FSA system will be connected to the training environment.

## 1.10 ASSUMPTIONS, CONSTRAINTS AND RISKS

A network connection must exist between the PremierOne application servers and the MACH FSA servers.



# PREMIERONE™ CAD - PRIORITY DISPATCH STRUCTURED CALL TAKING PROTOCOL INTERFACE

INTERFACE CONTROL DOCUMENT  
CITY AND COUNTY OF SAN FRANCISCO

## VERSION 1.0

The design, technical, pricing, and other information ("Information") furnished with this submission is proprietary and/or trade secret information of Motorola Solutions, Inc. ("Motorola Solutions") and is submitted with the restriction that it is to be used for evaluation purposes only. To the fullest extent allowed by applicable law, the Information is not to be disclosed publicly or in any manner to anyone other than those required to evaluate the Information without the express written permission of Motorola Solutions.

MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2023 Motorola Solutions, Inc. All rights reserved.

# TABLE OF CONTENTS

## Section 1. Interface Description

1.1	Introduction.....	1-1
1.2	Business Process .....	1-1
1.3	User Experience .....	1-1
1.4	Use Cases and Requirements .....	1-4
1.5	Interface Overview.....	1-5
1.6	Data Exchange.....	1-6
1.6.1	Data Transfer.....	1-6
1.6.2	Security and Integrity .....	1-6
1.6.3	Connectivity .....	1-6
1.6.4	Exception Handling and Logging .....	1-6
1.6.5	Performance .....	1-6
1.7	High Availability and Disaster Recovery .....	1-7
1.8	System Administration .....	1-7
1.9	Test System and Simulation Support.....	1-8
1.10	Assumptions, Constraints and Risks.....	1-8
1.10.1	Assumptions .....	1-8



# SECTION 1. INTERFACE DESCRIPTION

## 1.1 INTRODUCTION

This Interface Control Document (ICD) provides a description of the capabilities of the PremierOne CAD Priority Dispatch ProQA Paramount Interface (Interface) and the scope of work involved in delivering this Interface. Motorola Solutions will deploy the Interface and verify the functionality described in this ICD. If Customer desires any changes to this ICD scope, those changes can be addressed via the change provision of the contract.

## 1.2 BUSINESS PROCESS

Motorola Solutions will review the business processes with the Customer to identify specific agency requirements, during the interface discovery phase.

## 1.3 USER EXPERIENCE

ProQA Paramount application must be running in the Windows background on the PremierOne CAD Workstation in order to interface successfully. User can start the ProQA Paramount application using the ProQA Paramount Case Entry icon.

Call taker can invoke medical, fire or police version of the ProQA Paramount application using the shortcut keys. This can be done during the initial incident creation (Incident Initiate form) or to update (reconfigure) an incident if the situation changes. ANI/ALI data such as address and phone number from PremierOne CAD is used to pre-populate relevant fields in the ProQA Paramount application.

The call taker can use the Case Entry and Key Questions in ProQA Paramount application to collect information from the caller in a question-and-answer format, which is used to determine the appropriate dispatch determinant code. Additional information like demographic, person and vehicle information can be captured in the application. The user can switch between PremierOne CAD and ProQA Paramount as required.

Information gathered in ProQA Paramount are transferred to the appropriate fields in PremierOne CAD using the "Send" button and becomes part of the incident. The Q&A tab in the CAD Client Work Assist Area contains the information (Figure 1-3). In addition, fields can be selected to be added to the incident Comment (Refer to Figure 1-2 and Section 1.8).

In order to process a new call, the current ProQA Paramount case must be closed or put on hold. ProQA Paramount will minimize and become available for subsequent cases.

Refer to the "ProQA and ProQA Paramount" section of the PremierOne User Guide for additional information.

**Paramount for Medical (5.0.0.676)**

File View Spec Logs Options Go to Language Tabs Version About ProQA

3:26 11: Choking

Entry **KQ** PDI/CEI DLS Summary

Send: 11-E-1

**KQ Answers**

1. He is not completely alert (not responding appropriately).
2. He is not breathing normally.
3. He choked on food.

Determinants	Responses (user-defined)
<b>A</b> 1 Not choking now (can talk or cry, is alert and breathing normally)	BLS
<b>D</b> 0 <b>Override</b>	BLS
1 Abnormal breathing (PARTIAL obstruction)	BLS
2 Not alert	BLS
<b>E</b> 0 <b>Override</b>	BLS
<b>1 COMPLETE obstruction/INEFFECTIVE BREATHING</b>	<b>BLS</b>

**jnetto**  
MPDS 12.2.165 10/25/2013  
22

O: NAE  
C: NAE  
P: STD

40-year-old, Male, Conscious, AGONAL/INEFFECTIVE BREATHING. Code: 11-E-1: COMPLETE obstruction/INEFFECTIVE BREATHING

119 W 4TH ST, 5551234567

**Figure 1-1 ProQA Paramount Case Sample**



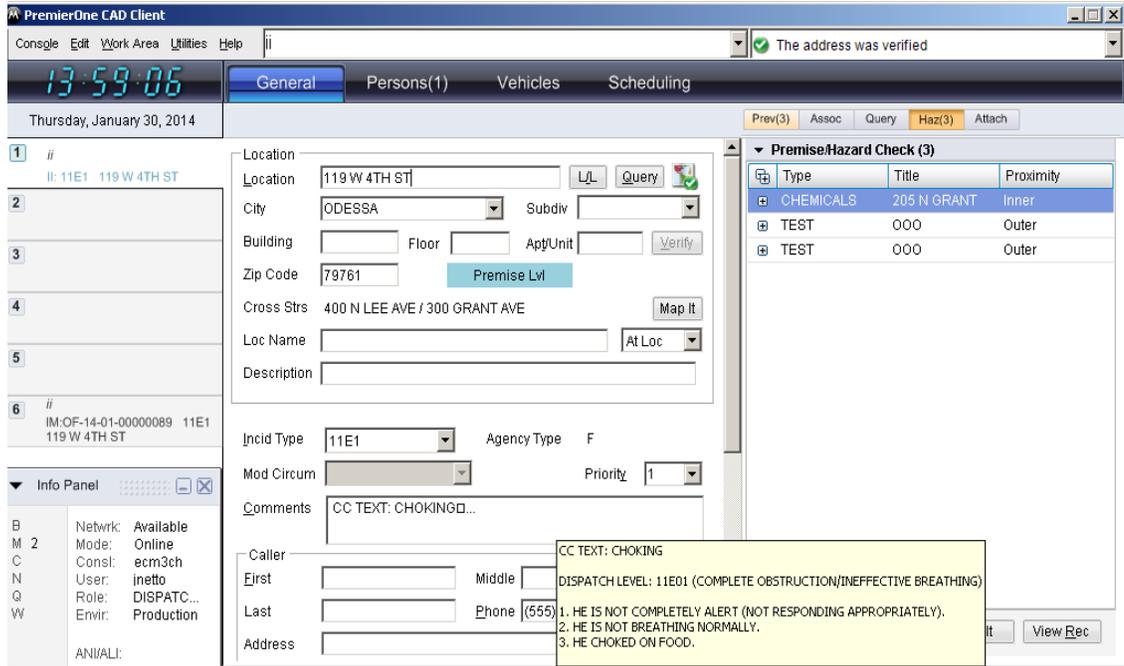


Figure 1-2 Incident Comment Sample

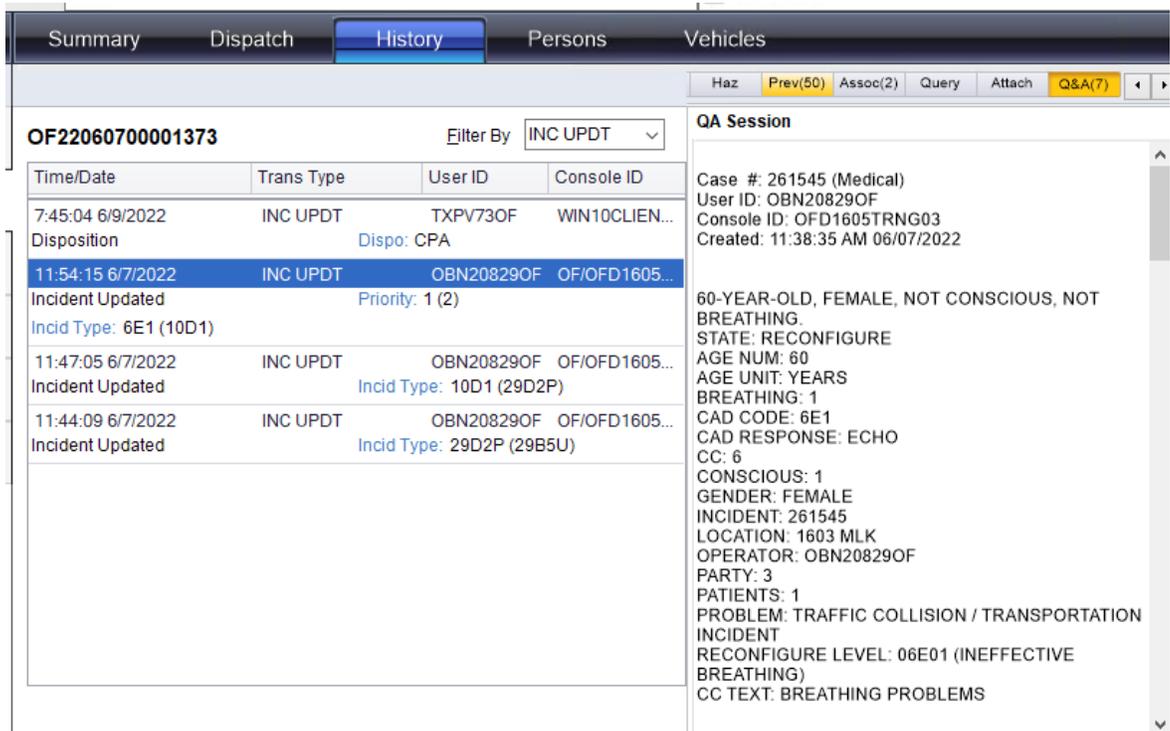


Figure 1-3 Q&A Tab and Reconfiguration Sample

Cases can be transferred to another agency or console in ProQA Paramount. The transfer details and address modifications from ProQA Paramount can be viewed in the History tab in PremierOne CAD.

**PremierOne CAD Client**

Console Edit Work Area Utilities Help

14:03:09

Thursday, January 30, 2014

Summary Dispatch **History** Persons(1) Vehicles

Incident: OF-14-01-0000090

Time/Date	Trans Type	User ID	Console ID
14:02:45 1/30/2014	UNIT MGMT	JNETTO	ECM3CH
Unit Location Unit ID: OF/S1			
Location: 119 W 4TH ST City: ODESSA			
Zip Code: 79761			
14:02:45 1/30/2014	UNIT STAT	JNETTO	ECM3CH
Unit Status Unit ID: OF/S1			
Status: D (AIQ)			
14:02:45 1/30/2014	INC STAT	JNETTO	ECM3CH
Incident Status Status: Active (Pending)			
14:02:45 1/30/2014	RPT NUM	JNETTO	ECM3CH
Report Number Assigned Rprt Num: OF2014000055			
14:02:45 1/30/2014	PRIM UNIT	JNETTO	ECM3CH
Primary Unit Primary: OF/S1			
14:02:45 1/30/2014	DPTCH	JNETTO	ECM3CH
Dispatch Assigned Unit: OF/S1			
14:01:10 1/30/2014	TIMEOUT	SYSTEM	SYSTEM
Incident Timeout			

Comments (1)

Time/Date	User ID	Console ID
14:00:09 1/30/2014	jnetto	ECM3CH
CC TEXT: CHOKING		
DISPATCH LEVEL: 11E01 (COMPLETE OBSTRUCTION/INEFFECTIVE BREATHING)		
1. HE IS NOT COMPLETELY ALERT (NOT RESPONDING APPROPRIATELY).		
2. HE IS NOT BREATHING NORMALLY.		
3. HE CHOKED ON FOOD.		

Figure 1-4 Address Modification Sample

**PremierOne CAD Client**

Console Edit Work Area Utilities Help ih, #12

05:46:47 PM

Monday, November 23

Summary Dispatch **History** Persons(2) Vehicles

Incident: DC-0000012

Time/Date	Trans Type	User ID	Console ID
05:41:37 PM 11/23/2009	Q&A	NUser81	DEV027
Case # M09000419 From Console:DC/DEV027 To Console:DC/DEV029			
05:37:19 PM 11/23/2009	Q&A	NUser81	DEV029
Case # M09000419 From Console:DC/DEV029 To Console:DC/DEV027			
05:00:54 PM 11/23/2009	PER INFO	NUser81	DEV029
Person 1 Added Role: Initial Caller			
Phone: 88888888888888888888888888888888 Age: 0			
05:00:54 PM 11/23/2009	CMNTS	NUser81	DEV029
Comments [CASE NUMBER]: M09000419 [AGE OF PATIENT]: 88 [SEX OF PATIENT]: MALE			
05:00:54 PM 11/23/2009	INC UPDT	NUser81	DEV029
Incident Updated Incid Type: ACC (ALARM)			
Mod Circum: NULL (BANK) Priority: 2 (1)			
11:01:43 AM 11/23/2009	UNIT MGMT	Admin01	DEV038
Activity Code Unit ID: DC/UNIT1			
Act Code: NULL			

Comments (3)

Time/Date	User ID	Console ID
05:00:54 PM 11/23/2009	NUser81	DEV029
[CASE NUMBER]: M09000419 [AGE OF PATIENT]: 88 [SEX OF PATIENT]: MALE		
07:18:21 AM 11/23/2009	NUser9	DEV194
Reopen: 123		
07:15:49 AM 11/23/2009	NUser9	DEV194
Dispo: CAN		
THIS IS COMMENTS		

Figure 1-5 Case Transfer Sample

## 1.4 USE CASES AND REQUIREMENTS

Use Cases describe specific user and system interactions provided by the Interface. They provide traceability for the Test Cases in the Interface Test Procedure.

**Table 1-1 Use Cases**

Use Case	Description
UC-01	PremierOne user can switch to ProQA Paramount using shortcut keys.
UC-02	PremierOne system can send incident information to ProQA Paramount.
UC-03	PremierOne system can receive data from ProQA Paramount.
UC-04	PremierOne user can view the information received from ProQA Paramount.

The requirements for the interface are contained in the following sections of the RFP:

- Interfaces: 94 – 97, 100 - 106 – Priority Dispatch

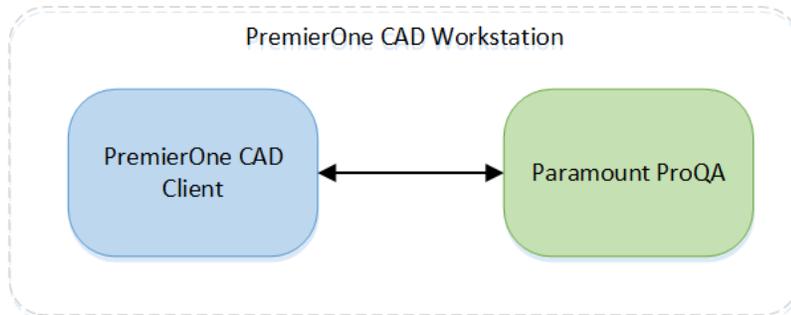
## 1.5 INTERFACE OVERVIEW

The Interface provides the ability to exchange information between the Priority Dispatch Corp (PDC) ProQA Paramount and PremierOne CAD, so call takers can seamlessly switch between the applications.

The ProQA Paramount to PremierOne CAD is a two-way client-to-client interface via Inter-process Communication. PremierOne CAD and ProQA Paramount run concurrently on the client workstation.

Call takers use the ProQA Paramount application to collect information from the caller in a question-and-answer format. This information is then transferred to PremierOne CAD and becomes part of the incident. PremierOne CAD incident information is used to pre-populate the ProQA Paramount application.

Figure 1-6 shows the connectivity and primary data flow across the system.



**Figure 1-6 ProQA Paramount Interface Diagram**

Information required for installation, configuration, test and support purposes regarding this Interface will be gathered during the ICD review.

## 1.6 DATA EXCHANGE

### 1.6.1 Data Transfer

Inter-process Communication is established between the two systems, so data can be passed between PremierOne CAD client and ProQA Paramount.

Shortcut keys will transfer control and data from PremierOne CAD to ProQA Paramount. Refer to PremierOne Shortcut Key for the key combination. The “Send” button in ProQA Paramount will transfer control and data back to PremierOne CAD.

The data flow diagram captures the events, triggers and message exchange between the systems.

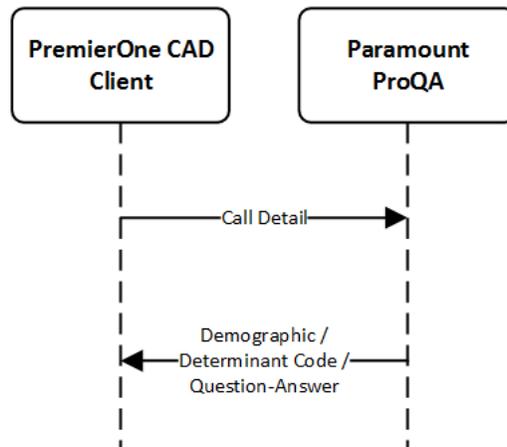


Figure 1-7 ProQA Paramount Data Flow Diagram

### 1.6.2 Security and Integrity

There are no additional security requirements for the Interface, beyond the standard implementation for PremierOne CAD.

### 1.6.3 Connectivity

Connectivity needs to be established between each PremierOne CAD Client and ProQA Paramount client. This connection is made on each machine independently between the applications directly.

### 1.6.4 Exception Handling and Logging

PremierOne exceptions are logged in both the Windows Event Log on the CAD client.

### 1.6.5 Performance

There are no explicit performance requirements for the Interface.

## 1.7 HIGH AVAILABILITY AND DISASTER RECOVERY

There are no additional High Availability or Disaster Recovery requirements for the Interface. The interface will operate provided ProQA Paramount and the PremierOne CAD Client are both installed on the user's workstation.

## 1.8 SYSTEM ADMINISTRATION

CAD side options are provisioned on the PremierOne Provisioning Console under Interface → Q/A → ProQA Paramount.

The options consist of a General section for all ProQA Paramount products:

**Figure 1-8 ProQA Paramount Interface Provisioning - General**

and individual sections for each discipline:

**Figure 1-9 ProQA Paramount Interface Provisioning - Medical**

**Figure 1-10 ProQA Paramount Interface Provisioning - Fire**

**Police**

Enable ProQA Paramount Police

Sort Option:

Use short answer text

Paragraph Formatting: Description Delimiter:

Terminator Delimiter:

Key Question Formatting:  Bulleted  Paragraph

Description Essentials Formatting:

Persons:  Bulleted  Paragraph

Vehicles:  Bulleted  Paragraph

Boats:  Bulleted  Paragraph

All Others:  Bulleted  Paragraph

Configure import fields

Available Fields

AbortText
Aircraft
Bicycle
Bomb
Business
CadResponse
CallerName
CaseNumber

Import to Incident Initiation form

Move Up Move Down

Available Fields

AbortText
Aircraft
Bicycle
Bomb
Business
CadResponse
CallerName
CaseNumber

Import to Incident Update form

Move Up Move Down

**Figure 1-11 ProQA Paramount Interface Provisioning - Police**

The customer is responsible for contacting Motorola Solutions when changes occur in ProQA Paramount that might affect the Interface.

The customer is responsible for keeping the reference data synchronized (e.g., Incident Types) between PremierOne CAD and ProQA Paramount.

Refer to the PremierOne CAD and Mobile Provisioning Guide for details.

## 1.9 TEST SYSTEM AND SIMULATION SUPPORT

As this is an interface that operates within the client workstation, the interface will operate provided both the PremierOne CAD client and the ProQA Paramount client are both installed on the workstation being used for testing.

## 1.10 ASSUMPTIONS, CONSTRAINTS AND RISKS

### 1.10.1 Assumptions

- DEC will continue to use ProQA Paramount FPDS and MPDS to screen fire and EMS calls for response.



# PREMIERONE™ CAD - PRIVATE EMS POSITIONAL DATA INTERFACE

**INTERFACE CONTROL DOCUMENT  
CITY AND COUNTY OF SAN FRANCISCO**

## VERSION 1.0

The design, technical, pricing, and other information ("Information") furnished with this submission is proprietary and/or trade secret information of Motorola Solutions, Inc. ("Motorola Solutions") and is submitted with the restriction that it is to be used for evaluation purposes only. To the fullest extent allowed by applicable law, the Information is not to be disclosed publicly or in any manner to anyone other than those required to evaluate the Information without the express written permission of Motorola Solutions.

MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2023 Motorola Solutions, Inc. All rights reserved.

# SECTION 1. INTERFACE DESCRIPTION

## 1.1 INTRODUCTION

This Interface Control Document (ICD) provides a description of the PremierOne Private EMS Positional Data Interface (Interface). Motorola Solutions will deploy the Interface and verify the functionality described in this ICD.

## 1.2 BUSINESS PROCESS

CCSF dispatchers need to know the locations of the ambulances dispatched to CCSF Incidents. The private ambulance providers (AMR, King-American, and others) who do not use the PremierOne Mobile Client will use this interface to send the position of properly equipped, configured and connected GPS devices on the ambulances directly to the PremierOne Server. If the GPS device is associated with a unit in PremierOne, the unit's location will be updated with this position.

Unit locations, whether received through this interface or from other interfaces, are used for the following purposes in PremierOne CAD:

- Displaying the unit on the map at its last known location;
- Calculating the expected travel time of a unit from its last known location to an incident for unit recommendations purposes.
- Providing driving directions from the unit's last known location to another location.

## 1.3 USER EXPERIENCE

This interface occurs in the background and is transparent to the PremierOne user. Once the valid GPS location report is received from the device and is processed by PremierOne, the location is applied to the associated PremierOne Unit.

PremierOne users can see the Units on the PremierOne Map, can hover over the icon to see the details that are provisioned to be displayed (e.g. the time of the GPS Report).

Once a Unit receives a valid GPS report and is marked as an AVL-equipped device on PremierOne, its location on the map cannot be changed by any Unit or Incident commands. This behavior is reset if the Unit is taken off-duty.

## 1.4 USE CASES AND REQUIREMENTS

The following requirements cover the Private EMS Positional Data interface:

- Mobile 254-255

- Global 232 – AVL - Ability to accept AVL inputs from units not equipped with CAD-connected mobile client.
- Global 226 – AVL - Any GPS-equipped device

## 1.5 INTERFACE OVERVIEW

The GPS device is configured to establish a UDP connection over the TCP/IP network directly with the PremierOne CAD Server. The PremierOne network forwards the GPS information to a PremierOne CAD Application Server.

Figure 1-1 shows the connectivity and primary data flow across the system components.

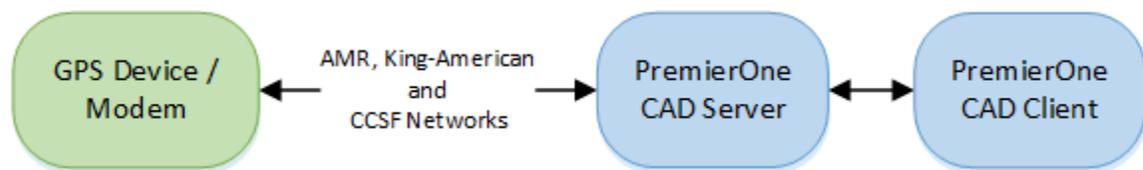


Figure 1-1 Private EMS Direct GPS Interface Diagram

## 1.6 DATA EXCHANGE

### 1.6.1 Data Transfer

The Trimble ASCII Interface Protocol (TAIP) reports and commands are transferred via UDP over IP.

### 1.6.2 Transactions

The following TAIP messages are supported:

- R PV Position/Velocity Solution to PremierOne (LN Long Navigation message is also supported)

**All the devices on the system must use the same type for all the transactions (PV or LN).**

### 1.6.3 Security and Integrity

The TAIP messages are not encrypted and there is no security protocol to authenticate the connection. The GPS devices need to reach the PremierOne servers through a connection between CCSF and the ambulance.

### 1.6.4 Data Flow

PremierOne listens on a specific port for incoming messages sent directly from the GPS devices.

Figure 1-2 shows the data flow diagram between the system components.

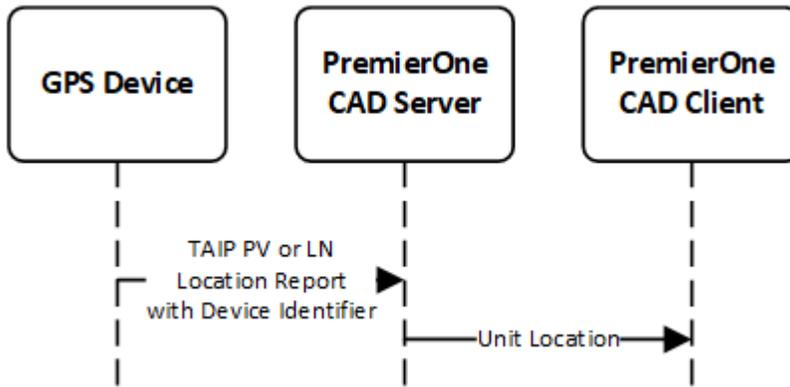


Figure 1-2. Data Flow Diagram

## 1.6.5 Connectivity

Connectivity needs to be established between the GPS devices and the PremierOne CAD (Primary and Disaster Recovery servers) over the CCSF network. Ports must be open to allow the UDP over IP connection.

## 1.6.6 Exception Handling and Logging

PremierOne exceptions are logged in both the Windows Event Log.

PremierOne records the time when a unit's position was last received from GPS. This time may be displayed on a status monitor. Additionally, if it has been more than a configurable amount of time since a unit's location was updated, a red flag is displayed on the unit's icon on the map.

## 1.6.7 Performance

There are no explicit performance requirements for the interface. Wireless connectivity throughput is the Customer's responsibility. The GPS device, vehicle modem and the environment (e.g. urban canyons) can impact location reporting performance.

## 1.7 HIGH AVAILABILITY AND DISASTER RECOVERY

PremierOne CAD operates in a High Availability environment. Incoming messages from the GPS device are routed via the F-5 load balancer to one of the Application Servers that is available.

As the GPS devices connect to the server, they must connect to the servers at the active site, no matter if that is the primary site or the disaster recovery site. CCSF must provide the appropriate routing in their network so the connection is made to the correct location.

## 1.8 SYSTEM ADMINISTRATION

The GPS devices must be configured to send the TAIP messages to PremierOne. All the devices must use the same message type (i.e. PV or LN).

On PremierOne, most of the configurable options are set on the Provisioning Console:

- The GPS devices are added under Resources -> Devices -> GPS:
  - the "GPS ID" field is the four character identifier sent by the device
  - the Interface/Protocol is Trimble Direct
- The GPS device is associated with the Vehicle (Resources -> Vehicle), and this vehicle will be associated with a unit via the HRMS interface. A vehicle may also be associated with a person or unit in provisioning using Personnel (Resources -> Personnel) or Unit (Unit Management -> Unit -> Unit Preassignment) or can be assigned to a unit on the CAD Client
- The icon hover attributes displayed are set under Mapping -> Agency Settings -> Mouse Hover Display

Refer to the PremierOne CAD and Mobile Provisioning Guide for details.

## 1.9 TEST SYSTEM AND SIMULATION SUPPORT

The interface will be enabled in both the training and staging environments. Any GPS device that needs to connect to these environments will need to be configured with the appropriate IP address.

## 1.10 ASSUMPTIONS, CONSTRAINTS AND RISKS

CCSF is responsible for the security on the network connection used by the GPS devices to connect with the PremierOne servers.



# PREMIERONE™ CAD - TABLET COMMAND INTERFACE

**INTERFACE CONTROL DOCUMENT  
CITY AND COUNTY OF SAN FRANCISCO**

## VERSION 1.0

The design, technical, pricing, and other information ("Information") furnished with this submission is proprietary and/or trade secret information of Motorola Solutions, Inc. ("Motorola Solutions") and is submitted with the restriction that it is to be used for evaluation purposes only. To the fullest extent allowed by applicable law, the Information is not to be disclosed publicly or in any manner to anyone other than those required to evaluate the Information without the express written permission of Motorola Solutions.

MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2023 Motorola Solutions, Inc. All rights reserved.

# TABLE OF CONTENTS

## Section 1. Interface Description

1.1	Introduction.....	1-1
1.2	Business Process.....	1-1
1.3	User Experience.....	1-2
1.4	Use Cases and Requirements.....	1-2
1.5	Interface Overview .....	1-3
1.6	Data Exchange .....	1-4
1.6.1	Data Transfer.....	1-4
1.6.2	Technical Requirements.....	1-5
1.6.3	Security and Integrity .....	1-5
1.6.4	Connectivity .....	1-5
1.6.5	Exception Handling and Logging.....	1-6
1.6.6	Performance.....	1-6
1.7	High Availability and Disaster Recovery .....	1-6
1.8	System Administration .....	1-6
1.9	Test System and Simulation Support.....	1-6
1.10	Assumptions, Contraints and Risks .....	1-6



# SECTION 1. INTERFACE DESCRIPTION

## 1.1 INTRODUCTION

This Interface Control Document (ICD) provides a description of the capabilities of PremierOne CAD to Tablet Command Interface and the scope of work involved in delivering this Interface. Motorola Solutions will deploy the Interface and verify the functionality described in this ICD. If Customer desires any changes to this ICD scope, those changes can be addressed via the change provision of the contract.

## 1.2 BUSINESS PROCESS

Motorola Solutions will review the business processes with the Customer to identify specific agency requirements during the interface discovery phase. Motorola Solutions is not providing new functionality to the core application as a result of implementing this Interface. The following are known limitations for this Interface at the time of release of this ISD:

- PremierOne detailed Call for Service messages do not include vehicle information.
- PremierOne data exchange only includes caller information. No other people types are sent via the Interface.
- Incident updates sent from Tablet Command are added as comments in PremierOne CAD.
- PremierOne does not have a translation mechanism to transform incident type, unit names, and addresses from Tablet Command.

Additional limitations may exist and may be discovered throughout the implementation and testing process across the installation base.

PremierOne requires values for key fields like agency, incident type, status, in order to create a new incident. PremierOne will send updates to the incident, when key fields like incident location, incident status, incident type, response type, alarm level or comments are changed or when units are dispatched.

## 1.3 USER EXPERIENCE

The data transfer occurs in the background and is transparent to PremierOne user. PremierOne user can view the status of Tablet Command units they are monitoring in the unit status monitors. They can dispatch Tablet Command units to PremierOne CAD incidents.

PremierOne users can view incidents and incident updates from Tablet Command. Updates to incidents made by PremierOne users can be sent to Tablet Command.

## 1.4 USE CASES AND REQUIREMENTS

Use cases describe the Interface in such a way as to create a simple format for functionally demonstrating the Interface as part of the Interface deployment and demonstration phase of the software product lifecycle.

- UC-01 When a user in PremierOne CAD creates a call for service incident, the Interface delivers the incident information to Tablet Command
- UC-02 When a user in PremierOne CAD creates updates to an existing incident, the Interface sends new incident detail updates to the corresponding incident in Tablet Command
- UC-03 PremierOne CAD can receive updates for a previously sent call for service (CFS) from Tablet Command and append the incident updates as comments
  - If a user in Tablet Command sends a CFS incident update, the Interface will convert the incident details to a comment and it's up to a dispatcher in PremierOne CAD to accept and modify the incident to reflect the data in the comment
- UC-04 When a user in PremierOne CAD creates an update to any unit status or location, the Interface will update the unit status and location data in Tablet Command
- UC-05 PremierOne CAD can receive local (defined in PremierOne CAD) agency unit status updates to a call for service incident, as the same unit status in Tablet Command
- UC-06 PremierOne CAD can send Priority Incident Comments, "On Duty", "Off Duty", "Move Up", and refresh requests to Tablet Command
- UC-07 PremierOne CAD can receive Priority Incident Comments and update the incident with the comments in PremierOne CAD
- UC-08 PremierOne CAD can receive "move up" and "Refresh Requests" from Tablet Command
- UC-09 PremierOne CAD can display the result of rejection or accepted request back from Tablet Command
- UC-10 PremierOne CAD will receive incident details and unit status updates on an active incident involving a requested unit/resource currently managed by Tablet Command

The following requirements cover the Tablet Command interface:

- Global: 219
- Mobile: 128, 130-132, 134-136, 139-141, 159-162, 255

- Interfaces: 204 - 206

## 1.5 INTERFACE OVERVIEW

The Tablet Command - Fire CAD-To-CAD Bidirectional Interface ("Interface") allows PremierOne CAD to deliver call for service requests, incident details and unit status information to Tablet Command. This Interface creates new call for service (CFS) messages when triggered to send from PremierOne CAD to Tablet Command. Incident detail changes and unit status changes triggered by PremierOne CAD users will also automatically generate updates to Tablet Command for situational awareness. As a bidirectional Interface, the Interface allows Tablet Command to send unit status updates and move up requests to PremierOne CAD. The functionality of this Interface also allows Tablet Command user to receive electronic dispatches and indicate their current status on a unit status change back to PremierOne CAD. Tablet Command can request a refresh from the PremierOne CAD application via this Interface to send updates made to the incident and all related statuses for units in PremierOne CAD. All acknowledgements and status updates from Tablet Command as received by PremierOne CAD will be recorded as comments.

PremierOne CAD will send updates on unit status change to Tablet Command and can support a multi-agency environment within PremierOne CAD with alternative triggers by agency type. This allows PremierOne CAD dispatchers to view the status of units, by agency type/discipline and dispatch units to incidents and have the Interface trigger automatically without direct commands from the CAD user screen. PremierOne CAD will update key fields such as incident location, incident status, incident type, response type, alarm level, and all other updates using a standardized (NIEM) format for these elements; Tablet Command will need to transform their data element format and message schema to meet the NIEM format as detailed later in the data elements of this Interface description. Any elements not identified in this standard data element scope will not be used in the standard Interface unless the customer agrees to a custom scope and accepts the statement of work with additional custom development charges for the additional scope. by agency type (e.g., Fire or EMS or Law).

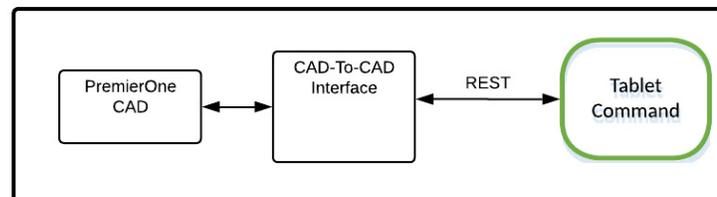


Figure 1-1 Tablet Command Interface Diagram

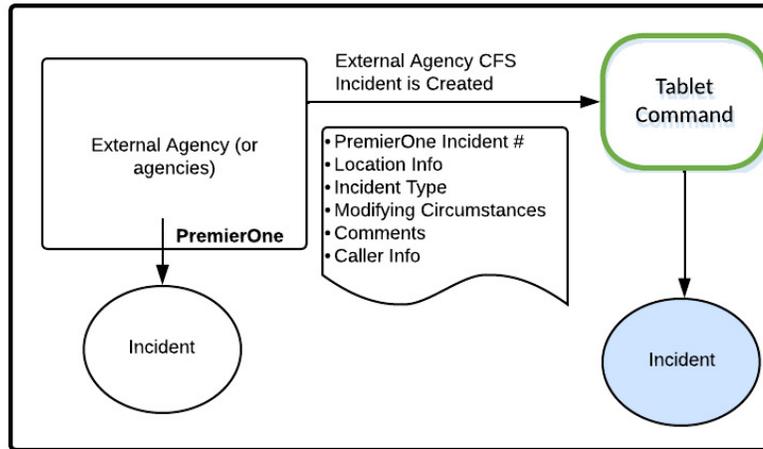


Figure 1-2 Flow Diagram for sending a call for service to Tablet Command from PremierOne CAD

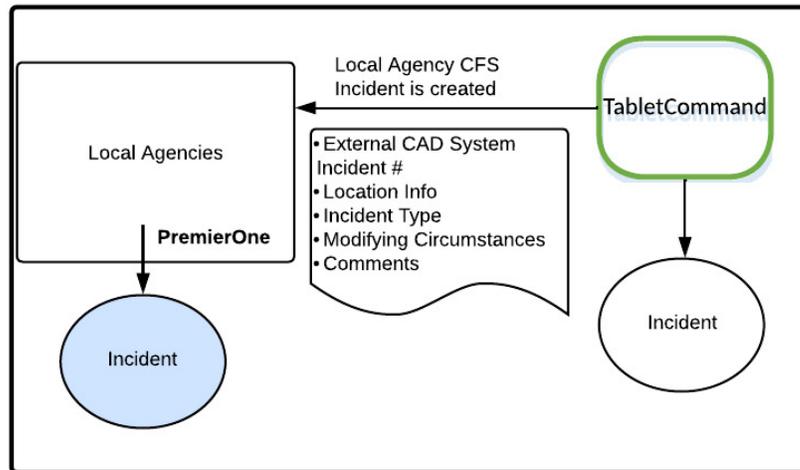


Figure 1-3 Flow Diagram for PremierOne CAD receiving comments and call for service information from Tablet Command

## 1.6 DATA EXCHANGE

### 1.6.1 Data Transfer

#### CFS Update –PremierOne CAD to Tablet Command

Tablet Command can call the PremierOne API to send any updates made to the incident. PremierOne will update key fields like incident location, incident status, incident type, response type, alarm level, and all other updates, which when received, are appended to the incident comment. Updates made to the incident in PremierOne CAD will be sent to Tablet Command.

## 1.6.2 Technical Requirements

- PremierOne CAD exceptions are logged in the Windows Event Log on the application server and the PremierOne CAD database
- PremierOne CAD can be configured to log incoming messages from Tablet Command
- The customer is responsible for both the connectivity and data security for web service communication over the customer enterprise network
- The Interface supports multiple agency environments in PremierOne CAD with specific beat and sector assignments
- Tablet Command users need to be provisioned in PremierOne CAD for the Interface to function in the current design
- PremierOne CAD detailed Call for Service messages can include related vehicle information
- PremierOne CAD can receive a heartbeat message
- Automatic Vehicle Location (AVL) data is included in the data sent to Tablet Command based on the PremierOne AVL from the PremierOne Server
- Tablet Command has a service that pulls prior incidents at a location with CAD comments using the RDW (Reporting Data Warehouse)
- Tablet Command has a service that pulls Premise Hazard information from the RDW (Reporting Data Warehouse)

## 1.6.3 Security and Integrity

There are no additional security requirements for the Interface, beyond the standard implementation for PremierOne CAD. Authentication details to access the APIs will be defined during the interface discovery phase. PremierOne support certificates, can use service account credentials, or leverage network security for a secure connection and data transmission.

Customer is responsible for ensuring the data is encrypted and protected during transfer, and the Customer Enterprise Network is protected against unauthorized access.

## 1.6.4 Connectivity

Connectivity needs to be established between PremierOne CAD and Tablet Command, over the Customer Enterprise Network, using REST Web Service and TCP.

## 1.6.5 Exception Handling and Logging

PremierOne exceptions are logged in both the Windows Event Log on the application server and the PremierOne database.

## 1.6.6 Performance

There are no explicit performance requirements for the Interface. The incident creation and processing are expected to occur immediately after the request is received from Tablet Command.

## 1.7 HIGH AVAILABILITY AND DISASTER RECOVERY

There are no additional High Availability or Disaster Recovery requirements for the Interface, beyond the standard implementation for CAD.

If available, the PremierOne recovery servers will be setup to access the Tablet Command API for the Interface. Tablet Command should point to the recovery servers, if PremierOne is switched to the recovery servers.

## 1.8 SYSTEM ADMINISTRATION

Customer is responsible for contacting Motorola Solutions when changes occur in Tablet Command or Customer Enterprise Network, which might affect the Interface.

Customer is responsible for keeping the reference data synchronized between PremierOne and Tablet Command.

## 1.9 TEST SYSTEM AND SIMULATION SUPPORT

The interface will be enabled in both the training and staging environments.

## 1.10 ASSUMPTIONS, CONSTRAINTS AND RISKS

- PremierOne CAD does not have a translation mechanism for incident type, unit names, unit status codes, addresses received or related CFS incidents by a third-party CAD system
- PremierOne CAD data exchange only includes caller information
- No other people types are sent via the Interface
- No acknowledgment is sent to Tablet Command when unit status changes are sent to PremierOne CAD by this Interface
- A refresh request of all unit status information is automatically triggered by the Interface from PremierOne CAD to Tablet Command, when changes are received PremierOne CAD



# PREMIERONE™ CAD - UNIFIED LOGON INTERFACE

**INTERFACE CONTROL DOCUMENT  
CITY AND COUNTY OF SAN FRANCISCO**

## VERSION 1.0

The design, technical, pricing, and other information ("Information") furnished with this submission is proprietary and/or trade secret information of Motorola Solutions, Inc. ("Motorola Solutions") and is submitted with the restriction that it is to be used for evaluation purposes only. To the fullest extent allowed by applicable law, the Information is not to be disclosed publicly or in any manner to anyone other than those required to evaluate the Information without the express written permission of Motorola Solutions.

MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2023 Motorola Solutions, Inc. All rights reserved.

# TABLE OF CONTENTS

## Section 1. Interface Description

1.1	Introduction.....	1-1
1.2	Business Process.....	1-1
1.3	User Experience.....	1-2
1.4	Use Cases and Requirements.....	1-3
1.5	Interface Overview .....	1-3
1.6	Data Exchange .....	1-4
1.6.1	Data Transfer.....	1-4
1.6.2	Transactions.....	1-5
1.6.3	Security and Integrity .....	1-5
1.6.4	Data Flow .....	1-5
1.6.5	Connectivity .....	1-5
1.6.6	Exception Handling and Logging.....	1-5
1.6.7	Performance.....	1-5
1.7	High Availability and Disaster Recovery .....	1-5
1.8	System Administration .....	1-5
1.9	Test System and Simulation Support.....	1-7
1.10	Assumptions, Constraints and Risks .....	1-7



# SECTION 1. INTERFACE DESCRIPTION

## 1.1 INTRODUCTION

This Interface Control Document (ICD) provides a description of the PremierOne CAD Unified Logon Data Interface (Interface). This interface will log the user on to the CCSF telephone system when the user logs on to PremierOne CAD. When the user logs off from PremierOne CAD, it will log them off from the telephone system. Motorola Solutions will deploy the Interface and verify the functionality described in this ICD.

## 1.2 BUSINESS PROCESS

When a CAD user sits down at a position they need to be ready to perform their duties as quickly as possible. One task they have to do before being ready to work is identify and authenticate themselves to CAD and the telephone system at their position. This interface will allow PremierOne CAD to send the user's identification to the telephone system which will eliminate the need for the user to separately logon to the telephone system.



## 1.3 USER EXPERIENCE

When a user sits down at a PremierOne CAD position that was not previously in use, they currently have to logon using the dialog shown below.

(This screen may be revised during the design and implementation of the project to leverage IAM and MFA.)

One of the required fields on this screen is for the user's role which identifies the actions that the user is allowed to perform. The name of the role will end with a letter which designates the phone position type. This will be one of the following:

Letter	Position Type
C	Call Taker
D	Dispatcher
S	Supervisor
A	Abandoned
E	Emergency
N	Non Emergency

X	Trainer
---	---------

When logging on, the user must select the role ending in the appropriate letter based on the type of work they need to perform.

When a user is taking over from another user who is currently logged on, the current user may select the Transfer Session menu command. This displays the following dialog:

No matter which of these methods is used, the Interface will send a logoff then logon command to the telephone system within 10 seconds following successful completion of the command.

## 1.4 USE CASES AND REQUIREMENTS

The following requirements cover the Unified Logon interface:

- CAD: 85

## 1.5 INTERFACE OVERVIEW

The Unified Logon interface will be implemented in CSI. CSI will create a TCP socket that the telephone system will connect to. Then, CSI will monitor the session table in the PremierOne database for logons or logoffs at a CAD workstation. If the workstation is associated with an ALI position, CSI will send a message via TCP/IP to the telephone system.

Figure 1-1 shows the connectivity and primary data flow across the system components.

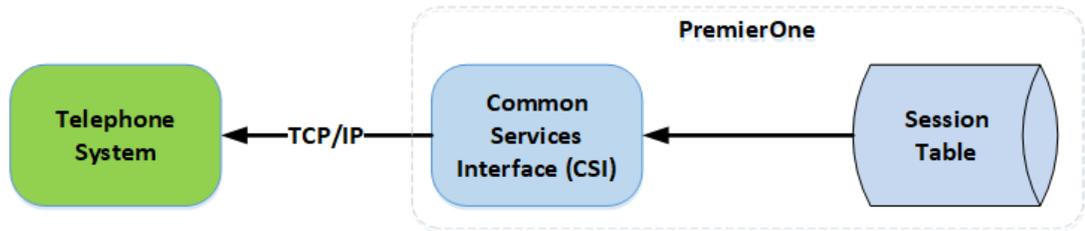


Figure 1-1 Unified Logon Interface Diagram

## 1.6 DATA EXCHANGE

### 1.6.1 Data Transfer

Data is sent from PremierOne to the telephone system over a TCP/IP connection.

Field	Length	Notes
Message length	4	Includes length and header
Message header	20	Nulls
Action Code	1	1=logon, 0=logoff
Position Number	3	ALI position
Terminal ID	4	The first four characters of the PremierOne WorkstationID will be sent
User ID	6	The first six characters of the PremierOne WorkstationID will be sent
Service Type	1	F=Fire P=Police
Position Type	1	C=Call Taker D=dispatcher S=Supervisor A=Abandoned E=Emergency N=Non-emergency X=Trainer
System Status	1	C=Production CAD, T=test

## 1.6.2 Transactions

The interface supports two transactions to the telephone system.

- Logon
- Logoff

The logoff transaction will be sent before every logon transaction in addition to being sent when a user logs off CAD.

## 1.6.3 Security and Integrity

The TCP/IP connection with the telephone system is not encrypted. The TCP protocol performs an error check of the message with the two-byte checksum in the TCP header.

## 1.6.4 Data Flow

Data flow is from CSI to the telephone system. No acknowledgements are received from the telephone system other than those in the TCP/IP protocol.

## 1.6.5 Connectivity

CSSF needs to establish a network connection between the PremierOne servers and the phone system.

## 1.6.6 Exception Handling and Logging

Exceptions are logged in the CSI log.

## 1.6.7 Performance

There are no explicit performance requirements for the interface. However, the command to change the user will be sent to the phone system within ten seconds of the user logging on.

## 1.7 HIGH AVAILABILITY AND DISASTER RECOVERY

The interface will run on all active PremierOne application servers. The connection request from the telephone system will be directed to the F-5 load balancer which will send it to one of the application servers. Should that application server fail, the F-5 will redirect the request to another application server.

The interface will be installed in the disaster recovery center. CSSF will be responsible for any network changes that may be required to switch the connection from the telephone system between the primary and disaster recovery sites.

## 1.8 SYSTEM ADMINISTRATION

PremierOne CAD must be provisioned appropriately for the Unified Login interface to function correctly. The following areas of provisioning impact the interface:

- Role names. These must end with the character corresponding with the position type.

- Userids. The first 6 characters of the userid will be sent to the telephone system.
- Workstation IDs. The first 4 characters of the workstation id will be sent to the telephone system. Additionally, when provisioning a workstation, the ALI position must be set in the telephony section of the screen

Refer to the PremierOne CAD and Mobile Provisioning Guide for details.



## **1.9 TEST SYSTEM AND SIMULATION SUPPORT**

The interface will be enabled in both the training and staging environments.

## **1.10 ASSUMPTIONS, CONSTRAINTS AND RISKS**

CCSF is responsible for the security of the network connection between the telephone system and PremierOne.



# SECTION 1. INTERFACE DESCRIPTION

## 1.1 INTRODUCTION

This Interface Control Document (ICD) describes the interface between the Motorola Solutions PremierOne CAD and Intrado Viper E911 system and the scope of work involved in delivering this interface. Motorola Solutions will deploy the interface and verify the functionality described within this ICD. If Customer desires any changes to this ICD scope, those changes can be addressed via the change provision of the contract.

The Viper E911 interface allows Automatic Number Identification (ANI) and Automatic Location Identification (ALI) information to be passed from the Intrado Viper E911 system to PremierOne CAD, so users have the essential data to initiate a CAD Incident.

## 1.2 BUSINESS PROCESS

When a 9-1-1 call is answered, the telephone system provides certain information about the device that placed the call. This information may include:

- Type of call
- Telephone number.
- Service address.
- Subscriber name.
- Cell tower address.
- Latitude & Longitude of device.
- Accuracy of the device's location.

The fields that are sent by the telephone system vary based on the type of the call.

The data sent by the telephone system will be sent to the PremierOne client workstation where the call was answered and made available for use in the incident initiation form.

## 1.3 USER EXPERIENCE

When a 9-1-1 call is answered, there may either be an indicator displayed on the user's workstation that ANI/ALI is available, or it may automatically populate into the incident initiation form. If the information is not automatically populated, the user may use a function key or push button to place it into the incident initiation form.

The behavior that the user will experience when a call is answered depends on provisioning settings made by the system administrator.

## 1.4 USE CASES AND REQUIREMENTS

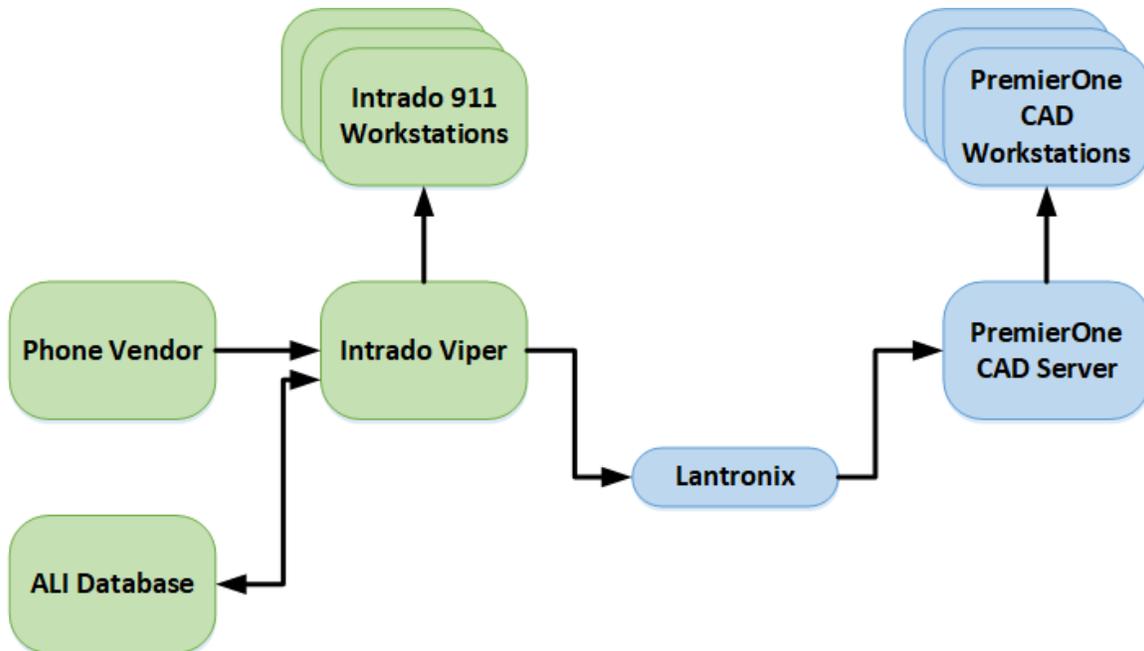
The Viper E911 interface is covered by the following requirements:

- CAD 128, 129
- Interfaces: 207 through 227

## 1.5 INTERFACE OVERVIEW

The PremierOne CAD E911 interface provides ANI/ALI information to the 911 Call Takers. A serial to TCP/IP converter is connected to a serial port of the Intrado Viper server and the PremierOne network. When the Intrado Viper system receives the ANI/ALI data feed from the provider, it passes it through a Lantronix serial-to-TCP/IP converter to the PremierOne CAD application server. The PremierOne CAD application server determines the call position and routes the parsed data to the appropriate Call Taker position, where the data is displayed in the PremierOne CAD Incident Initiation form.

The logical diagram below shows the connectivity between PremierOne CAD and the Intrado Viper system. Blue boxes represent components provided as a part of this contract



PremierOne CAD - Intrado Viper E911 Integration Overview

## 1.6 DATA EXCHANGE

### 1.6.1 Data Transfer

The data sent from the Intrado Viper to PremierOne are messages as specified in section 3.4 (Computer Aided Dispatch Interface) in NENA-04-001

## 1.6.2 Security and Integrity

There are no additional security requirements for this interface, beyond the standard implementation for PremierOne CAD.

## 1.6.3 Connectivity

The connection between the Intrado Viper and PremierOne is an RS-232 serial connection.

## 1.6.4 Exception Handling and Logging

All incoming messages from the Intrado Viper system are captured in the PremierOne CAD database.

PremierOne CAD exceptions are logged in the Windows Event Log on the application server.

If ALI data is not available for a call, the E9-1-1 system will provide one of the following messages in the ALI data field:

- No communication with database
- No information available
- ALI receive error, press RTX
- Conversion NPA-NPD error

## 1.6.5 Performance

There are no explicit performance requirements for the Interface.

## 1.7 HIGH AVAILABILITY AND DISASTER RECOVERY

The PremierOne server components of the interface are active on all running application servers and are listening for a connection request from the Lantronix. The Lantronix connects to a single application server at a time. If that application server fails, it will connect to another application server.

The Lantronix Hostlist feature is used to support the disaster recovery servers. This feature allows several TCP/IP addresses to be specified for the PremierOne server that the Lantronix attempts to connect to. The TCP/IP address of both the primary and disaster recovery servers will be entered into this list so the Lantronix can connect with the disaster recovery servers if the primary servers are not active.

## 1.8 SYSTEM ADMINISTRATION

CCSF is responsible for contacting Motorola Solutions when changes occur in the Intrado Viper system, ALI format or Customer Enterprise Network; which might affect the interface.

## 1.9 TEST SYSTEM AND SIMULATION SUPPORT

The Viper E911 interface can be setup and tested in either a pre-production system or on the staging and/or training system.

Motorola Solutions has a test application that can be used to simulate the receipt of an ANI/ALI message which can be used when testing the interface.

## 1.10 ASSUMPTIONS, CONSTRAINTS AND RISKS

The serial connection from the Intrado Viper and Lantronix Serial to TCP/IP adapter are a single point of failure.

Network connectivity needs to exist between the Lantronix and both the primary and disaster recovery servers.





# PREMIERONE™ CAD - ZOLL CAD-TO-CAD INTERFACE

**INTERFACE CONTROL DOCUMENT  
CITY AND COUNTY OF SAN FRANCISCO**

## VERSION 1.0

The design, technical, pricing, and other information ("Information") furnished with this submission is proprietary and/or trade secret information of Motorola Solutions, Inc. ("Motorola Solutions") and is submitted with the restriction that it is to be used for evaluation purposes only. To the fullest extent allowed by applicable law, the Information is not to be disclosed publicly or in any manner to anyone other than those required to evaluate the Information without the express written permission of Motorola Solutions.

MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2023 Motorola Solutions, Inc. All rights reserved.

# TABLE OF CONTENTS

## Section 1. Interface Description

1.1	Introduction.....	1-1
1.2	Business Process .....	1-1
1.3	User Experience .....	1-2
1.4	Use Cases and Requirements .....	1-2
1.5	Interface Overview.....	1-2
1.6	Data Exchange.....	1-3
1.6.1	Data Transfer.....	1-3
1.6.2	Security and Integrity .....	1-9
1.6.3	Connectivity .....	1-9
1.6.4	Exception Handling and Logging .....	1-9
1.6.5	Performance .....	1-9
1.7	High Availability and Disaster Recovery .....	1-9
1.8	System Administration .....	1-9
1.9	Test System and Simulation Support.....	1-10
1.10	Assumptions, Constraints and Risks .....	1-10
1.10.1	Assumptions .....	1-10
1.10.2	Risks.....	1-10



# SECTION 1. INTERFACE DESCRIPTION

## 1.1 INTRODUCTION

This Interface Control Document (ICD) provides describes the interface between PremierOne CAD and the Zoll System (“System”). This document will cover both the interface (“Interface”) and the scope of work involved in delivering this Interface. Motorola Solutions will deploy the Interface and verify the functionality described in this ICD. If the City of San Francisco, CS (“Customer”) desires any changes to this ICD scope, those changes can be addressed via the change provision of the contract.

The purpose of the interface is to allow for the exchange of incident and unit status information with a Third-Party CAD system. This allows PremierOne and the Third-Party CAD system to exchange Call for Service (CFS) information and to request for mutual aid.

## 1.2 BUSINESS PROCESS

Motorola Solutions will review the business processes with the Customer to identify specific agency requirements, during the interface discovery phase. Due to the complex requirements surrounding incident and unit status updates to a Third-Party CAD system, there may be limitations regarding the transactions supported by PremierOne. Motorola Solutions is not providing new functionality to the core application as a result of implementing this interface. The following are known limitations for this interface at the time of release of this ISD:

- PremierOne does not support Associated Incidents via this interface.
- PremierOne detailed Call for Service messages do not include vehicle information.
- PremierOne data exchange only includes caller information. No other people types are sent via the interface.
- Incident updates sent from a Third-Party CAD system are added as comments in PremierOne CAD.

PremierOne does not have a translation mechanism to transform incident type, unit names, and addresses received by a Third-Party CAD system.

Additional limitations may exist and may be discovered throughout the implementation and testing process across the installation base.

PremierOne requires values for key fields like agency, incident type, status, in order to create a new incident. PremierOne will send updates to the incident, when key fields like incident location, incident status, incident type, response type, alarm level or comments are changed or when units are dispatched.

## 1.3 USER EXPERIENCE

The data transfer occurs in the background and is transparent to PremierOne user. PremierOne user can view the status of the Third-Party CAD system's units they are monitoring in the unit status monitors. They can request the external agency to dispatch its units to PremierOne CAD incidents.

PremierOne users can view incidents and incident updates from the Third-Party CAD system. Updates to incidents made by PremierOne users can be sent to the Third-Party CAD system.

## 1.4 USE CASES AND REQUIREMENTS

Use Cases describe specific user and system interactions provided by the Interface. They provide traceability for the Test Cases in the Interface Test Procedure.

**Table 1-1. Use Cases**

Use Case	Description
UC-01	PremierOne system can send incident data for CFS request.
UC-02	PremierOne system can send updates for CFS request incident.
UC-03	PremierOne system can receive CFS request and create an incident.
UC-04	PremierOne system can receive updates for CFS request incident.
UC-05	PremierOne system can send incident data for Request for Response.
UC-06	PremierOne system can send updates for Request for Response incident.
UC-07	PremierOne system can receive Request for Response and create an incident.
UC-08	PremierOne system can receive updates for Request for Response incident.
UC-09	PremierOne system can send unit status data.
UC-10	PremierOne system can receive unit status data.

**Table 1-2. Requirements**

Component	ID	Category	Requirement
Interfaces	228 - 252	ASAP-TO-CAD to CAD – King-AmericanPSAP	High-level Description: Proposers shall provide all services to design, configure, test and implement the following bi-directional CAD-to-CAD capability with King-American (KING). KING uses the Zoll CAD system.

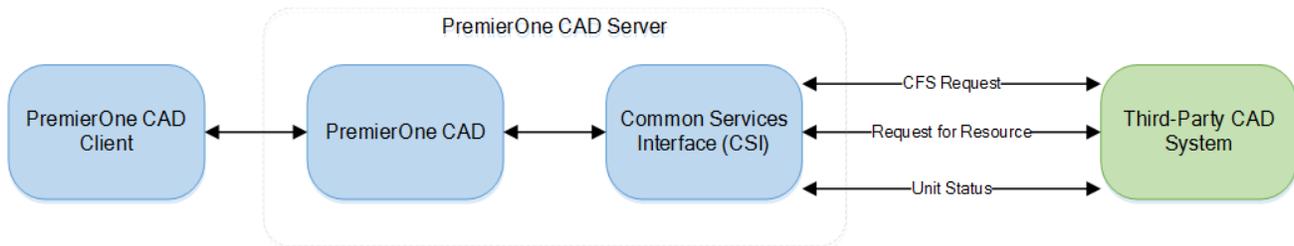
## 1.5 INTERFACE OVERVIEW

The CAD-to-CAD Point-to-Point interface allows PremierOne CAD to exchange incident and unit status information with a Third-Party CAD system. This allows PremierOne and the Third-Party CAD system to exchange Call for Service (CFS) information and to request for mutual aid.

The Common Services Interface (CSI) in PremierOne will receive the request and handle the data exchange in the PremierOne defined message format, which is National Information Exchange Model (NIEM) 2.0 compliant. The Third-Party CAD system will call the PremierOne Application Programming Interface (API) with incident details. The CSI service uses this information to create an incident in PremierOne CAD. Dispatchers can view the request and dispatch PremierOne units to the incident.

The Third-Party CAD system and its units will be provisioned as an external agency in PremierOne CAD. The PremierOne CSI service will call the Third-Party CAD system API to send the current units' status and location information, and it will receive Third-Party CAD units' status and location information. PremierOne can be configured to send the updates on unit status change or periodically. This allows PremierOne Dispatchers to view the status of units in the Third-Party CAD system and to send incident information requesting for mutual aid. The CSI service supports REST Web Service and Transmission Control Protocol (TCP) connection.

The interface diagram shows the connectivity and primary data flow across the system. Blue shaded box represents the new systems and software that will be deployed to implement the interface. Green shaded box represents existing systems required for the interface.



**Figure 1-1. CAD-to-CAD Point-to-Point Interface Diagram**

Details regarding the connection details, reference data translation, process for populating required fields in the new incident and handling of requests will be defined during the interface discovery phase and will be documented in the Technical Specification Document.

The reference data conversion to those provisioned in PremierOne CAD is not in scope of the CAD-to-CAD Point-to-Point interface implementation. If additional features or data elements are desired by the Customer, Motorola Solutions will document the requirements during the discovery phase in the Technical Specification Document and provide a change order for Customer consideration.

## 1.6 DATA EXCHANGE

### 1.6.1 Data Transfer

The CSI and the CAD-to-CAD service in PremierOne CAD manage the data exchange with the Third-Party CAD system in the PremierOne defined XML format. PremierOne will keep track of the source system request ID and will use this and the associated PremierOne incident number for the data exchange.

PremierOne has two types of CAD-to-CAD incident data exchange, depending on whether the source or the target CAD system owns the incident. In “CFS Request”, the ownership of the

incident is transferred to the target CAD system. The target CAD system owns and dispatches its units to the incident. The source CAD system may receive updates on the incident but does not usually make any updates to the incident. In “Request for Response”, the source CAD owns the incident and just requests for specific units from the target CAD system. The target CAD system can accept and dispatch its units to the incident or reject the request. The target CAD system may receive updates on the incident but does not usually make any updates to the incident.

### CFS Request - PremierOne CAD to Third-Party CAD

The Third-Party CAD system is provisioned as an external agency in PremierOne CAD. The CSI service will send incidents assigned to this external agency to the Third-Party CAD system. The Third-Party CAD system can call the PremierOne API to send any updates made to the incident. PremierOne will update key fields like incident location, incident status, incident type, response type, alarm level, all other updates received are appended to the incident comment. Updates made to the incident in PremierOne CAD will be sent to the Third-Party CAD system.

The data flow diagram captures the events, triggers and message exchange between the systems.

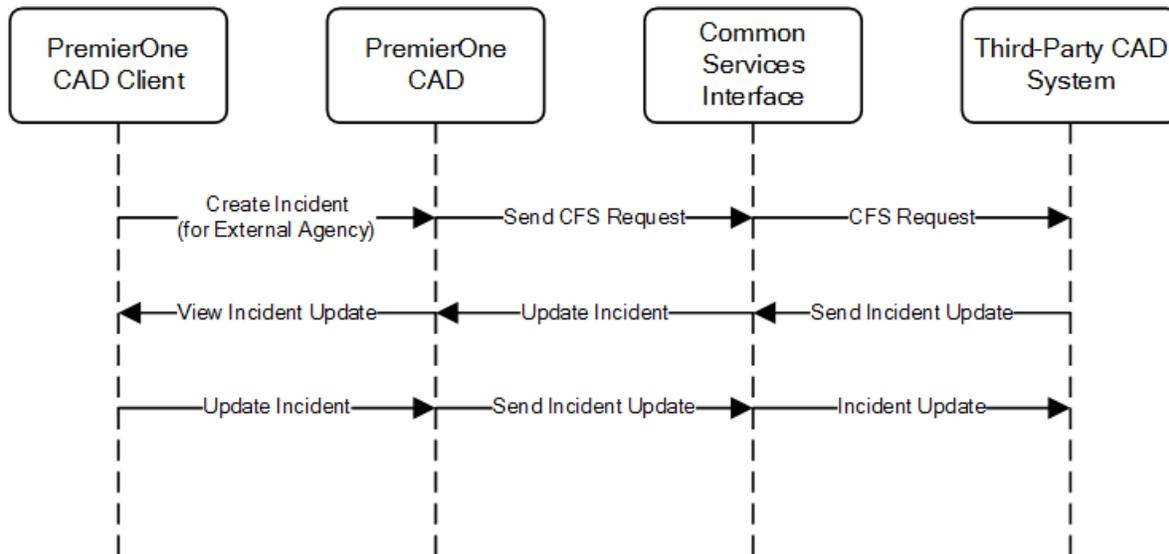


Figure 1-2. PremierOne CAD to Third-Party CAD CFS Request Data Flow Diagram

### CFS Request – Third-Party CAD to PremierOne CAD

The Third-Party CAD system will call the “CFS Request” in PremierOne CAD with the incident detail. PremierOne will use this information to create an incident in PremierOne CAD. The CSI service will send an acknowledgement with the source system request ID and the associated PremierOne incident number. Dispatchers can view the incident and dispatch PremierOne units to the incident. PremierOne will call the API published by the Third-Party CAD system to send incident and unit status updates. The Third-Party CAD system can call the PremierOne API to send any updates made to the incident, which is appended to the incident comment.

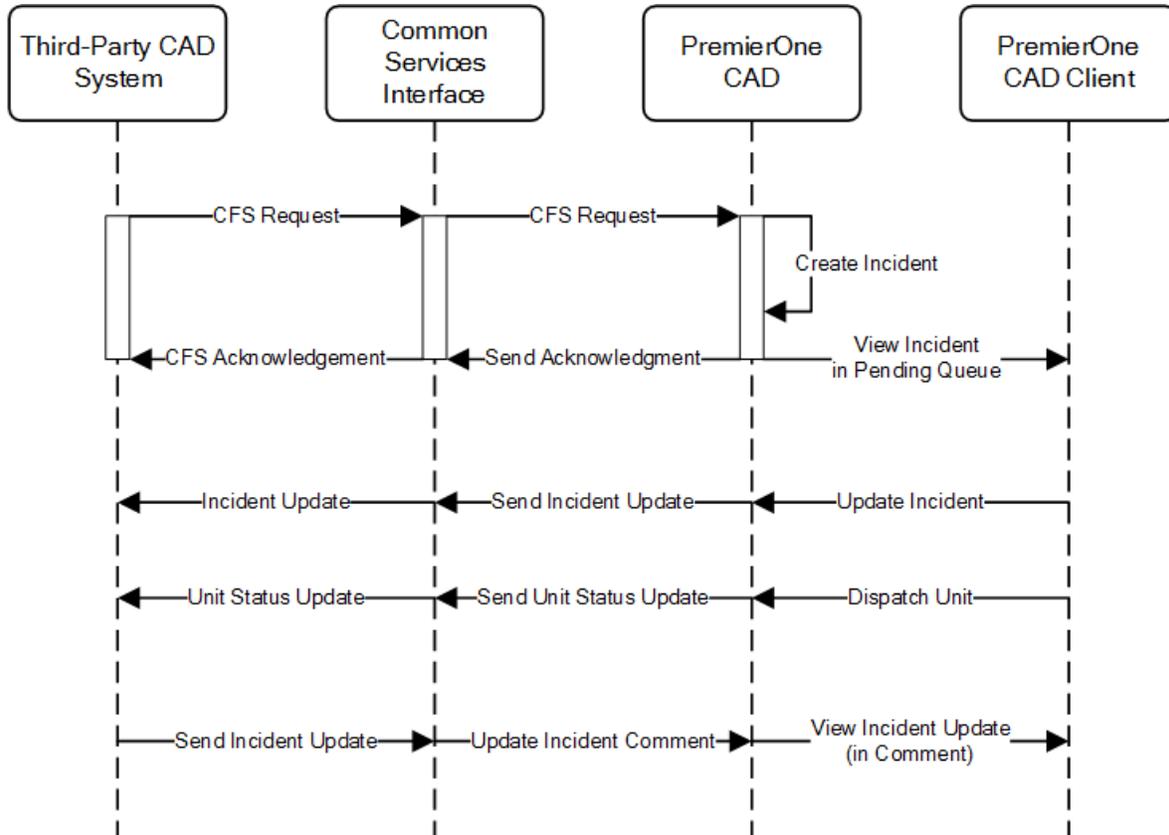
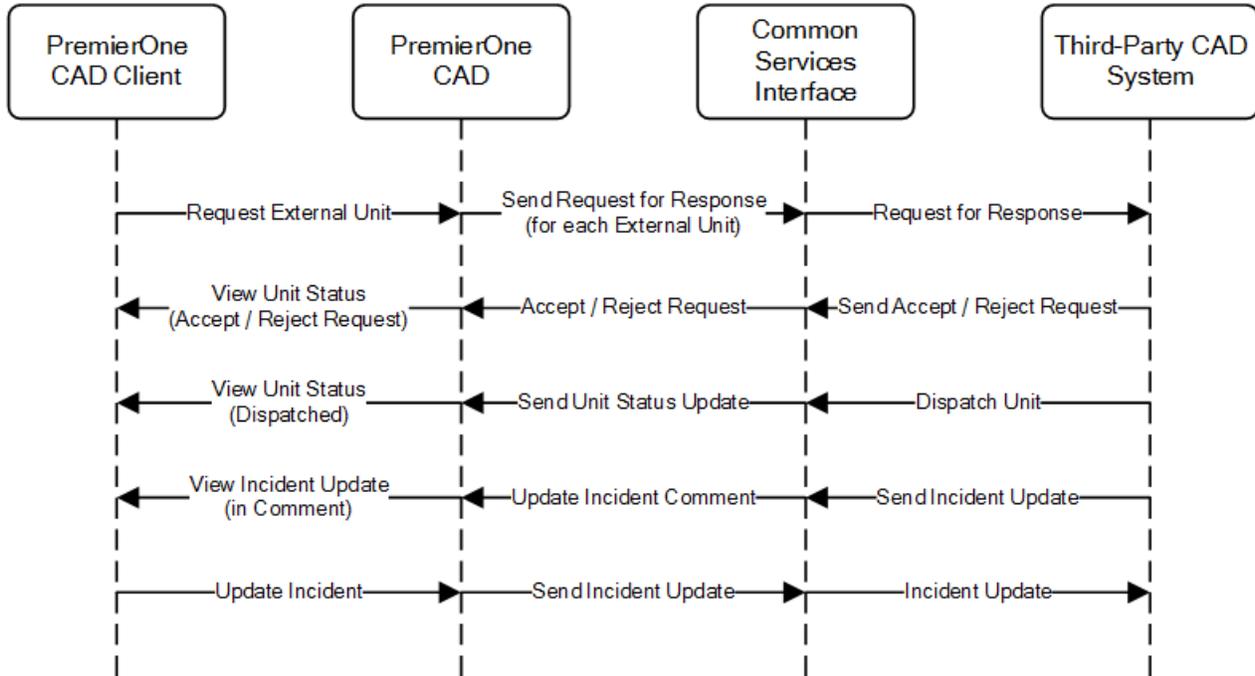


Figure 1-3. Third-Party CAD to PremierOne CAD CFS Request Data Flow Diagram

### Request for Response - PremierOne CAD to Third-Party CAD

The CSI service will receive Third-Party CAD units' status and location information. Dispatchers can view the Third-Party CAD unit status and request for them to be dispatched to a PremierOne incident. The CSI service will send incident information to the Third-Party CAD system requesting for mutual aid. The Third-Party CAD system will call the PremierOne API to provide status on the request, unit request accepted or rejected. The Third-Party CAD system can call the PremierOne API to send any updates made to the incident, which is appended to the incident comment. PremierOne will call the API published by the Third-Party CAD system to send incident updates.



**Figure 1-4. PremierOne CAD to Third-Party CAD Request for Response Data Flow Diagram**

### **Request for Response – Third-Party CAD to PremierOne CAD**

The Third-Party CAD will call the “Request for Response” in PremierOne CAD with the incident detail. PremierOne will use this information to create a secondary incident in PremierOne CAD. The CSI service will send a response, if the request was accepted or rejected cause the unit was invalid or unavailable for dispatch. Dispatchers can view the secondary incident and dispatch PremierOne units to the incident. PremierOne will call the API published by the Third-Party CAD system to send incident and unit status updates. The Third-Party CAD system can call the PremierOne API to send any updates made to the incident. PremierOne will update key fields like incident location, incident status, incident type, response type, alarm level, all other updates received are appended to the incident comment.

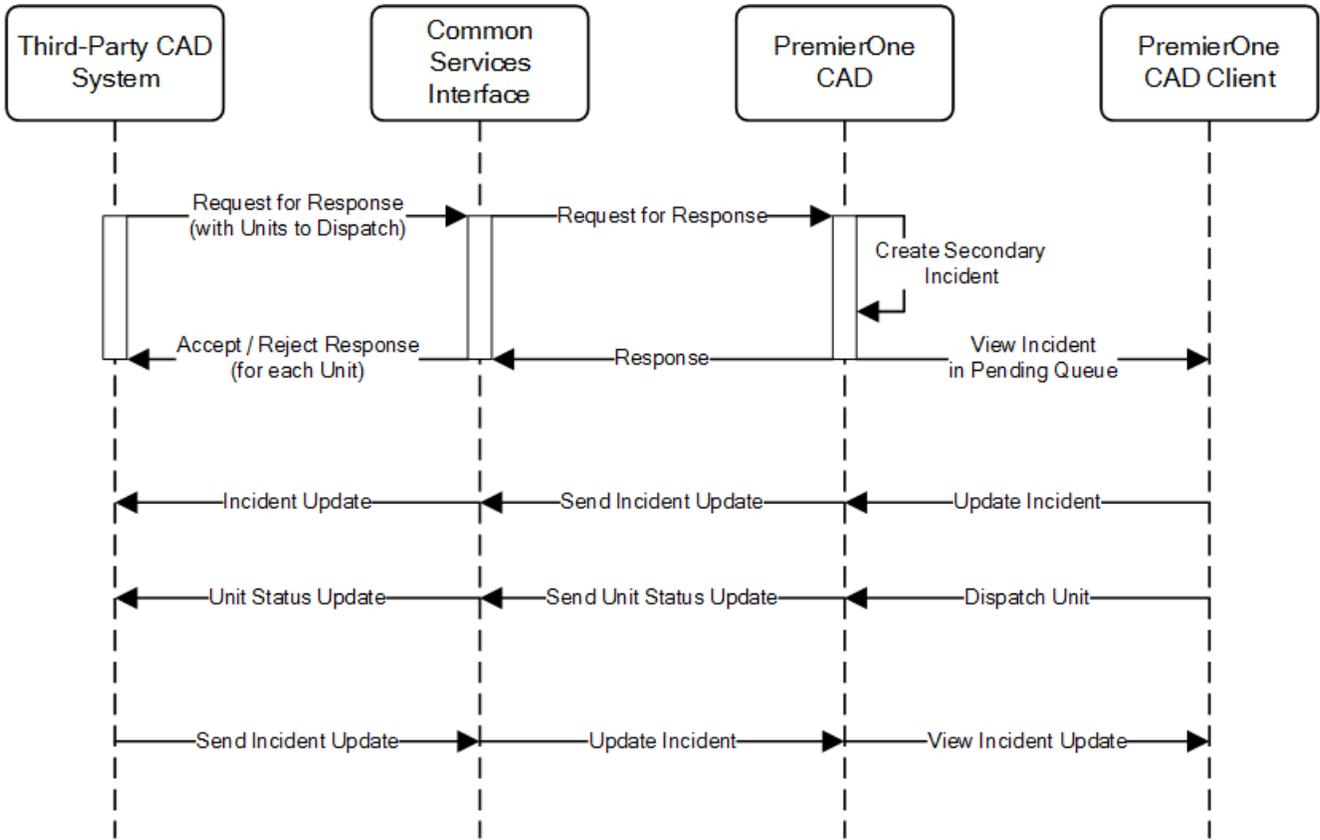


Figure 1-5. Third-Party CAD to PremierOne CAD Request for Response Data Flow Diagram

### Unit Status Data Exchange

The PremierOne CSI service will call the Third-Party CAD API to send the current units' status and location information, and it will receive Third-Party CAD units' status and location information. PremierOne can be configured to send the updates on unit status change or periodically.

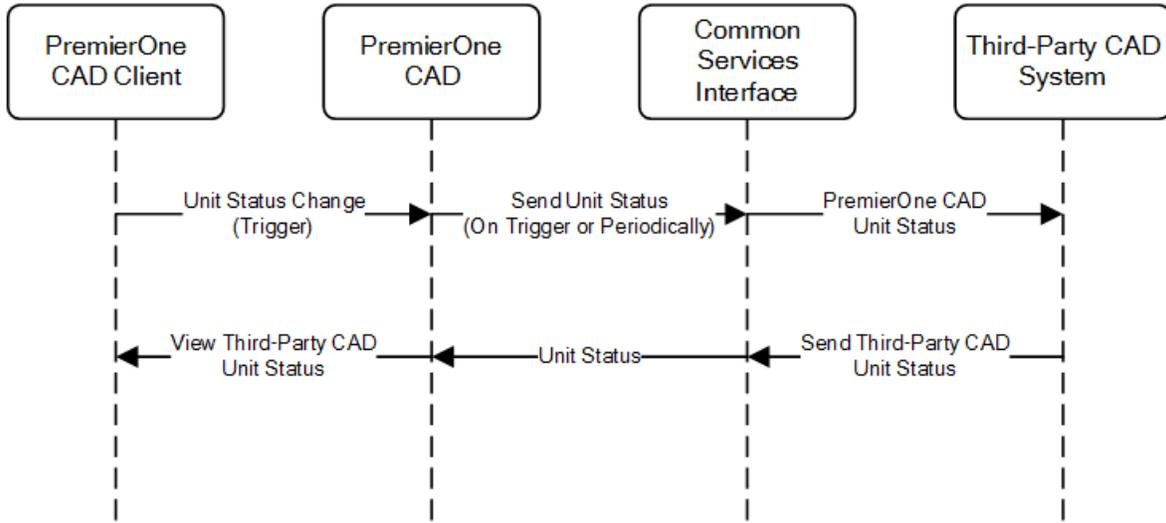


Figure 1-6. Unit Status Data Flow Diagram

## 1.6.2 Security and Integrity

There are no additional security requirements for the interface, beyond the standard implementation for PremierOne CAD. Authentication details to access the APIs will be defined during the interface discovery phase. PremierOne supports certificates, can use service account credentials or leverage network security for a secure connection and data transmission.

## 1.6.3 Connectivity

Connectivity needs to be established between PremierOne CAD and the Third-Party CAD system over the Customer Enterprise Network. Connectors supported by PremierOne are REST Web Service and TCP.

## 1.6.4 Exception Handling and Logging

PremierOne exceptions are logged in the Windows Event Log on the application server. CSI exceptions are logged in the PremierOne database.

PremierOne can be configured to log incoming messages from the Third-Party CAD system.

## 1.6.5 Performance

There are no explicit performance requirements for the interface. The incident creation and processing are expected to occur immediately after the CFS request is received from the Third-Party CAD system.

## 1.7 HIGH AVAILABILITY AND DISASTER RECOVERY

There are no additional High Availability or Disaster Recovery requirements for the interface, beyond the standard implementation for PremierOne CAD.

If available, the PremierOne recovery servers will be setup to access the Third-Party CAD API for the interface. The Third-Party Cad system should point to the recovery servers, if PremierOne is switched to the recovery servers.

## 1.8 SYSTEM ADMINISTRATION

Customer is responsible for contacting Motorola Solutions when changes occur in Third-Party CAD system or Customer Enterprise Network, which might affect the interface.

Customer is responsible for keeping the reference data synchronized and ensuring uniqueness of external agency and units between PremierOne CAD and the Third-Party CAD system.

## **1.9 TEST SYSTEM AND SIMULATION SUPPORT**

### **1.10 ASSUMPTIONS, CONSTRAINTS AND RISKS**

#### **1.10.1 Assumptions**

- Zoll CAD system can support the real-time exchange of information between the proposed CAD solution

#### **1.10.2 Risks**

- Zoll CAD system is not capable of supporting the desired functionality



London Breed  
Mayor

**Department of Emergency Management**

1011 Turk Street, San Francisco, CA 94102

Phone: (415) 558-3800 Fax: (415) 558-3843



Mary Ellen Carroll  
Executive Director

**CCSF and County of San Francisco  
Department of Emergency Management  
CAD System Replacement Project**

**Motorola PremierOne CAD Contract  
APPENDIX A5 - Acceptance Test Plan  
SECTION 1 – Acceptance Test Plan Document**

**December 2023**

**CCSF Contract ID #: #1000031673**

## Table of Contents

### Table of Contents

1. Purpose.....	3
2. Overview of Testing.....	3
1.1 Product Validation.....	3
1.2 Functional Validation .....	3
1.3 Interface Validation.....	4
1.4 Scenario-Based Validation .....	4
1.5 System Integration Validation.....	5
1.6 Reliability Validation.....	5
3. TRACEABILITY BETWEEN THE SRD AND ATP .....	5
4. ACCEPTANCE TEST PROCESS .....	6
5. RELIABILITY TESTING .....	7
6. FUNCTIONAL ACCEPTANCE TEST CRITERIA .....	8

CCSF and County of San Francisco, CA  
December 2023  
CCSF PeopleSoft ID#: #1000031673

Motorola PremierOne CAD Contract  
APPENDIX A5 - Acceptance Test Plan  
SECTION 1 – Acceptance Test Plan Document

## 1. Purpose

This Acceptance Test Plan (ATP) describes the scope of the CCSF’s functional, integration, performance and reliability testing requirements for the Motorola PremierOne CAD System. The ATP identifies CCSF’s minimum CAD acceptance testing requirements.

The ATP will be used to define acceptance testing during the system implementation phase of the Project. The ATP is one of the CCSF (“Final System Acceptance”) criteria. It is expected that all testing will be completed incrementally with multiple test phases including:

1. Product Validation
2. Functional Validation
3. Interface Validation
4. Scenario-Based Validation
5. System Integration Validation
6. Reliability Validation

Note: CCSF reserves the right to do additional testing outside of the ATP to verify compliance with specifications, use cases, and user stories.

## 2. Overview of Testing

### 1.1 Product Validation

The objective of Product Validation is to identify those requirements that are met with the Motorola standard product suite. Product Validation is also the opportunity to demonstrate how some product features in the SRD are met without having to incorporate them into a functional validation scenario. The Requirements Traceability Matrix - ATP Test Table will identify those product features that meet the SRD.

### 1.2 Functional Validation

The objective of Functional Validation is to demonstrate the features and functions of the system in the CCSF’s provisioned environment. Included in Functional Validation are the execution of Motorola

CCSF and County of San Francisco, CA

December 2023

CCSF PeopleSoft ID#: #1000031673

Motorola PremierOne CAD Contract

APPENDIX A5 - Acceptance Test Plan

SECTION 1 – Acceptance Test Plan Document

Functional Validation Workbook that may include additional tests required to meet the SRD requirements. The functional demonstration may not exercise all functions of the system, if identified as not being applicable to the CCSF's operations as a result of provisioning or business process re-engineering. The functional demonstration will be on-site, during CCSF's regular business hours. The functional demonstration is a critical activity that must occur following the completion of provisioning and will occur prior to the start of Train the Trainer.

### 1.3 Interface Validation

The objective of Interface Validation is to verify that the installed interfaces perform in accordance with the ICDs as reviewed during the Interface Planning Session. Interface Validation may require the execution of Use Cases, or User Stories to validate the interface functionality as described in the ATP.

Motorola is not responsible for issues arising from lack of engagement of third-party and/or CCSF resources to perform work required to enable/provision and/or configure an interface to a third-party system or troubleshooting any issues on the CCSF's third-party systems.

Interfaces that cannot be tested in the agreed upon scheduled timeframe between Motorola and CCSF due to connectivity issues to external systems or the unavailability of CCSF's third-party system will be demonstrated to show that Motorola's portion of an interface is enabled to send and/or receive data that supports the ICD. In such cases, Motorola demonstrating the elements within Motorola's control will constitute a successful demonstration and completion of the demonstration task.

### 1.4 Scenario-Based Validation

Upon completion of the functional and interface demonstrations, a scenario-based demonstration will occur. Scenario based demonstration emulates typical operational workflows from transaction initiation through transaction disposition and exercises both CAD and Mobile functionality. In addition to the Use Cases and User Stories in the SRD that have been identified in the ATP for validation, scenarios developed during provisioning of the system will be documented in the ATP and Project Validation Plan.

CCSF and County of San Francisco, CA

December 2023

CCSF PeopleSoft ID#: #1000031673

Motorola PremierOne CAD Contract

APPENDIX A5 - Acceptance Test Plan

SECTION 1 – Acceptance Test Plan Document

## 1.5 System Integration Validation

System Integration Validation involves a cooperative process between CCSF and Motorola to develop acceptance test processes to validate the Motorola system and the City's integrated components such as the Network, Identity Access Management, VDI, Security, Resiliency and Performance.

System resiliency and cybersecurity validation will involve the testing of system failure modes. Validation will involve testing automatic and manual failovers and recovery procedures. Network and Security Operations center tools will be tested to detect and audit system failures and performance issues. The system security requirements and use cases in the SRD will be validated by the ATP test scenarios.

### Notes on Performance Testing

Motorola performs load and performance tests prior to making software releases available. Performance testing of PremierOne consists of Load Generation injected into the PremierOne Server using Microsoft Visual Studio Load Testing framework. Load Generation is accomplished using Load Test scripts that precisely simulate the load of many CAD clients. The load scripts simulate a range of normal behavior and scenarios. The scripts make actual PremierOne server calls. The Load Testing framework allows the performance team to easily configure the amount of load on the system by adjusting the number of simulated clients and the frequency at which the test/load scenarios are executed.

CCSF will manually generate a load on the system prior to live-cut for which Motorola could provide a report that reflects server utilization (memory, cpu, etc...) and end-to-end timings of specified functions. The report will reflect timings both with and without network latency.

## 1.6 Reliability Validation

The purpose of the Reliability Test is to demonstrate the operational capability, availability and reliability of the System, and to test the ability of the System to adhere to the performance standards in a live environment over a 90-day timeframe.

## 3. TRACEABILITY BETWEEN THE SRD AND ATP

The requirements traceability matrix is a Test Table providing a test method to validate all SRD requirements. The ATP methods shall be categorized by the type of testing such as functional, integration, performance, mobile, etc. Each SRD requirement will be validated by a specific test phase.

CCSF and County of San Francisco, CA

December 2023

CCSF PeopleSoft ID#: #1000031673

Motorola PremierOne CAD Contract

APPENDIX A5 - Acceptance Test Plan

SECTION 1 – Acceptance Test Plan Document

The Test ID, Functional Area and System ID included correspond directly to the same fields in the System Requirements Document, providing traceability between the SRD and the ATP. In addition to test scripts, CCSF requires the ability to conduct ad-hoc testing by trained, designated CCSF personnel to verify system functionality which may not be specifically identified in the ATP but included in the SRD.

Acceptance testing will be conducted and approved before system cutover.

Motorola will provide functional test scripts for all tests that our specific to CCSF and the CCSF provisioned system. CCSF reserves the ability to add additional scenarios, user stories and tests to validate mutually agreed business process workflows.

Some requirements may require acceptance testing that the City would develop and execute to validate system integration with the City's infrastructure. Motorola will support the City in contributing to the testing methodology and execution of those tests as defined in the mutually agreed test plan.

During the Acceptance Testing, Motorola will demonstrate the operation of each proposed or required feature, function, and interface based on the test plan that will be approved by CCSF prior to contract signing.

If a requirement fails a test, the Motorola will have up to ten (10) days to either correct the discrepancy or work with CCSF to develop a mutually agreeable date of when it will be corrected. Once a failed requirement is corrected, Motorola and CCSF will conduct additional testing of that requirement to verify that it passes the test.

## 4. ACCEPTANCE TEST PROCESS

CCSF personnel participating in acceptance testing will represent a range of anticipated users, including primary users (e.g., Call Takers, Dispatchers), Mobile users (e.g., field personnel), consumers of data published in reports and dashboards (e.g., administrative and management personnel), and system administrators, among others.

Motorola will conduct extensive QA testing (unit tests, regression tests, and load tests) on each version of its products prior to release. All requirements in the SRD that have been validated through the Motorola product testing phase will be identified. Should CCSF encounter performance issues with any of the proposed software applications that degrade the productive use of the system, Motorola will work with CCSF project personnel to isolate and correct the problem, and retest, if necessary. In the event that the system software needs to be modified, upgraded, or reconfigured, the City and Motorola will agree to the tests that will be repeated. Section 6 in this document describes the Functional Acceptance Test Criteria.

CCSF and County of San Francisco, CA

December 2023

CCSF PeopleSoft ID#: #1000031673

Motorola PremierOne CAD Contract

APPENDIX A5 - Acceptance Test Plan

SECTION 1 – Acceptance Test Plan Document

Components of Acceptance Tests will include:

- Entrance Criteria
- Separate Functional Acceptance Test Scripts for CAD, Mobile and System Interface requirements
- Expected Results
- Risks to successfully completing Acceptance Testing
- Issue Resolution and Exit Criteria
- Issue Classification (Go Live, Post Go Live, Support)

## 5. RELIABILITY TESTING

The purpose of the Reliability Test is to demonstrate the operational capability and reliability of the System, and to test the ability of the System to adhere to the performance standards in a live environment over time. Reliability testing will be conducted for 90 consecutive days in an integrated environment after cutover. During the Reliability test period, the system must be available 99.995 percent of the time. If availability degradation is discovered, CCSF may elect to stop use of the application or use whatever operational portion may be available. CCSF and Proposer will mutually determine an acceptable error level based on the definitions in the ERROR LEVEL CLASSIFICATIONS defined in this section. Motorola will remedy as per the error classifications.

The Reliability Period may need to be suspended or restarted depending on the type and severity of failures.

Components of Reliability Testing will include:

- Error Classification Levels/Priorities
- System Availability Requirements
- Risks to successfully completing Reliability Testing
- Issue Resolution and Exit Criteria

## 6. FUNCTIONAL ACCEPTANCE TEST CRITERIA

Functional Acceptance Test criteria are provided in Table 1 below.

**Table 1: Functional Acceptance Test Criteria**

<b>Test Component</b>	<b>Criteria</b>	<b>Completed Successfully (Y/N)</b>
<b>Entrance Criteria</b>	<ul style="list-style-type: none"> <li>• Successful contract execution with the selected Proposer</li> <li>• Thorough collaborative review of the selected Proposer's response to CCSF's ATP including test scripts, the Test Table and other test criteria</li> <li>• Mutual acceptance of gaps in Proposer compliance with CCSF's requirements</li> <li>• System configuration</li> <li>• Data conversion from the legacy applications to the replacement system, to the extent feasible</li> </ul>	
<b>Risks</b>	<ul style="list-style-type: none"> <li>• Not completing testing on all functionality</li> <li>• Omitting interfaces from Functional Acceptance Testing</li> <li>• Inadequately documenting test outcomes</li> <li>• Failing to comprehensively trace agency requirements to standard COTS system specifications</li> <li>• Disagreement with the Proposer about the success/failure of a functional test result</li> <li>• Unanticipated functional errors not covered in the ATP</li> </ul>	

<b>Acceptance Criteria</b>	<ul style="list-style-type: none"> <li>The expected results of the analysis or testing</li> </ul>	
<b>Issue Resolution and Exit Criteria</b>	<ul style="list-style-type: none"> <li>Testing will not stop to research a specific issue unless the issue prevents additional testing</li> <li>Basic troubleshooting and configuration changes may be initiated during the test process; detailed research and categorization of issues will be done once all tests for the applicable subsystem are complete</li> <li>The selected Proposer and CCSF project personnel will work to identify errors that occur during Functional Acceptance Testing where the subsystem does not conform to CCSF's requirements, as modified by the selected Proposer's responses and to the degree the system has been provisioned to support such requirements</li> <li>To exit the Functional Acceptance Testing process, the selected Proposer will document any such errors and classify, correct and retest them according to the categories as defined in the Issue Classification criteria</li> </ul>	
<b>Issue Classification</b>	<ul style="list-style-type: none"> <li><b>Go-Live Issues:</b> Issues identified during Pre-Go Livetesting with contractually required functionality that must be corrected prior to Go Live.</li> <li><b>Post Go-Live Issues:</b> Issues with contractually required functionality that can be corrected after Go Live but prior to FSA or after FSA as mutually agreed to. The selected Proposer will provide an estimated date for resolution of the issue post Go Live</li> </ul>	

CCSF and County of San Francisco, CA

December 2023

CCSF PeopleSoft ID#: #1000031673

Motorola PremierOne CAD Contract

APPENDIX A5 - Acceptance Test Plan

SECTION 1 – Acceptance Test Plan Document

	<ul style="list-style-type: none"><li>• <b>Support Issues:</b> Issues identified that are not contractually required functionality and do not prevent CCSF from performing normal daily or monthly processes, will not affect acceptance of the system, and therefore can be corrected after the subsystem is Live.</li></ul>	
--	---	--

Functional Area	SRD ID	Category	Requirement Traceability (SRD Reference)	User Story	Compliance: "Y"=Compliant/Validation Required "N"=Not Compliant/No Validation Required "A"=Alternative Method/Validation Required	Testing Method: P=Product F = Functional I = Interface S = Scenario R = Resiliency N/A = Not Applicable NC = Non-compliant	Test ID	Test Description	Agency	Expected Results	Completed Successfully (Y/N)	Motorola Comment
Global	1	Multiple Environments	Use Case: Multiple CAD environments support training, reporting and testing activities without impacting the performance of live operations.		Y	P						
Global	2	Multiple Environments	Ability to support multiple environments, including:		Y	P						
Global	3	Multiple Environments	Production		Y	P						
Global	4	Multiple Environments	Development/Test/Staging		Y	P						
Global	5	Multiple Environments	Training		Y	P						
Global	6	Multiple Environments	Reporting		Y	P						
Global	7	Multiple Environments	Disaster Recovery		Y	P						
Global	8	Multiple Environments	Ability to simulate the live environment in a non-production environment.		Y	P						
Global	9	Multiple Environments	Ability to stage and test an upgrade before going live with the change.		Y	P						
Global	10	Multiple Environments	Ability for operations to failover to the backup/disaster recovery environment with minimal interaction and downtime, in the event of a failure in the production environment. This includes full replication of equipment, applications, and interfaces at the DR site, as well as a fully defined and mutually agreed upon failover process.		Y	R						
Global	11	Multiple Environments	Ability for the disaster recovery/failover process to not result in any loss or corruption of data.		Y	R						
Global	12	Multiple Environments	The maintenance of multiple environments requires frequent updates due to continuous configuration changes. Motorola shall provide the necessary tools, documentation and validated process to create and maintain multiple environments such as, but not limited to production, test and training.		Y	P						
Global	13	Multiple Environments	Moving selected individual configuration elements between any environment.		A	P						
Global	14	Multiple Environments	Moving complete configurations between any environment.		A	P						
Global	15	Multiple Environments	Reporting on configuration elements that are different between any two environments.		A	P						
Global	16	Cybersecurity	Use Case: N/A		N/A	NC						
Global	17	Cybersecurity	Ability for CAD to share activity log to a central log monitoring system such as Splunk.		Y	P						
Global	18	Cybersecurity	Ability to provide IDS/IPS protection for the CAD systems and terminals.		N	NC						
Global	19	Cybersecurity	Ability for CAD log export to conform with industry standards for log monitoring systems		Y	P						
Global	20	Cybersecurity	Ability for CAD to provide information regarding processes activity, including:		Y	N/A						
Global	21	Cybersecurity	File I/O		Y	P						
Global	22	Cybersecurity	Process start		Y	P						
Global	23	Cybersecurity	Process state		Y	P						
Global	24	Cybersecurity	Process end		Y	P						
Global	25	Cybersecurity	Ability to alert system administrators to unusual increase or decrease in CAD activity		Y	P						
Global	26	System Performance	Use Case: N/A			N/A						
Global	27	System Performance	Ability to provide 99.999% availability, including during upgrades to the system software.		A	P						
Global	28	System Performance	Ability for transactional processing time(s) to not exceed the following levels of performance at least 90% of the time:		Y	N/A						
Global	29	System Performance	Operator log on - 500ms		Y	P						
Global	30	System Performance	Validate address (last character entered to display of address - 500ms		Y	P						
Global	31	System Performance	Create event and enter in the pending queue - 1000ms		Y	P						
Global	32	System Performance	Select and display an event for dispatch - 500ms		Y	P						
Global	33	System Performance	Recommend units based on static recommendations - 500ms		Y	P						
Global	34	System Performance	Recommend units based on dynamic recommendations - 500ms		Y	P						
Global	35	System Performance	Upgrade event (e.g., alarm level, change event type) and recommend additional units - 500ms		Y	P						
Global	36	System Performance	Change unit status - 500ms		Y	P						
Global	37	System Performance	Display premise or hazard file data for event - 1000ms		Y	P						
Global	38	System Performance	Display an event history record (keyed search) - 2000ms		Y	P						
Global	39	System Performance	All other transactions - 500ms		Y	P						
Global	40	System Performance	Ability to run searches, queries and reports without impacting production system performance.		Y	P						
Global	41	System Performance	Ability for system performance to not be negatively impacted by antivirus and or backup software.		Y	P						
Global	42	System Performance	Ability to provide an alert in real-time when the system is not meeting Department-specified performance thresholds.		Y	P						
Global	43	System Performance	Ability to collect and report on system performance metrics.		Y	P						
Global	44	System Performance	Ability to maintain the required system performance metrics during periods of:		Y	P						
Global	45	System Performance	interface outage		Y	P						
Global	46	System Performance	Unreachable or unresponsive external information systems (e.g., Rave, Waze, RapidSOS, paging, internet-based applications)		Y	P						
Global	47	System Performance	Unresponsive or hung CAD or mobile client		Y	P						
Global	48	System Performance	Excessive network traffic generated by malfunctioning CAD or mobile client		Y	P						
Global	49	System Performance	During a disruption of connectivity between the dispatch center and any off premise CAD Application and Services, all CAD positions shall be operational and the following CAD functions shall be operational within the Dispatch Center and Backup PSAP for at least 72 hours (assuming connectivity to interfaces, locations, units and terminals):		Y	N/A						
Global	50	System Performance	Remain logged into CAD and functional without disruption		Y	P						
Global	51	System Performance	Ability for all CAD positions to remain operational during any CAD system interface disruptions.		Y	P						
Global	52	System Performance	Have access to active and historical Unit and Call history records updated in real-time		Y	P						
Global	53	System Performance	9-1-1 Call taking: entering calls into CAD without the need for non-computer methods such as paper incident & run cards, or tools that would need manual entry upon system recovery		Y	P						

Global	54	System Performance	Police, Fire, Sheriff, SFMTA dispatching: sending calls to dispatch positions and dispatching units	Y	P								
Global	55	System Performance	Tracking and updating Unit Status	Y	P								
Global	56	System Performance	Logging on/off units	Y	P								
Global	57	System Performance	Messaging to other CAD terminals	Y	P								
Global	58	System Performance	Maintaining the speed of CAD transactions (no additional latency)	Y	P								
Global	59	System Performance	Mapping functions	Y	P								
Global	60	System Performance	CJIS system queries & returns	Y	P								
Global	61	System Performance	Communication to MDTs: dispatching, status updates, messaging, sign on/off	Y	P								
Global	62	System Performance	AVL	Y	P								
Global	63	System Performance	Paging	Y	P								
Global	64	System Performance	Fire Station automated alerting	Y	P								
Global	65	System Performance	Support backup PSAP operations	Y	P								
Global	66	System Performance	Unit Radio Status	Y	P								
Global	67	System Performance	Ability to recover from an extended internet outage of up to 72 hours to include the following:	Y	N/A								
Global	68	System Performance	No loss of data between CAD Application and Services and on-premise usage.	Y	P								
Global	69	System Performance	Ability to reconnect with all CAD field clients including MDT's, remote workstations and handheld devices without a degraded system performance during recovery.	Y	P								
Global	70	System Performance	Ability to provide audit reports for system outage operations that provide logs, and note any conflicts, or issues upon recovery.	Y	P								
Global	71	System Performance	Ability to provide catch up of records during outage into product records with the actual interaction timestamp retained and indicator of catch up.	Y	P								
Global	72	System Performance	Ability to test and use the backup environment to restore the production environment using relatively easy procedures.	Y	P								
Global	73	User Experience and User Interface	Use Case: N/A		N/A								
Global	74	UX/UI	Ability to provide a user experience that is consistent without regard to client type.	Y	P								
Global	75	UX/UI	Ability for the client applications to run in a Virtual Desktop Infrastructure to include:	Y	N/A								
Global	76	UX/UI	Virtual Desktop	Y	P								
Global	77	UX/UI	Virtual Application	Y	P								
Global	78	UX/UI	Ability to support multiple form factors, including:	Y	N/A								
Global	79	UX/UI	Small and medium phones	Y	P								
Global	80	UX/UI	Tablets of all sizes	Y	P								
Global	81	UX/UI	Mobile and laptop computers	Y	P								
Global	82	UX/UI	Single and multi-monitor desktop computers	Y	P								
Global	83	UX/UI	Ability for users to enter data using any combination of:	Y	P								
Global	84	UX/UI	Command line	Y	P								
Global	85	UX/UI	Mouse or Touch Screen	Y	P								
Global	86	UX/UI	Keyboard	Y	P								
Global	87	UX/UI	Speech to text	N	NC								
Global	88	UX/UI	Ability for commands triggered by use of mouse or hot key to appear and auto populate command line.	Y	P								
Global	89	UX/UI	Ability to support common web browser, including:	Y	N/A								
Global	90	UX/UI	Microsoft Internet Explorer	Y	P								
Global	91	UX/UI	Microsoft Edge	Y	P								
Global	92	UX/UI	Google Chrome	Y	P								
Global	93	UX/UI	Safari	N	NC								
Global	94	UX/UI	Firefox	N	NC								
Global	95	UX/UI	Ability to customize the user interface at the following levels:	Y	N/A								
Global	96	UX/UI	System	Y	P								
Global	97	UX/UI	Department	Y	P								
Global	98	UX/UI	Role	N	NC								
Global	99	UX/UI	Workstation	N	NC								
Global	100	UX/UI	User	Y	P								
Global	101	UX/UI	Ability to customize any screen to include: (Note: if certain features are customizable at only the user or Department level, indicate as such as in the "Comments" field to the right):	Y	N/A								
Global	102	UX/UI	Font size	Y	P								
Global	103	UX/UI	Font type	N	NC								
Global	104	UX/UI	Font color	N	NC								
Global	105	UX/UI	Window background color	N	NC								
Global	106	UX/UI	Day/night mode	Y	P								
Global	107	UX/UI	Window sizes	Y	P								
Global	108	UX/UI	Window locations	Y	P								
Global	109	UX/UI	Required, optional or not required fields	Y	P								
Global	110	UX/UI	Location of fields on the screen	Y	P								
Global	111	UX/UI	Field label	Y	P								
Global	112	UX/UI	Ability for Department to define fields that are mandatory to display in status windows.	Y	P								
Global	113	UX/UI	Ability for user to enlarge and shrink columns in their status windows.	Y	P								
Global	114	UX/UI	Ability to save windows configurations based on user ID (e.g., not workstation-specific).	Y	P								
Global	115	UX/UI	Ability to save map configuration (layers turned on) based on user ID.	Y	P								
Global	116	UX/UI	Ability to maintain configuration settings during upgrades.	Y	P								
Global	117	UX/UI	Ability to display one or more status windows at the same time.	Y	P								
Global	118	UX/UI	Ability to save multiple profiles for individual users.	Y	P								
Global	119	UX/UI	Ability to restore the user client configuration to the system default.	Y	P								
Global	120	UX/UI	Ability to support MS Windows look and feel for:	Y	P								
Global	121	UX/UI	Editing (e.g., cut, paste, <CTL-C>, <CTL-V>, INS, DEL)	Y	P								
Global	122	UX/UI	Navigation (e.g., Page Up, End, Home, Page Down)	Y	P								
Global	123	UX/UI	Real-time spell checking (e.g., underline errors)	N	NC								
Global	124	UX/UI	Ability to enter commands in any order on the CAD or mobile command line.	A	P								
Global	125	UX/UI	Ability to bring the command line to focus or open a command line window using a hot key.	Y	P								
Global	126	UX/UI	Ability to view multiple events simultaneously (e.g., in different windows).	A	P								
Global	127	UX/UI	Ability to configure the maximum number of windows a dispatcher can have open at any one time.	Y	P								
Global	128	Geospatial data	Use Case: A geospatial driven CAD system will need to support a hierarchical approach to street address matching. Address matching will need to be supported against both point (address point) and line (street centerline) feature classes. The geospatial data is used by CAD and Mobile to support: resource recommendations, assignment of geographic boundaries, identification of duplicate events, routing directions, location identification and validation and polygon searches to identify information of interest close to a location.	Y	S								

Global	129	Geospatial data	Ability to create and maintain a native geospatial data-store that meets i3 standards and functions to comply with NG91-1-1 requirements as defined in the most recent revision of the NENA Standard for NG9-1-1 GIS Data Model.		Y	P							
Global	130	Geospatial data	Ability to adhere to NENA addressing convention and standards as defined in the most recent and any future revision of applicable NENA standards.		Y	P							
Global	131	Geospatial data	Ability to use native ESRI tools to create and maintain the system's spatial data.		Y	P							
Global	132	Geospatial data	Ability to integrate with internet map service programs (e.g., Google Earth, Bing maps).		Y	P	G1						
Global	133	Geospatial data	The CAD system shall provide for the geocoding of incident locations based upon the following reference sets:		Y	N/A							
Global	134	Geospatial data	Address points		Y	P							
Global	135	Geospatial data	Street-centerlines		Y	P							
Global	136	Geospatial data	Landmarks		Y	P							
Global	137	Geospatial data	Ability for the system to provide native support for the following geometries:		Y	N/A							
Global	138	Geospatial data	Point		Y	P							
Global	139	Geospatial data	Line		Y	P							
Global	140	Geospatial data	Polygon		Y	P							
Global	141	Geospatial data	Multiline		N	NC							
Global	142	Geospatial data	Multipolygon		Y	P							
Global	143	Geospatial data	Ability to create geographic boundary information in the geofile.		Y	P							
Global	144	Geospatial data	Ability to import geographic boundary information from:		Y	N/A							
Global	145	Geospatial data	Database tables		Y	P							
Global	146	Geospatial data	Web Service		Y	P							
Global	147	Geospatial data	Shapefile		Y	P							
Global	148	Geospatial data	Ability to support all the Mandatory and Conditional location fields defined within the NENA NG9-1-1 Data Model and the following Optional and CCSF specific location fields, including, but not limited to:		Y	N/A							
Global	149	Geospatial data	Apartment building name		Y	P							
Global	150	Geospatial data	Apartment number (e.g., 1/2, #5, 2D, D2)		Y	P							
Global	151	Geospatial data	Alleys		Y	P							
Global	152	Geospatial data	Block range		Y	P							
Global	153	Geospatial data	Building occupancy type (e.g., school, mixed-use, residential)		A	P							
Global	154	Geospatial data	Business name		Y	P							
Global	155	Geospatial data	City		Y	P							
Global	156	Geospatial data	Civic associations (e.g., areas, neighborhoods, community names)		A	P							
Global	157	Geospatial data	Common place name (e.g., University building number)		Y	P							
Global	158	Geospatial data	County		A	P							
Global	159	Geospatial data	District		Y	P							
Global	160	Geospatial data	Address		Y	P							
Global	161	Geospatial data	Grade changes (e.g., steep inclines/declines)		Y	P							
Global	162	Geospatial data	Intersections		Y	P							
Global	163	Geospatial data	Law enforcement district		Y	P							
Global	164	Geospatial data	Mile markers		Y	P							
Global	165	Geospatial data	On ramps, off ramps, exit numbers (including direction)		Y	P							
Global	166	Geospatial data	Overpass height limitations		Y	P							
Global	167	Geospatial data	Piers		Y	P							
Global	168	Geospatial data	Prefix		Y	P							
Global	169	Geospatial data	Reporting area		Y	P							
Global	170	Geospatial data	Stairs		Y	P							
Global	171	Geospatial data	Stairwells		Y	P							
Global	172	Geospatial data	Street abbreviation		Y	P							
Global	173	Geospatial data	Street alias		Y	P							
Global	174	Geospatial data	Street name		Y	P							
Global	175	Geospatial data	Street type		Y	P							
Global	176	Geospatial data	Suffix		Y	P							
Global	177	Geospatial data	Trails		Y	P							
Global	178	Geospatial data	X/Y coordinates		Y	P							
Global	179	Geospatial data	Z coordinates		N	NC							
Global	180	Geospatial data	Department-defined		Y	P							
Global	181	Geospatial data	Ability to prioritize the order of street names presented to the user in the CAD and mobile application based using any combination of:		Y	N/A							
Global	182	Geospatial data	Alphanumerical order		Y	F							
Global	183	Geospatial data	Neighborhood or City Division		Y	F							
Global	184	Geospatial data	Other Jurisdiction (with CCSF presented first/on top)	<b>User Story:</b> A caller reports an incident on Lincoln Street in San Francisco. There are two Lincoln Streets in the city, one in the Presidio (US National Park Territory), and one in the City of San Francisco. When choosing a matching location, CAD should provide the dispatcher the San Francisco option first, even though alphabetically Presidio comes first.	N	NC							
Global	185	Geospatial data	Ability to associate CCSF defined data elements to CAD maintained geospatial data to any:		Y	N/A							
Global	186	Geospatial data	Address		Y	S							
Global	187	Geospatial data	Public safety geographical boundaries (e.g., sectors, districts, battalions)		Y	S							
Global	188	Geospatial data	Census block		Y	S							
Global	189	Geospatial data	Census tract		Y	S							
Global	190	Geospatial data	Cross street		Y	S							
Global	191	Geospatial data	Entire common place or business name and aliases		Y	S							
Global	192	Geospatial data	Jurisdiction		Y	S							
Global	193	Geospatial data	Neighborhood or City Division		Y	S							
Global	194	Geospatial data	Reporting district		Y	S							
Global	195	Geospatial data	Response area		Y	S							
Global	196	Geospatial data	X/Y coordinates		N	NC							
Global	197	Geospatial data	Department-defined polygon		Y	S							
Global	198	Geospatial data	Ability for the CAD system to always reflect the latest spatial data that is available by triggering updates the CAD system's geospatial data:		Y	N/A							
Global	199	Geospatial data	Automatically		N	NC							
Global	200	Geospatial data	At system defined time periods		A	P							
Global	201	Geospatial data	Ability to disable automatic updates to the CAD system's geospatial data.		A	P							
Global	202	Geospatial data	Ability to maintain the CAD system's geospatial data by any combination of:		Y	N/A							
Global	203	Geospatial data	Using tools within the CAD application for those spatial data for which the geospatial CAD system is the system of record.		N	NC							
Global	204	Geospatial data	Uploading and/or converting a GIS-maintained set of geospatial datasets into the CAD system's internal geospatial data store		Y	P							
Global	205	Geospatial data	Uploading and/or converting the i3-compatible geospatial dataset from the appropriate Spatial Information Function (SIF)		Y	P							
Global	206	Geospatial data	Ability to update the CAD system's geospatial data store while the system is live and operational.		Y	P							

Global	207	Geospatial data	Ability to notify a CAD user (dispatcher and/or mobile CAD user) that an address being requested is outside the CCSF boundary with a visual notification (ex. pop-up, highlight with text, etc.)	Y	P						
Global	208	Geospatial data	Ability to maintain and use historical common place names (e.g., when a business name changes).	Y	P						
Global	209	Geospatial data	Ability to provide tools for validating the structure and completeness of the geospatial data according to configuration rules, as well as tools to allow updates to the geospatial data to reflect changing conditions in the field, including:	Y	N/A						
Global	210	Geospatial data	New street constructions	Y	P						
Global	211	Geospatial data	Response Department boundary realignments	Y	P						
Global	212	Geospatial data	New site/structure construction	Y	P						
Global	213	Geospatial data	New and changing landmarks	Y	P						
Global	214	Geospatial data	New street names, geographic boundaries and address ranges	Y	P						
Global	215	AVL	Use Case: AVL supports routing directions, unit recommendations, situational awareness and post-event analysis.	Y	S						
Global	216	AVL	Ability to track and utilize the location of any GPS-equipped mobile device including:	Y	N/A						
Global	217	AVL	MDTs	Y	S						
Global	218	AVL	Mobile phones	Y	S						
Global	219	AVL	Tablets	Y	S						
Global	220	AVL	ASTRO25 subscriber units	Y	S						
Global	221	AVL	Ability for routing directions to take into consideration the current location of the unit to which directions are being provided.	Y	S						
Global	222	AVL	Ability to replay AVL for:	Y	N/A						
Global	223	AVL	Activity associated with an event	Y	S						
Global	224	AVL	A specific unit	Y	S						
Global	225	AVL	A time frame	Y	S						
Global	226	AVL	Any GPS-equipped device	Y	S						
Global	227	AVL	Ability for AVL playback to include an audit trail that indicates the following:	Y	N/A						
Global	228	AVL	Time	Y	S						
Global	229	AVL	Unit	Y	S						
Global	230	AVL	Status	Y	S						
Global	231	AVL	Position	Y	S						
Global	232	AVL	Ability to accept AVL inputs from units not equipped with CAD-connected mobile client.	Y	S						
Global	233	AVL	Ability to playback unit locations at the time of unit recommendations.	Y	S						
Global	234	AVL	Ability to display route taken from time of dispatch to time of arrival.	Y	S						
Global	235	AVL	Ability to use AVL data to validate unit status change times (e.g., unit arrives at scene according to the AVL but the time stamp in the CAD system for the unit status change falls outside of a Department-defined time frame).	Y	S						
Global	236	AVL	Ability to create a report that identifies discrepancies between the CAD system's time stamp for the unit status change and the AVL data based on any combination of:	Y	N/A						
Global	237	AVL	Distance from the event	Y	P						
Global	238	AVL	Time delta	Y	P						
Global	239	AVL	Unit type	Y	P						
Global	240	AVL	Other Department-defined criteria	Y	P						
Global	241	AVL	Ability to correct the unit status change times using AVL data.	A	F						
Global	242	AVL	Ability to automatically correct the time stamp of the unit status changes using AVL data based on Department-defined parameters to include a combination of:	A	F						
Global	243	AVL	Distance from the event	A	F						
Global	244	AVL	Time delta	N	NC						
Global	245	AVL	Unit type	A	F						
Global	246	AVL	Other Department-defined criteria	N	NC						
Global	247	AVL	Ability to flag the time stamp for a unit status change that was manually or automatically corrected based on AVL data.	Y	F						
Global	248	AVL	Ability to support the use of an external real-time AVL system via an interface (e.g., FleetEyes).	N	NC						
Global	249	AVL	Ability to prevent individual units from turning off AVL.	Y	F						
Global	250	AVL	Ability to generate an alert to the controlling dispatcher when a unit that is AVL equipped is not functioning.	Y	F						
Global	251	AVL	Ability to activate AVL on a GPS equipped unit upon activation of an emergency alarm on:	Y	N/A						
Global	252	AVL	CAD mobile client	Y	F						
Global	253	AVL	Mobile or portable radio	Y	F						
Global	254	AVL	Ability for system administrator to turn AVL on/off by:	Y	N/A						
Global	255	AVL	Department	Y	F						
Global	256	AVL	Unit	Y	F						
Global	257	AVL	Device	Y	F						
Global	258	AVL	Ability to default to Department-defined static response plans for dispatching when the unit's AVL is turned off.	Y	F						
Global	259	AVL	Ability to display the location of a vehicle or unit on the CAD map using AVL.	Y	F						
Global	260	AVL	Ability to display average speed of vehicle between two points when data is polled.	Y	F						
Global	261	AVL	Ability to capture, save and report on the average vehicle speed between two points.	Y	F						
Global	262	AVL	Ability to generate reports from AVL data, including:	Y	N/A						
Global	263	AVL	Vehicle route	Y	F						
Global	264	AVL	Speeds along the route	Y	F						
Global	265	AVL	Ability to provide AVL playback utility.	Y	F						
Global	266	AVL	Ability for AVL playback to display the movements of all units simultaneously.	Y	F						
Global	267	AVL	Ability for AVL playback to display the movements of all units simultaneously by selected Department.	Y	F						
Global	268	Audit Trails and Timestamps	Use Case: In order to meet post-event analysis and legal requirements, all CAD transactions are required to be logged in the system's audit or transactions database to include events; resource status, location assignments and changes; system administration functions; code table changes; geofile updates and changes; system alerts, notices and user actions related to alerts and notices; user actions including printing, viewing, editing, deleting, modifying and adding information to events or unit histories; queries and searches; report generation; user logons and logoffs; security violations, unauthorized access attempts, failed log on attempts, attempt breaches; system error messages and user actions taken in response to error messages; and any other transactions that occur in the system.	Y	S						
Global	269	Audit Trails and Timestamps	Ability to date and time stamp all:	Y	N/A						



Global	350	Security Administration	Permanently		Y	S					
Global	351	Security Administration	Ability to include a comment/reason when making changes to a user account.		N	NC					
Global	352	Security Administration	Ability to encrypt data transmissions.		Y	P					
Global	353	Security Administration	Ability to assign a unique ID to each user.		A	F					
Global	354	Security Administration	Ability to include PII for each user to include:		Y	N/A					
Global	355	Security Administration	Name		Y	S					
Global	356	Security Administration	Title		Y	S					
Global	357	Security Administration	Department		Y	S					
Global	358	Security Administration	Email Address		Y	S					
Global	359	Security Administration	Security Rights/Role		Y	S					
Global	360	Security Administration	Department-defined criteria		Y	S					
Global	361	Security Administration	Ability to maintain a history of de-activated user IDs.		Y	S					
Global	362	Security Administration	Ability to support role-based security permissions.		Y	S					
Global	363	Security Administration	Ability to assign personnel to roles.		Y	S					
Global	364	Security Administration	Ability to assign personnel to multiple roles.		Y	S					
Global	365	Security Administration	Ability to support role-based access control (RBAC), such as for administrators, supervisors, data custodians, etc.		Y	S					
Global	366	Security Administration	Dispatch		Y	S					
Global	367	Security Administration	Search		Y	S					
Global	368	Security Administration	Query		Y	S					
Global	369	Security Administration	Update Hazard/Premise Information		Y	S					
Global	370	Security Administration	Create event and enter in the pending queue - 1000ms		Y	S					
Global	371	Security Administration	Code table modification		Y	S					
Global	372	Security Administration	Ability to view, add, modify and make inactive user profiles based on:		Y	N/A					
Global	373	Security Administration	Role		Y	S					
Global	374	Security Administration	User ID		Y	S					
Global	375	Security Administration	User name		Y	S					
Global	376	Security Administration	Any combination of the above		Y	S					
Global	377	Security Administration	Ability to designate a user as a System Administrator.		Y	F					
Global	378	Security Administration	Ability to restrict access based on both user and workstation (desktop or mobile).		Y	F					
Global	379	Security Administration	Ability to provide security at the following levels:		Y	N/A					
Global	380	Security Administration	Application		Y	S					
Global	381	Security Administration	Database		Y	S					
Global	382	Security Administration	Screen		Y	S					
Global	383	Security Administration	Transaction		Y	S					
Global	384	Security Administration	Ability to restrict the visibility of information a user can view in an active or past CAD event (e.g., Fire users can not see CJIS queries or returns)	<b>User Story:</b> Fire users have the ability to view a Law Enforcement (LE) CAD log from a related LE call, but the system will automatically block any CJIS, PII, or other department-defined sensitive data. Conversely, LE users will see medical related calls, but HIPAA and PII data will be blocked.	Y	S					
Global	385	Security Administration	Ability to create temporary security profiles.		Y	F					
Global	386	Security Administration	Ability to restrict logon by workstation or MDT ID.		Y	F					
Global	387	Security Administration	Ability to support alternate authentication technologies (i.e., ID card, security token, biometrics, etc.).		A	P					
Global	388	Messaging	Use Case: End users use the messaging functionality to share less than mission critical information with other end users and to avoid Over-The-Air radio Push-To-Talk transmissions.		Y	S					
Global	389	Messaging	Ability for users to create, send and receive messages to other CAD and Mobile workstation users, including the ability to send messages between various responding agencies.	<b>User Story:</b> Units frequently respond to calls for service originally assigned to another agency. The ability to send messages to users of other agencies would increase interoperability.	Y	S					
Global	390	Messaging	Ability to extend the CAD messaging capabilities to non-CAD connected devices using:		Y	N/A					
Global	391	Messaging	Email		Y	S					
Global	392	Messaging	Commercial carrier-based SMS text messaging		Y	S					
Global	393	Messaging	Ability to send messages to a specific device(s) by and in combination of:		Y	S					
Global	394	Messaging	All devices		Y	S					
Global	395	Messaging	Terminal ID		Y	S					
Global	396	Messaging	Dispatch position (e.g., CH6-Service)		Y	S					
Global	397	Messaging	Unit ID		Y	S					
Global	398	Messaging	User ID		Y	S	G3				
Global	399	Messaging	Event number		Y	S					
Global	400	Messaging	Dispatch group		Y	S					
Global	401	Messaging	Department		Y	S					
Global	402	Messaging	Unit type		Y	S					
Global	403	Messaging	User-defined message group		Y	S					
Global	404	Messaging	User-defined location polygon		A	S					
Global	405	Messaging	Ability to send a message to all terminals regardless of terminal status.		Y	F					
Global	406	Messaging	Ability to send messages to a user who is not logged into CAD and store that message for retrieval when the user logs onto CAD.		Y	F					
Global	407	Messaging	Ability to view messages upon logon if received while logged off.		Y	F					
Global	408	Messaging	Ability for user to retrieve stored messages upon logon.		Y	F					
Global	409	Messaging	Ability to assign a priority to a message (e.g., routine, urgent, emergency).		Y	F					
Global	410	Messaging	Ability for users to receive audible, visible or no alerts, depending on the priority of the message received.		Y	F					
Global	411	Messaging	Ability to store messages for so a user can view them later.		Y	F					
Global	412	Messaging	Ability to append messages to an event record.		Y	F					
Global	413	Messaging	Ability for messages to be sorted by most recent or first received.		Y	F					
Global	414	Messaging	Ability to attach files to messages.		Y	F					
Global	415	Messaging	Ability to enter unlimited narrative with wrap-around feature.		A	F					
Global	416	Messaging	Ability to send a message to all units handling a specific event.		Y	F					
Global	417	Messaging	Ability to create and save message groups.		Y	F					
Global	418	Messaging	Ability to utilize contact information from the CAD roster when determining the destination of a message.		Y	F					
Global	419	Messaging	Ability for users to select any number of people as part of a message group with no limitation on the number of people in a group.		Y	F					
Global	420	Messaging	Ability to transmit a reply message to the originator of a currently displayed message without having to re-enter the originator's address.		Y	F					
Global	421	Messaging	Ability to select a recipient by a single command to create a message (e.g., double click on a logged on user and message screen pops up).		Y	F					
Global	422	Messaging	Ability to transmit a "reply all" message to multiple recipients that were part of the originator's message group.		Y	F					
Global	423	Messaging	Ability to forward a message including one that has an attachment.		Y	F					
Global	424	Messaging	Ability to prevent incoming messages from interfering with current work.		Y	F					
Global	425	Messaging	Ability to override the user's incoming message delivery preferences by:		Y	N/A					
Global	426	Messaging	Message priority		Y	F					





Global	587	Code Table Administration	Equipment		Y	S						
Global	588	Code Table Administration	Geographical divisions		Y	S						
Global	589	Code Table Administration	Personnel, including emergency contact information and current assignment		Y	S						
Global	590	Code Table Administration	Timers		Y	S						
Global	591	Code Table Administration	Unit status types (i.e., assigned, unassigned, assigned but available)		Y	S						
Global	592	Code Table Administration	Units		Y	S						
Global	593	Code Table Administration	Department-defined		A	S						
Global	594	Code Table Administration	Ability to add information to code table entries to describe such things as: creation, modification or deletion date; requestor; reason for creation, modification or deletion; and how these code table entries are expected to be used.		Y	F						
Global	595	Code Table Administration	Ability to allow individual Departments to define the following:		Y	N/A	G4					
Global	596	Code Table Administration	Dispatch groups		Y	S						
Global	597	Code Table Administration	Category codes for pull-down lists		Y	S						
Global	598	Code Table Administration	Codes for each valid disposition used when clearing an event		Y	S						
Global	599	Code Table Administration	Codes for the methods the Department receives calls (e.g., 911, cell phone)		Y	S						
Global	600	Code Table Administration	Codes used to identify areas for statistical reporting reasons		Y	S						
Global	601	Code Table Administration	Event type and subtype codes		Y	S						
Global	602	Code Table Administration	Priorities assigned to event type and subtype codes		Y	S						
Global	603	Code Table Administration	Priorities assigned to locations		Y	S						
Global	604	Code Table Administration	Response procedures		Y	S						
Global	605	Code Table Administration	Department-defined fields		N	NC						
Global	606	Code Table Administration	Ability to update code tables without taking the system offline.		Y	F						
Global	607	Code Table Administration	Ability to save previous configuration states.		Y	F						
Global	608	Code Table Administration	Ability to restore a previous configuration state.		Y	F						
Global	609	Code Table Administration	Ability for Department to maintain code tables (add/change/delete) without vendor intervention.		Y	P						
Global	610	Code Table Administration	Ability to create a new code and merge/link historical records to a new code.		Y	F						
Global	611	Code Table Administration	Ability to configure type codes to accommodate the range of events handled by each Department.		Y	F						
Global	612	Code Table Administration	Ability to configure a type code that spans multiple Departments.		Y	F						
Global	613	Code Table Administration	Ability to create type codes for one Department without impacting other Departments.		Y	F						
Global	614	Code Table Administration	Ability to edit type codes for one Department without impacting other Departments.		Y	F						
Global	615	Code Table Administration	Ability to import tables created in other applications (e.g., Excel).		Y	F						
Global	616	Code Table Administration	Ability to handle error conditions resulting from the import of data from other sources.		Y	F						
Global	617	Code Table Administration	Ability to be prompted to accept the import of data based on an 'import report'.		A	F						
Global	618	Code Table Administration	Ability to export code tables into other applications (e.g., Excel) for the purpose of updating and editing the tables.		Y	F						
Global	619	Code Table Administration	Ability to designate code table values as obsolete and unavailable for current use, preventing further entry of that value, yet retain the value in the table for inquiries on historical data.		Y	F						
Global	620	Code Table Administration	Ability to store the date a code table value becomes obsolete.		Y	F						
Global	621	Code Table Administration	Ability to store the date a code table value becomes effective.		Y	F						
Global	622	Code Table Administration	Ability to prevent display of obsolete code table values on drop down lists.		Y	F						
Global	623	Code Table Administration	Ability to restrict users from one department from changing the type code on a run that is for another department.	<b>User Story:</b> The system should prevent a user from one department from accidentally changing the type code for an event that belongs to another department. Departments should only be able to access type codes that are assigned to them.	Y	S						
Global	624	CAD Configuration	Use Case: Configuration parameters allow CAD to be tailored to meet the requirements of DEC and partner agencies, rather than requiring customizations to meet those requirements. The CAD configuration parameters used to tailor the system are accessible only by specifically authorized CAD system administrators. GUI-based tools should be available to authorized system administrators to easily update the CAD system's configuration parameters.		Y	S						
Global	625	CAD Configuration	Ability for to configure commands (e.g., V = vehicle stop) at the		Y	N/A						
Global	626	CAD Configuration	System level		A	S						
Global	627	CAD Configuration	Department level		Y	S						
Global	628	CAD Configuration	Ability to configure complex commands using underlying functionality and/or commands (e.g., scripts, macros).		Y	S						
Global	629	CAD Configuration	Ability to create complex commands using underlying functionality and/or commands (e.g., scripts, macros).		Y	S						
Global	630	CAD Configuration	Ability for CAD configuration options to include:		Y	N/A						
Global	631	CAD Configuration	Screen displays and layouts		Y	S						
Global	632	CAD Configuration	Entering and modifying the resources		Y	S						
Global	633	CAD Configuration	Defining the statuses that can be assigned to resources		Y	S						
Global	634	CAD Configuration	Colors		Y	S						
Global	635	CAD Configuration	Iconography		Y	S						
Global	636	CAD Configuration	Alerts (visual and audible)		Y	S						
Global	637	CAD Configuration	Turning timers on and off and setting timing parameters		Y	S						
Global	638	CAD Configuration	Establishing the type of events, priorities, and disposition codes available to different types of units		Y	S						
Global	639	CAD Configuration	Establishing dispatch policies for each event type and Department in the system		Y	S						
Global	640	CAD Configuration	Determining the formats of Department case report numbers issued by the CAD system		Y	S						
Global	641	CAD Configuration	Establishing deployment and response plans		Y	S						
Global	642	CAD Configuration	Ability to modify the default screen displays and layouts by:		Y	N/A						
Global	643	CAD Configuration	Department		Y	S						
Global	644	CAD Configuration	Individual user		Y	S						
Global	645	CAD Configuration	Role		Y	S						
Global	646	CAD Configuration	Ability to tailor CAD differently for each Department.		Y	F						
Global	647	CAD Configuration	Ability to create and maintain an event type classification that is based upon the time of day.		Y	F						
Global	648	CAD Configuration	Ability to generate deployment plans based on pre-defined conditions.		Y	F						
Global	649	CAD Configuration	Ability to generate temporary deployment plans.		Y	F						
Global	650	CAD Configuration	Ability for user to override a temporary deployment plan recommendation.		Y	F						
Global	651	CAD Configuration	Ability to load a new deployment plan without stopping or pausing application operations.		Y	F						
Global	652	CAD Configuration	Ability to update the deployment plans (e.g., without assistance from technical support or vendor).		Y	F						
Global	653	CAD Configuration	Ability to support multi-modal deployment plans (e.g., AVL and fixed response).		Y	F						

Global	654	Premise and Hazard Files	Use Case: Premise and Hazard files are used by many roles to maintain a history of events and other pertinent location based data	User Story: SFSO and SFPD should both have access to all law enforcement related premises and hazard warnings.	Y	S			SFPD, SFSO	SFSO and SFPD should both have access to all law enforcement related Premise and Hazard		
Global	655	Premise and Hazard Files	Ability to update/create CAD premise history files.		Y	S						
Global	656	Premise and Hazard Files	Ability to authorize or restrict the viewing of premise and history by:		Y	N/A						
Global	657	Premise and Hazard Files	Department		Y	S						
Global	658	Premise and Hazard Files	User ID		Y	S						
Global	659	Premise and Hazard Files	Role		Y	S						
Global	660	Premise and Hazard Files	Location		N	NC						
Global	661	Premise and Hazard Files	Event type		N	NC						
Global	662	Premise and Hazard Files	Any combination of the above		N	NC						
Global	663	Premise and Hazard Files	Ability for system to automatically update premise history when an event is created.		A	F						
Global	664	Premise and Hazard Files	Ability to purge premise information from a location (e.g., if it is known that the tenant/owner generating the event(s) has moved).		Y	F						
Global	665	Premise and Hazard Files	Ability to update the location of a premise history record without having to re-enter all of the information.		Y	F						
Global	666	Premise and Hazard Files	Ability to attach files to a premise record (e.g., floor plans, building diagrams, special instructions, photo/picture, department created image).		Y	F						
Global	667	Premise and Hazard Files	Ability to include a hyperlink to an external resource in the premise record.		Y	F						
Global	668	Premise and Hazard Files	Ability for premise information to apply to multiple addresses.		Y	F						
Global	669	Premise and Hazard Files	Ability for premise information to apply to a geographic area.		Y	F						
Global	670	Premise and Hazard Files	Ability to configure the granularity of the premise history return (e.g., building, apartment number, floor).		Y	F						
Global	671	Premise and Hazard Files	Ability to provide data entry screens for entering premise information.		Y	F						
Global	672	Premise and Hazard Files	Ability to maintain format of collected entry screen information on all displays.		Y	F	GS					
Global	673	Premise and Hazard Files	Ability to capture and maintain (classify) specific premise information, including but not limited to the following:		Y	N/A						
Global	674	Premise and Hazard Files	Alarm/access information (e.g., door entry code, Knox Box location)		Y	S						
Global	675	Premise and Hazard Files	Emergency contact information		Y	S						
Global	676	Premise and Hazard Files	Hazardous conditions		Y	S						
Global	677	Premise and Hazard Files	Medical information		Y	S						
Global	678	Premise and Hazard Files	Previous events (e.g., domestic violence, animal control) based on at least the following:		Y	S						
Global	679	Premise and Hazard Files	Address/Location		Y	S						
Global	680	Premise and Hazard Files	Contact information		Y	S						
Global	681	Premise and Hazard Files	Date and time		Y	S						
Global	682	Premise and Hazard Files	Event number		Y	S						
Global	683	Premise and Hazard Files	Event type		Y	S						
Global	684	Premise and Hazard Files	Department-defined criteria		N	NC						
Global	685	Premise and Hazard Files	Ability to capture and maintain specific premise information by groups of addresses (e.g., all apartments in an apartment complex, all houses in a subdivision).		Y	F						
Global	686	Premise and Hazard Files	Ability to store premise information for a Department-defined length of time.		Y	F						
Global	687	Premise and Hazard Files	Ability to store premise information for a specific apartment unit/suite number.		Y	F						
Global	688	Premise and Hazard Files	Ability to configure the system with thresholds (e.g., number of times a Department-defined type of event such as domestic violence or animal control has occurred) that will visibly and/or audibly notify a CAD and Mobile user that an address has had a Department-defined number of events for this type of data.		A	F						
Global	689	Premise and Hazard Files	Ability to define valid date ranges for time-limited premise information at a given location (e.g., information valid between <start date> and <end date>).		A	F						
Global	690	Premise and Hazard Files	Ability to archive expired premise file information.		Y	F						
Global	691	Premise and Hazard Files	Ability to include in a premise record the following information when premise information is added or changed:		Y	N/A						
Global	692	Premise and Hazard Files	Expiration date		Y	S						
Global	693	Premise and Hazard Files	Unit ID of person entering information		Y	S						
Global	694	Premise and Hazard Files	Ability to access files attached to a premise record:		Y	S						
Global	695	Premise and Hazard Files	In CAD environment		Y	S						
Global	696	Premise and Hazard Files	In Mobile environment		Y	S						
Global	697	Premise and Hazard Files	Ability to enter hazards associated with:		Y	S						
Global	698	Premise and Hazard Files	Persons		Y	S						
Global	699	Premise and Hazard Files	Specific locations		Y	S						
Global	700	Premise and Hazard Files	Address ranges		Y	S						
Global	701	Premise and Hazard Files	Phone Number		Y	S						
Global	702	Premise and Hazard Files	Vehicles		Y	S						
Global	703	Premise and Hazard Files	Ability to record with an entered hazard:		Y	N/A						
Global	704	Premise and Hazard Files	Expiration date		Y	S						
Global	705	Premise and Hazard Files	Time and date stamp at time of entry		Y	S						
Global	706	Premise and Hazard Files	ID of person entering information		Y	S						
Global	707	Premise and Hazard Files	Ability to attach a file to a hazard.		Y	F						
Global	708	Premise and Hazard Files	Ability to assign expiration dates to hazards.		Y	F						
Global	709	Premise and Hazard Files	Ability to create lists of hazards by category.		Y	F						
Global	710	Premise and Hazard Files	Ability to print hazards and hazard lists.		Y	F						
Global	711	Premise and Hazard Files	Ability to apply hazard files to multiple addresses (e.g., for all addresses within an apartment building).		Y	F						
Global	712	Premise and Hazard Files	Ability to generate a report of hazards based upon age (e.g., older than 1 year)		Y	F						
Global	713	Premise and Hazard Files	Ability to assign an "expiration date" to hazard information.		Y	F						
Global	714	Premise and Hazard Files	Ability for expiration date to trigger a notification for an administrator to review and confirm whether the entry should be deleted or extended.		Y	F						
Global	715	Premise and Hazard Files	Ability to support and maintain a catalogued alarm file.		N	NC						
Global	716	Premise and Hazard Files	Ability to query external systems for additional premise information (e.g. building department, inspection services)		Y	F						
Global	717	Premise and Hazard Files	Ability to import Premise File text updates.		A	F						
Global	718	Premise and Hazard Files	Ability to maintain data classification for security and retention attributes.		Y	F						

Global	719	Messages	Use Case: No Available Medics for Dispatch: situations need Report and Automatic Pages to go out <ul style="list-style-type: none"> <li>The current system sends a page anytime there is an unmet requirement where a Paramedic unit response is needed but cannot be fulfilled at dispatch due to low ambulance staffing.</li> <li>This data needs to be available in an on-demand report, daily report, or shift report so that CCSF can see a list of the calls that were dispatched when the system has run out of ambulances (including time, location, radio code, priority, what time an ambulance was finally sent, and what time they finally got on scene).</li> <li>Query/report should be available for Dispatch Supervisors during the shift.</li> </ul>	Y	S						
CAD	1	CAD Mapping	Use Case: Dispatch personnel use the CAD map for the display of the events, units, and feature classes overlaid on a base map of CCSF and surrounding areas. The CAD map uses the data contained in the CAD system geofile to display static and dynamic data.	Y	S						
CAD	2	CAD Mapping	Ability to provide integrated CAD mapping.	Y	P						
CAD	3	CAD Mapping	Ability for integrated CAD map to support:	Y	N/A						
CAD	4	CAD Mapping	Primary base map based on CCSF-provided geospatial data	Y	S						
CAD	5	CAD Mapping	Street view	Y	S						
CAD	6	CAD Mapping	Real-time traffic conditions	N	NC						
CAD	7	CAD Mapping	Weather radar	N	NC						
CAD	8	CAD Mapping	Overhead and oblique imagery	Y	S						
CAD	9	CAD Mapping	CCSF defined feature classes (e.g., hydrants, police stations)	Y	S						
CAD	10	CAD Mapping	Commercial mapping services (e.g., Google, Bing, OpenStreetMap)	Y	S						
CAD	11	CAD Mapping	Ability to distinguish one-way streets on CAD map.	Y	S						
CAD	12	CAD Mapping	Ability to display the locations of real-time data feeds (e.g., traffic cameras).	Y	S						
CAD	13	CAD Mapping	Ability for CAD map to automatically zoom to a location based on:	Y	N/A						
CAD	14	CAD Mapping	Location being entered in the event entry screen	Y	S						
CAD	15	CAD Mapping	A selected event	Y	S						
CAD	16	CAD Mapping	Selected unit	Y	S						
CAD	17	CAD Mapping	Incoming 911 call	Y	S						
CAD	18	CAD Mapping	Being dispatched to an event	Y	S						
CAD	19	CAD Mapping	Ability for CAD map to receive data feeds from third-party sources (e.g., Google, Waze).	N	NC						
CAD	20	CAD Mapping	Ability to indicate the source of information when map data comes from third-party sources.	N	NC						
CAD	21	CAD Mapping	Ability to ingest different types of GIS files for areas outside the CCSF boundary area (e.g., web services, shape files, ESRI feature services, KMZ, geo-database format, geo-json, etc.)	Y	F	C1					
CAD	22	CAD Mapping	Ability to navigate the CAD map:	Y	N/A	C2					
CAD	23	CAD Mapping	Command line	Y	S						
CAD	24	CAD Mapping	Touch screen	Y	S						
CAD	25	CAD Mapping	Mouse	Y	S						
CAD	26	CAD Mapping	Keyboard shortcuts (e.g., arrow keys)	Y	S						
CAD	27	CAD Mapping	Ability to navigate to a point on the map by entering:	Y	S						
CAD	28	CAD Mapping	Address	Y	S						
CAD	29	CAD Mapping	Address using street alias	Y	S						
CAD	30	CAD Mapping	Common place name	Y	S						
CAD	31	CAD Mapping	Business name	Y	S						
CAD	32	CAD Mapping	Intersection	Y	S						
CAD	33	CAD Mapping	X/Y	Y	S						
CAD	34	CAD Mapping	Longitude/Latitude	Y	S						
CAD	35	CAD Mapping	Ability to enable and disable the display of map layers.	Y	S						
CAD	36	CAD Mapping	Ability to control zoom levels for map layer and label displays.	Y	S						
CAD	37	CAD Mapping	Ability to control the hierarchy of label displays.	Y	S						
CAD	38	CAD Mapping	Ability to select an alternate map display (e.g., google maps) while still using geofile coordinates for navigation.	Y	S						
CAD	39	CAD Mapping	Ability to distinguish units with color, shapes, text and iconography by:		N/A						
CAD	40	CAD Mapping	Department	Y	S						
CAD	41	CAD Mapping	Type (e.g., engine, truck, one-person car, two-person car, ALS unit, BLS unit, private ambulance)	Y	S						
CAD	42	CAD Mapping	Status (e.g. available, en route, arrived)	Y	S						
CAD	43	CAD Mapping	Elapsed time (e.g., time on scene)	Y	S						
CAD	44	CAD Mapping	Call priority	Y	S						
CAD	45	CAD Mapping	AVL status (e.g., AVL equipped, AVL data valid)	Y	S						
CAD	46	CAD Mapping	MDC status (e.g., equipped, connected)	Y	S						
CAD	47	CAD Mapping	Department-defined criteria	N	NC						
CAD	48	CAD Mapping	Ability for users to filter the display of units by:	Y	S						
CAD	49	CAD Mapping	Department	Y	S						
CAD	50	CAD Mapping	Dispatch group	Y	S						
CAD	51	CAD Mapping	Unit status	N	S						
CAD	52	CAD Mapping	Unit type	N	S						
CAD	53	CAD Mapping	Event	Y	S						
CAD	54	CAD Mapping	Geographical boundary (e.g., sector, division, battalion)	Y	S						
CAD	55	CAD Mapping	User defined polygon	Y	S						
CAD	56	CAD Mapping	Time to end-of-shift	N	NC						
CAD	57	CAD Mapping	Ability to distinguish events with color, shapes, text and iconography by:	Y	N/A						
CAD	58	CAD Mapping	Department	Y	S						
CAD	59	CAD Mapping	Status (e.g., pending, active, past)	Y	S						
CAD	60	CAD Mapping	Type of event (e.g., fire, law, EMS, parking)	Y	S						
CAD	61	CAD Mapping	Dispatch status (e.g., entry in progress, entered, pending dispatch, held dispatched)	Y	S						
CAD	62	CAD Mapping	Elapsed time since last status change	Y	S						
CAD	63	CAD Mapping	Ability for users to filter the display of events by:	Y	N/A						
CAD	64	CAD Mapping	Department	Y	S						
CAD	65	CAD Mapping	Dispatch group	Y	S						
CAD	66	CAD Mapping	Event status	Y	S						
CAD	67	CAD Mapping	Dispatch status	Y	S						
CAD	68	CAD Mapping	Geographical boundary (e.g., sector, division, battalion)	Y	S						
CAD	69	CAD Mapping	User-defined polygon	Y	S						
CAD	70	CAD Mapping	Ability to display in real time the location of a caller using the location provided by third-party enhanced location service providers and have a filter to see the previous locations.	Y	F						
CAD	71	CAD Mapping	Ability to create "zones" within the same address for dispatch depending on the location of the call within the building.	Y	F						
			<b>User Story:</b> Units are assigned to specific patrol beat areas within government buildings. Some have the same physical address but separate building numbers and occasionally different floors within those buildings. Examples are patrol units assigned to ZSFG, LHH, City Hall, and SF Superior Courts.								
CAD	72	CAD Mapping	Ability to toggle the display of other dynamic graphical information by:	Y	N/A						
CAD	73	CAD Mapping	Department	Y	S						



CAD	133	Retrieving Incoming Calls	Ability to conduct TTY/TDD and RTT conversation from within CAD application (rather than conducting the conversation from the phone system and retyping conversation into the CAD record).	A	S				
CAD	134	Retrieving Incoming Calls	Ability to activate TTY/TDD conversation from within the CAD application using:	A	S				
CAD	135	Retrieving Incoming Calls	Hot key	A	S				
CAD	136	Retrieving Incoming Calls	Command on command line	A	S				
CAD	137	Retrieving Incoming Calls	Ability to alert call takers when a call is from a number or reporting party who has called more than a Department-defined number of times within a Department-defined period of time.	Y	F				
CAD	138	Collect Incident Information	Use Case: Call takers collect information from the reporting party via the phone, text message or TTY/TDD. They can use the command line or preformatted screens to enter the information. Information entered via the command line populates the appropriate fields. If a field does not exist for the information gathered, the information populates a field designed to capture comments and narrative information.	A	S				
CAD	139	Collect Incident Information	Ability for a new event entry screen to open when the call taker answers the phone.	A	S				
CAD	140	Collect Incident Information	Ability to enter incident information using preformatted screens.	Y	S				
CAD	141	Collect Incident Information	Ability to enter incident information using command lines.	Y	S				
CAD	142	Collect Incident Information	Ability to populate location from a catalogued alarm file.	Y	S				
CAD	143	Collect Incident Information	Ability to visually identify mandatory fields on the call entry screen.	Y	S				
CAD	144	Collect Incident Information	Ability for narrative fields to have the following attributes:	Y					
CAD	145	Collect Incident Information	Unlimited number of characters	Y	S				
CAD	146	Collect Incident Information	Unlimited types of characters, including special characters like delimiters	Y	S				
CAD	147	Collect Incident Information	Word wrap	Y	S				
CAD	148	Collect Incident Information	Full comment field display	Y	S				
CAD	149	Collect Incident Information	Ability to use keyboard shortcuts to navigate narrative fields.	Y	S				
CAD	150	Collect Incident Information	Ability to support basic editing functions in the narrative fields to include:	Y	N/A				
CAD	151	Collect Incident Information	Cut	Y	S				
CAD	152	Collect Incident Information	Copy	Y	S				
CAD	153	Collect Incident Information	Paste	Y	S				
CAD	154	Collect Incident Information	Overwrite	Y	S				
CAD	155	Collect Incident Information	Insert	Y	S				
CAD	156	Collect Incident Information	Real-time spell check	N	NC				
CAD	157	Collect Incident Information	Real-time spelling correction for commonly misspelled words	N	NC				
CAD	158	Collect Incident Information	Ability to disable real-time spell check.	N	NC				
CAD	159	Collect Incident Information	Ability to disable real-time spelling correction.	N	NC				
CAD	160	Collect Incident Information	Ability to add words to a unique spell check dictionary by Department.	N	NC				
CAD	161	Collect Incident Information	Ability to utilize drop down options for spell check.	N	NC				
CAD	162	Collect Incident Information	Ability to provide fields to capture information to run CLETS queries:	Y	N/A				
CAD	163	Collect Incident Information	Person information	Y	S				
CAD	164	Collect Incident Information	Vehicle information	Y	S				
CAD	165	Collect Incident Information	Article information	Y	S	C5			
CAD	166	Collect Incident Information	Department-defined field	Y	S	C6			
CAD	167	Collect Incident Information	Ability to provide fields to capture location information (Address, X,Y,Z)	A	S	C7			
CAD	168	Collect Incident Information	Ability to use the command line to enter information about:	Y	N/A				
CAD	169	Collect Incident Information	Persons	Y	S				
CAD	170	Collect Incident Information	Vehicles	Y	S				
CAD	171	Collect Incident Information	Locations	Y	S				
CAD	172	Collect Incident Information	Articles	Y	S				
CAD	173	Collect Incident Information	Ability to populate appropriate fields upon entry in the command line:	Y	N/A				
CAD	174	Collect Incident Information	Person information	Y	S				
CAD	175	Collect Incident Information	Vehicle information	Y	S				
CAD	176	Collect Incident Information	Location information (Address, X,Y,Z)	A	S				
CAD	177	Collect Incident Information	Article information	N	NC				
CAD	178	Collect Incident Information	Department-defined field	N	NC				
CAD	179	Collect Incident Information	Ability to provide fields to capture:	Y	N/A				
CAD	180	Collect Incident Information	Race/ethnicity of caller	Y	S				
CAD	181	Collect Incident Information	Race/ethnicity of suspect	Y	S				
CAD	182	Collect Incident Information	Race/ethnicity of victim	Y	S				
CAD	183	Collect Incident Information	Gender	Y	S				
CAD	184	Collect Incident Information	Height Range	N	NC				
CAD	185	Collect Incident Information	Weight Range	N	NC				
CAD	186	Collect Incident Information	Age range	N	NC				
CAD	187	Collect Incident Information	Residential status (housed v. unhoused)	Y	S				
CAD	188	Collect Incident Information	Involvement	Y	S				
CAD	189	Collect Incident Information	Department-defined field	N	NC				
CAD	190	Collect Incident Information	Ability to automatically run a CLETS query upon entry of:	Y	N/A				
CAD	191	Collect Incident Information	Name, date of birth and race	Y	S				
CAD	192	Collect Incident Information	Vehicle license plate	Y	S				
CAD	193	Collect Incident Information	Department-defined field	N	NC				
CAD	194	Collect Incident Information	Ability for TTY conversations to transfer automatically into CAD.	Y	F				
CAD	195	Collect Incident Information	The CAD system is to provide CAD data to RMS for population into the RMS Incident report or allow an RMS software application to "grab" the required data for reuse in RMS.	Y	F				
CAD	196	Collect Incident Information	Ability for DEC to configure "canned" TTY messages that can be sent to the caller.	A	F				
CAD	197	Collect Incident Information	Ability for users to edit canned messages before sending.	A	F				
CAD	198	Collect Incident Information	Ability to use shortcuts such as symbols to run subjects or vehicles from the free form text field.	N	NC				
CAD	199	Collect Incident Information	Ability to translate text conversations.	N	NC				
CAD	200	Collect Incident Information	Ability to display any speech converted into text from the phone system and display that information to the call taker to use as needed during a phone call.	N	NC				
CAD	201	Collect Incident Information	Ability to import and process data from third party systems and databases (e.g., functional needs registries) to include:	Y	N/A				
CAD	202	Collect Incident Information	Rave 911 Suite (Smart911)	N	NC				
CAD	203	Collect Incident Information	RapidSOS	Y	F				
CAD	204	Collect Incident Information	PulsePoint	Y	F				
CAD	205	Collect Incident Information	RapidDeploy	Y	F				

CAD	206	Collect Incident Information	Ability for a call taker to link in CAD to a picture, video, or other multimedia received via the phone CPE or other system using a URL to access the media. The call taker should have the ability to transfer the URL address to the CAD incident without having to manually type the URL using the EIDO interface or API between the CAD and phone CPE or other external system. The media should be accessible to call takers, dispatchers, and field units.	<b>User Story:</b> A caller reports a shooting that they witnessed. They are either too afraid to talk to an officer, or do not want to for other reasons. Instead of having to talk to someone in person, they can send a video or picture of the shooting to which responding officers will then have access.	Y	F						
CAD	207	Collect Incident Information	Ability to view, capture and attach to an event record (not by reference or link) social media posts from any social media application to include:	<b>User Story:</b> A calltaker received a call where the caller is reporting that their friend posted pictures on Twitter of cutting themselves. Officers that are responding to the incident want to view these photos, as well as include them in the CAD record.	A	F						
CAD	208	Collect Incident Information	Facebook		A	F						
CAD	209	Collect Incident Information	Twitter		A	F						
CAD	210	Collect Incident Information	TikTok		A	F						
CAD	211	Collect Incident Information	Instagram		A	F						
CAD	212	Collect Incident Information	YouTube		A	F						
CAD	213	Collect Incident Information	Flicker		A	F						
CAD	214	Collect Incident Information	SnapChat		A	F						
CAD	215	Collect Incident Information	WhatsApp		A	F						
CAD	216	Collect Incident Information	QQ		A	F						
CAD	217	Collect Incident Information	WeChat		A	F						
CAD	218	Collect Incident Information	QZone		A	F						
CAD	219	Collect Incident Information	Tumblr		A	F						
CAD	220	Collect Incident Information	Viber		A	F						
CAD	221	Collect Incident Information	LINE		A	F						
CAD	222	Collect Incident Information	Telegram		A	F						
CAD	223	Collect Incident Information	Citizen		A	F						
CAD	224	Collect Incident Information	Other deprecated or emerging platform		A	F						
CAD	225	Collect Incident Information	Ability to send SMS-based messages.		A	F						
CAD	226	Collect Incident Information	Ability to receive SMS-based messages.		A	F						
CAD	227	Collect Incident Information	Ability to record SMS-based messages in CAD.		A	F						
CAD	228	Collect Incident Information	Ability to receive and process standards-based information from:	<b>User Story:</b> CCSF hosts a many tourists who are unfamiliar with the freeway systems. The ability to access live traffic cameras, when reports of traffic accidents are made, reduces fire/paramedic response times by helping locate victims faster. This is more efficient than having a fire engine search for the accident along the freeway within CCSF's jurisdictional boundaries.	N	NC						
CAD	229	Collect Incident Information	CCTV		N	NC						
CAD	230	Collect Incident Information	Street-level cameras		N	NC						
CAD	231	Collect Incident Information	IoT sensor data (e.g., seismic, weather, traffic)		A	F						
CAD	232	Collect Incident Information	Ability to initiate a two-way text messaging conversation through the CAD system without first receiving a text message.		A	F						
CAD	233	Collect Incident Information	Ability to initiate a two-way video chat conversation through the CAD system.		N	NC						
CAD	234	Collect Incident Information	Ability to provide real-time translation between English and other languages during a two-way text messaging session.		N	NC						
CAD	235	Collect Incident Information	Ability to close out an interactive session (e.g., TTY, RTT).		A	F						
CAD	236	Collect Incident Information	Ability to add attachments to the event to include:		Y	N/A						
CAD	237	Collect Incident Information	Emails		Y	S						
CAD	238	Collect Incident Information	Pictures		Y	S						
CAD	239	Collect Incident Information	Videos		Y	S						
CAD	240	Collect Incident Information	Audio Recordings		Y	S						
CAD	241	Collect Incident Information	Files		Y	S						
CAD	242	Collect Incident Information	Other		N	NC						
CAD	243	Collect Incident Information	Ability to click on Department-approved links to external websites that may be included in an event.		A	F						
CAD	244	Collect Incident Information	Ability to enter multiple reporting parties associated with a single event.		Y	F						
CAD	245	Create CAD Events	Use Case: After a minimum amount of information is collected, call takers create events for dispatch. Call takers can also create events.		Y	S						
CAD	246	Create CAD Events	Ability for users to generate events at any time after the minimum mandatory amount of information required to create an event is entered.		Y	S						
CAD	247	Create CAD Events	Ability to bring up a window with a prompts for questions to ask based on the entered type code (not formal Q&A protocols).		Y	S						
CAD	248	Create CAD Events	Ability for Department to configure the question prompts.		Y	S						
CAD	249	Create CAD Events	Ability to enter primary and secondary incident locations (e.g., location of incident, location of caller, staging areas)		Y	F						
CAD	250	Create CAD Events	Ability to utilize a single command to assign case numbers without having to manually create a new event, assign a case number, and close the event.		Y	F						
CAD	251	Create CAD Events	Ability for system to automatically assign an event to a dispatch group based on:		Y	N/A						
CAD	252	Create CAD Events	Incident type code		A	S						
CAD	253	Create CAD Events	Incident Location		Y	S						
CAD	254	Create CAD Events	Department		Y	S						
CAD	255	Create CAD Events	Ability to override default dispatch group.		Y	F						
CAD	256	Create CAD Events	Ability for events to appear in the queue for the appropriate dispatch area.		Y	F						
CAD	257	Create CAD Events	Ability for call takers to continue updating the event after creating the event.		Y	F						
CAD	258	Create CAD Events	Ability for call takers to create events that do not require dispatch.		Y	F						
CAD	259	Create CAD Events	Ability to request and assign a case number to an event that does not require dispatch.		Y	F						
CAD	260	Create CAD Events	Ability for call takers to create recurring events.		Y	F						
CAD	261	Create CAD Events	Ability for call takers to create scheduled events.		Y	F						
CAD	262	Create CAD Events	Ability to create an event by clicking on a location on the CAD map.		Y	F						
CAD	263	Create CAD Events	Ability to clone events.		Y	F						
CAD	264	Create CAD Events	Ability to automatically make an event available for dispatch after a Department-defined minimum criteria has been entered by a call taker (e.g., validated location and event type).		A	F						
CAD	265	Classifying and Prioritizing Events	Use Case: Incidents are assigned Department-defined incident type codes. Priorities are associated with incident types and can vary by		Y	S						
CAD	266	Classifying and Prioritizing Events	Ability for CCSF to define incident type codes.		Y	P						
CAD	267	Classifying and Prioritizing Events	Ability to define priority and response criteria by Department, based upon:		Y	N/A						
CAD	268	Classifying and Prioritizing Events	Department		Y	S						
CAD	269	Classifying and Prioritizing Events	Geographical response area		Y	S						
CAD	270	Classifying and Prioritizing Events	Response plans		Y	S						
CAD	271	Classifying and Prioritizing Events	Box Numbers		Y	S						
CAD	272	Classifying and Prioritizing Events	Ability to display a drop-down list containing incident type codes and sub-type codes.		Y	S						
CAD	273	Classifying and Prioritizing Events	Ability for type code drop down list to include the description of the type code.		Y	S						
CAD	274	Classifying and Prioritizing Events	Ability to enter a type code by:		Y	N/A						

CAD	275	Classifying and Prioritizing Events	Selecting from a drop down list within the incident type field	Y	S					
CAD	276	Classifying and Prioritizing Events	Typing the code in the appropriate field	Y	S					
CAD	277	Classifying and Prioritizing Events	A command in the command line	Y	S					
CAD	278	Classifying and Prioritizing Events	Ability to prevent entry of a type code not in the type code list.	Y	F					
CAD	279	Classifying and Prioritizing Events	Ability to auto populate the incident priority field based on the incident type.	Y	F					
CAD	280	Classifying and Prioritizing Events	Ability for user to override incident priority.	Y	F					
CAD	281	Classifying and Prioritizing Events	Ability to log the following when a user overrides incident priority:	Y	N/A					
CAD	282	Classifying and Prioritizing Events	Original priority	Y	S					
CAD	283	Classifying and Prioritizing Events	Overridden priority	Y	S					
CAD	284	Classifying and Prioritizing Events	Terminal ID number	Y	S					
CAD	285	Classifying and Prioritizing Events	User ID number	Y	S					
CAD	286	Classifying and Prioritizing Events	Ability to upgrade or downgrade the incident classification during the course of managing the event.	Y	F					
CAD	287	Classifying and Prioritizing Events	Ability to capture original and new incident classifications and priorities.	Y	F					
CAD	288	Classifying and Prioritizing Events	Ability to capture multiple incident types and priorities for multidiscipline incidents.	Y	F					
CAD	289	Classifying and Prioritizing Events	Ability to determine the responding Department and service area from the incident type code and incident location.	Y	F					
CAD	290	Classifying and Prioritizing Events	Ability for call takers to manually assign service areas if:	Y	N/A					
CAD	291	Classifying and Prioritizing Events	An address cannot be validated	Y	S					
CAD	292	Classifying and Prioritizing Events	Service areas are not captured by the geofile service area shape files (e.g., CCSF-wide HSOC service area or parking enforcement calls from 11 p.m. through 6 a.m.)	Y	S					
CAD	293	Location Verification	Use Case: CAD provides tools to assist users in validating entered locations. Location verification tools include prompts and ordered locations. Ability to verify locations for any address entered into the system (e.g., CAD incident address, field-entered, manual entry to research a location).	Y	S					
CAD	294	Location Verification	Ability to support Phase I wireless location validation from cellular callers.	Y	P					
CAD	295	Location Verification	Ability to support Phase II wireless location validation from cellular callers.	Y	P					
CAD	296	Location Verification	Ability to use the AII reported location address for address verification.	Y	S					
CAD	297	Location Verification	Ability to require confirmation of the location of an event when the caller location is different from the event location by a Department-defined distance.	N	NC					
CAD	298	Location Verification	Ability to query and utilize external enhanced location data from third party providers to obtain a more accurate location of a wireless caller.	Y	F					
CAD	299	Location Verification	Ability for CAD to automatically query external enhanced location data services at Department-defined intervals and auto-update the location of the caller throughout the life-cycle of the event.	A	F					
CAD	300	Location Verification	Ability to display closest address matches based on:	Y	N/A					
CAD	301	Location Verification	Block ranges	Y	S					
CAD	302	Location Verification	Building name	Y	S					
CAD	303	Location Verification	Business name	Y	S					
CAD	304	Location Verification	Common place names	Y	S					
CAD	305	Location Verification	Landmarks	Y	S					
CAD	306	Location Verification	Intersections	Y	S					
CAD	307	Location Verification	Phonetic spelling	Y	S					
CAD	308	Location Verification	Soundex	Y	S					
CAD	309	Location Verification	Street name	Y	S					
CAD	310	Location Verification	Ability to enter a street name and be presented with:	Y	N/A					
CAD	311	Location Verification	Aliases	Y	S					
CAD	312	Location Verification	Associated address ranges	Y	S					
CAD	313	Location Verification	List of cross streets	Y	S					
CAD	314	Location Verification	City division (San Francisco, Presidio or Treasure Island)	Y	S					
CAD	315	Location Verification	Ability to sort potential address matches to show Department - determined addresses first.	N	NC					
CAD	316	Location Verification	Ability to translate common place names into valid addresses.	Y	F					
CAD	317	Location Verification	Ability to automatically generate a query to Department-defined external search engine(s) (e.g., Google, Bing, AltaVista) when a business/common place name is entered.	N	NC					
CAD	318	Location Verification	Ability to present to the dispatcher with potential addresses matching the query based on the results of the external search engine name search.	N	NC					
CAD	319	Location Verification	Ability to uniquely identify any address returned by an external search engine.	N	NC					
CAD	320	Location Verification	Ability to translate call location to appropriate public safety geographical boundary (e.g., district, beat, sector).	Y	F					
CAD	321	Location Verification	Ability to translate alias names to actual street names or addresses.	Y	F					
CAD	322	Location Verification	Ability to notify user through a visual and/or audible flag if multiple street addresses/street names/intersections are found in geofile.	Y	F					
CAD	323	Location Verification	Ability to offer a list of address options if multiple similar addresses/intersections/street names are found in geofile.	Y	F					
CAD	324	Location Verification	Ability for call taker to click a location on the map and have the geo-coordinates translate into a verifiable address.	Y	F					
CAD	325	Location Verification	Ability for CAD map to use icons, colors or shapes to distinguish between:	Y	N/A					
CAD	326	Location Verification	Verified and unverified locations	N	NC					
CAD	327	Location Verification	Exact and approximated locations	N	NC					
CAD	328	Location Verification	Ability to enable or disable the manual override of an unverifiable address.	Y	F					
CAD	329	Location Verification	Ability to flag events with unverified addresses.	Y	F					
CAD	330	Location Verification	Ability to require operator confirmation to use an overridden unverifiable address prior to event acceptance.	Y	F					
CAD	331	Location Verification	Ability to correct an unverified location at any point prior to event closure.	Y	F					
CAD	332	Location Verification	Ability to log all locations that fail geofile validation.	Y	F					
CAD	333	Location Verification	Ability to manually verify an address without creating an event.	Y	F					
CAD	334	Location Verification	Ability to manually verify an address without creating an event and have it display on the CAD map.	Y	F					
CAD	335	Location Verification	Ability to use the command line to manually verify an address without creating an event.	Y	F					
CAD	336	Location Verification	Ability to dispatch to an unvalidated address, including to addresses outside of the limits of the available geospatial data configured in the system.	Y	F					
CAD	337	Location Verification								

CAD	338	Location Verification	Ability to search the location where a new CAD event is entered, along with neighboring locations in a Department-defined radius, to determine if previous events occurred there and whether any hazard or tactical information is available in CAD about the new event's location.		Y	F							
CAD	339	Premise Information and History	Use Case: Upon manual requests or automatically upon the entry of a location or reporting party's phone number, CAD searches the premise information files and retrieves any premise history or hazard information associated with the location. The system may also query external systems for information that may be available for the address of phone number entered.		Y	S							
CAD	340	Premise Information and History	Ability to automatically initiate, upon address verification, an address inquiry to search for associated premise/hazard information in CAD.		Y	S							
CAD	341	Premise Information and History	Ability to automatically initiate, upon the entry of the reporting party's phone number, an inquiry to search for associated premise/hazard information associated with the reporting party's phone number in CAD.		N	NC							
CAD	342	Premise Information and History	Ability to search for premise information based on:		Y	N/A							
CAD	343	Premise Information and History	Location		Y	S							
CAD	344	Premise Information and History	Block ranges		Y	S							
CAD	345	Premise Information and History	Business name		Y	S							
CAD	346	Premise Information and History	Complex (e.g., apartment building)		Y	S							
CAD	347	Premise Information and History	Common place names		Y	S							
CAD	348	Premise Information and History	Intersections		Y	S							
CAD	349	Premise Information and History	Phone number	User Story: A dispatcher tries to search for a call with a phone number. The dispatcher finds the appropriate call, even though the caller was the seventh person to call for this particular CAD incident. Phone numbers should be searchable regardless if the number is the first or tenth call for a CAD incident.		Y	S						
CAD	350	Premise Information and History	Radius		Y	S							
CAD	351	Premise Information and History	Ability to search for premise information on locations not associated with incidents.		Y	F							
CAD	352	Premise Information and History	Ability to draw an area on the map and see all the prior incidents in that defined area.		Y	F							
CAD	353	Premise Information and History	Ability for Department to prioritize the display of premise information by discipline.		Y	F							
CAD	354	Premise Information and History	Ability to automatically show premise history related to a current incident.		Y	F							
CAD	355	Premise Information and History	Ability to indicate the number of past incidents at a location by:		Y	N/A							
CAD	356	Premise Information and History	Building or address		Y	S							
CAD	357	Premise Information and History	Apartment or unit		Y	S							
CAD	358	Premise Information and History	Floor		Y	S							
CAD	359	Premise Information and History	Proximity		Y	S							
CAD	360	Premise Information and History	Ability to retrieve and attach to a CAD event any information associated with the premise (e.g., pre-plan information, Knox Box, access codes, previous calls for service).		Y	F							
CAD	361	Premise Information and History	Ability to support the periodic and autonomous import of premise or hazard information from remote sources.		N	NC							
CAD	362	Premise Information and History	Ability for map to display all known hazards within a user-defined radius.		Y	F							
CAD	363	Premise Information and History	Ability for Department to configure the type of premise history written to the event record.		Y	F							
CAD	364	Premise Information and History	Ability for Department to configure the amount of premise history written to the event record.		Y	F							
CAD	365	Premise Information and History	Ability to query external supplemental data services to determine if additional information is available for the validated address to include:		Y	N/A							
CAD	366	Premise Information and History	Rave 911 Suite (Smart911)		N	NC							
CAD	367	Premise Information and History	RapidSOS		Y	F							
CAD	368	Premise Information and History	RapidDeploy		Y	F							
CAD	369	Duplicate Incidents	Use Case: Upon verification of an incident location and entry of an incident type, the CAD system checks for other active events for the		Y	S							
CAD	370	Duplicate Incidents	Ability for system to identify potential duplicate events based on geographic and temporal parameters.		Y	F							
CAD	371	Duplicate Incidents	Ability for Department to configure the geographic parameters for identifying potential duplicate incidents.		Y	F							
CAD	372	Duplicate Incidents	Ability for Department to configure the temporal parameters for identifying potential duplicate incidents.		Y	F							
CAD	373	Duplicate Incidents	Ability to display, on a map, the incident location in relation to other active incidents on the map during the incident entry process.		Y	F	CB						
CAD	374	Duplicate Incidents	Ability to include pending calls in the potential duplicate call identification process.		Y	F							
CAD	375	Duplicate Incidents	Ability to include calls in the process of being created in the potential duplicate call identification process.		Y	F							
CAD	376	Duplicate Incidents	Ability to display recently (as defined by Department) closed calls in the potential duplicate call identification process.		Y	F							
CAD	377	Duplicate Incidents	Ability to include field-initiated calls in the potential duplicate call identification process.		Y	F							
CAD	378	Duplicate Incidents	Ability for the user to do any of the following if a CAD incident is determined to be a duplicate call:		Y	N/A							
CAD	379	Duplicate Incidents	Add additional reporting parties to the original incident record with complete complainant information and additional incident comments		Y	S							
CAD	380	Duplicate Incidents	Close a duplicate incident and cross-reference/link it to the original CAD incident		Y	S							
CAD	381	Duplicate Incidents	Create an entirely new incident using existing address data		Y	S							
CAD	382	Duplicate Incidents	Ability to transfer any information entered into the new event into the original event upon cross-referencing the events.		Y	F							
CAD	383	Duplicate Incidents	Ability to link or cross-reference an unlimited number of events.		Y	F							
CAD	384	Duplicate Incidents	Ability for any information entered into a call that is subsequently identified as a duplicate call is automatically transferred to the call that remains active.		Y	F							
CAD	385	Duplicate Incidents	Ability to unlink mistakenly linked calls.		Y	F							
CAD	386	Duplicate Incidents	Ability to relink calls to the correct original call.		Y	F							
CAD	387	Duplicate Incidents	Ability to unlink and relink calls multiple times.		Y	F							
CAD	388	Duplicate Incidents	Ability for call takers to add new information to a closed event record if the original event record associated with a duplicate CAD event is closed.		Y	F							
CAD	389	Duplicate Incidents	Ability for users to re-open a closed event, add the new information, and route the event back through the dispatch process if the new information requires a dispatch of public safety resources.		Y	F							
CAD	390	Duplicate Incidents	Ability to transfer the reporting party's information to the linked event as a supplemental reporting party.		Y	F							
CAD	391	Multidiscipline Events	Use Case: Call Takers can enter one type code to generate a multidiscipline event. The appropriate type code and priority for		Y	S							

CAD	392	Multidiscipline Events	Ability to enter one type code to generate a multidiscipline event.		Y	F					
CAD	393	Multidiscipline Events	Ability to assign different incident types and priorities to each discipline based on entry of a single type code.		Y	F					
CAD	394	Multidiscipline Events	Ability to assign different priorities for the event for each discipline.		Y	F					
CAD	395	Multidiscipline Events	Ability to separately modify priorities for multidiscipline events.		Y	F					
CAD	396	Multidiscipline Events	Ability for call takers or dispatchers to create additional copies of an event to facilitate the dispatch of additional disciplines.		A	F					
CAD	397	Multidiscipline Events	Ability to assign each copy of the event a unique event number appropriate for the respective discipline.		Y	F					
CAD	398	Multidiscipline Events	Ability to cross reference related multidiscipline events.		Y	F					
CAD	399	Multidiscipline Events	Ability for call takers to supplement information to one or multiple responding agencies.		Y	F					
CAD	400	Structured Call Taking Protocol Support	Use Case: Call takers launch an application to guide the call taker through a series of structured questions to gather information. Information is used for a variety of purposes, including determining		Y	S					
CAD	401	Structured Call Taking Protocol Support	Ability to launch the protocol application from within CAD.		Y	S					
CAD	402	Structured Call Taking Protocol Support	The ability to create a CAD event for dispatch from within the structured call taking protocol.		Y	S					
CAD	403	Structured Call Taking Protocol Support	Ability to automatically (e.g., based on initial type code) launch the required protocol session.		Y	S					
CAD	404	Structured Call Taking Protocol Support	Ability to manually (e.g., press of a button) launch the required protocol session.		Y	S					
CAD	405	Structured Call Taking Protocol Support	Ability for users to easily exit the application and launch the correct application if the user accidentally initiates the wrong type of protocol session.		Y	S					
CAD	406	Structured Call Taking Protocol Support	Ability to enter information into CAD without terminating the structured protocol session.		Y	S					
CAD	407	Structured Call Taking Protocol Support	Ability to populate the event type code field with a determinate code.		Y	S					
CAD	408	Structured Call Taking Protocol Support	Ability to update the event type code with an updated determinate code as required during the session.		Y	S					
CAD	409	Structured Call Taking Protocol Support	Ability for the system to notify dispatchers and responders that the event type code has changed.		Y	S					
CAD	410	Structured Call Taking Protocol Support	Ability to import protocol sessions into the event record.		Y	S					
CAD	411	Structured Call Taking Protocol Support	Ability to configure the elements that are imported into the event record.		Y	S					
CAD	412	CAD CJIS Queries	Use Case: San Francisco Police is considered a County Control Agency, and therefore serves as the CLETS host agency and establishes the requirements for access through the SFPD message switching computer (MSC) which is provided by LEVEL II, Inc. Users initiate queries to the LEVEL II Message Switch from within the CAD application and receive information in response to the query.		Y	S					
CAD	413	CAD CJIS Queries	Ability to initiate queries from within CAD to LEVEL II Message Switch.		Y	S					
CAD	414	CAD CJIS Queries	From a command line		Y	S					
CAD	415	CAD CJIS Queries	From an event entry screen		Y	S					
CAD	416	CAD CJIS Queries	From a mask		Y	S					
CAD	417	CAD CJIS Queries	From a free text/narrative field		Y	S					
CAD	418	CAD CJIS Queries	From a CAD record hyperlink		Y	S					
CAD	419	CAD CJIS Queries	Ability to click on a hotkey to open up a mask to initiate a query.		A	F					
CAD	420	CAD CJIS Queries	Ability to configure alerts for returns containing Department-identified key words.		Y	F					
CAD	421	CAD CJIS Queries	Ability to automatically set up a command to run a query based on the return received from a previous query (e.g., run a RQ, the system will automatically generate a DNQ using the name and DOB returned for the registered owner in the RQ return).	User Story: A dispatcher runs a driver license (DL) query. The officer then asks the dispatcher to run a query on the driver's name that matches the driver's license. Instead of typing the name and DOB, the system is able to pull that information from the DL query to use for the next query.		Y	S				
CAD	422	CAD CJIS Queries	Ability for Department-identified key words to be highlighted in MSC returns.		Y	F					
CAD	423	CAD CJIS Queries	Ability to prevent storage of MSC returns in the CAD system.		Y	F					
CAD	424	CAD CJIS Queries	Ability to automatically set up a subsequent query command based on the information received from a previous query (e.g., run a RQ, the system will automatically populate the required files for a DNQ using the name and DOB returned for the registered owner in the RQ return).		Y	F					
CAD	425	CAD CJIS Queries	Ability to generate a query based on the information returned from a previous query (e.g., run a RQ, then click on registered owner name to run a DNQ).		Y	F					
CAD	426	CAD CJIS Queries	Ability control the order in which CJIS returns are presented to the user without regard to the order in which the returns are sent from the MSC.		Y	F					
CAD	427	CAD CJIS Queries	Ability to configure the format the data returned from the MSC prior to presenting the return to the user.		Y	F					
CAD	428	CAD CJIS Queries	Add the ability to backfill information from queries into involvements.		Y	F					
CAD	429	CAD CJIS Queries	Ability to use a specific ORI assigned to a department when generating a CJIS query by:		Y	F					
CAD	430	CAD CJIS Queries	Call type		N	NC					
CAD	431	CAD CJIS Queries	Unit ID		Y	S					
CAD	432	CAD CJIS Queries	User ID		Y	S					
CAD	433	CAD CJIS Queries	Terminal ID		Y	S					
CAD	434	CAD CJIS Queries	Device ID		Y	S					
CAD	435	CAD CJIS Queries	Other identifiable attribute		A	S					
CAD	436	Event Management				N/A					
CAD	437	Event Data Display	Use Case: CAD provides configurable windows to display events. Users can filter event windows to view relevant information.		Y	S					
CAD	438	Event Data Display	Ability to provide configurable windows to display events.		Y	S					
CAD	439	Event Data Display	Ability to display:		Y	N/A					
CAD	440	Event Data Display	Event number		Y	S					
CAD	441	Event Data Display	Event type		Y	S					
CAD	442	Event Data Display	Priority		Y	S					
CAD	443	Event Data Display	Location		Y	S					
CAD	444	Event Data Display	Geographical response area		Y	S					
CAD	445	Event Data Display	Event status (active, pending)		Y	S					
CAD	446	Event Data Display	Assigned unit(s)		Y	S					
CAD	447	Event Data Display	Alternate locations (e.g., staging, triage)		Y	S					
CAD	448	Event Data Display	Ability to filter the event windows by any combination of:		Y	N/A					
CAD	449	Event Data Display	Discipline		Y	S					
CAD	450	Event Data Display	Dispatch group		Y	S					

CAD	451	Event Data Display	Event status (active, pending)		Y	S	C9						
CAD	452	Event Data Display	Ability to split windows by event status.		Y	S							
CAD	453	Event Data Display	Ability to provide alerts (visual or audible per user preference) when a new event appears in the queue for a user's area.		Y	S							
CAD	454	Event Data Display	Ability to provide alerts to distinguish high priority events.		Y	S							
CAD	455	Event Data Display	Ability to color code events by priority.		Y	S							
CAD	456	Event Data Display	Ability to visually distinguish between events by:		Y	S							
CAD	457	Event Data Display	Department		Y	S							
CAD	458	Event Data Display	Discipline		Y	S							
CAD	459	Event Data Display	Ability to display a timer to indicate the length of time an event has been pending.		Y	F							
CAD	460	Event Data Display	Ability to alert a user after a call has been pending for an Department-defined length of time.		Y	F							
CAD	461	Event Data Display	Ability to display all information entered for an event upon selection of the event.		Y	F							
CAD	462	Event Data Display	Ability to configure the information displayed when an event history is viewed (e.g., hide system messages, ANI/ALI data, structured call taking scripts).	<b>User Story:</b> Calls can have one or more reporting parties which makes the call notes longer. Location information (ANI/ALI), while helpful, can get in the way of pertinent information that needs to be relayed to the units during times when immediate response is needed. Additional information such as ANI/ALI, protocol information, and similar information should be formatted in a manner that is easily distinguishable.	Y	S							
CAD	463	Event Data Display	Ability for the user to configure the order of the display of most current event history data (e.g. newest-to-oldest, oldest-to-newest, alphanumeric)		Y	F							
CAD	464	Event Data Display	Ability to "pin" key event information at the top of the scroll window.		Y	F							
CAD	465	Event Data Display	Ability to configure the display to automatically refresh and scroll to the area containing new or updated information regardless of window configuration set by user.		Y	F							
CAD	466	Event Data Display	Ability to automatically refresh displayed event as new information is entered by a call taker, another dispatcher or field units.		Y	F							
CAD	467	Event Data Display	Ability to alert users working on an event when new information is available.		Y	F							
CAD	468	Event Data Display	Ability to have multiple events open at one time.		Y	F							
CAD	469	Event Data Display	Ability to automatically remove a CFS event from the display when it is closed.		Y	F							
CAD	470	Event Data Display	Ability to show events on the CAD mapping display.		Y	F							
CAD	471	Event Data Display	Ability to load balance responses among available units.		N	NC							
CAD	472	Event Data Display	Ability to view an event during the event entry process before the event is created.		N	NC							
CAD	473	Event Data Display	Ability to display and alert the dispatcher to an event in a geographically adjacent dispatch group based on Department-defined parameters including distance from border, call type and priority.		N	NC							
CAD	474	Unit Recommendations	<del>For cases where different agencies have different policies regarding how to assign units to events and the system should be flexible enough to accommodate those policies. Management should be able to access the logs of recommendations and overrides to analyze the impact of the different policies on response times. The system should automatically create and present unit response recommendations to the dispatcher based on the location and type of incident when the</del> Ability for system to automatically recommend units for assignment to an event.		Y	S							
CAD	475	Unit Recommendations	Ability for system to automatically recommend units for assignment to an event.		Y	F							
CAD	476	Unit Recommendations	Ability to automatically pre-populate the command line with the dispatch command and recommended units when opening a call for dispatch based on Department-defined unit recommendation methodology (e.g., static vs. dynamic).		Y	F							
CAD	477	Unit Recommendations	Ability for CCSF to configure the algorithm for unit assignment so that unit recommendations are based on any combination of:		Y	N/A							
CAD	478	Unit Recommendations	Department		Y	S	C10						
CAD	479	Unit Recommendations	Discipline		Y	S							
CAD	480	Unit Recommendations	Incident type		Y	S							
CAD	481	Unit Recommendations	Unit location		Y	S							
CAD	482	Unit Recommendations	Unit assignment (sector or station)		Y	S							
CAD	483	Unit Recommendations	Established response plans for incident type and/or location		Y	S							
CAD	484	Unit Recommendations	Unit status		Y	S							
CAD	485	Unit Recommendations	Unit staffing characteristics		Y	S							
CAD	486	Unit Recommendations	Special circumstances (e.g., large events)		Y	S							
CAD	487	Unit Recommendations	Incident location/point address		Y	S							
CAD	488	Unit Recommendations	Location type (e.g., school, high-rise)		Y	S							
CAD	489	Unit Recommendations	Box Numbers		Y	S							
CAD	490	Unit Recommendations	Resource availability (e.g., staffing levels)		Y	S							
CAD	491	Unit Recommendations	Pre-defined geographical response area (e.g., box polygon, station, beat, sector, battalion, special event venue, complex)		Y	S							
CAD	492	Unit Recommendations	User-defined ad hoc geographical area		Y	S							
CAD	493	Unit Recommendations	Ability to define the algorithm based on responding unit's time to arrival, as defined by a combination of unit type, call type and department-defined response timeframe.	<b>User Story:</b> For a C3 medical call, the BLS unit is close by but the ALS medic is coming from a far distance. CAD will recommend an ALS unit (such as an ALS engine) that will respond to the call as well and provide ALS support until the medic arrives on scene.	Y	S							
CAD	494	Unit Recommendations	Ability to present dispatcher multiple unit recommendations using different criteria for each recommended unit or unit type (e.g., AVL versus sector-based).		Y	F							
CAD	495	Unit Recommendations	Ability to show dispatcher the logic used to calculate the recommendations (e.g., AVL, sector-based, etc.).		Y	F							
CAD	496	Unit Recommendations	Ability for CAD to identify a duplicate call as being related to an existing call within a certain geographical area and present an option for the dispatcher to alter the response before dispatching.	<b>User Story:</b> Vicinity boxes provide support. A large fire breaks out on the 1300 block of Market. During the working fire, a street box is pulled a block away. The dispatcher is alerted and presented an option to dispatch the normal response or a pre-defined vicinity response.	Y	S							
CAD	497	Unit Recommendations				N/A							
CAD	498	Unit Recommendations	Ability to display the estimated response time to the event location based on the unit's current location.		Y	F							
CAD	499	Unit Recommendations	Ability to notify dispatcher when there are not enough units to fulfill the dispatch requirements.		Y	F							
CAD	500	Unit Recommendations	Ability to flag a call when it has been dispatched without all the required units.		Y	F							
CAD	501	Unit Recommendations	Ability to recommend units based on the cross-staffing assignment location.		Y	F							
CAD	502	Unit Recommendations	Ability to generate static unit recommendations based upon the established response plans.		Y	F							
CAD	503	Unit Recommendations	Ability to generate dynamic based unit recommendations using AVL to include:		Y	N/A							
CAD	504	Unit Recommendations	The closest, most appropriate unit.		Y	S							
CAD	505	Unit Recommendations	The closest, most appropriate based on enhanced travel time estimates using integrations with real-time traffic information sources (e.g., Waze).		N	NC							

CAD	506	Unit Recommendations	Hybrid recommendations that combine the positional data with business rules for each incident/event type that modify the order in which units are considered for dispatch (e.g., first due area).		Y	S						
CAD	507	Unit Recommendations	Incorporation of temporary restrictions (e.g., temporarily closed streets, perimeters, ongoing incidents)		Y	S						
CAD	508	Unit Recommendations	Other Department-defined criteria		N	NC						
CAD	509	Unit Recommendations	Ability to recommend a closer unit to a dispatched call if the closer medic could arrive on-scene faster within a department-specified timeframe depending on the priority of the call.	<b>User Story:</b> Medic 57 is dispatched to a Code 3 call. They are estimated to be five minutes away. After dispatch, Medic 20 is cleared from a hospital and is now only two minutes away from the same call. CAD automatically recommends that the channel dispatcher switch to the second medic.	Y	S						
CAD	510	Unit Recommendations	Ability to manually generate recommendations based upon requested unit type(s).		Y	F						
CAD	511	Unit Recommendations	Ability to support temporary designated unit resource types (e.g., paramedic engine) when developing recommendations.		Y	F						
CAD	512	Unit Recommendations	Ability to automatically alert the dispatcher that updated unit recommendations are available to reduce response times based on any combination of:		Y	N/A						
CAD	513	Unit Recommendations	Real-time unit status updates		Y	S						
CAD	514	Unit Recommendations	Change of incident location		Y	S						
CAD	515	Unit Recommendations	Change of event type		Y	S						
CAD	516	Unit Recommendations	Department-defined minimum response time reduction (e.g., only alert the dispatcher if the response time will be reduced by n seconds).		Y	S						
CAD	517	Unit Recommendations	Event priority (e.g., a higher priority event comes in while units are responding to a lower priority event)		Y	S	C11					
CAD	518	Unit Recommendations	Ability to consider recent unit response history to allow for load balancing across units of similar type in recommendation providing that all other response considerations are equal and their ETAs are both within a department-defined timeframe.	<b>User Story:</b> Medic 57 just cleared the hospital and was assigned a post. Medic 61 has been near that post for almost an hour without any runs. A new medical call is issued and Medic 61 is assigned to that call because they had fewer calls for the day and have had a longer period of time between calls and a similar response time.	N	NC	C12					
CAD	519	Unit Recommendations	Ability to consider unit shift end-time when developing recommendations.		Y	F	C13					
CAD	520	Unit Recommendations	Ability to define a geographic area to use a special response plan for a special event.		Y	F	C14					
CAD	521	Unit Recommendations	Ability for dispatchers to accept or override system generated recommendations.		Y	F						
CAD	522	Unit Recommendations	Ability for system to log recommendations and associated manual overrides.		Y	F						
CAD	523	Unit Assignment	Use Case: Units are assigned to events. If units are signed onto a mobile device, events are sent to the assigned units.		Y	S						
CAD	524	Unit Assignment	Ability to assign units to events by:		Y							
CAD	525	Unit Assignment	Accepting the proposed application recommended units		Y	S						
CAD	526	Unit Assignment	Selecting and dispatching units other than those recommended by the application		Y	S						
CAD	527	Unit Assignment	Selecting some, but not all, of the recommended units		Y	S						
CAD	528	Unit Assignment	Drag-and-Drop from unit status monitors		Y	S						
CAD	529	Unit Assignment	Ability to disable Drag-and-Drop for unit assignments.		N	NC						
CAD	530	Unit Assignment	Ability for CAD application to do the following upon assignment of units to events:		Y	N/A						
CAD	531	Unit Assignment	Remove the incident from the pending queue		Y	S						
CAD	532	Unit Assignment	Send the incident to the assigned unit's mobile computer		Y	S						
CAD	533	Unit Assignment	Start the status timers		Y	S						
CAD	534	Unit Assignment	Update the status display		Y	S						
CAD	535	Unit Assignment	Initiate paging, if applicable		Y	S						
CAD	536	Unit Assignment	Ability to log a unit onto CAD temporarily and place the unit on an event with one command.		Y	F						
CAD	537	Unit Assignment	Ability to automatically log out a unit that is temporarily logged on to an event when the event is closed.		Y	F						
CAD	538	Unit Assignment	Ability for unit histories to reflect the dispatch and any further action taken by units while assigned to the incident.		Y	F						
CAD	539	Unit Assignment	Ability to update events with all unit IDs assigned to the incident and any changes in their statuses during the incident.		Y	F						
CAD	540	Unit Assignment	Ability to preempt a unit from an event and reassign the unit to a new event without automatically closing the event.		Y	F						
CAD	541	Unit Assignment	Ability to preempt some, but not all, units from an event.		Y	F						
CAD	542	Unit Assignment	Ability to return CAD incident to the pending event queue if all units are removed from an active incident that has not been closed.		Y	F						
CAD	543	Unit Assignment	Ability to assign units to events regardless of logon and rostering status.		Y	F						
CAD	544	Unit Assignment	Ability to assign temporary unit IDs for temporary assignments.		Y	S						
CAD	545	Unit Assignment	Off-duty officers encountering an incident		Y	S						
CAD	546	Unit Assignment	Extra-duty assignments		Y	S						
CAD	547	Unit Assignment	Units providing mutual aid		Y	S						
CAD	548	Unit Assignment	Ability to dispatch or assign units to secondary locations (e.g., staging area, cross staffing assignment, next or previous exit on limited access highways).	<b>User Story:</b> Units such as transportation and community programs frequently conduct operations outside the City and County of San Francisco. The SFSO Emergency Services Unit regularly provides mutual aid to other Bay Area jurisdictions. For example, the SFSO provides mutual aid to Santa Clara Police Department for San Francisco 49ers home games.	Y	S						
CAD	549	Unit Assignment	Ability to allow the creation of a unit that is cross-staffed from multiple departments.	<b>User Story:</b> A mental health crisis call might call for a unit that is comprised of a mental health worker, an EMS worker, and a law enforcement officer.	Y	S						
CAD	550	Unit Assignment	Ability to designate a unit and the primary unit.		Y	F						
CAD	551	Unit Assignment	Ability to change a primary unit.		Y	F						
CAD	552	Call Stacking	Use Case: Dispatchers assign multiple low-priority events to a single unit.		Y	S						
CAD	553	Call Stacking	Ability for dispatcher to assign multiple events to a given unit or resource.		Y	S						
CAD	554	Call Stacking	Ability to hold an event:		Y							
CAD	555	Call Stacking	For a specified unit		Y	S						
CAD	556	Call Stacking	For an unspecified unit		Y	S						
CAD	557	Call Stacking	For a specific time in the future		Y	S						
CAD	558	Call Stacking	For a predetermined period of time		Y	S						
CAD	559	Call Stacking	For a manually entered period of time		N	NC						
CAD	560	Call Stacking	Ability for units to pick from the assigned batch of events upon closing the current incident.		Y	F						
CAD	561	Call Stacking	Ability for units to automatically receive information for the next incident upon closing the current incident.		Y	F						
CAD	562	Call Stacking	Ability to automatically assign a stacked call to a specified unit upon clearing the current call.		Y	F						
CAD	563	Call Stacking	Ability to limit the types of calls that can be stacked.		N	NC						
CAD	564	Call Stacking	Ability for dispatchers to re-allocate stacked calls to other available units.		Y	F						
CAD	565	Event Updates	Use Case: Call takers, dispatchers and field units can add additional information to a pending or active event. Additional information is immediately available for viewing by all personnel working on the		Y	S						
CAD	566	Event Updates	Ability to track initial and final call type in the CAD incident.		Y	F						

CAD	567	Event Updates	Ability to track initial and final call location in the CAD incident.		Y	F							
CAD	568	Event Updates	Ability to update an event from the command line by:		Y	N/A							
CAD	569	Event Updates	Unit ID		Y	S							
CAD	570	Event Updates	Event number		Y	S							
CAD	571	Event Updates	Currently selected event		Y	S	C15						
CAD	572	Event Updates	Ability for any authorized user to add information to a CAD incident.		Y	F	C16						
CAD	573	Event Updates	Ability to add information to an existing CAD incident record from the command line without retrieving the CAD incident.		Y	F							
CAD	574	Event Updates	Ability for one or more users to simultaneously add incident information to an incident.		Y	F							
CAD	575	Event Updates	Ability for open event screens to refresh upon addition of new information.		Y	F							
CAD	576	Event Updates	Ability for new information to be highlighted.		Y	F							
CAD	577	Event Updates	Ability to provide an indication in event windows that new information is available for an event.		Y	F							
CAD	578	Event Updates	Ability to provide an indication in unit status windows that new information is available for a unit assigned to the event for which new information is available.		A	F							
CAD	579	Event Updates	Ability to automatically identify (e.g., ID stamp) the operator adding information to a call.		Y	F							
CAD	580	Event Updates	Ability to display a timestamp for all updates to the CAD event.		Y	F							
CAD	581	Event Updates	Ability for call taker comments added after a call has been dispatched to automatically update the dispatcher screen (without user intervention).		Y	F							
CAD	582	Event Updates	Ability for call takers and dispatchers to work on the same event simultaneously.		Y	F							
CAD	583	Event Updates	Ability for additional details to be immediately available for viewing by personnel working on the event.		Y	F							
CAD	584	Event Updates	Ability to alert dispatchers working an event to additional information as it is entered by call takers, other dispatchers or field units.		Y	F							
CAD	585	Event Updates	Ability to configure the system to display the most current information either at the top of the display or at the bottom of the display.		Y	F							
CAD	586	Event Updates	Ability to configure display by Department so that information important to that department is always displayed at the top of the call comments (e.g., suspect information for SFPD and SFSO dispatchers).		A	F							
CAD	587	Event Updates	Ability to vary the order of the information displayed by:		A	N/A							
CAD	588	Event Updates	User type (e.g., field unit, dispatcher, call taker).		Y	F							
CAD	589	Event Updates	Discipline (e.g., fire/medical or police).		Y	F							
CAD	590	Event Updates	Role		Y	F							
CAD	591	Event Updates	Individual user		Y	F							
CAD	592	Event Updates	Ability for dispatchers to add disciplines to an existing incident.		Y	F							
CAD	593	Event Updates	Ability to support a fully functional ASAP-to-PSAP interface that incorporates all the functionality of APCO/CSAA ANS 2.101.2-2014.		Y	P							
CAD	594	Event Control	Use Case: The current system has the ability to redirect events from one department to another using a single command. There are two states, A and B. In state A, all events entered into the system are routed to department A for dispatch (based on the call type). In state B, the events are routed to an alternate department. When transitioning between states, all pending events are moved from one department to another.		Y	S							
CAD	595	Event Control	Ability for a user to take control of a dispatch group.	<b>User Story:</b> Relievers move positions every 15 minutes. They need to be able to take control of a dispatch group with a simple command.	Y	S							
CAD	596	Event Control	Ability to redirect open CAD events to different dispatch groups based on:			N/A							
CAD	597	Event Control	Department		Y	S							
CAD	598	Event Control	Incident type		Y	S							
CAD	599	Event Control	Location		Y	S							
CAD	600	Event Control	Current dispatch group		Y	S							
CAD	601	Event Control	Event status		Y	S							
CAD	602	Event Control	Ability to redirect all CAD events from one dispatch group to another.		Y	F							
CAD	603	Event Control	Ability to redirect all CAD events from one department's dispatch group(s) to another department's dispatch group(s).		Y	F							
CAD	604	Event Control	Ability to assign secondary sectors.	<b>User Story:</b> PremierOne provides the ability for a dispatcher of a PD sector to view SFSO units available for dispatch within the sector when there are no PD units available. Based on the circumstances, the call could be redirected to the SFSO dispatcher and then dispatched to the available SFSO unit.	N	NC							
CAD	605	Event Control	Ability for only the controlling dispatcher to select a run for dispatch. Others can view or recall the run, but only the controlling dispatcher can select it for dispatch.		N	NC							
CAD	606	Closed Event Management	Use Case: Closed events are reopened for reprocessing or to add information.		Y	S							
CAD	607	Closed Event Management	Ability to reopen closed events within Department-defined time parameter.		Y	S							
CAD	608	Closed Event Management	Ability to reopen a closed events without losing previously recorded date and timestamps.		Y	S							
CAD	609	Closed Event Management	Ability to assign units to reopened events.		Y	S							
CAD	610	Closed Event Management	Ability for dispatchers to add comments to a CAD call record after the call is closed without reopening the incident.		Y	F							
CAD	611	Closed Event Management	Ability to add case numbers to closed events without reopening the event.		Y	F							
CAD	612	Closed Event Management	Ability to change disposition for closed events without reopening the event.		N	NC							
CAD	613	Closed Event Management	Ability to cross-reference a closed event to a pending or new event.		Y	F							
CAD	614	Timers	Use Case: CAD provides predefined timers to alert dispatchers to situations requiring their attention. Certain types of law enforcement incidents, such as traffic stops or domestic violence		Y	S							
CAD	615	Timers	Ability to provide predefined timers to alert dispatchers to situations requiring their attention.	<b>User Story 1:</b> Repeating a status change should not reset the timer.  An ambulance is at the hospital. Upon arrival, the unit pushes the 'At Hospital' status change button, which begins a timer that will alert the dispatcher when the ambulance has been in this status for 20 minutes. 18 minutes into the 'At Hospital' status, the unit pushes the 'At Hospital' button again. The timer should continue from 18 minutes, triggering the dispatcher alert in two minutes, not reset to zero to begin counting toward 20 minutes again.  <b>User Story 2:</b> Units are on scene of a structure fire and a mayday comes in. They need to be able to timestamp the mayday and set status alerts every ten minutes.	Y	S							
CAD	616	Timers	Ability for status timers to maintain current status times.		Y	F							

CAD	617	Timers	Ability to create a mayday timer with a predetermined countdown time with alerts at a programmed interval that will continue until cleared.		Y	F							
CAD	618	Timers	Ability to configure alert as audible or visual and occur after a Department-defined period of inactivity.		Y	F							
CAD	619	Timers	Ability to configure timers and alerts based on Department-defined parameters (e.g., type of event, event status, unit status, priority status, time-of day) and duration.		Y	F							
CAD	620	Timers	Ability to associate timers with any combination of:		Y	N/A							
CAD	621	Timers	Unit status		Y	S							
CAD	622	Timers	Event type		Y	S							
CAD	623	Timers	Event status		Y	S							
CAD	624	Timers	Event priority		Y	S							
CAD	625	Timers	Ability to alert user to the expiration of the timer via:		Y	N/A							
CAD	626	Timers	Audible alert		Y	S							
CAD	627	Timers	Visual alert		Y	S							
CAD	628	Timers	Ability to configure the alerts to repeat at Department-defined intervals until the timer has been reset.		Y	F							
CAD	629	Timers	Ability to manually set incident timers and alerts.		Y	F							
CAD	630	Timers	Ability for users to manually turn off automatic timers.		Y	F							
CAD	631	Timers	Ability to prevent turning off automatic timers by:		N	NC							
CAD	632	Timers	Timer type		N	NC							
CAD	633	Timers	Event type		N	NC							
CAD	634	Timers	Ability to record acknowledgement of timer alert.		N	NC							
CAD	635	Timers	Ability to provide the following options when a status timer expires:		Y	N/A							
CAD	636	Timers	Modify to new time value		Y	S							
CAD	637	Timers	Reset to default value		Y	S							
CAD	638	Timers	Stop timer		N	NC							
CAD	639	Timers	Ability to provide timers to track:		Y	N/A							
CAD	640	Timers	Time a law enforcement call stays in pending queue (no units assigned)		Y	S							
CAD	641	Timers	Time until first fire unit dispatched responds		Y	S							
CAD	642	Timers	Time an EMS unit is at a scene or a hospital		Y	S							
CAD	643	Timers	Ability to trigger timers for check ins based on call types (traffic stops or domestic violence incidents).		Y	F							
CAD	644	Timers	Ability for Department to determine the duration of timers for any timer.		Y	F							
CAD	645	Timers	Ability to provide timers to support checks during fire operations (e.g., personnel accountability report checks, time in environment checks and patient contact time).		Y	F							
CAD	646	Timers	Ability for Department to configure additional timers to accommodate unique business practices.		N	NC							
CAD	647	Event Disposition	Use Case: Each event create in the system must be associated with some type of disposition. Disposition codes are used by downstream systems and reporting. The system must provide the ability to create disposition codes that are unique to each department.		Y	S	C17						
CAD	648	Event Disposition	Ability for Dispatchers and assigned units to assign a disposition to an incident when the incident is completed.		Y	S	C18		ALL	Currently runs get closed out without it being handled because the units, in order to preempt themselves from a call to respond to another.			The issue described would not happen due to how PremierOne processes preemptions.
CAD	649	Event Disposition	Ability to define business rules for who can assign a disposition under certain circumstances.		N	NC			ALL	The first unit clears the call with a ARR (arrest) disposition, and then later another unit clears with a HAN (handled) disposition. Even though the last disposition was HAN, CAD should leave the call disposition as ARR as that is a higher ranking of dispositions.			The primary unit would provide the disposition.
CAD	650	Event Disposition	Ability to provide alerts when the only unit on an event assigns a disposition (to prevent a unit from inadvertently closing an event when the event should be returned to the pending queue).	<b>User Story:</b> Currently runs get closed out without being handled because the units, in order to preempt themselves from receiving a call to respond to another, enter a no disposition (ND) instead of asking to be preempted. The call then gets closed out and there is no way for the dispatcher to keep track of what happened. The closed call only gets attention when the reporting party calls back asking what the status of their request for service is.	A	S							
CAD	651	Event Disposition	Ability for Department-defined disposition codes to trigger subsequent actions (e.g., transfer of data to a data warehouse).		Y	F							
CAD	652	Event Disposition	Ability for users to input comments along with a disposition code.		Y	F							
CAD	653	Event Disposition	Ability to assign a case number specific to the Department.		Y	F							
CAD	654	Event Disposition	Ability to provide tables of case numbers maintained in the CAD system in coordination with each Department's RMS.		Y	F							
CAD	655	Event Disposition	Ability to prioritize dispositions if multiple units enter different disposition codes for the same event.	<b>User Story:</b> The first unit clears the call with a ARR (arrest) disposition. Later another unit clears it with a HAN (handled) disposition. Even though the last disposition was HAN, CAD should leave the call disposition as ARR as that is a higher ranking of dispositions.	A	S							
CAD	656	Unit Management	Use Case: The system needs to maintain a list of personnel (roster) who can be scheduled to work and assigned to units. Personnel attributes (e.g., rank, name, employee ID, skills) can be entered manually by an authorized individual or automatically loaded/updated through the interface to the departmental										
CAD	657	Rostering/Logon	Ability for the system to maintain a roster of personnel to include the following minimum data elements:		Y	N/A							
CAD	659	Rostering/Logon	Department		Y	S							
CAD	660	Rostering/Logon	Unit ID or Call Sign		Y	S							
CAD	661	Rostering/Logon	Employee ID		Y	S							
CAD	662	Rostering/Logon	Radio ID		Y	S							
CAD	663	Rostering/Logon	Special Skills (e.g., Hostage Negotiator, Spanish speaker)		Y	S							
CAD	664	Rostering/Logon	Special equipment based on individual qualifications (e.g., shotgun, long gun)		Y	S							
CAD	665	Rostering/Logon	Riding Position or Role (e.g., nozzle, pipe, hydrant, paramedic, officer, chauffeur)		Y	S							
CAD	666	Rostering/Logon	Vehicle ID		Y	S							
CAD	667	Rostering/Logon	Department-defined criteria		N	NC							
CAD	668	Rostering/Logon	Ability to maintain schedule rosters by:		Y	N/A							
CAD	669	Rostering/Logon	Department (e.g., fire, police, sheriff)		Y	S							
CAD	670	Rostering/Logon	Division/Department (e.g., patrol, investigations)		Y	S							
CAD	671	Rostering/Logon	Shift (A,B,C)/Watch/Group as a rolling submission of advanced scheduling/rostering		Y	S	C19						
CAD	672	Rostering/Logon	Department-defined criteria		N	NC	C20						
CAD	673	Rostering/Logon	Ability to update information maintained in the personnel roster:		Y	N/A							
CAD	674	Rostering/Logon	Manually through the user interface		Y	S							
CAD	675	Rostering/Logon	Automatically through the HRMS interface		Y	S							
CAD	676	Rostering/Logon	Ability to have multiple employees assigned to a single unit (e.g., two person car, engine company members).		Y	F							
CAD	677	Rostering/Logon	Ability for changes in the HRMS records to automatically trigger an update to the CAD personnel and scheduling records in real-time.		Y	F							

CAD	678	Rostering/Logon	Ability to assign multiple units to a single unit vehicle (e.g., A101 has the A101a and A101b).		Y	F							
CAD	679	Rostering/Logon	Ability to reassign units to different vehicles (e.g., A101a is now riding with B101b in the C101).		Y	F							
CAD	680	Rostering/Logon	Ability to automatically place all units in a previously defined schedule on or off-duty at the scheduled time.		Y	F							
CAD	681	Rostering/Logon	Ability to place all units in a previously defined schedule on or off-duty with a single command.		Y	F							
CAD	682	Rostering/Logon	Ability to require a confirmation prior to placing all units in a previously defined schedule on or off-duty with a single command.		Y	F							
CAD	683	Rostering/Logon	Ability to place all scheduled units on-duty but unavailable for calls until they notify the dispatcher that they are in service.		Y	F							
CAD	684	Rostering/Logon	Ability to automatically log on a mobile unit based on the schedule.		Y	F							
CAD	685	Rostering/Logon	Ability to allow for single unit exceptions when placing a group of scheduled units on or off duty.		Y	F							
CAD	686	Rostering/Logon	Ability to log on a unit without assigned employees.		Y	F							
CAD	687	Rostering/Logon	Ability to log on and place units in service that are not scheduled.		Y	F							
CAD	688	Rostering/Logon	Ability to log personnel off one unit and log the same personnel onto another unit with a single command.		Y	F							
CAD	689	Rostering/Logon	Ability to prevent a unit from being automatically logged off if the unit is assigned to an event.		Y	F							
CAD	690	Rostering/Logon	Ability to keep fire apparatus logged into CAD while swapping out scheduled crews.		Y	F							
CAD	691	Rostering/Logon	Ability to flag an undefined unit (e.g., new vehicle in HRMS).		Y	F							
CAD	692	Unit Status Display	Use Case: CAD provides configurable windows to display units. Users can filter event windows to view relevant information. Unit status windows indicate unit status and time in status, among other summary unit information.  <b>User Story:</b> The SFSO currently does not have call sign designations that define units capable of being assigned a call for service or assigned by sector. CAD should have the ability to filter SFSO units assigned by a patrol function. For example, victor units are assigned both DPH patrol and FTO. Yellow units are assigned to patrol, courts, transportation civil, etc. It would be helpful for dispatchers to know what units are available for dispatch.		Y	S							
CAD	693	Unit Status Display	Ability to provide configurable windows to display units.		Y	S							
CAD	694	Unit Status Display	Ability to filter the unit status windows by:		Y	N/A							
CAD	695	Unit Status Display	Discipline		Y	S							
CAD	696	Unit Status Display	Dispatch group		Y	S							
CAD	697	Unit Status Display	Geographically defined boundary (e.g., sector or battalion)		Y	S							
CAD	698	Unit Status Display	Unit status		Y	S							
CAD	699	Unit Status Display	Ability to split windows by:		Y	N/A							
CAD	700	Unit Status Display	Discipline		Y	S							
CAD	701	Unit Status Display	Dispatch area		Y	S							
CAD	702	Unit Status Display	Unit status		Y	S							
CAD	703	Unit Status Display	Type code category (administrative versus non-administrative)		Y	S							
CAD	704	Unit Status Display	Ability to display the following unit information:		Y	N/A							
CAD	705	Unit Status Display	Call type		Y	S							
CAD	706	Unit Status Display	Current event number		Y	S							
CAD	707	Unit Status Display	Location		Y	S			C21				
CAD	708	Unit Status Display	Status		Y	S			C22				
CAD	709	Unit Status Display	Elapsed time in status		Y	S							
CAD	710	Unit Status Display	Radio ID		Y	S							
CAD	711	Unit Status Display	Unit ID/call sign		Y	S							
CAD	712	Unit Status Display	Vehicle number		Y	S							
CAD	713	Unit Status Display	Terminal number		Y	S							
CAD	714	Unit Status Display	Specialty or skill		Y	S							
CAD	715	Unit Status Display	Status Comment		N	NC							
CAD	716	Unit Status Display	Ability for a user to configure the information that is displayed on the unit status screen.		Y	F							
CAD	717	Unit Status Display	Ability for system to indicate a unit that is temporarily logged on.		A	F							
CAD	718	Unit Status Display	Ability to indicate units that are not equipped with a mobile device (on air only).		Y	F							
CAD	719	Unit Status Display	Ability to associate a default availability with each status (e.g., unit available when in particular status).		Y	F							
CAD	720	Unit Status Display	Ability to sort displayed data by any unit information (e.g., station, shift, supervisory status, incident, unit, location, status).		Y	F							
CAD	721	Unit Status Display	Ability to visually differentiate, through color, text and/or symbol, units in varying status or conditions.		Y	F							
CAD	722	Unit Status Display	Ability to display unit locations on the CAD map.		Y	F							
CAD	723	Unit Status Display	Ability to provide a scrolling list of the last several push-to-talk and emergency call messages.		Y	F							
CAD	724	Unit Status Display	Ability to display the CAD Unit ID associated with the Radio Alias or Radio ID (in the absence of a Radio Alias).		Y	F							
CAD	725	Unit Status Display	Ability to filter the display of PTT IDs by:		Y	N/A							
CAD	726	Unit Status Display	Department		Y	S							
CAD	727	Unit Status Display	Dispatch Group		Y	S							
CAD	728	Unit Status Display	Ability to distinguish a Group Call PTT from an Emergency Call by:		Y	N/A							
CAD	729	Unit Status Display	Color		Y	F							
CAD	730	Unit Status Display	Symbol or iconography		N	NC							
CAD	731	Unit Activity Tracking	Use Case: CAD supports and records standard and Department-defined unit statuses, tracking the time that units are in each status.		Y	S							
CAD	732	Unit Activity Tracking	Ability to record unit assignments.		Y	F							
CAD	733	Unit Activity Tracking	Ability to record unit locations.		Y	F							
CAD	734	Unit Activity Tracking	Ability to record unit status changes.		Y	F							
CAD	735	Unit Activity Tracking	Ability to retroactively enter a unit status change.		Y	F							
CAD	736	Unit Activity Tracking	Ability to update a unit status timestamp to reflect the actual time of the status change (e.g., if a unit forgot to update status upon arriving on scene).		Y	F							
CAD	737	Unit Activity Tracking	Ability to flag an updated timestamp.		Y	F							
CAD	738	Unit Activity Tracking	Ability to track the amount of time that units are in each status.		Y	F							
CAD	739	Unit Activity Tracking	Ability to record and timestamp any change in unit location.		Y	F							
CAD	740	Unit Activity Tracking	Ability to record different locations for each unit within the same event when two or more personnel are assigned to the same vehicle or apparatus.		Y	F							
CAD	741	Unit Activity Tracking	Ability to capture, validate and track units that are assigned to the same incident but operating at different locations from the primary or initial location.		Y	F							
CAD	742	Unit Activity Tracking	Ability to capture multiple transport destinations.		Y	F							
CAD	743	Unit Activity Tracking	Ability to record beginning and ending mileage.		Y	F							
CAD	744	Unit Activity Tracking	Ability to capture the following for an interrupted transport:		Y	N/A							
CAD	745	Unit Activity Tracking	Start and finish times for each leg of the transport		A	F							

CAD	746	Unit Activity Tracking	Beginning and ending mileages for each leg of the transport		A	F				
CAD	747	Unit Activity Tracking	Automatically populate the beginning mileage for the next leg from ending mileage of the previous leg		N	NC				
CAD	748	Unit Activity Tracking	Free form comment field to provide the reason for the interruption		Y	F				
CAD	749	Unit Activity Tracking	Ability to record multiple arrival times associated with different statuses (e.g., arrival at a staging area, arrival at the scene).		Y	F				
CAD	750	Unit Activity Tracking	Ability to record multiple units arriving on scene with a single command.		Y	F				
CAD	751	Unit Activity Tracking	Ability to automatically mark a unit on-scene when it comes within a certain number of feet of the incident location (with AVL functionality).		Y	F				
CAD	752	Unit Activity Tracking	Ability to dispatch and arrive a unit on scene (skipping the en route status).		Y	F				
CAD	753	Unit Activity Tracking	Ability to prevent or display a verification box for a user updating their unit status illogically (e.g., user must be "en route" prior to "on scene").	<p><b>User Story:</b> This functionality requires the ability to verify the status change before enacting it but should not ban the status change.</p> <p>Scenario 1: A unit is responding on a call and the dispatcher states that RP has called back requesting cancellation. Using the MDT, the unit needs to change their status from en route to AOR (Available On Radio) without arriving on scene. This change is only allowed after a verification box pops up on the MDT and the officer accepts the status change.</p> <p>Scenario 2: A unit is responding to a call and the officer is viewing call information on the MDT. While attempting to scroll through the information, the officer accidentally hits the AOR button. An illogical status change should require a pop up verification box, not located near the status change button, to confirm the status change.</p>	Y	S				
CAD	754	Unit Activity Tracking	Ability for department to define illogical status changes.		A	F				
CAD	755	Unit Activity Tracking	Ability to change the status workflow for exceptions (or illogical) with a confirmation of the exception required by the user.		Y	F				
CAD	756	Unit Activity Tracking	Ability to update unit status via:		Y	N/A	C23			
CAD	757	Unit Activity Tracking	Command line		Y	S				
CAD	758	Unit Activity Tracking	Drop down menu		Y	S				
CAD	759	Unit Activity Tracking	AVL based on radius from specified locations.		Y	S				
CAD	760	Unit Activity Tracking	Pre-defined status buttons		Y	S				
CAD	761	Unit Activity Tracking	Clicking on unit on map		Y	S				
CAD	762	Unit Activity Tracking	Ability to add a free-form "Status Comment" when updating the status of a unit.		N	NC				
CAD	763	Unit Clearance	Use Case: CAD tracks the entry of a unit disposition separately from the disposition of an event, so that a unit can clear from an event		Y	S				
CAD	764	Unit Clearance	Ability to clear one unit from an event while allowing the other assigned units to remain on the call.		Y	F				
CAD	765	Unit Clearance	Ability to clear multiple units from an event.		Y	F				
CAD	766	Unit Clearance	Ability to clear all units except for specified units from an event.		Y	F				
CAD	767	Unit Clearance	Ability to request user confirmation prior to clearing the last unit from an event.		Y	F				
CAD	768	Unit Clearance	Ability to alert responding units when additional units are cleared or added to a call.		Y	F				
CAD	769	Unit Clearance	Ability to require a disposition to be entered prior to clearing the last unit from a CAD incident.		Y	F				
CAD	770	Law Enforcement Dispatching				N/A				
CAD	771	BOLOs	Use Case: Users can create a "Be on the Lookout" (BOLO) per Department policy and security permissions. The BOLO is accessible in the CAD and mobile workstation environments.		Y	S				
CAD	772	BOLOs	Ability for each Department to:		Y	N/A				
CAD	773	BOLOs	Create, update, and maintain its own BOLOs		Y	S				
CAD	774	BOLOs	Designate which other Departments can view a BOLO		Y	S				
CAD	775	BOLOs	Ability to provide an audit trail for BOLOs.		Y	S				
CAD	776	BOLOs	Ability for field personnel to create BOLOs.		Y	S				
CAD	777	BOLOs	Ability to provide the following fields for a BOLO record:		Y	N/A				
CAD	778	BOLOs	Date issued		Y	S				
CAD	779	BOLOs	BOLO expiration date		Y	S				
CAD	780	BOLOs	Nature of the BOLO		Y	S				
CAD	781	BOLOs	BOLO priority		Y	S				
CAD	782	BOLOs	Subject information		Y	S				
CAD	783	BOLOs	Vehicle information		Y	S				
CAD	784	BOLOs	Narrative		Y	S				
CAD	785	BOLOs	Other Department-defined informational fields		Y	S				
CAD	786	BOLOs	Ability to search for BOLOs		Y	S				
CAD	787	BOLOs	Open		Y	S				
CAD	788	BOLOs	Expired		Y	S				
CAD	789	BOLOs	Ability to pin a BOLO for quick reference.		Y	F				
CAD	790	BOLOs	Ability to accommodate multiple subjects in a BOLO.		Y	F				
CAD	791	BOLOs	Ability to accommodate multiple vehicles in a BOLO.		Y	F				
CAD	792	BOLOs	Ability to attach a file to a BOLO.		Y	F				
CAD	793	BOLOs	Ability to embed a photo in a BOLO.		Y	F				
CAD	794	BOLOs	Ability to update a BOLO.		Y	F				
CAD	795	BOLOs	Ability to set time limits for BOLO retention.		Y	F				
CAD	796	BOLOs	Ability to designate agencies, groups or individuals to whom BOLOs should be sent.		Y	F				
CAD	797	BOLOs	Ability to link BOLOs to an address such that the BOLO is retrieved when that address is referenced.	<p><b>User Story:</b> BOLOs (especially those involving officer safety) should be visible to all agencies upon address query. Officers responding to calls for service should be aware of factors such as addresses where EM participants are located and upcoming evictions. SFSO deputies should be aware of any existing SFPD BOLOs.</p>	A	S	C24			
CAD	798	BOLOs	Ability to link BOLOs to a CAD incident.		A	F				
CAD	799	BOLOs	Ability to view history of recently created BOLOs.		Y	F				
CAD	800	BOLOs	Ability to archive expired BOLO records.		Y	F				
CAD	801	BOLOs	Ability to access the BOLO in the mobile and CAD workstation environments.		Y	F				
CAD	802	Perimeters	Use Case: Dispatchers can assign units assigned to an incident to perimeter posts. Locations are viewable on the CAD map.	<p><b>User Story:</b> Perimeters set by either Law Enforcement (LE) agency should be visible to the other in real time and an alert should be generated on the corresponding dispatchers workstation to notify the other LE agency when appropriate.</p>	Y	S				
CAD	803	Perimeters	Ability for user to define a perimeter.		Y	S				
CAD	804	Perimeters	Ability for dispatchers to assign units to perimeter posts.		Y	S				
CAD	805	Perimeters	Ability to support multiple unit locations within the same event.		Y	S				
CAD	806	Perimeters	Ability for dispatchers to drag and drop units assigned to an event onto map locations and have their location within the event update to the perimeter assignment.		Y	S				
CAD	807	Fire and Medical Dispatching				N/A				

CAD	808	Run Cards and Response Plans	Use Case: SFFD currently uses a static run card/response plan for fire suppression resources using pre-defined geographical areas and point addresses. Dynamic response plans (AVL) are used for all medical transport resources. The static run cards identify the units by unit type designated for the initial response as well as the units that are designated for response upon the upgrade of the alarm level.		Y	S					
CAD	809	Run Cards and Response Plans	Ability to support static response plans that identify the number, type or specific units that respond to an incident of a specified type, and the order in which they respond.		Y	S					
CAD	810	Run Cards and Response Plans	Ability to support dynamic response plans that identify the number, type or specific units that respond to an incident of a specified type, and the order in which they respond.		Y	S					
CAD	811	Run Cards and Response Plans	Ability to support business logic in the response plans (e.g., only send fire suppression equipment to an EMS run if the estimated EMS response time exceeds n minutes).		Y	S					
CAD	812	Run Cards and Response Plans	Ability for response plans to include rules to swap or add units needed based on time or distance to the incident.		Y	S					
CAD	813	Run Cards and Response Plans	Ability to support hybrid response plans where some units are identified as static and the remainder are dynamic.	<b>User Story:</b> Fire is dispatched to a report of a fire that requires three engines. Two engines are dispatched from a run card while the third is dispatched as the closest by AVL.	Y	S					
CAD	814	Run Cards and Response Plans	Ability to support a minimum of 5 alarm levels.		Y	S					
CAD	815	Run Cards and Response Plans	Ability to schedule the use of alternate response plans by:		Y	N/A					
CAD	816	Run Cards and Response Plans	Time-of-day		Y	S					
CAD	817	Run Cards and Response Plans	Day-of-week		Y	S					
CAD	818	Run Cards and Response Plans	Date range		A	S					
CAD	819	Run Cards and Response Plans	Ability to designate a default Incident Commander.		Y	F					
CAD	820	Run Cards and Response Plans	Ability to include designated cover or move-up assignments in the response plans for each alarm level.		Y	F					
CAD	821	Run Cards and Response Plans	Ability to include mutual aid units in the response plan.		Y	F					
CAD	822	Run Cards and Response Plans	Ability to create response plans that support multiple dispatch locations for a single incident (e.g., fire in tunnel at Between the Powell ST and Civic Center BART Stations. Response location A is the Powell ST BART station, response location B is Civic Center BART Station).	<b>User Story:</b> 1) A fire is reported at the Powell St. BART Station. The fire is in the tunnel between Powell and Montgomery BART stations. After entering the BART2 call type and the location entered as between Powell and Montgomery, the recommendation from the CAD to the dispatcher is to dispatch a full box to the Powell St. station. CAD should also immediately recommend the second reduced box (no Division Chief) to the Montgomery St. Station.  <b>User Story:</b> 2) A fire is reported in the TransBay Tube. After entering the BART1 call type and the location as TransBay Tube, the recommendation from CAD to the dispatcher is to dispatch a full box to the Embarcadero St. Station. The system also immediately recommends the second reduced box (no AC) to the ventilation structure at the Ferry Building Pier.	Y	S					
CAD	823	Run Cards and Response Plans	Ability to show a subterranean, elevated or building map layer and automate response plans for multiple dispatch positions (e.g., two connected stations).		Y	F					
CAD	824	Run Cards and Response Plans	Ability to create a temporary response plan for special events or circumstances.		Y	F					
CAD	825	Run Cards and Response Plans	Ability to validate target hazards.		Y	F					
CAD	826	Run Cards and Response Plans	Ability to define response plans based on:		Y	N/A					
CAD	827	Run Cards and Response Plans	Unit type		Y	S					
CAD	828	Run Cards and Response Plans	Primary unit capabilities		Y	S					
CAD	829	Run Cards and Response Plans	Secondary unit capabilities		Y	S					
CAD	830	Run Cards and Response Plans	Personnel capabilities		Y	S					
CAD	831	Run Cards and Response Plans	Resource group		Y	S					
CAD	832	Run Cards and Response Plans	Required Role (e.g., RIT)		Y	S					
CAD	833	Run Cards and Response Plans	Business logic		Y	S					
CAD	834	Run Cards and Response Plans	Target hazards	<b>User Story:</b> The Hall of Justice at 850 Bryant is in box 2255. Due to the split standpipes and high rescue potential, the location requires a full Working Fire (WF) compliment of units on the initial box, as well as Mobile Air1 (not usually due until the second alarm). Because the location is encompassed in box 2255, all addresses in this box receive this augmented response. By defining 850 Bryant as a target hazard, the ability to define response plans based on target hazards and/or other criteria, only 850 Bryant within box 2255 should receive the augmented response.	Y	S					
CAD	835	Run Cards and Response Plans	Premise requirements		Y	S					
CAD	836	Run Cards and Response Plans	Time-of-day		Y	S					
CAD	837	Run Cards and Response Plans	Day-of-week		Y	S					
CAD	838	Run Cards and Response Plans	Geographical Boundary		Y	S					
CAD	839	Run Cards and Response Plans	Department-defined criteria		N	S					
CAD	840	Additional Attributes	Use Case: The system should support static and dynamic attributes for units that can be used in the unit recommendation process as well as for situational awareness. In the current system, SFFD engine companies may operate as paramedic engines and respond as an ALS resource when the engine company is staffed with FF/EMT-P. When an engine is staffed as a paramedic unit, the dispatcher modifies the unit designator in CAD to include the suffix "M" (e.g., E01M) to indicate that that company is staffed at the paramedic level. The modifier can be used by the system for generating Unit Recommendations.		Y	S	C26				
CAD	841	Additional Attributes	Ability to track and display Department-defined attributes of units and personnel in include:		Y	N/A					
CAD	842	Additional Attributes	Paramedic staffed engine		Y	S					
CAD	843	Additional Attributes	Special skills (e.g., Hi-angle rescue)		Y	S					
CAD	844	Additional Attributes	Special equipment		Y	S					
CAD	845	Additional Attributes	Language skills		Y	S					
CAD	846	Additional Attributes	Temporary assignments		Y	S					
CAD	847	Additional Attributes	Ability to assign default modifiers to units in the system code tables.		Y	F					
CAD	848	Additional Attributes	Ability to define unit modifiers in the system code tables.		Y	F					
CAD	849	Additional Attributes	Ability to dynamically define a unit modifier.		Y	F					
CAD	850	Additional Attributes	Ability to assign a unit modifier based on the skills of the personnel assigned to the unit.		Y	F					
CAD	851	Additional Attributes	Ability to restrict the ability to add a modifier to a unit.		Y	F					
CAD	852	Additional Attributes	Ability to use Department-defined attributes in the unit recommendation process.		Y	F					
CAD	853	Fire Incident Management	Use Case: Fire and EMS agencies have unique requirements for tracking unit assignments on the fire ground, specific fire ground assignments and activities, and times for specific events related to fire and medical responses. SFFD currently utilizes Tablet Command Enterprise Pro deployed on Apple iPads for incident command support in the field. It is expected that the replacement CAD system will have a bi-directional interface to Table Command Enterprise Pro Two Way (See interfaces). It is expected that the CAD system's fire incident management capabilities will be tightly coupled and integrated with Tablet Command.		Y	S					
CAD	854	Fire Incident Management	Ability to designate a unit as the Incident Commander.		Y	S					

CAD	855	Fire Incident Management	Ability to track the Transfer of Command from one Incident Commander to Another.	Y	S						
CAD	856	Fire Incident Management	Ability to visually distinguish the Incident Commander within the CAD system and Mobile (e.g., different color unit designator, unit suffix).	Y	S						
CAD	857	Fire Incident Management	Ability to track Fire/EMS Specific times and conditions to include:	Y	S						
CAD	858	Fire Incident Management	Fire Condition on Arrival	Y	S						
CAD	859	Fire Incident Management	Attack Strategy	Y	S						
CAD	860	Fire Incident Management	Occupation Status	Y	S						
CAD	861	Fire Incident Management	Patient Contact (Y/N)	Y	S						
CAD	862	Fire Incident Management	Time of Patient Contact	Y	S						
CAD	863	Fire Incident Management	CPR in Progress	Y	S						
CAD	864	Fire Incident Management	Other Department-defined criteria	N	NC						
CAD	865	Fire Incident Management	Ability to capture in defined fields Fire Ground Operations times to include:	Y	N/A						
CAD	866	Fire Incident Management	Command Established	Y	S						
CAD	867	Fire Incident Management	Water Supply Established	Y	S						
CAD	868	Fire Incident Management	RIC/RIT established	Y	S						
CAD	869	Fire Incident Management	Water on Fire	Y	S						
CAD	870	Fire Incident Management	Primary Search Completed	Y	S						
CAD	871	Fire Incident Management	Secondary Search Completed	Y	S						
CAD	872	Fire Incident Management	Other Department-defined criteria	N	NC						
CAD	873	Fire Incident Management	Ability to assign units to Incident Command Roles to include:	Y	N/A	C27					
CAD	874	Fire Incident Management	Incident Commander	Y	S						
CAD	875	Fire Incident Management	Operations	Y	S						
CAD	876	Fire Incident Management	Safety Officer	Y	S						
CAD	877	Fire Incident Management	Staging Officer	Y	S						
CAD	878	Fire Incident Management	Transportation Officer	Y	S						
CAD	879	Fire Incident Management	Strike Team Leader	Y	S						
CAD	880	Fire Incident Management	Other Department-defined criteria	N	NC						
CAD	881	Fire Incident Management	Ability to designate staging area(s).	Y	S	C28					
CAD	882	Fire Incident Management	Ability to temporarily locate a dispatched resource to a staging area.	Y	S	C29					
CAD	883	Fire Incident Management	Ability to group resources into ICS functional groupings to include:	Y	N/A	C30					
CAD	884	Fire Incident Management	Section	Y	S	C31					
CAD	885	Fire Incident Management	Branch	Y	S						
CAD	886	Fire Incident Management	Division	Y	S						
CAD	887	Fire Incident Management	Group	Y	S						
CAD	888	Fire Incident Management	Strike Team	Y	S						
CAD	889	Fire Incident Management	Task Force	Y	S						
CAD	890	Fire Incident Management	Department-defined group(s)	Y	S						
CAD	891	Mutual Aid	Explain the need to utilize mutual aid for units within and outside of CCSF jurisdiction.	N*	NC						
CAD	892	Mutual Aid	Ability to support automatic mutual aid within response plans.	Y	F						
CAD	893	Mutual Aid	Ability to support requested mutual aid within response plans.	Y	F						
CAD	894	Mutual Aid	Ability to maintain resource availability for mutual aid partners by Department.	Y	F						
CAD	895	Mutual Aid	Ability to uniquely identify mutual aid resources in the CAD system.	Y	F						
CAD	896	Mutual Aid	Ability to generate unit recommendations for mutual aid requests by requesting Department.	Y	F						
CAD	897	Mutual Aid	Ability to track resource usage for mutual aid units.	Y	F						
CAD	898	Mutual Aid	Ability to restrict the response of mutual aid units (e.g., a unit giving aid to SFFD will not be automatically recommended for a mutual aid request from a different mutual aid partner.)	Y	F						
CAD	899	Mutual Aid	Ability for the system to create a multi-jurisdictional mutual aid event (e.g., Task Force).	Y	F						
CAD	900	Incident Channel Assignments	Use Case: Each fire and EMS response is assigned one or more channels or talk groups that are used for on-scene and scene-to-dispatch communications. The system should automatically recommend the assignment of Control, Command, Tactical and other types of channels/talk groups as part of the dispatch process based on pre-defined parameters. The assignment of the channels may be based on incident type, incident location, or as a requested resource. The dispatcher should be able to view the status of all available and assigned channels to request a channel assignment by channel type (e.g., Command, Tactical). The system should automatically recommend the next available and appropriate channel(s), dispatchers can accept or modify the channel recommendation, and the channel is assigned to the incident. Dispatchers should also be able to assign any channel to an incident.	Y	S						
CAD	901	Incident Channel Assignments	Ability to recommend radio system talk groups and include the accepted recommendation in the dispatch information.	Y	S						
CAD	902	Incident Channel Assignments	Ability to recommend multiple talk groups by usage type (e.g., command, tactical) based on the event type.	Y	S						
CAD	903	Incident Channel Assignments	Ability to recommend an unlimited number of channels or talk groups for an event.	Y	S						
CAD	904	Incident Channel Assignments	Ability to modify the recommendation provided by the system prior to acceptance.	Y	S						
CAD	905	Incident Channel Assignments	Ability to automatically recommend talk groups at the discretion of the dispatcher (e.g., dispatcher can assign additional talk groups as required to support incident needs).	Y	S						
CAD	906	Incident Channel Assignments	Ability to designate a talk group or channel as unavailable.	Y	S						
CAD	907	Incident Channel Assignments	Ability to temporarily change a default talk group or channel assignment (e.g., all responses in Battalion 24 are going to use talk group 28 instead of talk group 24).	Y	S						
CAD	908	Incident Channel Assignments	Ability to assign any talk group or channel to an incident.	Y	S						
CAD	909	Incident Channel Assignments	Ability to display the current status and assignments of all talk groups from:	Y	N/A						
CAD	910	Incident Channel Assignments	CAD dispatch client	Y	S						
CAD	911	Incident Channel Assignments	Mobile client	Y	S						
CAD	912	Incident Channel Assignments	Ability to automatically recommend and or assign the appropriate number of talk groups based on:	Y	N/A						
CAD	913	Incident Channel Assignments	Type of incident	Y	S						
CAD	914	Incident Channel Assignments	Location of incident	Y	S						
CAD	915	Incident Channel Assignments	Type of talk group or channel required	Y	S						
CAD	916	Incident Channel Assignments	Assigned unit(s)	Y	S						
CAD	917	Incident Channel Assignments	Department-defined criteria	N	NC						
CAD	918	Incident Channel Assignments	Ability to assign a function to a talk group (e.g., water supply, staging, transport).	Y	F						
CAD	919	Incident Channel Assignments	Ability to release any talk groups assigned to an incident when an incident is closed.	Y	F						
CAD	920	Incident Channel Assignments	Ability to utilize the ASTRO25 Dynamic Regrouping capability to steer a radio subscriber unit to a designated talk group.	Y	F						

CAD	921	Incident Channel Assignments	Ability to automatically steer the radio subscribers of units assigned to an event to the assigned incident channel using Dynamic Regrouping.		Y	F								
CAD	922	Incident Channel Assignments	Ability for a dispatcher to manually steer a radio subscriber unit to a designated talk group using Dynamic Regrouping from within the CAD application.		Y	F								
CAD	923	Fire Resource Alerting	Use Case: When fire units are assigned to a call, the system shall automatically send alerts to system and devices to alert units and responders that they are being assigned to a response. The alert should include all the information that is pertinent to the response to include location, call type, command and tactical talk group assignments, other responding units, etc.		Y	S								
CAD	924	Fire Resource Alerting	Ability to notify units assigned to a response via:		Y	N/A								
CAD	925	Fire Resource Alerting	Fire Station Alerting system		Y	S								
CAD	926	Fire Resource Alerting	Fire station printers		Y	S								
CAD	927	Fire Resource Alerting	Station desktop clients		Y	S								
CAD	928	Fire Resource Alerting	Native CAD connect mobile devices (e.g., MDT, Tablet, Smartphone)		Y	S								
CAD	929	Fire Resource Alerting	Non CAD connected mobile devices via Everbridge (e.g., email, pager, smartphones, SMS)		Y	S								
CAD	930	Fire Resource Alerting	ASTRO25 subscriber unit		Y	S								
CAD	931	Fire Resource Alerting	Ability to know the status of a unit and only alert using the appropriate delivery vector.	<p><b>Use Case:</b> 1) A system that does not alert the fire station if the unit is out of the station must not use unit status as the method to determine if the unit is out of the station. 2) Additionally, if AVL is used, 'in station' must constitute several blocks around the fire station.</p> <p>1) After a call, the Engine 11 officer presses the AOR button. When arriving at the station, the Engine 11 officer neglects to press the AIQ button. Members are no longer in the engine monitoring the radio. If the station is not alerted the unit will miss the run.</p> <p>2) During morning check out, only the Truck 12 driver and tiller pull the truck out of the station. The standard position/location for the truck in the morning during check out requires the crew to drive one block to Parnassus, one block to Shrader, four blocks to 17th, one block to Stanyan, and three blocks back down to the front of Station 12 to park and check the truck. During this time, the rest of the crew is still in the station and not monitoring the radio. If the station is not alerted, they will not know to meet the truck outside.</p> <p>The SCRT team is moved to fire station 36's area. Based on the unit type, it should not be alerted at the fire station, only on the radio, even when inside the multi-block area that constitutes Station 36.</p>	Y	F								
CAD	932	Fire Resource Alerting	Ability to override unit status based on AVL proximity and time near station.		Y	F								
CAD	933	Fire Resource Alerting	Ability for the system administrator to configure the activation of the fire station alerting system on a per command basis.		Y	F								
CAD	934	Fire Resource Alerting	Ability to customize the format the output that prints on the fire station printer to include:		Y	N/A								
CAD	935	Fire Resource Alerting	Dispatch elements (e.g., location, comments, responders)		Y	S								
CAD	936	Fire Resource Alerting	Location of elements on the page		Y	S								
CAD	937	Fire Resource Alerting	Font style and size		Y	S								
CAD	938	Fire Resource Alerting	Map		A	S								
CAD	939	Fire Resource Alerting	Suggested route to incident location		A	S								
CAD	940	Fire Resource Alerting	Premise and hazard information		Y	S								
CAD	941	Fire Resource Alerting	Past Incidents		Y	S								
CAD	942	Fire Resource Alerting	Occupancy Information		Y	S								
CAD	943	Fire Resource Alerting	Department-defined criteria		A	S								
CAD	944	Fire Resource Alerting	Ability to send an alert to a unit when the unit is recommended for dispatch (prior to the acceptance of the recommendation by the dispatcher).		N	NC								
CAD	945	Fire Resource Alerting	Ability to generate an alert to a station when a unit is recommended for dispatch.		Y	F								
CAD	946	Fire Resource Alerting	Ability to manually activate the FSA system from within CAD without an associated dispatch for alerting and voice announcements by:		Y	N/A								
CAD	947	Fire Resource Alerting	All Stations		Y	S								
CAD	948	Fire Resource Alerting	Multiple operator selected stations		Y	S								
CAD	949	Fire Resource Alerting	Single operator selected station		Y	S								
CAD	950	Fire Resource Alerting	Predefined groups of stations (e.g., division, battalion)		Y	F								
CAD	951	Fire Resource Alerting	Ability to support transmitting and receiving acknowledgments between the FSA and CAD systems for inclusion in the CAD record.		Y	F								
CAD	952	Fire Resource Alerting	Ability to temporarily relocate a unit to an alternate station and alert that unit at that station without effecting unit recommendations (e.g., Battalion 1's default station is Station 2 but is attending a meeting at Station 5. Battalion 1 will still respond to all calls in Battalion 1's response area but the alert should be sent to Station 5).		Y	F								
CAD	953	Hydrant/Cistern Location and Status	Use Case: Water supply is critical to fire suppression activities. The system should present dispatchers and responders with critical information about water supply resources for each response.		Y	S								
CAD	954	Hydrant/Cistern Location and Status	Ability of the system to support:		Y	N/A								
CAD	955	Hydrant/Cistern Location and Status	Municipal fire hydrants		Y	S								
CAD	956	Hydrant/Cistern Location and Status	Private fire hydrants		Y	S								
CAD	957	Hydrant/Cistern Location and Status	Cisterns		Y	S								
CAD	958	Hydrant/Cistern Location and Status	Dry hydrants		Y	S								
CAD	959	Hydrant/Cistern Location and Status	Draft points		Y	S								
CAD	960	Hydrant/Cistern Location and Status	Department-defined water source type		Y	S								
CAD	961	Hydrant/Cistern Location and Status	Ability to display the locations of a water supply resources on the dispatch and mobiles maps.		Y	S								
CAD	962	Hydrant/Cistern Location and Status	Ability to visually distinguish the water supply resource type on the dispatch and mobile map by color or symbol.		Y	S								
CAD	963	Hydrant/Cistern Location and Status	Ability to include as text within the incident dispatch information the location of water supply resources (e.g., Closest Hydrant(s) are located at the intersection of X and Y Streets and A and B Avenues).		Y	S								
CAD	964	Hydrant/Cistern Location and Status	Ability to temporarily designate a resources as unavailable or out-of-service.		Y	S								
CAD	965	Hydrant/Cistern Location and Status	Ability to maintain display parameters and features including but not limited to:		Y	N/A								
CAD	966	Hydrant/Cistern Location and Status	Service status		Y	S								
CAD	967	Hydrant/Cistern Location and Status	Flow rate		Y	S								
CAD	968	Hydrant/Cistern Location and Status	Rated pressure		Y	S								
CAD	969	Hydrant/Cistern Location and Status	Type (e.g. single, double, high pressure, low pressure)		Y	S								
CAD	970	Hydrant/Cistern Location and Status	Water main size		Y	S								
CAD	971	Hydrant/Cistern Location and Status	Shutoff location(s) and distance		Y	S								
CAD	972	Hydrant/Cistern Location and Status	Capacity		Y	S								
CAD	973	Hydrant/Cistern Location and Status	Last test date		Y	S								

CAD	974	Hydrant/Cistern Location and Status	Water source		Y	S					
CAD	975	Hydrant/Cistern Location and Status	Owner		Y	S					
CAD	976	Hydrant/Cistern Location and Status	Department-defined parameter(s)		Y	S					
CAD	977	Fire Resource Management				N/A					
CAD	978	Covers/Move-Ups/System Status	Use Case: The Dispatch system shall provide the ability for designated users and dispatchers to be alerted by the system to move units to other locations for coverage during periods when resources are below Department-defined coverage requirement thresholds. The system should continually monitor CCSF-wide coverage and suggest move-ups and cover assignments to optimize the response time across CCSF. The automated move-up algorithm should take into consideration real-time and historical data, unit type, unit capabilities, the skills of the personnel assigned to the unit, previous work load, and station depth. Cover assignments are currently manual made and are the responsibility of one of the two on-duty Division Chiefs. The system should support both manual and automatic cover assignments and "cover-and-die" and "cover-and-move-up" algorithms. SFFD currently uses the DECCAN LiveMUM product to provide similar functionality to these requirements. If proposing a third-party system, SFFD desires to leverage the existing investment in LiveMUM.		Y	S					
CAD	979	Covers/Move-Ups/ System Status	Ability to temporarily reallocate or reassign one or more units in order to appropriately cover predetermined geographical response areas.		Y	S					
CAD	980	Covers/Move-Ups/ System Status	Ability to use predefined plans identify the most likely area(s) that the incident will likely occur based on past history to include:		Y	N/A					
CAD	981	Covers/Move-Ups/ System Status	Environmental factors		Y	S					
CAD	982	Covers/Move-Ups/ System Status	Historical data		Y	S					
CAD	983	Covers/Move-Ups/ System Status	Season		Y	S					
CAD	984	Covers/Move-Ups/ System Status	Time-of-day		Y	S					
CAD	985	Covers/Move-Ups/ System Status	Day-of-week		Y	S					
CAD	986	Covers/Move-Ups/ System Status	Ability to continually analyze the coverage levels, determine gaps in coverage, and recommend move-up, cover or posting assignments to provide optimal coverage based on a Department-defined response time target parameter (e.g., 4 minutes) by any combination of:		Y	S					
CAD	987	Covers/Move-Ups/ System Status	Pre-determined geographical area (e.g., Citywide, Division, Sector, Battalion)		Y	S					
CAD	988	Covers/Move-Ups/ System Status	User-defined ad hoc geographical area		Y	S					
CAD	989	Covers/Move-Ups/ System Status	Department		Y	S					
CAD	990	Covers/Move-Ups/ System Status	Discipline		Y	S					
CAD	991	Covers/Move-Ups/ System Status	Unit type		Y	S					
CAD	992	Covers/Move-Ups/ System Status	Time-of-day		Y	S					
CAD	993	Covers/Move-Ups/ System Status	Day-of-week		Y	S					
CAD	994	Covers/Move-Ups/ System Status	Other Department-defined criteria		Y	S					
CAD	995	Covers/Move-Ups/ System Status	Ability to automatically adjust the response time target parameter based upon unit availability (e.g., when the number of available units of a given type drops below a Department-defined threshold, the response time target moves from 4 to 6 minutes).		Y	S					
CAD	996	Covers/Move-Ups/ System Status	Ability for coverage requirements to be configurable by unit type to include:		Y	N/A					
CAD	997	Covers/Move-Ups/ System Status	Engines		Y	S					
CAD	998	Covers/Move-Ups/ System Status	Trucks		Y	S					
CAD	999	Covers/Move-Ups/ System Status	Chief Officers		Y	S					
CAD	1000	Covers/Move-Ups/ System Status	Transport ambulances		Y	S					
CAD	1001	Covers/Move-Ups/ System Status	Non-transport EMS resources		Y	S					
CAD	1002	Covers/Move-Ups/ System Status	Department-defined resource type(s)		Y	S					
CAD	1003	Covers/Move-Ups/ System Status	Ability for Dispatcher to accept or reject any recommendation.		Y	S					
CAD	1004	Covers/Move-Ups/ System Status	Ability for system to rescind the recommendation as resource availability changes when coverage requirements are reduced.		Y	S					
CAD	1005	Covers/Move-Ups/ System Status	Ability to manually enter move-ups into the system.		Y	S		C32			
CAD	1006	Covers/Move-Ups/ System Status	Ability to take into consideration mutual aid resources that are:		Y	N/A					
CAD	1007	Covers/Move-Ups/ System Status	Currently deployed within CCSF		Y	S					
CAD	1008	Covers/Move-Ups/ System Status	Not currently deployed but potentially available		Y	S					
CAD	1009	Covers/Move-Ups/ System Status	Ability to generate automatic notifications when the levels of available units drop below certain thresholds to designated:		Y	N/A					
CAD	1010	Covers/Move-Ups/ System Status	Dispatch workstations		Y	S					
CAD	1011	Covers/Move-Ups/ System Status	Controlling dispatcher		Y	S					
CAD	1012	Covers/Move-Ups/ System Status	Individuals		Y	S					
CAD	1013	Covers/Move-Ups/ System Status	Groups		Y	S					
CAD	1014	Covers/Move-Ups/ System Status	The ability to overlay the current coverage as a heatmap on the CAD map by resource type:		N	NC					
CAD	1015	Covers/Move-Ups/ System Status	All resources		N	NC					
CAD	1016	Covers/Move-Ups/ System Status	All fire suppression resources		N	NC					
CAD	1017	Covers/Move-Ups/ System Status	All EMS resources		N	NC					
CAD	1018	Covers/Move-Ups/ System Status	Engines only		N	NC					
CAD	1019	Covers/Move-Ups/ System Status	Trucks only		N	NC					
CAD	1020	Covers/Move-Ups/ System Status	Chief Officers only		N	NC					
CAD	1021	Covers/Move-Ups/ System Status	Transport ambulances only		N	NC					
CAD	1022	Covers/Move-Ups/ System Status	Non-transport EMS resources only		N	NC					
CAD	1023	Covers/Move-Ups/ System Status	Any available identified personnel characteristics		N	NC					
CAD	1024	Covers/Move-Ups/ System Status	Any available identified unit (e.g., capabilities and skills) characteristics		N	NC					

CAD	1025	Cross Staffing	Use Case: SFFD makes use of unstaffed, cross-staffed and multi-function units. The CAD system should be able to recommend unstaffed units (e.g., surf rescue, special units, fire boats) that may not be staffed with rostered personnel but are staffed by personnel assigned to other units or by members that have been recalled as well as units that provide multiple functions (e.g., fire suppression and EMS).	<p>User Story #1: <u>Fire Boat Cross-Staffing</u>.                  The fire boats are cross-staffed by specific units in a predefined order (e.g., E35, E08, E13, E29). If those engines are unavailable, then the next available engine is sent. The location of the incident will also affect which engine will respond to cross-staff the fire boat and which will respond to the incident. CAD will allow for multiple cross-staffing options based on the department's policy decisions, which may include cross-staffing based on the box card system, AVL, skill, incident location, pre-defined order, or any combination of these options.</p> <p>User Story #2: A pier fire response is sent, which includes a fire boat cross-staffed with an engine. E35 is out for service on another call. CAD will send the fire boat that is cross-staffed with the appropriate engine, while all other units are sent to the incident location based on run card order or AVL. CAD will allow for multiple cross-staffing options based on the department's policy decisions, which may include cross-staffing based on the box card system, AVL, skill, incident location, pre-defined order, or any combination of these options.</p> <p>User Story #3: The fire boat is cross-staffed with an engine. The rescue water craft are cross-staffed with specific units, while all other units are sent to the incident location based on run card order or AVL. CAD will allow for multiple cross-staffing options based on the department's policy decisions, which may include cross-staffing based on the box card system, AVL, skill, incident location, pre-defined order, or any combination of these options.</p>	A	S						
CAD	1026	Cross Staffing	Ability for system to recommend unstaffed units (e.g., surf rescue, special units, fire boats) that may not be staffed with rostered personnel but are staffed by personnel assigned to other units or by members that have been recalled.		Y	S						
CAD	1027	Cross Staffing	Ability to cross staff units to include station and unit based cross staffing.		Y	S						
CAD	1028	Cross Staffing	Ability to cross staff units to include support for crew counting.		Y	S						
CAD	1029	Cross Staffing	Ability for crews to jointly staff more than one available unit. When one unit responds, the other unit(s) is placed out of service.		Y	S						
CAD	1030	Cross Staffing	Ability to cross-staff units using a skills based algorithm (e.g., Dive boat needs a diver, send the closest company regardless of type that has a diver on duty)		Y	S						
CAD	1031	Cross Staffing	Ability for system to recognize that if the units required to cross-staff a unit are not available, then that unit is removed and the dispatcher is notified.	<u>User Story:</u> Rescue boat 1 is cross-staffed by engine 16 and/or truck 16. If neither unit is available then RB1 is not sent on the call. CAD will remove the unstaffed unit and alert the dispatcher.	A	S						
CAD	1032	Cross Staffing	Ability to maintain a pooled list of units that can cross-staff a unit (e.g., only E1, E2, L3 can be used to staff FB1) and recommend the closest available unit.		Y	S						
CAD	1033	Cross Staffing	Ability to maintain an ordered list of units and unit types that can cross-staff a unit (e.g., only E1, R1, R2 can cross-staff HAZMAT1, recommend them in the order specified based on availability. If E1, R1, and R2 are not available, then send the next due unit type that is eligible to cross staff the unit).	<u>User Story:</u> The multi-casualty unit is cross staffed by E04, E25, or E29 (in that order). If those engines are unavailable then the nearest engine to fire station 4 is sent. In this instance, after the first three engines are not available, CAD will recommend the closest engine to station 4.	Y	S						
CAD	1034	Cross Staffing	Ability to prioritize the order in which a cross-staffing assignment is made (e.g., fill the response plan, then fill the cross-staff assignment or vice versa) by individual units within the pool or ordered list.		Y	F						
CAD	1035	Cross Staffing	Ability to alert the dispatcher that the resources required to cross-staff a unit are not available and they must manually assign a unit (e.g., only E1, R1, R2 can cross-staff HAZMAT1 and they are all unavailable).		Y							
CAD	1036	Cross Staffing	Ability to dispatch the unit(s) providing the cross staffing to the location of the unit they will be cross staffing (vs. the location of the event) and have that location be used for alerting, dispatching, mapping, routing and unit recommendations.		Y	F						
CAD	1037	Cross Staffing	Ability to automatically adjust the roster/riding list for all units being cross-staffed.		Y	F						
CAD	1038	Cross Staffing	Ability to restrict the units available to cross staff a unit by a radius or geographic boundary.		Y	F						
CAD	1039	Cross Staffing	Ability for unit availability to be based on minimum unit staffing (e.g., a paramedic engine may not be available for an EMS response if the paramedic goes with a transport ambulance but may still be available for fire suppression responses if it meets the minimum crew size).		Y	F						
CAD	1040	Cross Staffing	Ability to dispatch additional units to meet a minimum certification level, skill set, and/or equipment set.		Y	F						
CAD	1041	Alternate Response Plans	Use Case: During periods of extremely high resource demands, SFFD reverts to reduced or "modified" response plans. The modified response changes the dispatch levels to an alternative sets of response plans. Examples of situations include but are not limited to severe weather, major incidents, disasters, Mass Casualty Incidents (MCIs), acts of terrorism, and low resource levels.		Y	S						
CAD	1042	Alternate Response Plans	Ability to provide alternate response plans that modify baseline response plans based on special conditions by:		Y	N/A						
CAD	1043	Alternate Response Plans	Call type		Y	S						
CAD	1044	Alternate Response Plans	Geographic location		Y	S						
CAD	1045	Alternate Response Plans	Time of day		Y	S						
CAD	1046	Alternate Response Plans	Day of Week		Y	S						
CAD	1047	Alternate Response Plans	Ability to support static alternate response plans		Y	S						
CAD	1048	Alternate Response Plans	Ability to support dynamic reductions in response plans (e.g., reduce all responses by 2 engines and 1 truck).		Y	S						
CAD	1049	Alternate Response Plans	Add ability to override a response plan for incidents on a case-by-case basis.		Y	S						
CAD	1050	Alternate Response Plans	Ability to define minimum response levels (e.g., if a response plan called for 1 truck and the dynamic reduction was reduce all responses by 1 truck, the modified response plan could define a minimum of 1 truck required).		Y	S						
CAD	1051	Alternate Response Plans	Ability to dynamically modify the response based on the severity of the call and resource availability (e.g., for non-life-threatening responses, transport ambulance may not be sent to the patient until adequate ambulances are available).		Y	S						
CAD	1052	Alternate Response Plans	Ability to activate alternate response plans for a designated area based on:			N/A						
CAD	1053	Alternate Response Plans	Pre-defined geographical areas (e.g., citywide, division, battalion, special event boundary)		Y	S						
CAD	1054	Alternate Response Plans	Geographical areas proximal to an active event (e.g., box response areas, special events)		Y	S						
CAD	1055	Alternate Response Plans	User-defined ad hoc geographical area		A	S						
CAD	1056	EMS Hospital Destination Decision Support				N/A						

CAD	1057	Hospital Status	Use Case: Tracking hospital diversion status is critical for determining the transport destination of a patient. The system must be able to provide EMS transport ambulances with the current status of each of the hospitals within the EMS system.	A	S				
CAD	1058	Hospital Status	Ability to track and display the status of each ECF in real-time to include:	N	NC				
CAD	1059	Hospital Status	Diversion status	N	NC				
CAD	1060	Hospital Status	ECF type (e.g., trauma, stroke, STEMI, burn centers)	N	NC				
CAD	1061	Hospital Status	ECF capability availability (e.g., MRI unavailable)	N	NC				
CAD	1062	Hospital Status	Average crew turn-around time	N	NC				
CAD	1063	Hospital Status	Special conditions (e.g., use of alternate entrance into the facility)	N	NC				
CAD	1064	Hospital Status	Ability to provide a dedicated, secure Internet portal that allows hospitals to exchange status and other information to support daily and crisis operations.	N	NC				
CAD	1065	Hospital Status	Ability to interface to the existing ReddNet system to obtain the required information to maintain an internal status table.	N	NC				
CAD	1066	Hospital Status	Ability to provide additional routing or special instructions that may be required (e.g., an emergency room may be under construction and the ambulance may need to use an alternative entry point, proceed directly to cath lab).	N	NC				
CAD	1067	Hospital Recommendation	Use Case: EMS transport ambulances transport patients to an appropriate Emergency Care Facility (ECF) based on a number of factors in addition to the relative location of the patient to the facility. The system should facilitate assisting EMS crews in determining the closest, available, and appropriate facility.	N	S				
CAD	1068	Hospital Recommendation	Ability to recommend appropriate hospital(s) based on real-time and static parameters.	N	NC				
CAD	1069	Hospital Recommendation	Ability to track the number of available beds at each ECF by type.	N	NC				
CAD	1070	Hospital Recommendation	Ability to use the established point-of-entry protocol to take into consideration any combination of:	N	NC				
CAD	1071	Hospital Recommendation	Location	N	NC				
CAD	1072	Hospital Recommendation	Estimated travel time to destination	N	NC				
CAD	1073	Hospital Recommendation	Level of care required and available	N	NC				
CAD	1074	Hospital Recommendation	Hospital diversion status	N	NC				
CAD	1075	Hospital Recommendation	Specialized capabilities (e.g., hyperbaric chamber, trauma, stroke, STEMI center)	N	NC				
CAD	1076	Hospital Recommendation	Static rotations	N	NC				
CAD	1077	Hospital Recommendation	Turnaround time	N	NC				
CAD	1078	Hospital Recommendation	Bed availability	N	NC				
CAD	1079	Hospital Recommendation	Department-defined criteria	N	NC				
CAD	1080	Hospital Recommendation	Ability to provide a warning to unit if crew selects a hospital that is not recommended based on the configured parameters.	N	NC				
CAD	1081	Hospital Recommendation	Ability to notify the controlling dispatcher and/or supervisor if a crew selects an alternate hospital recommendation.	N	NC				
CAD	1082	Hospital Recommendation	Ability to require the entry of a reason for not accepting one of the recommended destinations.	N	NC				
CAD	1083	MCI Patient Tracking			N/A				
CAD	1084	Patient Tracking	Use Case: The tracking of the injured at a major incident is critical to the treatment of patients and the reunification of family members. The regional ReddNet system does include a patient tracking component that is currently not utilized. The system should have the ability facilitating the process for both emergency responders and hospitals to track the transport of patients during a Mass Casualty Incident (MCI) or other large-scale incidents when a triage system is used to evaluate a patient's injuries, prioritize treatment, and provide transport to medical facilities for those who require transport and support the efficient and accurate tracking of the number of injured, as well as the status and location of each victim.	N	S				
CAD	1085	Patient Tracking	Ability to monitor the number of available beds by capability (e.g., red, yellow).	N	S				
CAD	1086	Patient Tracking	Ability to monitor the number of patients transported to each receiving facility.	N	S				
CAD	1087	Patient Tracking	Ability to suggest the next available facility to the Transport Officer.	N	S				
CAD	1088	Patient Tracking	Ability to maintain data on multiple patients and multiple destinations.	N	NC				
CAD	1089	Patient Tracking	Ability for dispatchers to track and list patients based on information transmitted by radio, phone or other technology including mobile devices.	N	NC				
CAD	1090	Patient Tracking	Automated data entry technologies that leverage the information pre-printed on the triage tag (e.g., QR-code, barcode, OCR).	N	NC				
CAD	1091	Patient Tracking	Ability to track the following identifying fields in a database to include:	N	NC				
CAD	1092	Patient Tracking	Triage tag number	N	NC				
CAD	1093	Patient Tracking	Triage color	N	NC				
CAD	1094	Patient Tracking	Name	N	NC				
CAD	1095	Patient Tracking	Age	N	NC				
CAD	1096	Patient Tracking	Date of birth	N	NC				
CAD	1097	Patient Tracking	Gender	N	NC				
CAD	1098	Patient Tracking	Physical description	N	NC				
CAD	1099	Patient Tracking	Transporting unit number	N	NC				
CAD	1100	Patient Tracking	Destination facility	N	NC				
CAD	1101	Patient Tracking	Disposition	N	NC				
CAD	1102	Patient Tracking	Ability for field and dispatch personnel to query the database using any identifying field.	N	NC				
CAD	1103	Other CAD Functionality			N/A				
CAD	1104	Notifications (Paging)	Use Case: The system supports sending notifications to specific users, groups of users, and roles based on Department-defined criteria in a call for service.	Y	S				
CAD	1105	Notifications (Paging)	Ability to send notifications via SMTP.	Y	S				
CAD	1106	Notifications (Paging)	Ability to send notifications via CCSF's Everbridge system.	Y	S				
CAD	1107	Notifications (Paging)	Ability to send notifications to an ASTRO25 subscriber unit.	Y	S				
CAD	1108	Notifications (Paging)	Ability to automatically generate notifications based on any combination of the following:	Y	N/A				
CAD	1109	Notifications (Paging)	Specific incident types	Y	S				
CAD	1110	Notifications (Paging)	Dispatched unit(s)	Y	S				
CAD	1111	Notifications (Paging)	Specific locations	Y	S	C33			
CAD	1112	Notifications (Paging)	Pre-defined geographical areas	Y	S	C34			
CAD	1113	Notifications (Paging)	Alarm levels	Y	S	C35			
CAD	1114	Notifications (Paging)	Incident locations	Y	S				
CAD	1115	Notifications (Paging)	Time of day	Y	S				
CAD	1116	Notifications (Paging)	Day of week	Y	S				
CAD	1117	Notifications (Paging)	Ability to manual generate and send a notification.	Y	S				
CAD	1118	Notifications (Paging)	Ability to define pre-canned messages that can be sent as a notification.	Y	S				

CAD	1119	Notifications (Paging)	Ability for automatic or manual notifications can be sent to:		Y	N/A													
CAD	1120	Notifications (Paging)	Individuals		Y	S													
CAD	1121	Notifications (Paging)	Groups		Y	S													
CAD	1122	Notifications (Paging)	Roles (individuals may change depending on who is on shift)		Y	S													
CAD	1123	Job Aids	<p>Use Case: Job Aids are designed to assist communications center personnel by presenting event type specific guidance to the dispatcher. The Job Aid is intended to be locally developed content that may include SOPs or checklists that guide communications personnel. The automatic presentation of a job aid should be configurable such that when a high-risk or low-frequency event occurs, the Job Aid is automatically presented. In other cases the dispatcher can view the availability of a Job and if desired can access the job aid through a hot-key, button, or command line action. Dispatcher may also conduct a keyword search that will search help files, Job Aids and Contact List.</p> <p>The Contact List is intended to provide communications center personnel with a "Rolodex" of information to include phone numbers of contacts that are available when personnel are required to place outbound phone calls or pages to individuals or groups of individuals that are not assigned to a unit. Ideally, the contact list is interfaced to the phone system to create a point-and-click capability for outbound calling. The system shall provide tools to create and maintain the Job Aids and Contact List.</p>	<b>User Story:</b> Units are responding to a cliff rescue. Additional call information needs to be sent to the batt chief. Using a contact list, a message is sent by the dispatcher through the CAD client to the battalion chief's cell number and/or the battalion chief's prelisted private cell phone number. If a unit is not logged into the CAD system and needs to be contacted, dispatcher can use the CAD client to find the officer through the contact list and send a message to a department and/or prelisted private cell phone.	Y	S													
CAD	1124	Job Aids	The ability to display agency-developed job aids (e.g., SOP, checklist).		Y	F													
CAD	1125	Job Aids	Ability to automatically display job aids at event creation or other trigger points based upon:		N	NC													
CAD	1126	Job Aids	Event type		Y	F													
CAD	1127	Job Aids	Location		A	F													
CAD	1128	Job Aids	Change of alarm level		Y	F													
CAD	1129	Job Aids	Emergency alarm activation		N	NC													
CAD	1130	Job Aids	Disposition type		A	F													
CAD	1131	Job Aids	Other Department-defined criteria		N	NC													
CAD	1132	Job Aids	Ability to store information in a searchable index ("info file").		N	NC													
CAD	1133	Job Aids	Ability to edit (with appropriate privileges) online help files.		N	NC													
CAD	1134	Job Aids	Ability to access the searchable index from within the CAD application.		Y	F													
CAD	1135	Job Aids	Ability to maintain a list of contacts (names and contact information).		Y	F													
CAD	1136	Job Aids	Ability to create new contacts.		Y	F													
CAD	1137	Job Aids	Ability to search the contact list.		Y	F													
CAD	1138	Job Aids	Ability to click on a contact to generate an outbound call.		N	NC													
CAD	1139	Job Aids	Ability to provide context-specific help files.		N	NC													
CAD	1140	Job Aids	Ability to embed hyperlinks in the job aids.		Y	F													
CAD	1141	Job Aids	Ability to attach files to the job aids (e.g., documents, videos and photos).		Y	F													
CAD	1142	Remote Access	Use Case: The CAD system supports security-controlled, encrypted remote web-based access by users outside of the communications center. Access includes permission-based views of CAD system data by certain workstations and/or individuals.		N	S													
CAD	1143	Remote Access	Ability to support a secure (encrypted) web-based remote access of the CAD application by users outside of the communications center.		N	NC													
CAD	1144	Remote Access	Ability to support a full-featured (all the features and capabilities of the communications center desktop client) secure (encrypted) web-based remote access of the CAD application by users outside of the communications center.		N	NC													
CAD	1145	Remote Access	Ability to support Multi-Factor Authentication for remote CAD access.		Y	P													
CAD	1146	Remote Access	Ability to provide security provisions to control remote access to the CAD application.		A	P													
CAD	1147	Remote Access	Ability for security provisions to include permission-based views of CAD system data by:		Y	N/A													
CAD	1148	Remote Access	Workstations		Y	S													
CAD	1149	Remote Access	Roles		Y	S													
CAD	1150	Remote Access	Individuals		Y	S													
CAD	1151	CAD Catch-Up	Use Case: CAD can recover missed information resulting from the interruption of CAD services, allowing the Department to enter activity data performed during the interruption of service. Once the system is restored, all CAD information can be entered manually. Since the times captured while entering an event manually are later than the actual event, users can manually update the CFS event times.		Y	S													
CAD	1152	CAD Catch-Up	Ability to manually enter information that was missed due to an interruption in CAD services:		Y	N/A													
CAD	1153	CAD Catch-Up	Activity data		Y	S													
CAD	1154	CAD Catch-Up	Call comments		Y	S													
CAD	1155	CAD Catch-Up	Activity timestamps		Y	S													
CAD	1156	CAD Catch-Up	Ability to capture system-generated timestamps reflecting the time an operator retroactively entered information as well as manually entered timestamps.		Y	S													
CAD	1157	Geo-fences	Use Case: Geo-fencing refers to the function of defining a geospatially-defined area ("Geo-fence") on a map to trigger alerts or initiate action when the AVL system reports resources entering or leaving the geo-fenced area. The system shall support location reporting from mobile clients and other devices, including radio units, vehicles, cellular devices, and external location systems. The ability to alert, record and play back these actions is critical to operations, operations review and post action support. As an example, if a law enforcement agency is interested in activity within a specific area, a geographic boundary is created within the system. Based on Department-defined criteria, a unit crossing the geo-fence or an event created within the geo-fenced area will generate an alert to the authorized users.		Y	S													
CAD	1158	Geo-fences	Ability to create and maintain geo-fenced areas.		Y	S													
CAD	1159	Geo-fences	Ability to create multiple geo-fences.		Y	S													
CAD	1160	Geo-fences	Ability to create overlapping geo-fences.		Y	S													
CAD	1161	Geo-fences	Ability to enable/disable the display on the CAD or Mobile map any geo-fenced area on any CAD connected client.		A	S													
CAD	1162	Geo-fences	Ability to uniquely identify a geo-fence (e.g., label, name)		Y	S													
CAD	1163	Geo-fences	Ability for an authorized user to create an ad hoc geo-fence.		Y	S													
CAD	1164	Geo-fences	Ability to associate a geo-fence with an event.		Y	S													
CAD	1165	Geo-fences	Ability to record in the event record any time a unit crosses a geofence that is associated with an event.		Y	S													

CAD	1166	Geo-fences	Ability to use a geo-fence associated with an event to change unit status (e.g., change unit status to arrived for any unit assigned to the event that crosses into the geo-fence area) based on Department-defined criteria.	N	NC						
CAD	1167	Geo-fences	Ability to generate an alert when a unit enters or leaves an established geo-fence to:	Y	N/A						
CAD	1168	Geo-fences	Any dispatch client	Y	S						
CAD	1169	Geo-fences	Authorized/selected dispatch clients	Y	S						
CAD	1170	Geo-fences	Any mobile client	Y	S						
CAD	1171	Geo-fences	Authorized/selected mobile clients	Y	S						
CAD	1172	Geo-fences	Unit crossing the geo-fence	Y	S						
CAD	1173	Geo-fences	Authorized/selected non-dispatch desktop clients	Y	S						
CAD	1174	Geo-fences	External devices (e.g., SMS, email)	Y	S						
CAD	1175	Geo-fences	Ability to generate an alert when an event is created within an established geo-fence to:	A	N/A						
CAD	1176	Geo-fences	Any dispatch client	A	S						
CAD	1177	Geo-fences	Authorized/selected dispatch clients	A	S						
CAD	1178	Geo-fences	Dispatch client creating the event	A	S						
CAD	1179	Geo-fences	Any mobile client	A	S						
CAD	1180	Geo-fences	Authorized/selected mobile clients	A	S						
CAD	1181	Geo-fences	Units within the geo-fence	Y	S						
CAD	1182	Geo-fences	Authorized/selected non-dispatch desktop clients	A	S						
CAD	1183	Geo-fences	External devices (e.g., SMS, email)	A	S						
CAD	1184	Geo-fences	Ability for authorized users to enable/disable an established geo-fence	Y	F						
CAD	1185	Geo-fences	Ability for all activity related to geo-fence to be included in the system's audit log.	Y	F						
CAD	1186	Notifications (Paging)	System shall throw an error that prevents a CAD message from sending when sender mis-types ("") at the end of message.	Y	F						
CAD	1187	Unit Assignment	System shall allow for the splitting of two person Units into two and provide the ability to assign either unit to different assignments.	N	NC						
CAD	1188	Address Book (Info File)	System shall provide the ability create hyperlinks to other entries in the Address book. (Example: the entry about "K9's" might include a hyperlink to each "allied agency" that has a K9. So they don't have to perform a second search to look up the phone number of that other agency.)	N	NC						
CAD	1189	Electronic Cards	System shall provide electronic cards capability.	N	NC						
CAD	1190	Training Environment	Training environment shall have the ability to have mock returns for reading CLETS returns practice.	N	NC						
CAD	1191	Create/Incoming Run Viewer	System shall provide the ability to see a run still being created by another call taker who has NOT yet sent up the call for dispatch. [i.e. Ability to view what the call takers are typing while it is in progress and before it is submitted].	N	NC						
CAD	1192	Enhancements Timeline	Solution shall include a more definite time table per item requested with either dates or projected quarter ranges for release.	N	NC						
CAD	1193	N/A	N/A	N	NC						
CAD	1194	N/A	N/A	N	NC						
CAD	1195	DVRS	System shall provide the ability to show DVRS indicators in the CAD. Status text messages is the DVRS enabled or disabled at the scene. This status should be displayable in CAD.	Y	F						
CAD	1196	Radio Location	Radio location data going into CAD. Filter by dept. unit type, alias, incident battalion division. Darea etc.	N	NC						
CAD	1197	Location Verification	3rd location available as an option for an incident.	N	NC						
CAD	1198	Unit Activity Tracking	Supervisors shall be able to have a printable list of all case numbers drawn on a particular shift to verify the reports have been completed.	Y	F						
CAD	1199	Rostering/Logon	System shall provide the ability to change vehicles when one breaks down and allow the user to log in to a different vehicle and MDT.	Y	F						
CAD	1200	Call Priorities	System shall support call priorities of A, B, C, and I.	Y	F						
CAD	1201	UI/UX	System shall have the ability to send up calls for service, specifically TIED – multi service events without having to open a form window.	Y	F						
CAD	1202	UI/UX	Should be able to handle all CLETS queries without a form window, form window is the backup method used, not the preferred method as utilized today.	Y	F						
CAD	1203	UI/UX	Command line should be a separate window on its own	Y	F						
CAD	1204	UI/UX	Command line/window should have the ability to be placed anywhere on the display monitor at the discretion of the user, separate and in addition to the main call taking GUI. And be able to have the window size adjusted by the user.	Y	F						
CAD	1205	Emergency Messaging	Emergency activation is a high priority message and not a pop up that appears and disrupts workflow due to losing cursor focus.	Y	F						
CAD	1206	UI/UX	The system shall maintain cursor focus in the Command Line or the Create Incident Windows (or any chosen window) while scrolling through other windows (like reading an incident or reading a CLETS return).	Y	F						
CAD	1207	UI/UX	System shall allow for configurations changes to be made to help limit mouse dependency	Y	F						
CAD	1208	CAD Mapping	The CAD Dispatch Map shall have alignment with the CAD Mobile Map.	N	NC						
CAD	1209	CAD Mapping	The map should display overlapping location circles (radius) for ALL W911, WPH2, & RapidSOS so that the Dispatcher and Field Units can see all of the data at the same time and make an informed decision about what the actual location might be.	N	NC						
CAD	1210	UI/UX	System shall include the ability to log every transaction made at that terminal, including any commands made by a mouse. (User shouldn't have to switch Tabs in order to find information, instead there should be one running log in the Command Line.)	N	NC						
CAD	1211	N/A	N/A								
CAD	1212	UI/UX	If configured by System Administrator as a single independent Command Line work space, that work space must have an audit of activity, and record and display all the activity (mouse and keyboard) the Dispatcher has done. Examples: After each transaction, the Status Information Bar should display whether the transaction was Processed or Rejected. This line needs to display: the CAD #, what the transaction was (command or radio code), unit id's that it affected, time stamp, and if rejected then what the error was. (Currently, it only records transactions that were typed into the Command Line, and no transactions completed with a mouse, and no transactions completed in the Primary Work Area or Work Assist Area that were done by a keyboard.)	N	NC						

CAD	1213	UI/UX	Command Line should show a running history of typed entries, without having to press the down arrow (as the starting point) to display the prior transactions. A relevant number of prior transactions should be visible.		A	NC							
CAD	1214	UI/UX	New Incidents show in Reverse Color until it has been read by the controlling dispatcher. After reading it turns into normal colors.		N	NC							
CAD	1215	UI/UX	Supplemental Updates must show in Reverse Color until read. (Currently it flashes.)		A	F							
CAD	1216	UI/UX	The Control Channel and Box # need to be configurable for viewing in the Pending and Active Calls List.		Y	F							
CAD	1217	UI/UX	When you open an incident, the Control Channel, Box #, Sector need to be readily visible at the top of the run.		Y	F							
CAD	1218	UI/UX	System should limit the number of Independent Command Line tabs that can be open utilizing back end configuration, ex. a System Admin can limit the number that can be open from 1-18.		N	NC	C36						
CAD	1219	UI/UX	There should be no need to move/toggle/tab between the independent command line and the windows to execute a transaction. The user should be able to complete an entire transaction in the Command Line. System should be configurable to have the Primary Work Area and Work Assist Area hidden so that the window just shows the Independent Command Line.		N	NC							
CAD	1220	Collect Incident Information	Must have the ability to add a clickable reference link for picture, video or other multimedia to a CAD incident from handheld devices. Only accepting media under a department defined size and format.		Y	F							
CAD	1221	UI/UX	Supplemental flags appear when a supplement or change in the call occurs. This supplemental flag should only go away once the controlling dispatcher has read the supplement, and should clear the		Y	F							
Mobile	1	General Mobile Requirements	Use Case: N/A			N/A							
Mobile	2	General Mobile Requirements	Ability to log all mobile activities (e.g., chats, queries, uploads/downloads of field reports) with the following information:		Y	N/A							
Mobile	3	General Mobile Requirements	Department		Y	S							
Mobile	4	General Mobile Requirements	Date and time of transmission		Y	S							
Mobile	5	General Mobile Requirements	Mobile terminal ID		Y	S							
Mobile	6	General Mobile Requirements	User ID		Y	S							
Mobile	7	General Mobile Requirements	Unit ID		Y	S							
Mobile	8	General Mobile Requirements	IP address		N	NC							
Mobile	9	General Mobile Requirements	Computer name (domain name of the workstation)		Y	S							
Mobile	10	General Mobile Requirements	Vehicle ID		Y	S							
Mobile	11	General Mobile Requirements	GPS location of mobile client/device		Y	S							
Mobile	12	General Mobile Requirements	Ability to provide an alert if mobile is receiving negative response from CAD system (no connection to CAD):		Y	N/A							
Mobile	13	General Mobile Requirements	Visual		Y	S							
Mobile	14	General Mobile Requirements	Audible		N	NC							
Mobile	15	General Mobile Requirements	Ability to continuously attempt to reconnect to CAD system or mobile server in the event connectivity is lost.		Y	F							
Mobile	16	General Mobile Requirements	Ability to save data (e.g., queries and query returns) such that a user can resume operations upon reconnection following a period of dysconnectivity.		Y	F							
Mobile	17	General Mobile Requirements	Ability to support a user-initiated download of software/files at logon without interfering with operational performance.		Y	F							
Mobile	18	General Mobile Requirements	Ability to support an automatic download of software/files at logon without interfering with operational performance.		Y	F							
Mobile	19	General Mobile Requirements	Ability to upgrade and configure the Mobile application remotely.		Y	F							
Mobile	20	General Mobile Requirements	Ability to meet all CJIS requirements (including data encryption requirements per FIPS 140-2 for the transport and storage of data).		Y	F							
Mobile	21	Mobile Application User Interface	Use Case: The mobile application provides an intuitive and easily navigated user interface that supports input via touch screen, command line and data entry masks. The user interface can be configured for different types of users or Departments (e.g., police versus fire) and can adapt to multiple form factors.		A	S							
Mobile	22	Mobile Application User Interface	Ability to accept input from:		Y	N/A							
Mobile	23	Mobile Application User Interface	Keyboard and touchpad		Y	S							
Mobile	24	Mobile Application User Interface	Barcode reader		Y	S							
Mobile	25	Mobile Application User Interface	Card swipe reader (2016 AAMVA DL/ID Card Design Standard compliant)		Y	S							
Mobile	26	Mobile Application User Interface	QR code		Y	S							
Mobile	27	Mobile Application User Interface	Command entries on a command line		Y	S							
Mobile	28	Mobile Application User Interface	Function keys (e.g., F1,F2)		Y	S							
Mobile	29	Mobile Application User Interface	Point-and-click devices		Y	S							
Mobile	30	Mobile Application User Interface	Touchscreen		Y	S							
Mobile	31	Mobile Application User Interface	Voice recognition		N	NC							
Mobile	32	Mobile Application User Interface	Ability to configure the Mobile user interface differently for different types of users (e.g., law enforcement, fire suppression, EMS, supervisor).		Y	S							
Mobile	33	Mobile Application User Interface	Ability for users to configure the following features of their own Mobile displays:		Y	N/A							
Mobile	34	Mobile Application User Interface	Font color		N	NC							
Mobile	35	Mobile Application User Interface	Font size		Y	S							
Mobile	36	Mobile Application User Interface	Day/night mode		Y	S							
Mobile	37	Mobile Application User Interface	Audible alerts		Y	S							
Mobile	38	Mobile Application User Interface	Ability for default colors to be "color-blind friendly."		Y	F							
Mobile	39	Mobile Application User Interface	Ability to store a user profile for automatic Mobile display configuration upon application logon.		Y	F							
Mobile	40	Mobile Application User Interface	Ability to allow users to return to application default settings.		N	NC							
Mobile	41	Mobile Application User Interface	Ability for dispatch data to be updated in real-time without user intervention (e.g., events, unit statuses, comments) (Automatic Refresh)		Y	F							
Mobile	42	Mobile Application User Interface	Ability for each Department to disable automatic screen refreshes.		N	NC							
Mobile	43	Mobile Application User Interface	Ability for each Department to determine the type of information that triggers an automatic refresh to open events when new information is available by:		N	NC							
Mobile	44	Mobile Application User Interface	The change of any field that is defined in the system and visible on the mobile client (e.g., location, event type, priority)		Y	S							
Mobile	45	Mobile Application User Interface	The addition of a comment		Y	S							
Mobile	46	Mobile Application User Interface	Other Department-defined criteria		N	NC							
Mobile	47	Mobile Application User Interface	Ability for each Department to configure the interval between refreshes.		N	NC							
Mobile	48	Mobile Application User Interface	Ability to receive updated dispatch information (e.g., location, suspect, pictures, vehicle information, medical updates) without interrupting or overlaying the current screen.		Y	F							

Mobile	49	Mobile Application User Interface	Ability for new information to be visually distinct from information previously reviewed by Mobile user (e.g., text color, highlighting).		Y	F							
Mobile	50	Mobile Application User Interface	Ability to "pin" an incoming event update so that it remains on the screen."		Y	F							
Mobile	51	Mobile Application User Interface	Ability for users to configure the following types of alerts when new information is available:		Y	N/A							
Mobile	52	Mobile Application User Interface	Visual		Y	S							
Mobile	53	Mobile Application User Interface	Audible		Y	S							
Mobile	54	Mobile Application User Interface	Ability for each Department to designate what audible and/or visual alerts can be enabled or disabled by the user on the mobile client.		Y	F							
Mobile	55	Mobile Application User Interface	Ability for each Department to define the types of alerts that are active (e.g., disable loss of connectivity but enable new dispatch) on the mobile client.		Y	F							
Mobile	56	Mobile Application User Interface	Ability to provide a day/night mode for use under different lighting conditions.		Y	F							
Mobile	57	Mobile Application User Interface	Ability for each Department to configure the mobile client to automatically switch between day and night mode based on:		N	NC							
Mobile	58	Mobile Application User Interface	Ambient light		N	NC							
Mobile	59	Mobile Application User Interface	Time-of-day		N	NC							
Mobile	60	Mobile Application User Interface	Ability for each Department to disable the mobile client from automatically switching between day and night mode.		N	NC							
Mobile	61	Mobile Application User Interface	Ability for each Department to create on screen buttons for frequently used functions uniquely configurable by discipline (e.g., on scene, clear, AOR).		Y	F							
Mobile	62	Mobile Application User Interface	Ability to map an on screen button to a function key.		Y	F							
Mobile	63	Mobile Application User Interface	Ability to adapt to multiple form factors:		Y	N/A							
Mobile	64	Mobile Application User Interface	Laptops		Y	S							
Mobile	65	Mobile Application User Interface	Tablets		Y	S							
Mobile	66	Mobile Application User Interface	iOS		Y	S							
Mobile	67	Mobile Application User Interface	Android		Y	S							
Mobile	68	Mobile Application User Interface	Windows		Y	S							
Mobile	69	Mobile Application User Interface	Smartphones		Y	S							
Mobile	70	Mobile Application User Interface	iOS		Y	S							
Mobile	71	Mobile Application User Interface	Android		Y	S							
Mobile	72	Mobile Application User Interface	Ability to continuously display critical all information on mobile screen when a unit is assigned to an event, regardless of other open views or other displayed information.		Y	F							
Mobile	73	Mobile Application User Interface	Ability for each Department to define what information is continuously displayed on the mobile screen when a unit is assigned to an event.		Y	F							
Mobile	74	Mobile Application User Interface	Ability for each Department to determine the location of continuously displayed information.		N	NC							
Mobile	75	Mobile Application User Interface	Ability to tailor the mobile client by end-user and to save modifications to a user profile.		N	NC							
Mobile	76	Mobile Application User Interface	Ability for the user to configure the order of the display of most current event history data (e.g. newest-to-oldest, oldest-to-newest)		Y	F							
Mobile	77	Mobile Application User Interface	Ability to hide the Reporting Party information on the MDT.		A	F							
Mobile	78	Mobile Logon/Logoff	Use Case: Users can log into/out of the Mobile application.		Y	S							
Mobile	79	Mobile Logon/Logoff	Ability to provide a single sign-on for Mobile and integrated sub-systems/interfaces.		Y	P							
Mobile	80	Mobile Logon/Logoff	Ability to sign on to Mobile using credentials supplied by Microsoft Active Directory or the City Identity and Access Management System.		Y	P							
Mobile	81	Mobile Logon/Logoff	Ability to integrate with third-party Identity Management Solutions		A	P							
Mobile	82	Mobile Logon/Logoff	Ability to enforce passwords per CJS requirements.		Y	P							
Mobile	83	Mobile Logon/Logoff	Ability to enforce passwords per State-defined security requirements.		Y	P							
Mobile	84	Mobile Logon/Logoff	Ability to require both user identification and password to logon.		Y	F							
Mobile	85	Mobile Logon/Logoff	Ability to support Multi-Factor Authentication.		A	P							
Mobile	86	Mobile Logon/Logoff	Ability to require any combination of the following information to logon to CAD/Mobile system:		Y	N/A							
Mobile	87	Mobile Logon/Logoff	Equipment		N	NC							
Mobile	88	Mobile Logon/Logoff	Password		Y	S							
Mobile	89	Mobile Logon/Logoff	Unit ID		Y	S							
Mobile	90	Mobile Logon/Logoff	User ID		Y	S							
Mobile	91	Mobile Logon/Logoff	Radio ID(s)		Y	S							
Mobile	92	Mobile Logon/Logoff	Status (e.g., in service, out-of-service)		Y	S							
Mobile	93	Mobile Logon/Logoff	Special skills/capabilities		N	NC							
Mobile	94	Mobile Logon/Logoff	Department-defined criteria		Y	S							
Mobile	95	Mobile Logon/Logoff	Ability for each Department to define mandatory logon fields for its personnel.		Y	F							
Mobile	96	Mobile Logon/Logoff	Ability to display a pre-defined message or banner upon log-on.		Y	F							
Mobile	97	Mobile Logon/Logoff	Ability to manually enter and override any operator information (including radio ID and HRMS information) during logon.		Y	F							
Mobile	98	Mobile Logon/Logoff	Ability to enable or disable override of any operator information (including radio ID, HRMS information, etc.) during logon.		A	F							
Mobile	99	Mobile Logon/Logoff	Ability to automatically logoff the previous unit(s) when a new unit(s) logs onto the mobile client.		Y	F							
Mobile	100	Mobile Logon/Logoff	Ability to notify a user or dispatcher that the radio id they are attempting to logon with is assigned to another unit.		N	NC							
Mobile	101	Mobile Logon/Logoff	Ability to notify a user or dispatcher that the User ID they are attempting to logon with is assigned to another unit.		A	F							
Mobile	102	Mobile Logon/Logoff	Ability to automatically notify DEC of logon/logoff.		N	NC							
Mobile	103	Mobile Logon/Logoff	Ability to request confirmation prior to allowing a manual override.		N	NC							
Mobile	104	Mobile Logon/Logoff	Ability to logon multiple individuals per unit.		Y	F							
Mobile	105	Mobile Logon/Logoff	Ability for a mobile user to log on without being scheduled to work the current shift.		Y	F							
Mobile	106	Mobile Logon/Logoff	Ability for each Department to set the time the mobile application can remain inactive before automatically logging out the user.		Y	F							
Mobile	107	Mobile Logon/Logoff	Ability to prevent specific Mobile units from ever being logged out automatically (e.g., fire apparatus).		Y	F							
Mobile	108	Mobile Logon/Logoff	Ability to clear all sensitive data from Mobile upon user log off.		Y	F							
Mobile	109	Mobile Logon/Logoff	Ability to log a user onto a Mobile client from the CAD dispatch client.		N	NC							

Mobile	110	Mobile Logon/Logoff	Ability to log off a Mobile client from the CAD dispatch client.	<b>User Story:</b> Truck 5 is in a relief apparatus and is logged in to the MDT as Truck 5. Their regular truck is ready to be picked up from the shop. Truck 5 goes to the shop, swaps all the equipment, shuts down the MDT, and leaves the relief truck at the shop. Upon arrival at the station, the officer attempts to log into the MDT but ca not because Truck 5 is still logged into the MDT on the relief truck.  The dispatcher can logoff truck 5 from the relief apparatus at the communications center, even though the MDT is powered off. No in-person work is required on the relief apparatus MDT.	Y	S						
Mobile	111	Mobile Logon/Logoff	Ability to log onto a non-dispatch CAD client while simultaneously maintaining a mobile log on.		Y	F						
Mobile	112	Dispatches	Use Case: Mobile users receive CAD dispatches in a format such that pertinent information, especially safety information, is readily accessible.			S						
Mobile	113	Dispatches	Ability to receive dispatches on the Mobile application.		Y	S						
Mobile	114	Dispatches	Ability for field personnel to receive dispatches and updated dispatch information simultaneously on all mobile telecommunications devices they are logged into, including, but not limited to:		Y	N/A						
Mobile	115	Dispatches	Mobile computers		Y	S						
Mobile	116	Dispatches	Smart phones		Y	S						
Mobile	117	Dispatches	Tablets		Y	S						
Mobile	118	Dispatches	Ability for dispatches to open automatically on Mobile devices.		Y	S						
Mobile	119	Dispatches	Ability to alert mobile users that a new dispatch has arrived:		Y	N/A						
Mobile	120	Dispatches	Audible alert		Y	S						
Mobile	121	Dispatches	Visual alert		Y	S						
Mobile	122	Dispatches	Ability to provide a distinguishable alert for high priority events:		Y	N/A						
Mobile	123	Dispatches	Audible alert		Y	S						
Mobile	124	Dispatches	Visible alert		Y	S						
Mobile	125	Dispatches	Ability to configure alerts to be visible or audible, depending on the priority of the event.		Y	S						
Mobile	126	Dispatches	Ability to access and read all comments associated with an event, regardless of assignment.		Y	S						
Mobile	127	Dispatches	Ability to display the following information in distinct fields or tabs (as opposed to in the event narrative) upon receipt of dispatch:		Y	N/A						
Mobile	128	Dispatches	Assisting unit(s)		Y	S						
Mobile	129	Dispatches	Case number		Y	S						
Mobile	130	Dispatches	Comments/narrative (unlimited)		Y	S						
Mobile	131	Dispatches	Date and time event entered		Y	S						
Mobile	132	Dispatches	Event location		Y	S						
Mobile	133	Dispatches	Alternate dispatch location (e.g., staging)		Y	S						
Mobile	134	Dispatches	Event number		Y	S						
Mobile	135	Dispatches	Event priority		Y	S						
Mobile	136	Dispatches	Event type		Y	S						
Mobile	137	Dispatches	Previous history for dispatched location		Y	S						
Mobile	138	Dispatches	Pre-plan information		Y	S						
Mobile	139	Dispatches	Reporting party information		Y	S						
Mobile	140	Dispatches	Subject information		Y	S						
Mobile	141	Dispatches	Suspect information		Y	S						
Mobile	142	Dispatches	Premise information		Y	S						
Mobile	143	Dispatches	Recommended route		Y	S						
Mobile	144	Dispatches	Event talk groups		Y	S						
Mobile	145	Dispatches	ICS resource group		Y	S						
Mobile	146	Dispatches	Ability to alert user of availability of information associated with a location (e.g., gate codes, Knox Box, hazards, premise history, pre-plans).		Y	F						
Mobile	147	Dispatches	Ability to indicate type of information that is attached to an event (e.g., gate code, hazard) so that user can decide whether or not to retrieve the information.		Y	F						
Mobile	148	Dispatches	Ability for field units to have the option of pulling up or not pulling up information attached to the event.		Y	F						
Mobile	149	Dispatches	Ability to drill down in premise history to open links to a complete set of all events, persons, vehicles, etc. associated with the location.		Y	F						
Mobile	150	Unit Status	Use Case: Mobile users can update their status in the mobile environment.		Y	S						
Mobile	151	Unit Status	Ability to update unit status using function or hot keys.		Y	S						
Mobile	152	Unit Status	Ability for each Department to define unit statuses.		Y	S						
Mobile	153	Unit Status	Ability for each Department to determine which function keys update which unit statuses.		Y	S						
Mobile	154	Unit Status	Ability to update location from within the mobile application.		Y	S						
Mobile	155	Unit Status	Ability for a unit to log a location different from the event location.		Y	S						
Mobile	156	Unit Status	Ability to create criteria for automated status changes (on scene, in service, in quarters, etc.) based on AVL.		Y	S						
Mobile	157	Unit Status	Ability to generate a mask with fields to gather additional information required when using hot keys to update unit statuses requiring more information (e.g., a location update).		Y	S						
Mobile	158	Unit Status	Ability to retrieve a list of units in a user-indicated geographical area and display:		Y	N/A						
Mobile	159	Unit Status	Unit ID		Y	S						
Mobile	160	Unit Status	Location (last known if no AVL)		Y	S						
Mobile	161	Unit Status	Assigned event (if assigned to an event)		Y	S						
Mobile	162	Unit Status	Unit status		Y	S						
Mobile	163	Event Management	Use Case: Mobile users receive updates and add comments to events to which they have been assigned.		Y	S						
Mobile	164	Event Management	Ability for any authorized user (call taker, dispatcher, mobile user) to add information to an event.		Y	S						
Mobile	165	Event Management	Ability to enable or disable a user's ability to add comments or additional information to events by:		Y	N/A						
Mobile	166	Event Management	Department		Y	S						
Mobile	167	Event Management	Discipline		Y	S						
Mobile	168	Event Management	Unit type		Y	S						
Mobile	169	Event Management	User ID		Y	S						
Mobile	170	Event Management	Unit ID		Y	S						
Mobile	171	Event Management	Role		Y	S						
Mobile	172	Event Management	Mobile Client ID		N	NC						
Mobile	173	Event Management	Other department-defined criteria		N	NC						
Mobile	174	Event Management	Ability for authorized user to add comments to an event after the event is closed.		Y	F						
Mobile	175	Event Management	Ability to identify other units assigned to same event.		Y	F						
Mobile	176	Event Management	Ability for all personnel dispatched to an event to receive notification when other personnel are en route.		Y	F						

Mobile	177	Event Management	Ability for all personnel dispatched to an event to receive notification of status and location changes of other personnel dispatched to the event.	Y	F						
Mobile	178	Event Management	Ability to enable or disable the ability of mobile users to add themselves to an event by:	Y	N/A						
Mobile	179	Event Management	Department	Y	S	M1					
Mobile	180	Event Management	Discipline	Y	S						
Mobile	181	Event Management	Unit type	Y	S						
Mobile	182	Event Management	User ID	Y	S						
Mobile	183	Event Management	Unit ID	Y	S						
Mobile	184	Event Management	Role	Y	S						
Mobile	185	Event Management	Mobile Client ID	N	NC						
Mobile	186	Event Management	Other department-defined criteria	N	NC						
Mobile	187	Event Management	Ability to directly access (e.g., hyperlink, drill down) previous event information related to the address of the event.	Y	F						
Mobile	188	Event Management	Ability to retrieve a list of events identified as:	Y	N/A						
Mobile	189	Event Management	Dispatched	Y	S						
Mobile	190	Event Management	Pending	Y	S						
Mobile	191	Event Management	New (per a Department-defined length of time)	A	S						
Mobile	192	Event Management	Ability of list of events to display:	Y	S						
Mobile	193	Event Management	Event number and type	Y	S						
Mobile	194	Event Management	Event location	Y	S						
Mobile	195	Event Management	Event public safety geographical area	Y	S						
Mobile	196	Event Management	Assigned units (if dispatched)	Y	S						
Mobile	197	Event Management	Ability to upload a file (e.g., photo, video, pdf) from the mobile and have it included in the CAD record.	Y	F						
Mobile	198	Self-Dispatch	Use Case: Units/individuals can use their mobile devices to create an "on-view" event (e.g., traffic or subject stop).	Y	S						
Mobile	199	Self-Dispatch	Ability to populate location fields in an on-view event.	Y	S						
Mobile	200	Self-Dispatch	The controlling dispatcher can see all updates to the on-view event.	Y	S						
Mobile	201	Self-Dispatch	Ability to alert a dispatcher that a mobile user has created a self-initiated event by:	Y	N/A						
Mobile	202	Self-Dispatch	Ability to configure the types of self-initiated events that generate an alert by:	Y	N/A						
Mobile	203	Self-Dispatch	Department	Y	S						
Mobile	204	Self-Dispatch	Event type	Y	S						
Mobile	205	Self-Dispatch	Time of day	Y	S						
Mobile	206	Self-Dispatch	Department-defined criteria	Y	S						
Mobile	207	Self-Dispatch	Ability for location information to populate the location fields in the event upon creating an on-view event, assuming the mobile device is equipped with GPS.	Y	S						
Mobile	208	Self-Dispatch	Ability to initiate an event from the Mobile, including:	Y	N/A						
Mobile	209	Self-Dispatch	Call for service	Y	S						
Mobile	210	Self-Dispatch	Traffic stop	Y	S						
Mobile	211	Self-Dispatch	Subject stop	Y	S						
Mobile	212	Self-Dispatch	Administrative activity (e.g. training, field inspections)	Y	S						
Mobile	213	Self-Dispatch	Ability to initiate an event with:	Y	N/A						
Mobile	214	Self-Dispatch	Function key	Y	S						
Mobile	215	Self-Dispatch	Quick touch button	Y	S						
Mobile	216	Self-Dispatch	Ability to enable or disable the initiation of events from a mobile device by any combination of:	Y	N/A						
Mobile	217	Self-Dispatch	Event type	Y	S						
Mobile	218	Self-Dispatch	Department	Y	S						
Mobile	219	Self-Dispatch	Role	Y	S						
Mobile	220	Self-Dispatch	Time of day	Y	S						
Mobile	221	Self-Dispatch	Ability, with appropriate supporting mapping/AVL technology, to indicate unit/event location when initiating an event from the field.	Y	F						
Mobile	222	Self-Dispatch	Ability to revalidate self-initiated event location at the dispatch level.	Y	F						
Mobile	223	Call Disposition	Use Case: Units can clear from an event to which they are assigned. Units can also enter a disposition for an event to which they are assigned.	Y	S						
Mobile	224	Call Disposition	Ability for users to enter a disposition for an event to which they are assigned.	Y	S						
Mobile	225	Call Disposition	Ability for a mobile user to change the disposition code for an event after the event has been closed.	Y	S						
Mobile	226	Call Disposition	Ability to provide a drop down menu for event dispositions.	Y	S						
Mobile	227	Call Disposition	Ability to provide a text field for disposition comments.	Y	S						
Mobile	228	Call Disposition	Ability for users to add comments to an event when they enter a disposition.	Y	S						
Mobile	229	Call Disposition	Ability for field personnel to clear from an event in the Mobile application.	Y	S						
Mobile	230	Call Disposition	Ability for a Mobile user to clear from an event when other units are assigned without requiring a disposition.	Y	S						
Mobile	231	Call Disposition	Ability to require a Mobile user to enter a disposition if clearing from an event with no other assigned units, if the event has been handled. Otherwise a Mobile user should be given the option to pre-empt from the event without a disposition which will then place the event back on the pending call board.	Y	S						
Mobile	232	Call Disposition	Ability for users and their controlling dispatchers to receive a warning when they add a disposition to an event for which they are the last assigned unit.	A	S						
Mobile	233	Mobile CJIS Queries	Use Case: Users can query CLETS, NLETS, DMV and other interfaced government databases from within the mobile application. The CAD system will forward and receive queries to and from the SFPD LEVEL II Message Switch. The SFPD LEVEL II Message Switch will generate the actual query to the external system. CAD will receive the returns from the LEVEL II Message Switch and forward them to the appropriate mobile client.	Y	S						
Mobile	234	Mobile CJIS Queries	Ability to use predefined data entry forms/screens (masks) to minimize data transmitted during queries.	Y	S						
Mobile	235	Mobile CJIS Queries	Ability to create standard query screen formats (masks).	Y	S						
Mobile	236	Mobile CJIS Queries	Ability to access query forms by:	Y	N/A						
Mobile	237	Mobile CJIS Queries	Command line entry	Y	S						
Mobile	238	Mobile CJIS Queries	Drop down menus	Y	S						
Mobile	239	Mobile CJIS Queries	Dedicated function keys	Y	S						
Mobile	240	Mobile CJIS Queries	Ability for users to conduct multiple license plate searches simultaneously.	Y	F						
Mobile	241	Mobile CJIS Queries	Ability to save Message Switch searches until user clears data.	Y	F						
Mobile	242	Mobile CJIS Queries	Ability to save Message Switch searches, but not the returns, to event and unit history.	Y	F						

Mobile	243	Mobile CJIS Queries	Ability to automatically set up a command to run a query based on the return received from a previous query (e.g., run a RQ, the system will automatically generate a DNQ using the name and DOB returned for the registered owner in the RQ return).	<b>User Story:</b> A dispatcher runs a driver license query. The officer asks the dispatcher to run a query on the driver's name that matches the driver license. Instead of typing the name and DOB, the system is able to pull that information from the DL query and use that for the next query.	Y	S								
Mobile	244	Mobile CJIS Queries	Ability to generate a query based on the information returned from a previous query (e.g., run a RQ, then click on registered owner name to run DNQ).		Y	F								
Mobile	245	Mobile CJIS Queries	Ability for users to run different queries simultaneously in different windows.		Y	F								
Mobile	246	Mobile CJIS Queries	Ability for users to receive an audible and/or visual alert upon receiving a return to a query request.		Y	F								
Mobile	247	Mobile CJIS Queries	Ability to save all query returns until user clears data or logs off.		Y	F								
Mobile	248	Mobile CJIS Queries	Ability for agencies to configure which specific Message Switch searches are saved.		Y	F								
Mobile	249	Mobile CJIS Queries	Ability for mobile query returns to appear on dispatcher's screen as well as the mobile computer screen if the return contains a Department-defined keyword (e.g., stolen, missing, wanted, felony).		Y	F								
Mobile	250	Mobile CJIS Queries	Ability to require the entry of a unique officer ID when running a CJIS inquiry.		Y	F								
Mobile	251	Mobile CJIS Queries	Ability to pre-populate the officer ID field used when running a CJIS query by:		Y	N/A								
Mobile	252	Mobile CJIS Queries	Primary officer ID		Y	S								
Mobile	253	Mobile CJIS Queries	Last used officer ID		A	S								
Mobile	254	Mobile Mapping and AVL	Use Case: Integrated mobile mapping supports Soundex location searches, multiple map layers that users can turn on and off, display of event and unit locations and routing instructions among other geospatial CAD functionality. Mobile applications can consume positional data from a GPS device connected to the vehicle or mobile device. The positional data is used for various functions, including mapping unit locations, setting up perimeters and closest most appropriate unit dispatching.	<b>User Story:</b> Both fire and police are responding to the same location. To get to the location, a police car might be able to drive down that street or a police officer can walk up the stairs but a fire engine or truck might not be able to follow a particular route.	Y	S		ALL					Both fire and police are responding to the same location. To get to the location, a police car might be able to go down that street or a police officer can walk up the stairs, but a fire engine or truck might not be able to go down a particular route.	
Mobile	255	Mobile Mapping and AVL	Ability to support AVL/GPS functionality.		Y	S								
Mobile	256	Mobile Mapping and AVL	Ability to provide users with the following map navigation functionality:		Y	S								
Mobile	257	Mobile Mapping and AVL	Pan from given area to adjacent area		Y	S								
Mobile	258	Mobile Mapping and AVL	Return back to previous view		Y	S								
Mobile	259	Mobile Mapping and AVL	Zoom in on area for enhanced detail		Y	S								
Mobile	260	Mobile Mapping and AVL	Zoom out of an area		Y	S								
Mobile	261	Mobile Mapping and AVL	Move up and down		Y	S								
Mobile	262	Mobile Mapping and AVL	Move left and right		Y	S								
Mobile	263	Mobile Mapping and AVL	Ability for user to update/modify map displays (e.g., preset default zoom levels and views).		Y	S								
Mobile	264	Mobile Mapping and AVL	Ability to utilize color, text, and/or symbols to distinguish status of unit.		Y	S								
Mobile	265	Mobile Mapping and AVL	Ability to display on the Mobile map and in real time the location of a reporting party using the location provided by third-party enhanced location service providers.	<b>User Story:</b> Incident location information is sent to mobile device clients of responding units. The incident does not have an exact address point. The call is located in a park, beach, or other undeveloped area. Units are going to a cliff rescue and additional call information needs to be sent to the Battalion Chief. The reporting party is using a cell phone to call in the emergency. CAD will send the precise location of the reporting party's cell phone to a map client such as Google Maps or Apple Maps on the responding units' mobile device clients. If a unit is not logged into CAD and needs to be contacted, dispatcher can use the CAD client to locate the officer through the contact list and send a message to a department and/or prelisted private cell phone.	Y	S								
Mobile	266	Mobile Mapping and AVL	Add the ability to set routing or street networks based on responding department.		Y									
Mobile	267	Mobile Mapping and AVL	Ability to select a specific reporting party for display in real time when there are multiple reporting parties associated with a CAD event.		N	NC								
Mobile	268	Mobile Mapping and AVL	Ability to center map display on:		Y	N/A								
Mobile	269	Mobile Mapping and AVL	CAD event location		Y	S								
Mobile	270	Mobile Mapping and AVL	Specified geographic area		Y	S								
Mobile	271	Mobile Mapping and AVL	Specified vehicle/unit		Y	S								
Mobile	272	Mobile Mapping and AVL	Vehicle activating emergency button		Y	S								
Mobile	273	Mobile Mapping and AVL	Ability to track a selected unit.		Y	S								
Mobile	274	Mobile Mapping and AVL	Ability for Departments to determine default map display:		Y	N/A								
Mobile	275	Mobile Mapping and AVL	Layers		Y	S								
Mobile	276	Mobile Mapping and AVL	Geographic Boundaries		Y	S								
Mobile	277	Mobile Mapping and AVL	Ability to zoom to relevant map location by searching on available map layer information.		Y	F								
Mobile	278	Mobile Mapping and AVL	Ability to view map and mobile application on the screen at the same time.		Y	F								
Mobile	279	Mobile Mapping and AVL	Ability to cache map layers to minimize the amount of data transmitted wirelessly.		Y	F								
Mobile	280	Mobile Mapping and AVL	Ability for map to function without wireless connectivity.		Y	F								
Mobile	281	Mobile Mapping and AVL	Ability for user to select map layers for display.		Y	F								
Mobile	282	Mobile Mapping and AVL	Ability for user to select a satellite map view.	<b>User Story:</b> A Sergeant is responding to and monitoring an incident in an area that the team is unfamiliar with. The nature of the incident requires a perimeter to be set up to search for the suspect. Using satellite view, they are able to see the various possible hiding areas and escape routes which aids in the perimeter setup.	Y	S								
Mobile	282.1	Mobile Mapping and AVL	Ability for user to select a street view.		Y	F								
Mobile	283	Mobile Mapping and AVL	Ability to automatically refresh current vehicle location at Department-defined intervals.		Y	F								
Mobile	284	Mobile Mapping and AVL	Ability to update map with:		Y	N/A								
Mobile	285	Mobile Mapping and AVL	Unit locations		Y	S								
Mobile	286	Mobile Mapping and AVL	Event locations		Y	S								
Mobile	287	Mobile Mapping and AVL	Ability to right click on a location to display information associated with that location.		Y	F								
Mobile	288	Mobile Mapping and AVL	Ability to display user-specified map layers (e.g., hydrants, hazards) surrounding an event location.		Y	F								
Mobile	289	Mobile Mapping and AVL	Ability to display live traffic conditions on the map.		N	NC								
Mobile	290	Mobile Mapping and AVL	Ability for unit icons to rotate on the map to provide direction of travel.		N	NC								
Mobile	291	Mobile Mapping and AVL	Ability to display the location of other units on mobile map in near real-time (assuming AVL and sufficient bandwidth).		Y	F								
Mobile	292	Mobile Mapping and AVL	Ability to filter display of field units on mobile map by:		Y	N/A								
Mobile	293	Mobile Mapping and AVL	Units associated with an event		Y	S								
Mobile	294	Mobile Mapping and AVL	Department		Y	S								

Mobile	295	Mobile Mapping and AVL	Defined geographical area		Y	S							
Mobile	296	Mobile Mapping and AVL	All units		Y	S							
Mobile	297	Mobile Mapping and AVL	Unit types		Y	S							
Mobile	298	Mobile Mapping and AVL	Unit status		Y	S							
Mobile	299	Mobile Mapping and AVL	Ability to click on a unit or event in the event queue or unit status bar and have it displayed on the map.		Y	F							
Mobile	300	Mobile Mapping and AVL	Ability for authorized users to turn AVL functionality on/off for individual units (e.g., undercover units).		Y	F							
Mobile	301	Mobile Mapping and AVL	Ability to automatically calculate turn-by-turn directions from user's current location (on Mobile using AVL) to dispatched location.		Y	F							
Mobile	302	Mobile Mapping and AVL	Ability to automatically calculate turn-by-turn directions from the unit's current location (on Mobile using GPS) to the dispatched location when the mobile has no network connectivity (e.g., loss of connection).		Y	F							
Mobile	303	Mobile Mapping and AVL	Ability to provide alternative routes along with estimated travel time for each route.		N	NC							
Mobile	304	Mobile Mapping and AVL	Ability for users to click on address in a dispatch to initiate routing directions on the mobile map.		Y	F							
Mobile	305	Mobile Mapping and AVL	Ability to support quickest-time routing for all dispatches.	<p><b>User Story 1:</b> The routing system should be able to disregard legal road rules and route the unit.</p> <p>When Battalion 6 is dispatched to Mission and Richland, a conventional routing system will route the unit east on Cesar Chavez (a due east/west street) and right on Mission (running northeast/southwest), backtracking to the west with a total route distance of 1.43 miles. The best route available for the unit, using red lights, siren, and disregarding traffic directions, is east on Mission, south on Dolores, merging onto San Jose, and a left turn (legally prohibited) onto Randall to travel the 100 foot separation between Mission and San Jose, then south onto Mission, a total route distance of one mile. The routing system should be able to disregard the left turn prohibition and produce this route. Similarly, the system should be able to offer a route using the wrong way on one-way streets with a limit of 1-2 blocks.</p>	Y	S							
Mobile	306	Mobile Mapping and AVL	Ability to recalculate directions to event/specified location on the fly.		N	NC							
Mobile	307	Mobile Mapping and AVL	Ability to provide audible routing information.		N	NC							
Mobile	308	Mobile Mapping and AVL	Ability to provide text-based routing information.		Y	F							
Mobile	309	Mobile Mapping and AVL	Ability to provide closest cross streets.	<p><b>User Story:</b> Cross streets should be distinguishable between vehicle and foot travel.</p> <p>A dispatch to 10 Glendale gives the cross streets of Market and Corbett. The physical streets of Glendale and Corbett do not cross. The connection is a stairway, which is common in San Francisco. For the purpose of responding fire vehicles, the cross streets should be Market and 'end,' as fire vehicles must arrive at the building, not at the end of the street.</p> <p>For the purpose of responding police vehicles where responding subjects may flee to Corbett, access to Glendale from Corbett is available and therefore the streets are considered crossable.</p> <p>The system should be able to differentiate stairs as cross streets or dead ends depending on the department.</p>	Y	S							
Mobile	310	Mobile Mapping and AVL	Ability to take into account the following when calculating routing directions:	<p><b>User Story:</b> Stretches of freeway in San Francisco are divided into boxes by entrances. The nearest unit to the incident is considered to be the unit with best access to the entrance. The system should be able to offer a second choice to select a unit with the best access at the first off-ramp beyond the incident if the freeway or off-ramp is reported to be blocked by the RP.</p> <p>When an accident occurs on 101 S. between the Silver Entrance and the Paul Exit, Engine 42, the closest unit to the Silver entrance is recommended for dispatch. The RP reports that all lanes are blocked and traffic is not moving. The dispatcher checks the alternate offering from the CAD. Engine 44 is located near the Paul exit and dispatch chooses to send Engine 44 who is routed up the offramp onto 101 South, to travel north to the accident.</p>	Y	S							
Mobile	311	Mobile Mapping and AVL	Street speed limits		Y	S							
Mobile	312	Mobile Mapping and AVL	Closed streets		Y	S							
Mobile	313	Mobile Mapping and AVL	Real-time traffic		N	NC							
Mobile	314	Mobile Mapping and AVL	Obstacles (e.g., physical barriers)		Y	S							
Mobile	315	Mobile Mapping and AVL	Dispatch entered temporary obstacles (e.g., temporary street closures, closed to public transit, obstructed streets)		Y	S							
Mobile	316	Mobile Mapping and AVL	Height and weight restrictions		Y	S							
Mobile	317	Mobile Mapping and AVL	Distance between vehicle and event location		Y	S							
Mobile	318	Mobile Mapping and AVL	Suitability for responding emergency vehicle		Y	S							
Mobile	319	Mobile Mapping and AVL	Ability to highlight on the map the recommended route from current location to a dispatched event site.		Y	F							
Mobile	320	Mobile Mapping and AVL	Ability to display vehicle location on a map and view progress toward event location.		Y	F							
Mobile	321	Mobile Mapping and AVL	Ability to clearly display potential obstacles along route.		Y	F							
Mobile	322	Mobile Mapping and AVL	Ability to provide estimated travel time.		Y	F							
Mobile	323	Mobile Mapping and AVL	Add the ability to display time for arrival for units that have AVL, especially fire and medical units.	<p><b>User Story:</b> This should be displayed and visible to all departments that are on an incident. For example, PD would see the ETA for the ambulance that is on a tied run to their incident.</p>	N	NC							
Mobile	324	Mobile Mapping and AVL	Ability to toggle on/off views of mapping applications such as Waze or Google suggested routes.		N	NC							
Mobile	325	Mobile Mapping and AVL	Ability for map to pull in data from third party sources, including, but not limited to:		N	NC							
Mobile	326	Mobile Mapping and AVL	Traffic Department		N	NC							
Mobile	327	Mobile Mapping and AVL	Waze		N	NC							
Mobile	328	Mobile Mapping and AVL	Google Maps		A	P							
Mobile	329	Mobile Mapping and AVL	Real-time traffic assessments		N*	NC							
Mobile	330	Mobile Mapping and AVL	Ability to toggle between multiple map orientations:		Y	N/A							
Mobile	331	Mobile Mapping and AVL	North up		Y	S							
Mobile	332	Mobile Mapping and AVL	Heading up		Y	S							
Mobile	333	Mobile Mapping and AVL	Ability for a responder to obtain real-time walking directions from the mobile client's current location to a selected destination using the Mobile Map or a 3rd party map layer such as Apple or Google Maps.		Y	F							
Mobile	334	Mobile Mapping and AVL	Ability for a responder to obtain real-time walking directions from the mobile client's current location to the location of another mobile device using the X/Y location of the mobile device.		Y	F							
Mobile	335	Mobile Mapping and AVL	Ability to update in real-time the walking directions (from the user's current location) to a mobile device's current location using the best available location information provided by the device or carrier.		Y	F							
Mobile	336	Mobile Mapping and AVL	Ability to select the desired destination for walking directions by:		Y	F							

Mobile	337	Mobile Mapping and AVL	CAD location identifier (e.g., staging area, base camp, injured party)	Y	F							
Mobile	338	Mobile Mapping and AVL	Caller name	N	NC							
Mobile	339	Mobile Mapping and AVL	IP address	N	NC							
Mobile	340	Mobile Mapping and AVL	Caller phone number	N	NC	M2						
Mobile	341	Mobile Mapping and AVL	X/Y location	N	NC							
Mobile	342	Mobile Mapping and AVL	Address	N	NC							
Mobile	343	Mobile Mapping and AVL	What3words location	Y	F							
Mobile	344	Mobile Mapping and AVL	CAD unit number	Y	F							
Mobile	345	Emergency Key	Use Case: Depression of a hot key on a mobile device sends a silent signal to designated CAD and mobile users in a pre-defined geographical area, along with the last known location of the mobile unit.	Y	S							
Mobile	346	Emergency Key	Ability to initiate an emergency message transmission from a touch screen button or hot key.	Y	S							
Mobile	347	Emergency Key	Ability to automatically transmit the following information in an emergency situation:	Y								
Mobile	348	Emergency Key	Last known location	Y	S							
Mobile	349	Emergency Key	Location based AVL	Y	S							
Mobile	350	Emergency Key	Unit ID	Y	S							
Mobile	351	Emergency Key	Event number for the assigned event if assigned to an event	N								
Mobile	352	Emergency Key	Ability for a controlling dispatcher to reset emergency key.	Y	S							
Mobile	353	Emergency Key	Ability for the following to be notified upon emergency key activation:	Y	N/A							
Mobile	354	Emergency Key	Units within proximity	Y	S							
Mobile	355	Emergency Key	Department associated units	Y	S							
Mobile	356	Emergency Key	All units	Y	S							
Mobile	357	Emergency Key	Dispatch/Communications	Y	S							
Mobile	358	Emergency Key	Ability for system administrator to disable the emergency key functionality.	Y	F							
Mobile	359	BOLOs	Use Case: Units can receive, view and create BOLOs in the mobile environment.	Y	S							
Mobile	360	BOLOs	Ability for users to view BOLOs in the mobile environment.	Y	S							
Mobile	361	BOLOs	Ability for users to attach files (e.g., photos) to BOLOs.	Y	S							
Mobile	362	BOLOs	Ability for each Department to configure which other Departments can receive and view BOLOs in the mobile environment.	Y	S							
Mobile	363	BOLOs	Ability for field personnel to create BOLOs in the mobile environment.	Y	S	M3						
Mobile	364	BOLOs	Ability for Fire personnel to see authorized law enforcement BOLOs.	Y	S	M4						
Mobile	365	BOLOs	Ability to save BOLOs to a digital dashboard for later review.	Y	S	M5						
Mobile	366	BOLOs	Ability to pin a BOLO for quick reference.	Y	S	M6						
Mobile	367	Perimeters	Use Case: Authorized mobile units should be able to define a perimeter from the mobile unit. They should also be able to view any perimeter and assign units to perimeter points.	Y	S	M7						
Mobile	368	Perimeters	Ability to define and manage a perimeter from the mobile unit.	Y	S	M8						
Mobile	369	Perimeters	Ability to assign units to specific points on the perimeter	A	S	M9						
Mobile	370	Perimeters	Ability to view the perimeter, perimeter points and assigned units on the mobile map.	Y	S							
Mobile	371	Perimeters	Ability for field personnel to assign themselves to perimeter posts.	A	S							
Mobile	372	General Mobile Requirements	System should include a configurable "survey" feature for the Dispatch Terminal, MDT and Smartphone. This feature should provide the ability for DEM to create a survey with customizable questions and fields that the Field User could quickly fill out from their MDT to facilitate data gathering for whatever statistical purpose the department deems necessary. The survey should be configurable by the CAD Administrator with field options that allow for selection from either a drop-down list, geo-location verified field, or free form text options.	Y	F							
Mobile	373	Mobile Application User Interface	Pending/Active calls should display the sector in addition to the address and call type.	Y	F							
Mobile	374	General Mobile Requirements	System should provide retention ability for 2 years of prior incidents at a given location.	Y	F							
Mobile	375	Mobile Application User Interface	System should provide the ability to continuously display critical all information on mobile screen when a unit is assigned to an event, regardless of other open views or other displayed information.	Y	F							
Mobile	376	Mobile Application User Interface	System should provide the ability to monitor incidents you are not assigned to.	Y	F							
Mobile	377	Mobile Application User Interface	System should provide the ability for the user to draw their own case number from mobile.	Y	F							
Mobile	378	General Mobile Requirements	Officers should have access to the same "rolodex" the dispatchers to (previously under the INFO query).	Y	F							
Mobile	379	General Mobile Requirements	System should support the department specific MDM's used by each department such as Airwatch/MobileOne, In-Tune, or other as needed to complete the Motorola installation services.	Y	F							
Mobile	380	Mobile Application User Interface	System should provide the ability to see real-time pending calls and unit status without making inquiries.	Y	F							
Mobile	381	Mobile Application User Interface	The MDT alert should automatically populate the screen and override any other program on the Station Desktop client. This alert shall display all of the current run information. This information shall always display, but not be limited to: address, cross streets, call type, box number, all units due, radio channels, CAD comments. The user should not have to select the run to view the information.	A	F							
Interfaces	1	ESInet	High-level Description: The system must provide bi-directional interface between the CalOES Regional and Statewide ESInets to support the exchange of incident data between Functional Elements (FE) as described in NENA-STA-010 Detailed Functional and Interface Standards for the NENA I3 Solution.	Y	I							
Interfaces	2	ESInet	Ability to process information between the CAD system and other Functional Elements on the ESInet(s) using:	Y	I							
Interfaces	3	ESInet	JavaScript Object Notation (JSON) schema formatted Emergency Incident Data Object (EIDO) Note: This standard is currently under development in joint APCO/NENA working groups.	Y	I							
Interfaces	4	ESInet	NIEM Compliant XML EIDD IAW NENA/APCO-INF-005.01	Y	I							
Interfaces	5	ESInet	Ability to import and process ANI/ALI data exchange(s) from the CalOES statewide and regional ESInets using legacy NENA ANI/ALI exchange formats.	Y	I							
Interfaces	6	ESInet	Ability to transfer events information from the CAD system to other Functional Elements on the ESInet(s).	Y	I							

Interfaces	7	ESInet	Ability to support the transfer of non-voice communications records via the ESInet for inclusion in the CAD record to include:		Y	I													
Interfaces	8	ESInet	SMS		Y	I													
Interfaces	9	ESInet	RTT		Y	I													
Interfaces	10	ESInet	MMS		Y	I													
Interfaces	11	ESInet	TDD/TTY		Y	I													
Interfaces	12	3-1-1 CRM	High-level Description: The system must support a bi-directional interface between the San Francisco 3-1-1 CRM system and CAD. This interface communicates with the 3-1-1 CRM Service Hub ("3-1-1 Hub"). The Service Hub facilitates communications between CCSF's 3-1-1 and other departmental systems including CAD.		Y	I													
Interfaces	13	3-1-1 CRM	Ability to automatically create events in the CAD system based on information entered in the CCSF 3-1-1 system and retrieved from the 3-1-1 Service Hub.		Y	I													
Interfaces	14	3-1-1 CRM	Ability to configure the interval in minutes that the system will retrieve new Service Requests from the 3-1-1 Hub.		Y	I													
Interfaces	15	3-1-1 CRM	Ability to configure the maximum number of new 3-1-1 Service Requests that are retrieved from the 3-1-1 Hub during a retrieval session.		Y	I													
Interfaces	16	3-1-1 CRM	Ability for the interface to transfer the following data elements from the 3-1-1 Hub and populate the appropriate fields within the CAD system:		Y	I													
Interfaces	17	3-1-1 CRM	Location		Y	I													
Interfaces	18	3-1-1 CRM	Location description		Y	I													
Interfaces	19	3-1-1 CRM	Service Request number		Y	I													
Interfaces	20	3-1-1 CRM	Service Code		Y	I													
Interfaces	21	3-1-1 CRM	Date and time of Service Request creation		Y	I													
Interfaces	22	3-1-1 CRM	3-1-1 caller's name		Y	I													
Interfaces	23	3-1-1 CRM	3-1-1 caller's address		Y	I													
Interfaces	24	3-1-1 CRM	3-1-1 caller's phone number		Y	I													
Interfaces	25	3-1-1 CRM	3-1-1 caller's email		Y	I													
Interfaces	26	3-1-1 CRM	Service Request descriptive text		Y	I													
Interfaces	27	3-1-1 CRM	Nature of request		Y	I													
Interfaces	28	3-1-1 CRM	Problem description		Y	I													
Interfaces	29	3-1-1 CRM	Vehicle information		N	NC													
Interfaces	30	3-1-1 CRM	Hyperlink to attachment		Y	I													
Interfaces	31	3-1-1 CRM	Ability to configure the mapping of Service Request data elements to CAD fields.		A	I													
Interfaces	32	3-1-1 CRM	Ability to add/modify/configure data elements transferred via the interface without vendor support.		N	NC													
Interfaces	33	3-1-1 CRM	Ability to map CRM Service Codes to CAD event types.		Y	I													
Interfaces	34	3-1-1 CRM	Ability to configure/modify the mapping of 3-1-1 Service Codes to CAD event types without vendor support.		N	NC													
Interfaces	35	3-1-1 CRM	Ability to configure the interface to retrieve new types of Service Requests without vendor support.		N	NC													
Interfaces	36	3-1-1 CRM	Ability to create a CAD event using Department-defined CAD event type for Service Requests that are received without a valid 3-1-1 Service Type to CAD event type mapping.		Y	I													
Interfaces	37	3-1-1 CRM	Ability to validate the location of a Service Request when creating the event in CAD.		Y	I													
Interfaces	38	3-1-1 CRM	Ability to create and flag an event in CAD when the location transferred with the Service Request does not validate in CAD.		Y	I													
Interfaces	39	3-1-1 CRM	Ability to route or assign CAD events created from 3-1-1 Service Requests to dispatch groups using any combination of:		Y	I													
Interfaces	40	3-1-1 CRM	3-1-1 Service Code		A	I													
Interfaces	41	3-1-1 CRM	CAD event type		A	I													
Interfaces	42	3-1-1 CRM	Location		Y	I													
Interfaces	43	3-1-1 CRM	Time-of-day		A	I													
Interfaces	44	3-1-1 CRM	Day-of-week		A	I													
Interfaces	45	3-1-1 CRM	Department-defined criteria		N														
Interfaces	46	3-1-1 CRM	Ability to send an "acceptance update" to the 3-1-1 Hub upon event creation that includes the following:		Y	I													
Interfaces	47	3-1-1 CRM	Update type		A	I													
Interfaces	48	3-1-1 CRM	CAD event number		Y	I													
Interfaces	49	3-1-1 CRM	Other Department-defined criteria		N														
Interfaces	50	3-1-1 CRM	Ability to receive and sends updates between the 3-1-1 Hub and CAD system when an update is made to either 3-1-1 Service Request and the CAD system to include:		Y	I													
Interfaces	51	3-1-1 CRM	Change in Service Type of CAD event type		Y	I													
Interfaces	52	3-1-1 CRM	Change in location		Y	I													
Interfaces	53	3-1-1 CRM	Change of status (e.g., pending, dispatched, closed)		Y	I													
Interfaces	54	3-1-1 CRM	Addition of call comments		Y	I													
Interfaces	55	3-1-1 CRM	Addition of attachments (e.g., files, pictures, videos, audio files)		Y	I													
Interfaces	56	3-1-1 CRM	Ability to configure the types of updates that are exchanged between the CAD system and the 3-1-1 Hub.		N	NC													
Interfaces	57	3-1-1 CRM	Ability to configure/modify the types of updates that are exchanged between the CAD system and the 3-1-1 Hub without vendor support.		Y	I													
Interfaces	58	3-1-1 CRM	Ability to restrict the transfer of sensitive information from the CAD event to the 3-1-1 (e.g., PII, CJS).		Y	I													
Interfaces	59	3-1-1 CRM	Ability to configure the CAD actions taken based on the type of update received from the 3-1-1 Hub (e.g., CRM Status changes from open to closed: CAD event remains open but a comment is added to the CAD event record; CRM change of location, CAD event location is automatically updated).		Y	I													
Interfaces	60	3-1-1 CRM	Ability to configure/modify the CAD actions taken based on the type of update received from the 3-1-1 Hub without vendor support.		N	NC													
Interfaces	61	3-1-1 CRM	Ability to transfer any attachments between 3-1-1 Hub and the CAD system as a:		Y	I													
Interfaces	62	3-1-1 CRM	File		N	NC													
Interfaces	63	3-1-1 CRM	Hyperlink		Y	I													
Interfaces	64	3-1-1 CRM	Ability to include any attachment in the CAD event record.		N	NC													
Interfaces	65	3-1-1 CRM	Ability to configure the type of attachments that are included in the CAD event record.		N	NC													
Interfaces	66	3-1-1 CRM	Ability to provide a "Closure Code" to 3-1-1 Hub when an event is closed in CAD.		Y	I													
Interfaces	67	3-1-1 CRM	Ability to map CAD disposition codes to 3-1-1 "Closure Codes"		Y	I													
Interfaces	68	3-1-1 CRM	Ability to provide a default "Closure Code" when an event is closed without entering a disposition in CAD (e.g., duplicate event)		Y	I													
Interfaces	69	3-1-1 CRM	Ability to configure/modify the mapping of CAD disposition codes to 3-1-1 "Closure Codes" without vendor support.		N	NC													
Interfaces	70	3-1-1 CRM	Ability to maintain an interface log that contains detailed information on the success/failure all transactions between CAD and the 3-1-1 Hub.		A	I													

Interfaces	71	Mass Notification System	High-level Description: Ability to provide a bi-directional interface between CAD and CCSF's Mass Notification System to support the notification of internal and external entities. CCSF currently uses Everbridge for its Mass Notification System.		Y	I							
Interfaces	72	Mass Notification System	Ability for CAD to send messages to Mass Notification System based on the internal notification logic of the CAD system.		Y	I							
Interfaces	73	Mass Notification System	Ability to receive delivery acknowledgements and failures from Mass Notification System.		Y	I							
Interfaces	74	Motorola ASTRO25 Radio System	High-level Description: The system must provide an interface that communicates with CCSF's Motorola ASTRO25 system. The interface must include radio control functionality, messaging and Radio ID information for radio Push-to-Talk (PTT) group calls (radio transmissions), radio-emergency-button-pressed notifications, and real-time location information. The functionality will be implemented using Motorola provided APIs and services. PTT and location information is displayed by the CAD system on the dispatch clients in the manner prescribed in the system requirements for the CAD system.		Y	I							
Interfaces	75	Motorola ASTRO25 Radio System	The data transfer of PTT information must include the following data elements at a minimum:		Y	I							
Interfaces	76	Motorola ASTRO25 Radio System	Radio ID		Y	I							
Interfaces	77	Motorola ASTRO25 Radio System	Radio Alias		Y	I							
Interfaces	78	Motorola ASTRO25 Radio System	Talk Group ID		Y	I							
Interfaces	79	Motorola ASTRO25 Radio System	Talk Group Alias		Y	I							
Interfaces	80	Motorola ASTRO25 Radio System	Emergency Call		Y	I							
Interfaces	81	Motorola ASTRO25 Radio System	GPS location		Y	I							
Interfaces	82	Motorola ASTRO25 Radio System	The interface will monitor connectivity and session persistence using heart beats and respond accordingly to error status indications.		Y	I							
Interfaces	83	Motorola ASTRO25 Radio System	The interface will also provide administrative and error messages that can be displayed on the interface console and/or recorded in CAD system logs to inform on the status of the interface.		Y	I							
Interfaces	84	Motorola ASTRO25 Radio System	Ability to transfer the GPS location of the subscriber unit upon:			I							
Interfaces	85	Motorola ASTRO25 Radio System	PTT		Y	I							
Interfaces	86	Motorola ASTRO25 Radio System	Emergency Alert/Call		Y	I							
Interfaces	87	Motorola ASTRO25 Radio System	Request/On Demand		Y	I							
Interfaces	88	Motorola ASTRO25 Radio System	Department-defined interval		Y	I							
Interfaces	89	Motorola ASTRO25 Radio System	Ability to send an alert to subscriber units associated with a CAD unit when that CAD unit is dispatched to a CAD event.	<p><b>User Story 1:</b> Medic 55 is dispatched to a call while posting in the ambulance. Portable radios are off but the mobile radio is on. By entering the dispatch in CAD, the system pages the mobile radio which audibly alerts the crew to a dispatched call.</p> <p><b>User Story 2:</b> Medic 55 is dispatched to a call while walking through the grocery store. The ambulance is turned off as is the mobile radio. The medics have their portable radios turned on. By entering the dispatch in CAD, the system pages the portable radios which audibly alerts the crew to a dispatched call.</p>	Y	S							
Interfaces	90	Motorola ASTRO25 Radio System	Ability to support selective paging to a portable and mobile radio.		Y	I							
Interfaces	91	Motorola ASTRO25 Radio System	Ability to send textual CAD dispatch information directly to a subscriber unit when the subscriber unit is associated with a CAD unit.		Y	I							
Interfaces	92	Motorola ASTRO25 Radio System	Ability to receive status update messages from a subscriber unit and update the CAD unit status (e.g., Acknowledge, En route, On Scene, AOR) based on the message sent.		Y	I							
Interfaces	93	Motorola ASTRO25 Radio System	Ability to Dynamically Regroup a subscriber unit from the CAD system.		Y	I							
Interfaces	94	Priority Dispatch Structured Call Taking	High-level Description: DEC uses the ProQA Paramount software suite for processing Fire and EMS calls for response. SFPD and DEC are considering deploying EPD for law enforcement calls. In the current system, when a call requiring screening is initiated, the ProQA screen automatically opens upon the press of a button on the dispatch terminal. The initial CAD information is transferred to ProQA and the interface automatically populates the appropriate ProQA fields. As determinate codes are updated during the screening process the dispatcher operator must manually push the update so the information can be transferred to the CAD incident as desired. At the completion of the call the responder script is transferred to the CAD record. The information transferred is configurable.		Y	I							
Interfaces	95	Priority Dispatch Structured Call Taking	Ability to provide a bidirectional interface between CAD and Priority Dispatch Paramount Applications.		Y								
Interfaces	96	Priority Dispatch Structured Call Taking	Paramount ProQA MPDS		Y								
Interfaces	97	Priority Dispatch Structured Call Taking	Paramount ProQA FPDS		Y								
Interfaces	98	Priority Dispatch Structured Call Taking	Paramount ProQA PPDS		Y								
Interfaces	99	Priority Dispatch Structured Call Taking	LowCode ECNS		Y								
Interfaces	100	Priority Dispatch Structured Call Taking	Ability to transfer the following data from Priority Dispatch to CAD:		Y								
Interfaces	101	Priority Dispatch Structured Call Taking	Case Number		Y								
Interfaces	102	Priority Dispatch Structured Call Taking	Classification		Y								
Interfaces	103	Priority Dispatch Structured Call Taking	Description		Y								
Interfaces	104	Priority Dispatch Structured Call Taking	Problem		Y								
Interfaces	105	Priority Dispatch Structured Call Taking	Questions and Answers		Y								
Interfaces	106	Priority Dispatch Structured Call Taking	Ability to record in CAD all code changes made during a session		Y								
Interfaces	107	LEVEL II Message Switch	High-Level Description: The system must support a bi-directional interface between the CAD system and the SFPD LEVEL II Message Switch System. The current CAD system interfaces to the SFPD LEVEL II Message Switch which validates queries, then transmits the query and returns the results between CLETS, NLETS and other local CJIS systems. The SFPD LEVEL II Message Switch plans to support multiple agencies.		Y	I							

Interfaces	108	LEVEL II Message Switch	Ability to provide a bidirectional interface for users to send queries to and receive responses within the CAD and mobile applications and the SFPD LEVEL II MAGUS Message Switch.		Y	I							
Interfaces	109	LEVEL II Message Switch	Ability to support a second (redundant) LEVEL II MAGUS Message Switch.		Y	I							
Interfaces	110	LEVEL II Message Switch	Ability to encrypt, using FBI-approved algorithms, the transfer of all CJIS data between CAD and external systems to include:		Y	I							
Interfaces	111	LEVEL II Message Switch	LEVEL II Message Switch		Y	I							
Interfaces	112	LEVEL II Message Switch	Dispatch clients		Y	I							
Interfaces	113	LEVEL II Message Switch	Mobile clients		Y	I							
Interfaces	114	HRMS	High-Level Description: The system must include bi-directional interfaces for the import of roster data from the scheduling modules of departmental Human Resource Management Systems (HRMS) as well as scheduling data from private EMS providers. The interface shall support the import of personnel records and scheduling information as well as the ability to transfer back to the HRMS the actual time a user signs on or off the system.		Y	Y							
Interfaces	115	HRMS	Ability for CAD to accept and process scheduling information from multiple HRMS applications that are unique for each department including:		Y	I							
Interfaces	116	HRMS	PeopleSoft (SFPD)		Y	I							
Interfaces	117	HRMS	Customer developed system (SFFD)		Y	I							
Interfaces	118	HRMS	VCS Software POSS (SFSC)		Y	I							
Interfaces	119	HRMS	Kronos Telestaff (SFMTA)		Y	I							
Interfaces	120	HRMS	Ability to use a single interface (by Department) for processing personnel roster data and schedule updates.		Y	I							
Interfaces	121	HRMS	The ability to accept and process personnel roster transactions (e.g., add employee, add skill, modify or delete employee).		Y	I							
Interfaces	122	HRMS	Ability to transfer and process the following personnel roster information from the HRMS:			I							
Interfaces	123	HRMS	Department		Y	I							
Interfaces	124	HRMS	Employee ID		A	I							
Interfaces	125	HRMS	Badge numbers or other Department unique ID		Y	I							
Interfaces	126	HRMS	Assigned radio ID		Y	I							
Interfaces	127	HRMS	Email address		Y	I							
Interfaces	128	HRMS	Mobile phone number		Y	I							
Interfaces	129	HRMS	Skills		Y	I							
Interfaces	130	HRMS	Assigned mobile client ID		N	NC							
Interfaces	131	HRMS	Ability to receive scheduling updates at least three days in advance.		Y								
Interfaces	132	HRMS	Ability to configure the number of days ahead scheduling updates can be received.		A	I							
Interfaces	133	HRMS	Ability to resend schedule updates and process changes since the previous update.		Y								
Interfaces	134	HRMS	Ability to receive bulk schedule updates ahead of time for future processing.		A	I							
Interfaces	135	HRMS	Ability to receive and process schedule updates in real time.		Y	I							
Interfaces	136	HRMS	Ability to receive and process multiple scheduling records in a single transfer.		Y	I							
Interfaces	137	HRMS	Ability to receive and process schedule updates after the start of a shift.		Y	I							
Interfaces	138	HRMS	Ability to transfer the following schedule based data elements:		Y	I							
Interfaces	139	HRMS	Department or service		Y	I							
Interfaces	140	HRMS	Division/District		Y	I							
Interfaces	141	HRMS	Shift ID		Y	I							
Interfaces	142	HRMS	Unit ID		Y	I							
Interfaces	143	HRMS	Scheduled start date and time		A	I							
Interfaces	144	HRMS	Scheduled end date and time		Y	I							
Interfaces	145	HRMS	Vehicle ID		Y	I							
Interfaces	146	HRMS	Employee ID(s) (up to 6 per unit)		Y	I							
Interfaces	147	HRMS	Radio ID(s) (up to 6 per unit)		Y	I							
Interfaces	148	HRMS	Mobile Terminal ID		N	NC							
Interfaces	149	HRMS	Assignment		A	I							
Interfaces	150	HRMS	Other Department-defined field(s)		N	NC							
Interfaces	151	HRMS	Ability to add, delete, or modify Department-defined fields within the interface without vendor assistance (e.g., add new field, change values, change length).		N	NC							
Interfaces	152	HRMS	Ability to define a default assignment order when multiple employees are assigned to a single unit (e.g., 1st entry is the Company Officer, 2nd entry is Chauffer/Engineer, 3rd position is paramedic, etc.)		Y	I							
Interfaces	153	HRMS	Ability to send CAD/Mobile log-on and log-off transactions to the departmental scheduling system for reporting time & attendance.		N	NC							
Interfaces	154	HRMS	Ability to process and validate schedule updates.		Y	I							
Interfaces	155	HRMS	Ability to configure the business logic/validation for schedule updates.		N	NC							
Interfaces	156	HRMS	Ability to process all valid schedule updates when there are exceptions to the defined business logic/validation rules.		A	I							
Interfaces	157	HRMS	Ability to support units being automatically logged on/off based on HRMS data.		N	NC							
Interfaces	158	HRMS	Ability to accept and process scheduling and personnel roster information from multiple HRMS applications that are unique for each department. CAD shall process and activate the following rostering function:		Y	I							
Interfaces	159	HRMS	In the case of Fire, units are always logged on and MDTs are always signed on. Personnel are automatically added/removed from units at beginning/end of shift.		Y	I							
Interfaces	160	HRMS	In the case of PD and EMS personnel, units are automatically logged on/off at beginning/end of shift with appropriate personnel assigned. Once the unit is logged on in CAD, the personnel on the unit will sign on to the MDT to make it active.		A	I							
Interfaces	161	HRMS	The CAD system shall provide configuration options for automatic logon/logoff conditions.		Y	I							
Interfaces	162	HRMS	Ability to support an ad-hoc capability for HRMS to send "schedule update" files for individual changes and these are read/processed in the same manner as other HRMS files except that the ad-hoc roster changes may impact units that are currently logged on.		Y	I							
Interfaces	163	HRMS	Ability to detect and report overlaps of schedules for units, personnel IDs, radios, and/or vehicles and result in CAD processing errors and potential rejection of the shift entry. CAD considers an overlap condition to be an error. Overlaps can cause personnel to be deleted and therefore logged off; this generally happens with updates.	<b>User Story:</b> An example of an overlap is when HRMS assigns a radio to an officer that is already assigned to a different officer in CAD. CAD shall provide an HRMS roster processing error report to CAD users and the DBMS.	N	NC							

Interfaces	164	HRMS	Ability to log all transactions with a start and end processing time of the HRMS data.		Y	I							
Interfaces	165	HRMS	Ability to maintain data integrity so that data entries in the CAD tables exactly match the data in the HRMS systems, otherwise loading the shift entries into CAD may fail. This applies to: personnel IDs, vehicle IDs, radio IDs, Unit IDs, and DAREAs.	<b>User Story:</b> An example of an error is when HRMS assigns vehicle 2B015 to a unit but in CAD the vehicle is known as 002B015.	N	NC							
Interfaces	166	HRMS	Ability to synchronize databases for radios and vehicles. The CAD system shall provide a process for entering and updating the Vehicle Radio table in CAD. These entries are static (radios are installed in to the vehicle and only changed by the radio shop if there is a problem).		Y	I							
Interfaces	167	HRMS	Ability to maintain Radio ID entries for personnel to ensure PTT-ID on the CAD workstations shows personnel IDs or Unit ID's associated with the Radio ID's. If the HRMS system sends a different radio ID for an individual, the HRMS entry will prevail for the duration of the shift and an error will be logged into the DBMS.		A	I							
Interfaces	168	HRMS	Ability to allow operational configuration for rules associated with MDT and personnel logins. In addition, DEM personnel shall have the ability to override login rules and remotely login MDT's and personnel.		A	I							
Interfaces	169	HRMS	Ability to support units and personnel to work outside of the planned shift, such as overtime, or substitutions. The CAD system shall be configurable to change the rules associated with automating logoff and the status of a call at the end of shifts.		A	I							
Interfaces	170	HRMS	Ability to allow the manual logon by a CAD user (dispatcher/supervisor). The CAD system will support the ability to associate a unit, or personnel login with the schedule and roster so rules for unit or personnel logoffs can be applied.	<b>User Story:</b> If a unit or individual works overtime, the HRMS system should be updated immediately so that CAD can be updated with the unit's new end time before their shift expires. In addition, when a unit is manually logged on in CAD, allow the entry of end of shift time so the unit does not remain logged on indefinitely.	N	NC							
Interfaces	171	HRMS	Ability to provide a way to present and report login/logoff anomalies to the CAD dispatcher.	<b>User Story:</b> Show units, or personnel that have been logged in for over 24 hours.	Y	S							
Interfaces	172	HRMS	Ability to allow, process and report changes to ad-hoc changes to active schedules that are complex and can introduce to "overlaps" and rejection by CAD.		N	NC							
Interfaces	173	HRMS	Ability to maintain and provide status rules for unit, and personnel ready for dispatch status at the beginning of a shift.	<b>User Story:</b> A unit may be automatically logged in but personnel are not ready for service. The system shall indicate status changes to the CAD dispatcher.	N	NC							
Interfaces	174	HRMS	Ability to process department rosters to ensure the personnel display in CAD incidents in the same order listed in the HRMS.		A	I							
Interfaces	175	HRMS	Ability to accept schedules a minimum of 3 days in advance. In addition, schedule updates shall be accepted and processed for any incremental changes prior to the start of a shift.		N	NC							
Interfaces	176	HRMS	Ability to support special rules for the dates of shifts that cross over midnight. The CAD system shall validate the time ranges of HRMS data and will not process the entry if the rules are not met.		N	NC							
Interfaces	177	HRMS	Ability to support time ranges of HRMS data to prevent any changes to an entry if the data timeframe has expired.		N	NC							
Interfaces	178	Fire Station Alerting	High-level Description: The system requires a bi-directional interface between the CAD system to the FSA system. This is used primarily for dispatch alerting and voice announcements at the CCSF's fire stations. CCSF currently uses the MACH Alert Fire Station Alerting (FSA) system.		Y	I							
Interfaces	179	Fire Station Alerting	Ability to support a bi-directional interface between the CAD system to the MACH Alert Fire Station Alerting (FSA) system.		A	I							
Interfaces	180	Fire Station Alerting	Ability to support transmitting and receiving acknowledgments between the FSA and CAD systems using the Motorola Fire Dispatch Protocol (MFD-P) version 7.34.		A	I							
Interfaces	181	Fire Station Alerting	Ability to transmit a message from CAD to FSA if the message is not acknowledged within a Department-defined time period.		Y	I							
Interfaces	182	Central Fire Alarm Processor	High-level Description: The system requires a one-way interface between the SigCom Vision 21 and TRX50 Fire Alarm Processors. The SigCom systems collect alarms from the municipal fire alarm boxes distributed throughout CCSF. They also collect alarms from certain buildings connected to the systems. The Processor is capable of automatically forwarding these alarms to CAD. When CAD system receives the alarms, a CAD event is automatically generated.		N	NC							
Interfaces	183	Central Fire Alarm Processor	Ability to provide a one-way interface from CCSF's SigCom Vision21 and/or TRX50 system.		N	NC							
Interfaces	184	Central Fire Alarm Processor	Ability for CAD to automatically create an event in the CAD based on the data transferred from the alarm processor.		N	NC							
Interfaces	185	ARIES	High-level Description: The system should support a bidirectional interface between the CAD system and ARIES (AutoReturn Integrated Enterprise System) tow system for the creation of tow requests from within the CAD system.		Y	I							
Interfaces	186	ARIES	Ability to create a tow request from within the CAD system in the ARIES system.		Y	I							
Interfaces	187	ARIES	Ability to receive information from ARIES system for import and inclusion in the CAD event record and CAD Tow History.		Y	I							
Interfaces	188	ASAP-TO-PSAP	High-level Description: The system should support a fully functional bi-directional interface between CAD and TMA based on the ASAP-TO-PSAP standard as defined in the latest version of APCO/CSSA ANS 2.101.2-2014 (Alarm Company to PSAP CAD Automated Secure Alarm Protocol) for the automatic creation, update, and closure of events in CAD.		Y	I							
Interfaces	189	ASAP-TO-PSAP	Ability to support a bi-directional interface IAW APCO/CSSA/ANS 2.101.2-2014 to include:		Y	I							
Interfaces	190	ASAP-TO-PSAP	Address verification request		Y	I							
Interfaces	191	ASAP-TO-PSAP	Accept address verification		Y	I							
Interfaces	192	ASAP-TO-PSAP	New Alarm event		Y	I							
Interfaces	193	ASAP-TO-PSAP	PSAP response to a New Alarm event		Y	I							
Interfaces	194	ASAP-TO-PSAP	Update messages initiated by either entity to the other that provide additional information about the alarm event to include:		Y	I							
Interfaces	195	ASAP-TO-PSAP	Request to cancel		Y	I					11		
Interfaces	196	ASAP-TO-PSAP	ETA for the key holder		Y	I					12		
Interfaces	197	ASAP-TO-PSAP	Individual on premise		Y	I							
Interfaces	198	ASAP-TO-PSAP	Change to one or more data elements originally sent with the New Alarm event		Y	I							
Interfaces	199	ASAP-TO-PSAP	Other items of importance		Y	I							
Interfaces	200	ReddiNet	High-level Description: ECFs within the County and City of San Francisco use the ReddiNet system for the updating and communicating of hospital availability status.		N	NC							
Interfaces	201	ReddiNet	Ability to interface to the ReddiNet system using the vendor supplied API.		Y	NC							

Interfaces	202	ReddiNet	Ability to receive updates to the hospital diversion status for all of the ECFs that are possible destinations for EMS transports.		A	NC						
Interfaces	203	ReddiNet	Ability to receive updates the hospital diversion status for all of the ECFs that are possible destinations for EMS transports.		A	NC						
Interfaces	204	Tablet Command	High-level Description: SFFD currently utilizes Tablet Command Enterprise Pro deployed on Apple iPads for incident command support in the field. It is expected that the replacement CAD system will have a bi-directional interface to Tablet Command Enterprise Pro Two Way. It is expected that the CAD system's fire incident management capabilities will be tightly coupled and integrated with Tablet Command.		Y	I						
Interfaces	205	Tablet Command	Ability to interface to the Tablet Command Enterprise Pro Two Way application using the vendor supplied API.		Y	I						
Interfaces	206	Tablet Command	Ability to support a fully functional (all available functionality from the vendor supplied API) two-way interface between the CAD system and the Tablet Command Enterprise Pro Two Way.		Y	I						
Interfaces	207	Intrado Viper/Power 911	High-level Description: The CCSF operates a NG9-1-1 capable Intrado Viper Call handling system with Power 911 workstations for the user interface. This interface transfers ANI/ALI data from the Intrado Viper system to the CAD workstation receiving the incoming call from 9-1-1. As currently implemented the CAD system receives ANI/ALI information from the Intrado system via an RS-232 connection emulated using a "Digi One SP" serial-to-IP converter. The ANI/ALI data follows NENA ALI format 04. The CAD system parses the data and routes the ANI/ALI data to the workstation that answered the 9-1-1 call using the ALI position field. If the ANI/ALI data is retransmitted or refreshed during the call, the CAD system will automatically update the changed fields in the Event Entry screen. The ANI/ALI information is also transferred to CAD event history file. A secondary interface provides the call taker with the ability to communicate with a TTY/TDD caller via the CAD keyboard and displays the TTY/TDD conversation on a graphical user interface (GUI) on the CAD workstation. To provide this functionality each Power 9-1-1 workstation has a RS-232 serial connection that provides the communications link between the CAD workstation and the Power 9-1-1 workstation.		A	I						
Interfaces	208	Intrado Viper/Power 911	Ability to provide a one-way interface from the call handling system to the CAD application.		Y	I						
Interfaces	209	Intrado Viper/Power 911	Ability to import ANI/ALI data into the CAD system to pre-populate the CAD event entry screen. If any data elements cannot be imported from the phone system, please indicate those fields in the "Comments" field.		Y	I						
Interfaces	210	Intrado Viper/Power 911	Ability to parse address information when transferring data from the call handling system to the CAD system so that it transfers into appropriate address fields.		Y	I						
Interfaces	211	Intrado Viper/Power 911	Ability to support the import of ANI/ALI data via:		Y	I						
Interfaces	212	Intrado Viper/Power 911	Automatic data transfer		Y	I						
Interfaces	213	Intrado Viper/Power 911	Manual intervention		Y	I						
Interfaces	214	Intrado Viper/Power 911	Ability to route incoming ANI/ALI data to the CAD workstation that corresponds to the Power 911 position.		Y	I						
Interfaces	215	Intrado Viper/Power 911	Ability to geoverify the imported address immediately upon transfer.		Y	I						
Interfaces	216	Intrado Viper/Power 911	Ability to import conversation data from TTY.		N	NC						
Interfaces	217	Intrado Viper/Power 911	Ability to determine a physical address from X/Y coordinates imported from the phone system.		Y	I						
Interfaces	218	Intrado Viper/Power 911	Ability to transfer call times from the phone system to the CAD system to include:		A	I						
Interfaces	219	Intrado Viper/Power 911	Call origination		A	I						
Interfaces	220	Intrado Viper/Power 911	Call answer		A	I						
Interfaces	221	Intrado Viper/Power 911	Call transfer		A	I						
Interfaces	222	Intrado Viper/Power 911	Call end		A	I						
Interfaces	223	Intrado Viper/Power 911	Ability to plot incoming calls on the CAD application map.		Y	I						
Interfaces	224	Intrado Viper/Power 911	Ability to support the import information from text-to-911.		N	NC						
Interfaces	225	Intrado Viper/Power 911	Ability to comply and maintain compliance with published NENA and APCO 9-1-1 standards (to include the import of text).		N	NC						
Interfaces	226	Intrado Viper/Power 911	Ability to support the import of Wireless Phase 1 data.		Y	I						
Interfaces	227	Intrado Viper/Power 911	Ability to support the import of Wireless Phase 2 data.		Y	I						
Interfaces	228	CAD-to-CAD - King-American	High-level Description: Proposers shall provide all services to design, configure, test and implement the following bi-directional CAD-to-CAD capability with King-American (KING). KING uses the Zoll CAD system.		Y	I						
Interfaces	229	CAD-to-CAD - King-American	Ability to generate requests for service from specified peer agencies.		Y	I						
Interfaces	230	CAD-to-CAD - King-American	Ability to send requests for service to specified peer agencies.		Y	I						
Interfaces	231	CAD-to-CAD - King-American	Ability to monitor availability of specified peer agency units and special equipment.		Y	I						
Interfaces	232	CAD-to-CAD - King-American	Ability to log interagency communications in CAD audit files.		Y	I						
Interfaces	233	CAD-to-CAD - King-American	Ability to take into account the unit status of specified peer agency apparatuses when recommending appropriate units for dispatch.		Y	I						
Interfaces	234	CAD-to-CAD - King-American	Ability to take into account unit location of specified peer agency apparatuses when recommending appropriate units for dispatch.		Y	I						
Interfaces	235	CAD-to-CAD - King-American	Ability to send messages to users from specified peer agencies.		Y	I						
Interfaces	236	CAD-to-CAD - King-American	Ability to define agency-specific business rules for the handling of CAD-to-CAD messages.		Y	I						
Interfaces	237	CAD-to-CAD - King-American	Ability to integrate AVL data of units from other outside agencies in the CAD map.		Y	I						
Interfaces	238	CAD-to-CAD - King-American	Ability for CCSF to update information on incidents in other jurisdictions when CCSF units are involved in those incidents.		Y	I		13				
Interfaces	239	CAD-to-CAD - King-American	Ability for peer agencies to update information (including call comments) on incidents in CCSF's jurisdiction when their units are involved in those incidents.		Y	I		14				
Interfaces	240	CAD-to-CAD - King-American	Ability to allow CCSF to decide whether or not to release units for dispatch during peer agency requests for units through the CAD-to-CAD system.		Y	I		15				
Interfaces	241	CAD-to-CAD - King-American	Ability for peer agencies to set a disposition and clear themselves from a run.		Y	I		16				
Interfaces	242	CAD-to-CAD - King-American	Ability for peer agencies to view hospital status and change their own unit status to transporting, on scene, etc.		N	NC		17				
Interfaces	243	CAD-to-CAD - King-American	Ability to ingest the following rostering data from peer agencies:		A	I						
Interfaces	244	CAD-to-CAD - King-American	Department		A	I						

Interfaces	245	CAD-to-CAD - King-American	Unit ID or Call Sign		A	I							
Interfaces	246	CAD-to-CAD - King-American	Employee ID		A	I							
Interfaces	247	CAD-to-CAD - King-American	Radio ID		A	I							
Interfaces	248	CAD-to-CAD - King-American	Special Skill(s) (e.g., Hostage Negotiator, Spanish speaker)		A	I							
Interfaces	249	CAD-to-CAD - King-American	Special equipment based on individual qualifications (e.g., shotgun, long gun)		A	I							
Interfaces	250	CAD-to-CAD - King-American	Riding Position or Role (e.g., nozzle, pipe, hydrant, paramedic, officer, chauffer)		A	I							
Interfaces	251	CAD-to-CAD - King-American	Vehicle ID		A	I							
Interfaces	252	CAD-to-CAD - King-American	Department-defined criteria		A	I							
Interfaces	253	CAD-to-CAD - AMR	High-level Description: Proposers shall provide all services to design, configure, test and implement the following bi-directional CAD-to-CAD capability with American Medical Response (AMR). KING uses the LOGIS Solutions CAD system.		Y	I							
Interfaces	254	CAD-to-CAD - AMR	Ability to generate requests for service from specified peer agencies.		Y	I							
Interfaces	255	CAD-to-CAD - AMR	Ability to send requests for service to specified peer agencies.		Y	I							
Interfaces	256	CAD-to-CAD - AMR	Ability to monitor availability of specified peer agency units and special equipment.		Y	I							
Interfaces	257	CAD-to-CAD - AMR	Ability to log interagency communications in CAD audit files.		Y	I							
Interfaces	258	CAD-to-CAD - AMR	Ability to take into account the unit status of specified peer agency apparatuses when recommending appropriate units for dispatch.		Y	I							
Interfaces	259	CAD-to-CAD - AMR	Ability to take into account unit location of specified peer agency apparatuses when recommending appropriate units for dispatch.		Y	I							
Interfaces	260	CAD-to-CAD - AMR	Ability to send messages to users from specified peer agencies.		Y	I							
Interfaces	261	CAD-to-CAD - AMR	Ability to define agency-specific business rules for the handling of CAD-to-CAD messages.		Y	I							
Interfaces	262	CAD-to-CAD - AMR	Ability to integrate AVL data of units from other outside agencies in the CAD map.		Y	I							
Interfaces	263	CAD-to-CAD - AMR	Ability for CCSF to update information on incidents in other jurisdictions when CCSF units are involved in those incidents.		Y	I							
Interfaces	264	CAD-to-CAD - AMR	Ability for peer agencies to update information (including call comments) on incidents in CCSF's jurisdiction when their units are involved in those incidents.		Y	I							
Interfaces	265	CAD-to-CAD - AMR	Ability to allow CCSF to decide whether or not to release units for dispatch during peer agency requests for units through the CAD-to-CAD system.		Y	I							
Interfaces	266	CAD-to-CAD - AMR	Ability for peer agencies to set a disposition and clear themselves from a run.		Y	I							
Interfaces	267	CAD-to-CAD - AMR	Ability for peer agencies to view hospital status and change their own unit status to transporting, on scene, etc.		N	NC							
Interfaces	268	CAD-to-CAD - AMR	Ability to ingest the following rostering data from peer agencies:		A	I							
Interfaces	269	CAD-to-CAD - AMR	Department		A	I							
Interfaces	270	CAD-to-CAD - AMR	Unit ID or Call Sign		A	I							
Interfaces	271	CAD-to-CAD - AMR	Employee ID		A	I							
Interfaces	272	CAD-to-CAD - AMR	Radio ID		A	I							
Interfaces	273	CAD-to-CAD - AMR	Special Skill(s) (e.g., Hostage Negotiator, Spanish speaker)		A	I							
Interfaces	274	CAD-to-CAD - AMR	Special equipment based on individual qualifications (e.g., shotgun, long gun)		A	I							
Interfaces	275	CAD-to-CAD - AMR	Riding Position or Role (e.g., nozzle, pipe, hydrant, paramedic, officer, chauffer)		A	I							
Interfaces	276	CAD-to-CAD - AMR	Vehicle ID		A	I							
Interfaces	277	CAD-to-CAD - AMR	Department-defined criteria		A	I							

Form 1 - Hardware Cost Form		Appendix B - CCSF PeopleSoft ID #1000031673		
Page 1 of 2		Dec-23		
Details and descriptions for Cost Form elements and workbooks can be found in the Statement of Work (SOW) and the Bill of Materials (BOM)				
Component Description	Make/Model, Part #	Quantity	Total Purchase Cost	Annual Maintenance Cost
Primary PSAP Dispatcher				
DEM	CAD Workstation - HP Z2 Mini G9 i713700K 32GB/512	165	\$320,100	N/A
SFFD Fire Stations and FD HQ				
FD	CAD Workstation - HP Z2 Mini G9 i713700K 32GB/512	105	\$203,700	N/A
SFPD DOC and NOC				
Dispatch	CAD Workstation - HP Z2 Mini G9 i713700K 32GB/512	39	\$75,660	N/A
SFMTA Dispatcher Workstations				
Dispatch	CAD Workstation - HP Z2 Mini G9 i713700K 32GB/512	13	\$25,220	N/A
SFSO SOC				
Dispatch	CAD Workstation - HP Z2 Mini G9 i713700K 32GB/512	8	\$15,520	N/A
Primary Server HW and SW				
	PremierOne HPE DL360 Gen11 Host Server (12	10	\$187,151	N/A
	PremierOne Boot Controller - No longer included	0	\$4,515	N/A
	PremierOne HPE DL360 Gen11 Monitor Server	1	\$8,895	N/A
PremierOne Networking Hardware				
	PremierOne Empty Rack	2	\$6,166	N/A
	PremierOne KVM	2	\$10,110	N/A
	PremierOne Rack Shelf	0	\$0	N/A
	PremierOne Power Distribution Unit	8	\$2,774.00	N/A
	PremierOne Rack Power Cables	2	\$214.00	N/A
	Fortigate FG601E Firewall for PremierOne	4	\$27,877	N/A
	Fortigate FG601E Firewall PSU for PremierOne	4	\$1,517	N/A
	Now: Arista 7050TX-48 - switch - 32 ports - managed - rack-mountable WAS: Extreme Networks Summit X460-48 OOB switch (5 Yr Maint)	4	\$32,687	\$6,251
	Arista 7010T-48 - switch - 48 ports - managed -	2	\$6,383	\$658
	Arista Ethernet 40GBase-CR4 cable - 1.6 ft	8	\$507	

	Now: Alletra 6010 WAS:Nimble Storage HF20 SAN 21TB Raw 21x1TB HDD+ (3.6TB flash) iSCSI Bundle	2	\$126,528	\$28,059
	TrueNAS R20 Network Attached Storage Appliance -	1	\$9,036	\$3,032
	Panduit cable strain relief bar for PremierOne - No	0	\$80	N/A
PremierOne HP Host Server Cables				
	PremierOne Cable RJ-45(M) to RJ45(M) STP	12	\$98	N/A
	PremierOne Cable RJ-45(M) to RJ45(M) UTP	28	\$181	N/A
	PremierOne Cable RJ-45(M) to RJ45(M) UTP	28	\$249	N/A
	PremierOne Cable RJ-45(M) to RJ45(M) UTP	32	\$123	N/A
	PremierOne Cable RJ-45(M) to RJ45(M) UTP	2	\$3	N/A
	Now: Arista 0.5M TWINAX Copper Cable	8	\$1,505	N/A
Other Hardware				
	Lantronix UDS1100 (equied for 911 interface)	2	\$222	N/A
	Year 1 of Amortized Hardware Refresh	1	\$137,022	N/A
	Cloud Anchor Server (5 Yr Maint)		\$0	N/A
	Fortigate 60E		\$0	N/A
<b>Total Hardware Cost:</b>			<b>\$ 1,204,043.00</b>	<b>\$ 38,000.00</b>
Page 2 of 2	<b>CCSF PeopleSoft ID #1000031673</b>			Dec-23

<b>Form 2 - System Software Cost Form</b>		Appendix B - CCSF PeopleSoft ID #1000031673	
Details and descriptions for Cost Form elements and workbooks can be found in the Statement of Work (SOW) and the Bill of Materials (BOM)			
<b>Table 1: On-Premise System Software Costs</b>			Dec-23
<b>Description</b>	<b>Version</b>	<b>Cost</b>	<b>Annual Maintenance (and/or License) Cost</b>
Microsoft SQL Server Enterprise (4 core) (Quantity 74)	2019	\$45,500	N/A
Microsoft SQL Server Enterprise (2 core add on) (Quantity 10)	2019	\$32,507	N/A
Microsoft SQL Server Standard (4 core) (Quantity 8)	2019	\$13,984	N/A
Microsoft SQL Server Standard (2 core) (Quantity 10)	2019	\$8,745	N/A
Microsoft®SysCtrDatacenter SCOM 2019 2 Core Base and Add License (Qty 4)	2019	\$4,986	N/A
Microsoft Windows 2019 Datacenter Embedded (Quantity 11)	2019	\$31,453	N/A
Microsoft Windows 2019 Standard Embedded (Quantity 11)	2019	\$4,694	N/A
VMWare vCenter 8 Std (Quantity 2)	8 Std	\$6,521	\$1,033
VMWare vSphere 8 Ent+ CPU (Quantity 21)	8 Ent	\$48,361	\$6,936
VMWare Site Recovery Manager 8 (SRM) 25 pack		\$6,692	\$960
F5 BIG-IP LTM 1G Load Balancer (Quantity 4)		\$42,049	\$10,334
<b>Total On-Premise System Software Cost:</b>		<b>\$ 245,492.00</b>	<b>\$ 19,263.00</b>

**Form 3 - Application Software Cost Form**

Appendix B - CCSF PeopleSoft Contract ID# #1000031673

Site license definition: CCSF can deploy additional client licenses as needed for the named agencies in the PDD; Department of Emergency Management/Department of Emergency Communications, San Francisco Police Department, San Francisco Fire Department, San Francisco Sheriff's Office, San Francisco Metropolitan Transit Agency. This eliminates the need for the CCSF to procure additional licenses and pay maintenance as the need for additional licensing for the named agencies arises. The Mobile (Windows/iOS/Android) and CAD Viewer site license extends to additional agencies who will support and/or supplement response operations within the operational needs of the named agencies. The maximum number of licenses (total number of CAD workstations, CAD Viewer and Mobile (Windows/iOS/Android) client licenses installed at all agencies) cannot exceed the Basis for System Sizing and Performance as described in Section 1.3.1 of the PDD.

Page 1 of 4

Dec-23

Current quantities are for reference purposes for Departments based on original Department submittals.

**Table 1: CAD Application Costs**

<b>CAD Application Component</b>	<b>Licensing Options (select one):</b> 1. Device/Workstation 2. Concurrent Users 3. Site	<b>Number of Device/Workstation Licenses</b>	<b>Total Cost</b>	<b>Annual Maintenance Cost (Year 2)</b>
Web Query Clients				
DEM		3		
SFFD		1		
SFPD		1000		
SFMTA		50		
SFSO		17		
Full Dispatch Capable Workstations				
DEM	Site	165		
SFFD Fire Stations & FD HQ	Site	105		
SFPD DOC & NOC	Site	39		
SFSO	Site	8		
SFMTA Parking Enforcement	Site	13		
<b>CAD Site License Subtotal:</b>			<b>\$ 1,571,335.00</b>	<b>\$ 403,327.40</b>

Page 2 of 4		CCSF PeopleSoft Contract ID# #1000031673		Dec-23
<b>Table 2: Mobile Application Costs</b>				
<b>Mobile Application Component</b>	<b>Licensing Options (select one): 1. Device/Workstation 2. Concurrent Users 3. Site</b>	<b>Number of Device/Workstation Licenses</b>	<b>Total Cost</b>	<b>Annual Maintenance Cost (Year 2)</b>
<b>Vehicle Mobile/MDT License</b>				
SFFD	Site	172		
SFPD	Site	450		
SFMTA	Site	0		
SFSO	Site	60		
Other - DEM	Site	4		
<b>Android/iOS (Smartphone or Tablet)</b>				
SFFD	Site	0		
SFPD	Site	2150		
SFMTA	Site	0		
SFSO	Site	510		
Other - DEM	Site	8		
<b>Mobile Site License Subtotal:</b>			<b>\$ 1,229,964.10</b>	<b>\$ 280,203.00</b>

Page 3 of 4

<b>Table 3: Interface Costs</b>		CCSF PeopleSoft Contract ID# #1000031673	Dec-23
<b>Interface</b>	<b>Non-Recurring Engineering</b>	<b>Total Cost</b>	<b>Annual Yearly</b>
Motorola ASTRO 25 PTT	Characterized as product integration, not an interface	\$0	0
Fire Station Printing (Rip-N-Run)		\$1,500	\$1,869
Everbridge		\$1,500	\$1,869
Priority Dispatch EFD and EMD		\$3,000	\$3,738
Intrado VIPER E9-1-1 (ANI/ALI)		\$1,500	\$1,869
Level II Message Switch		\$1,500	\$1,869
Deccan LiveMUM		\$1,500	\$1,869
HRMS (Unit Staffing and Personnel)		\$3,000	\$3,738
MACH Fire Station Alerting		\$1,500	\$1,869
Autoreturn (ARIES)		\$1,500	\$1,869
Unified Logon		\$1,500	\$1,869
Private EMS Positional Data		\$1,500	\$1,869
3-1-1 Hub		\$1,500	\$1,869
ASAP-to-PSAP		\$1,500	\$1,869
Tablet Command		\$1,500	\$1,869
Central Square RMS		\$1,500	\$1,869
AMR CAD-to-CAD (LOGIS)		\$1,500	\$1,869
KING CAD-to-CAD (Zoll)		\$1,500	\$1,869
<b>Interface Subtotal:</b>	<b>\$ -</b>	<b>\$ 28,500.00</b>	<b>\$35,511</b>

Page 4 of 4

Table 4: Other Module/Component Costs		CCSF PeopleSoft Contract ID# #1000031673		Dec-23
Module/Component	Licensing Options (select one): 1. Device/Workstation 2. Concurrent Users 3. Site	Number of Licenses	Total Cost	Annual Maintenance Cost (Year 2)
Server Licenses				
PremierOne CAD Server License	Server	1	\$297,636	\$57,723
PremierOne Mobile Server License	Server	1	\$66,371	\$6,855
Third Party				
CommSys Licenses (Level II State CJIS IF)		1	\$91,633	\$21,209
CommSys Licenses (ASAP to PSAP IF)		0	\$0	0
<b>Other Subtotal:</b>			<b>\$455,640</b>	<b>\$85,787</b>

Table 5: Total Application Software Costs

	Total One-Time Cost	Total Annual
Total CAD Application Cost (From Table 1)	\$1,571,335	\$ 403,327.40
Total Mobile Application Cost (From Table 2)	\$1,229,964	\$280,203
Total Interface Cost (From Table 3)	\$28,500	\$35,511
Total Other Cost (From Table 4)	\$455,640	\$85,787
<b>System Discount</b>	<b>(\$263,885)</b>	
<b>Total Application Software Cost:</b>	<b>\$3,021,554</b>	<b>\$804,828</b>

<b>Form 4 - Implementation Cost Form</b>	Appendix B - CCSF PeopleSoft Contract ID# #1000031673		
Page 1 of 2			Dec-23
<b>Item</b>	<b>Initial System Implementation</b>	<b>System Upgrade</b>	<b>Total Implementation</b>
CAD Installation (Workstation staging, installation, test)	\$192,286		\$192,286
MDC Installation			\$0
SFPD	\$94,948		\$94,948
SFFD	\$36,291		\$36,291
SFSO	\$12,660		\$12,660
DEM	\$844		\$844
Smartphone/Tablet Installation (General support for application	\$60,143		\$60,143
SFPD			\$0
SFFD			\$0
SFSO			\$0
SFMTA			\$0
System Interfaces Integration	\$1,044,247		\$1,044,247
System Hardware, Platforms and Operating Systems Integration	\$352,540		\$352,540
Site Development and System Integration	\$0		\$0
GIS and Mapping Integration (incl add'l 3-day onsite and 64	\$72,488		\$72,488
System Reporting and Analytics Integration (Data views and data s	\$263,033		\$263,033
Project Management	\$1,771,956		\$1,771,956
Business Process Reengineering and Organizational Change Manag	\$731,416		\$731,416
Documentation Creation and Support Services			\$0
Legacy Data Access Services	\$232,990		\$232,990
System Configuration	\$318,443		\$318,443
End-User and Administrator Training			\$0
SFDEM	\$153,331		\$153,331
SFPD	\$45,160		\$45,160
SFFD	\$56,451		\$56,451
SFSO	\$22,580		\$22,580
SFMTA	\$34,998		\$34,998
System Testing	\$0		\$0
Testing	\$265,876		\$265,876
Go-Live On-Site Support (and Reliability)	\$211,654		\$211,654
CAD to CAD Private Ambulances Services (included in optional)	Optional		Optional
AMR/LOGIS	Included in System Interfaces		Included in System
King/ZOLL	Included in System Interfaces		Included in System

Travel	Included in Line Items	Included in Line Items
Escrow	Not offered	Not offered
Fidato (Inspect all workstation locations for power/network, test	\$76,876	\$76,876
CommSys Implementation ConnectCIC and ASAP to PSAP	\$108,000	\$108,000
User's Summit (10 people, no travel) (Year 1 - Warranty Year)	\$11,000	\$11,000
(2) 4-day Trips Per Year to Shadow End User Training (Year 1 - War	\$34,413	\$34,413
DBA Support (Year 1 - Warranty Year)	\$21,471	\$21,471
Custom Reports Review (Post-Live)	\$16,157	\$16,157
Standard Software Upgrade (Year 1 - Warranty Year)	\$33,412	\$33,412
<b>Total System Implementation Cost:</b>		<b>\$ 6,275,664</b>
Page 2 of 2	CCSF PeopleSoft Contract ID# #1000031673	
		Dec-23

<b>Form 5 - Optional Costs</b>	Appendix B - CCSF PeopleSoft Contract ID#: 10000631673
<b>This form left intentionally blank</b>	Dec-23

Form 6 - Total System Purchase Price	Dec-23
Appendix B - CCSF PeopleSoft Contract ID# #1000031673	
Item	One-Time Cost
Hardware	\$1,204,043
System Software (Table 1: On-Premise System Software Costs)	\$245,492
System Software (Table 2: Cloud-Configured System Software Costs)	
Application Software	\$3,021,554
Implementation	\$6,275,664
Total Not-to-Exceed One-Time Cost (Excluding Options) Sub-Total	\$10,746,753
One-time Discount is contingent on the execution of the Implementation Contract by December 31, 2023	(\$1,061,037)
Total Not-to-Exceed One-Time Cost (Excluding Options)	\$9,685,716

<b>Form 7 - Optional Yearly Maintenance</b>	Appendix B - CCSF PeopleSoft Contract ID#: 1000631673
<b>This form left intentionally blank</b>	Dec-23

<b>Form 8 - Total Cost of Ownership Form</b>	Appendix B - CCSF PeopleSoft Contract ID#: 1000631673
<b>This form left intentionally blank</b>	Dec-23

<b>Form 9 - Hourly Rates Form</b>		Appendix B - CCSF PeopleSoft Contract ID# #1000031673	
		Dec-23	
Summary of the hourly rates for personnel assigned to the project, as well as any annual percentage increase that will be applied to each rate.			
<b>Role</b>		<b>Hourly Rate</b>	<b>Annual % Increase</b>
Program Manager		\$269	0.01%
Project Manager		\$236	0.01%
Project Coordinator		\$236	Variable
Configuration Manager (Solution Specialist)		\$269	0.01%
Project Lead Engineer(s) (Solutions Architect)		\$269	0.01%
Testing/QA Manager(s) (Application Specialist(s))		\$269	0.01%
Business Analyst(s) (Solution Specialists)		\$269	0.01%
Training Manager(s) (Application Specialist)		\$269	0.01%
Interface/Integration Manager(s) (Solutions Architect)		\$269	0.01%
Cybersecurity Manager(s)		N/A	
Product Support Manager(s)		N/A	
Customer Success Manager(s) (Customer Success Advocate)		N/A	
CLETS Query Build/Support Manager(s) (Solutions Architect)		\$269	0.01%

<b>Form 10 - Payment Schedule</b>		Appendix B.2 - CCSF PeopleSoft Contract ID# #1000031673							
	<b>Budget -&gt;</b>	<b>\$9,685,716</b>							Dec-23
<b>Task Name and notes</b>	<b>Finish</b>	<b>23/24</b>		<b>24/25</b>		<b>25/26</b>		<b>26/27</b>	
Contract Award	1/5/2024	10%	\$968,572						
Project Planning - Design Phase Complete (ready for H/W, S/W procurement)	7/5/2024			10%	\$968,572				
Vision and Scope Document Approval (ready for provisioning)	7/26/2024			10%	\$968,572				
CAD Provisioning Complete	11/12/2024			10%	\$968,572				
Mobile Provisioning Complete	2/17/2025			5%	\$484,286				
System Equipment Installation Complete	1/6/2025			15%	\$1,452,857				
Interface Configuration Complete (to include data feeds and data views)	10/27/2025					10%	\$968,572		
System Validation (Acceptance Testing) Complete	4/16/2026					10%	\$968,572		
Project Cutover Complete	5/22/2026					5%	\$484,286		
Data Consumer Integration Acceptance	7/22/2026							5%	\$484,286
Final System Acceptance	8/20/2026							10%	\$968,572
		<b>10%</b>	<b>\$968,572</b>	<b>50%</b>	<b>\$4,842,858</b>	<b>25%</b>	<b>\$2,421,429</b>	<b>15%</b>	<b>\$1,452,857</b>
								<b>TOTAL</b>	<b>\$9,685,716</b>

For Lifecycle Support Plan and Subscription Based Services: Motorola will invoice Customer annually in advance of each year of the plan.

\*Motorola reserves the right to partial bill and receive payment on partial billings.

## APPENDIX C

### Business Associate Agreement

This Business Associate Agreement (“BAA”) supplements and is made a part of the contract by and between the City and County of San Francisco, the Covered Entity (“CE”), and Contractor, the Business Associate (“BA”) (the “Agreement”). To the extent that the terms of the Agreement are inconsistent with the terms of this BAA, the terms of this BAA shall control.

#### RECITALS

A. CE, by and through the San Francisco Department of Emergency Management (“DEM”), wishes to disclose certain information to BA pursuant to the terms of the Agreement, some of which may constitute Protected Health Information (“PHI”) (defined below).

B. For purposes of the Agreement, CE requires Contractor, even if Contractor is also a covered entity under HIPAA, to comply with the terms and conditions of this BAA as a BA of CE.

C. CE and BA intend to protect the privacy and provide for the security of PHI disclosed to BA pursuant to the Agreement in compliance with the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 (“HIPAA”), and the Health Information Technology for Economic and Clinical Health Act, Public Law 111-005 (“the HITECH Act”), and regulations promulgated there under by the U.S. Department of Health and Human Services (the “HIPAA Regulations”).

D. As part of the HIPAA Regulations, the Privacy Rule and the Security Rule (defined below) require CE to enter into a contract containing specific requirements with BA prior to the disclosure of PHI, as set forth in, but not limited to, Title 45, Sections 164.314(a), 164.502(a) and (e) and 164.504(e) of the Code of Federal Regulations (“C.F.R.”) and contained in this BAA.

E. BA enters into agreements with CE that require the CE to disclose certain identifiable health information to BA. The parties desire to enter into this BAA to permit BA to have access to such information and comply with the BA requirements of HIPAA, the HITECH Act, and the corresponding Regulations.

In consideration of the mutual promises below and the exchange of information pursuant to this BAA, the parties agree as follows:

#### 1. Definitions.

**a. Breach** means the unauthorized acquisition, access, use, or disclosure of PHI that compromises the security or privacy of such information, except where an unauthorized person to whom such information is disclosed would not reasonably have been able to retain such information, and shall have the meaning given to such term under the HITECH Act and HIPAA Regulations [42 U.S.C. Section 17921 and 45 C.F.R. Section 164.402].

**b. Breach Notification Rule** shall mean the HIPAA Regulation that is codified at 45 C.F.R. Parts 160 and 164, Subparts A and D.

**c. Business Associate** is a person or entity that performs certain functions or activities that involve the use or disclosure of protected health information received from a covered entity, but other than in the capacity of a member of the workforce of such covered entity or arrangement, and shall have the meaning given to such term under the Privacy Rule, the Security Rule, and the HITECH Act, including, but not limited to, 42 U.S.C. Section 17938 and 45 C.F.R. Section 160.103.

**d. Covered Entity** means a health plan, a health care clearinghouse, or a health care provider who transmits any information in electronic form in connection with a transaction covered under HIPAA Regulations, and shall have the meaning given to such term under the Privacy Rule and the Security Rule, including, but not limited to, 45 C.F.R. Section 160.103.

**e. Data Aggregation** means the combining of Protected Information by the BA with the Protected Information received by the BA in its capacity as a BA of another CE, to permit data analyses that relate to the health care operations of the respective covered entities, and shall have the meaning given to such term under the Privacy Rule, including, but not limited to, 45 C.F.R. Section 164.501.

**f. Designated Record Set** means a group of records maintained by or for a CE, and shall have the meaning given to such term under the Privacy Rule, including, but not limited to, 45 C.F.R. Section 164.501.

**g. Electronic Protected Health Information** means Protected Health Information that is maintained in or transmitted by electronic media and shall have the meaning given to such term under HIPAA and the HIPAA Regulations, including, but not limited to, 45 C.F.R. Section 160.103.

**h. Electronic Health Record** means an electronic record of health-related information on an individual that is created, gathered, managed, and consulted by authorized health care clinicians and staff, and shall have the meaning given to such term under the HITECH Act, including, but not limited to, 42 U.S.C. Section 17921.

**i. Health Care Operations** shall have the meaning given to such term under the Privacy Rule, including, but not limited to, 45 C.F.R. Section 164.501.

**j. Privacy Rule** shall mean the HIPAA Regulation that is codified at 45 C.F.R. Parts 160 and 164, Subparts A and E.

**k. Protected Health Information or PHI** means any information, including electronic PHI, whether oral or recorded in any form or medium: (i) that relates to the past, present or future physical or mental condition of an individual; the provision of health care to an individual; or the past, present or future payment for the provision of health care to an individual; and (ii) that identifies the individual or with respect to which there is a reasonable basis to believe the information can be used to identify the individual, and shall have the meaning given to such term under the Privacy Rule, including, but not limited to, 45 C.F.R. Sections 160.103 and 164.501.

**l. Protected Information** shall mean PHI provided by CE to BA or created, maintained, received or transmitted by BA on CE's behalf.

**m. Security Incident** means the attempted or successful unauthorized access, use, disclosure, modification, or destruction of information or interference with system operations in

an information system, and shall have the meaning given to such term under the Security Rule, including, but not limited to, 45 C.F.R. Section 164.304.

**n. Security Rule** shall mean the HIPAA Regulation that is codified at 45 C.F.R. Parts 160 and 164, Subparts A and C.

**o. Unsecured PHI** means PHI that is not secured by a technology standard that renders PHI unusable, unreadable, or indecipherable to unauthorized individuals and is developed or endorsed by a standards developing organization that is accredited by the American National Standards Institute, and shall have the meaning given to such term under the HITECH Act and any guidance issued pursuant to such Act including, but not limited to, 42 U.S.C. Section 17932(h) and 45 C.F.R. Section 164.402.

## 2. Obligations of Business Associate.

**a. Attestations.** [Reserved]

**b. User Training.** The BA shall provide, and shall ensure that BA subcontractors, provide, training on the entities policies and procedures with respect to PHI privacy and security, to each employee or agent that will access, use or disclose Protected Information, upon hire and/or prior to accessing, using or disclosing Protected Information for the first time, and at least annually thereafter during the term of the Agreement. BA shall maintain records indicating the name of each employee or agent and date on which the PHI privacy and security trainings were completed. BA shall retain such records for a period of seven years after the Agreement terminates.

**c. Permitted Uses.** BA may use, access, and/or disclose Protected Information only for the purpose of performing BA's obligations for, or on behalf of, the City and as permitted or required under the Agreement and BAA, or as required by law. Further, BA shall not use Protected Information in any manner that would constitute a violation of the Privacy Rule or the HITECH Act if so used by CE. However, BA may use Protected Information as necessary (i) for the proper management and administration of BA; (ii) to carry out the legal responsibilities of BA; (iii) as required by law; or (iv) for Data Aggregation purposes relating to the Health Care Operations of CE [45 C.F.R. Sections 164.502, 164.504(e)(2). and 164.504(e)(4)(i)].

**d. Permitted Disclosures.** BA shall disclose Protected Information only for the purpose of performing BA's obligations for, or on behalf of, the City and as permitted or required under the Agreement and BAA, or as required by law. BA shall not disclose Protected Information in any manner that would constitute a violation of the Privacy Rule or the HITECH Act if so disclosed by CE. However, BA may disclose Protected Information as necessary (i) for the proper management and administration of BA; (ii) to carry out the legal responsibilities of BA; (iii) as required by law; or (iv) for Data Aggregation purposes relating to the Health Care Operations of CE.

**e. Prohibited Uses and Disclosures.** BA shall not use or disclose Protected Information other than as permitted or required by the Agreement and BAA, or as required by law. BA shall not use or disclose Protected Information for fundraising or marketing purposes. BA shall not disclose Protected Information to a health plan for payment or health care operations purposes if the patient has requested this special restriction, and has paid out of pocket in full for the health care item or service to which the Protected Information solely relates [42 U.S.C. Section 17935(a) and 45 C.F.R. Section 164.522(a)(1)(vi)]. BA shall not directly or

indirectly receive remuneration in exchange for Protected Information, except with the prior written consent of CE and as permitted by the HITECH Act, 42 U.S.C. Section 17935(d)(2), and the HIPAA regulations, 45 C.F.R. Section 164.502(a)(5)(ii); however, this prohibition shall not affect payment by CE to BA for services provided pursuant to the Agreement.

**f. Appropriate Safeguards.** BA shall take the appropriate security measures to protect the confidentiality, integrity and availability of PHI that it creates, receives, maintains, or transmits on behalf of the CE, and shall prevent any use or disclosure of PHI other than as permitted by the Agreement or this BAA, including, but not limited to, administrative, physical and technical safeguards in accordance with the Security Rule, including, but not limited to, 45 C.F.R. Sections 164.306, 164.308, 164.310, 164.312, 164.314 164.316, and 164.504(e)(2)(ii)(B). BA shall comply with the policies and procedures and documentation requirements of the Security Rule, including, but not limited to, 45 C.F.R. Section 164.316, and 42 U.S.C. Section 17931. BA is responsible for any civil penalties assessed due to an audit or investigation of BA, in accordance with 42 U.S.C. Section 17934(c).

**g. Business Associate's Subcontractors and Agents.** BA shall ensure that any agents and subcontractors that create, receive, maintain or transmit Protected Information on behalf of BA, agree in writing to the same restrictions and conditions that apply to BA with respect to such PHI and implement the safeguards required by paragraph 2.f. above with respect to Electronic PHI [45 C.F.R. Section 164.504(e)(2) through (e)(5); 45 C.F.R. Section 164.308(b)].

**h. Accounting of Disclosures.** Within ten (10) calendar days of a request by CE for an accounting of disclosures of Protected Information or upon any disclosure of Protected Information for which CE is required to account to an individual, BA and its agents and subcontractors shall make available to CE the information required to provide an accounting of disclosures to enable CE to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 C.F.R. Section 164.528, and the HITECH Act, including but not limited to 42 U.S.C. Section 17935 (c), as determined by CE. BA agrees to implement a process that allows for an accounting to be collected and maintained by BA and its agents and subcontractors for at least seven (7) years prior to the request. However, accounting of disclosures from an Electronic Health Record for treatment, payment or health care operations purposes are required to be collected and maintained for only three (3) years prior to the request, and only to the extent that BA maintains an Electronic Health Record. At a minimum, the information collected and maintained shall include: (i) the date of disclosure; (ii) the name of the entity or person who received Protected Information and, if known, the address of the entity or person; (iii) a brief description of Protected Information disclosed; and (iv) a brief statement of purpose of the disclosure that reasonably informs the individual of the basis for the disclosure, or a copy of the individual's authorization, or a copy of the written request for disclosure [45 C.F.R. 164.528(b)(2)]. If an individual or an individual's representative submits a request for an accounting directly to BA or its agents or subcontractors, BA shall forward the request to CE in writing within five (5) calendar days.

**i. Access to Protected Information.** BA shall make Protected Information maintained by BA or its agents or subcontractors in Designated Record Sets available to CE for inspection and copying within (5) days of request by CE to enable CE to fulfill its obligations under state law [Health and Safety Code Section 123110] and the Privacy Rule, including, but not limited to, 45 C.F.R. Section 164.524 [45 C.F.R. Section 164.504(e)(2)(ii)(E)]. If BA

maintains Protected Information in electronic format, BA shall provide such information in electronic format as necessary to enable CE to fulfill its obligations under the HITECH Act and HIPAA Regulations, including, but not limited to, 42 U.S.C. Section 17935(e) and 45 C.F.R. 164.524.

**j. Amendment of Protected Information.** Within ten (10) days of a request by CE for an amendment of Protected Information or a record about an individual contained in a Designated Record Set, BA and its agents and subcontractors shall make such Protected Information available to CE for amendment and incorporate any such amendment or other documentation to enable CE to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 C.F.R. Section 164.526. If an individual requests an amendment of Protected Information directly from BA or its agents or subcontractors, BA must notify CE in writing within five (5) days of the request and of any approval or denial of amendment of Protected Information maintained by BA or its agents or subcontractors [45 C.F.R. Section 164.504(e)(2)(ii)(F)].

**k. Governmental Access to Records.** BA shall make its internal practices, books and records relating to the use and disclosure of Protected Information available to the Secretary of the U.S. Department of Health and Human Services (the “Secretary”) for purposes of determining BA’s compliance with HIPAA [45 C.F.R. Section 164.504(e)(2)(ii)(I)].

**l. Minimum Necessary.** BA, its agents and subcontractors shall request, use and disclose only the minimum amount of Protected Information necessary to accomplish the intended purpose of such use, disclosure, or request. [42 U.S.C. Section 17935(b); 45 C.F.R. Section 164.514(d)]. BA understands and agrees that the definition of “minimum necessary” is in flux and shall keep itself informed of guidance issued by the Secretary with respect to what constitutes “minimum necessary” to accomplish the intended purpose in accordance with HIPAA and HIPAA Regulations.

**m. Data Ownership.** BA acknowledges that BA has no ownership rights with respect to the Protected Information.

**n. Notification of Breach.** BA shall notify CE within 5 calendar days of any breach of Protected Information; any use or disclosure of Protected Information not permitted by the BAA; any Security Incident (except as otherwise provided below) related to Protected Information. The notification shall include, to the extent possible, the identification of each individual whose unsecured Protected Information has been, or is reasonably believed by the BA to have been, accessed, acquired, used, or disclosed, as well as any other available information that CE is required to include in notification to the individual, the media, the Secretary, and any other entity under the Breach Notification Rule and any other applicable state or federal laws, including, but not limited to, 45 C.F.R. Section 164.404 through 45 C.F.R. Section 164.408, at the time of the notification required by this paragraph or promptly thereafter as information becomes available. BA shall take (i) prompt corrective action to cure any deficiencies and (ii) any action pertaining to unauthorized uses or disclosures required by applicable federal and state laws. [42 U.S.C. Section 17921; 42 U.S.C. Section 17932; 45 C.F.R. 164.410; 45 C.F.R. Section 164.504(e)(2)(ii)(C); 45 C.F.R. Section 164.308(b)]

**i. Unsuccessful Security Incident Attempts:** The Parties acknowledge and agree that this Section constitutes notification by BA to CE of the ongoing existence and occurrence of attempted Security Incidents that do not result in and/or that BA does not

anticipate will result in unauthorized access, use, disclosure, modification, or destruction of information or interference with system operations in an information system (including, for example, pings on BA's firewall, port scans, attempts to log onto a system or enter a database with an invalid password or username, denial-of-service attacks that do not result in the system being taken off-line, or malware such as worms or viruses). Unless requested by CE, no further notification of unsuccessful Security Incident attempts is required.

ii. **Successful Security Incident Attempts:** BA must notify the City within five (5) calendar days of any Security Incident attempt that results in, or that BA anticipates may result in, unauthorized access, use, disclosure, modification, or destruction of information or interference with system operations in an information system that is used to process Protected Information (such as continuous and/or persistent Security Incident attempts or a suspicious pattern of Security Incident attempts).

**o. Breach Pattern or Practice by Business Associate's Subcontractors and Agents.** Pursuant to 42 U.S.C. Section 17934(b) and 45 C.F.R. Section 164.504(e)(1)(iii), if the BA knows of a pattern of activity or practice of a subcontractor or agent that constitutes a material breach or violation of the subcontractor or agent's obligations under the Agreement or this BAA, the BA must take reasonable steps to cure the breach or end the violation. If the steps are unsuccessful, the BA must terminate the contractual arrangement with its subcontractor or agent, if feasible. BA shall provide written notice to CE of any pattern of activity or practice of a subcontractor or agent that BA believes constitutes a material breach or violation of the subcontractor or agent's obligations under the Agreement or this BAA within five (5) calendar days of discovery and shall meet with CE to discuss and attempt to resolve the problem as one of the reasonable steps to cure the breach or end the violation.

### 3. Termination.

**a. Material Breach.** A material breach by BA of any provision of this BAA, as defined herein, shall constitute a material breach of the Agreement and this BAA and shall provide grounds for immediate termination of the Agreement and this BAA, any provision in the AGREEMENT to the contrary notwithstanding. [45 C.F.R. Section 164.504(e)(2)(iii).]

**b. Judicial or Administrative Proceedings.** CE may terminate the Agreement and this BAA, effective immediately, if (i) there is a finding or stipulation that the BA has violated any standard or requirement of HIPAA, the HITECH Act, the HIPAA Regulations or other security or privacy laws is made in any administrative or civil proceeding in which the party has been joined.

**c. Effect of Termination.** Upon termination of the Agreement and this BAA for any reason, BA shall, at the option of CE, return or destroy all Protected Information that BA and its agents and subcontractors still maintain in any form, and shall retain no copies of such Protected Information. If return or destruction is not feasible, as determined by CE, BA shall continue to extend the protections and satisfy the obligations of Section 2 of this BAA to such information, and limit further use and disclosure of such PHI to those purposes that make the return or destruction of the information infeasible [45 C.F.R. Section 164.504(e)(2)(ii)(J)]. If CE elects destruction of the PHI, BA shall certify in writing to CE that such PHI has been destroyed in accordance with the Secretary's guidance regarding proper destruction of PHI.

**d. Civil and Criminal Penalties.** BA understands and agrees that it is subject to civil or criminal penalties applicable to BA for unauthorized use, access or disclosure or Protected Information in accordance with the HIPAA Regulations and the HITECH Act including, but not limited to, 42 U.S.C. 17934 (c).

**e. Disclaimer.** CE makes no warranty or representation that compliance by BA with this BAA, HIPAA, the HITECH Act, or the HIPAA Regulations or corresponding California law provisions will be adequate or satisfactory for BA's own purposes. BA is solely responsible for all decisions made by BA regarding the safeguarding of PHI.

#### **4. Amendment to Comply with Law.**

The parties acknowledge that state and federal laws relating to data security and privacy are rapidly evolving and that amendment of the Agreement or this BAA may be required to provide for procedures to ensure compliance with such developments. The parties specifically agree to take such action as is necessary to implement the standards and requirements of HIPAA, the HITECH Act, and the HIPAA regulations. Upon the request of either party, the other party agrees to promptly enter into negotiations concerning the terms of an amendment to this BAA embodying written assurances consistent with the updated standards and requirements of HIPAA, the HITECH Act, the HIPAA regulations or other applicable state or federal laws.

## **APPENDIX D CAD Maintenance and Support Services**

- I. Definitions**
- II. Description of the CAD Maintenance and Support Services**
- III. SaaS or Hosted Data Centers**
- IV. CAD Maintenance Services**
- V. 24x7 Technical Support**
- VI. On-Site Administrators**
- VII. Scorecard Governance**
- VIII. Hardware Refresh Services (Option)**
- IX. Cloud Entitlement (Option)**
- X. Software Enhancement Process**
- XI. Training Shadowing**
- XII. Database Administration Scope**
- XIII. Optional Support Services**
- XIV. Summary**

This Appendix D describes the post Go-Live Maintenance and Support services provided to the City by Motorola for the PremierOne CAD system.

### **I. Definitions**

“Customer Support Advocate” or “CSA” is a Motorola resource who will assist the City with maximizing the use of their Motorola software and service investment; manage, escalate, and log issues with Support, Product Management, and Sales; provide ongoing communication about progress, timelines, and next steps and liaise with the City on industry trends and product evolutions.

“Customer Support Manager” or “CSM” is a Motorola resource who oversees the Maintenance and Support Services program throughout the warranty and maintenance periods.

“Motorola” means Motorola Solutions, Inc., a Delaware corporation.

“Motorola Solutions Software” means Software that Motorola owns and is covered in this Maintenance and Support Agreement.

“Non-Motorola Solutions Software” means Software that a Third Party other than Motorola owns.

“Optional Technical Support Services” means fee-based technical support services that are not covered as part of the standard Technical Support Services.

“Products” means the Equipment and Software provided by Motorola as indicated in Appendix A.

“Product Release” means the release of Motorola Software considered to be the next generation of an existing product or a new product offering.

“Releases” means an Upgrade to the Motorola Software.

“Software Error” means a software malfunction or a programming, coding, or syntax error that causes the Software to fail to conform to the Specifications.

“Services” means those maintenance and support services described in and provided under this Appendix.

“Software Releases” means Update or Upgrade to the Motorola Solutions Software and are characterized as “On Demand,” “Cumulative Update,” “Standard Releases,” or “Product Releases” as further defined in Section IV.C.1.

“Standard Business Day” means Monday through Friday, 8:00 a.m. to 5:00 p.m. local time, excluding established Motorola holidays.

“Standard Business Hour” means a sixty (60) minute period of time starting at notification within a Standard Business Day(s).

“Start Date” means the date upon which this Agreement begins.

“Technical Support Services” means the remote support provided by Motorola on a standard and centralized basis concerning the Covered Products, including diagnostic services and troubleshooting to assist the Customer in ascertaining the nature of a problem being experienced by the Customer. Technical Support Services includes minor assistance concerning the use of the Software (including advising or assisting the Customer in attempting data/database recovery, database set up, client-server advice), and minor assistance or advice on installation of Releases provided under this Agreement.

## **II. Description of the CAD Maintenance and Support Services:** “CAD Maintenance and Support Services” include the following services:

**A. Motorola Solutions Software:** Use of Contractor’s Software operating on equipment located at City provided facilities (“On Prem”), Contractor’s facility, and/or any Data Center as further outlined under Section III (SaaS or Hosted Data Centers) of this Appendix D. This includes all software described in Detailed Design Document including:

1. PremierOne CAD Server and Client Software
2. PremierOne Mobile Server and Client Software
3. CommandCentral CAD Web-Viewer clients
4. (Optional) CommandCentral Aware subscription services

### **B. Non-Motorola Solutions Software:**

1. Use of Contractor Provided certain third-party software required to operate the CAD Software, including Microsoft System Center Operation Manager 2019 (SCOM), VMware vCenter Standard, VMware vSphere Ent+ CPU, F5 Local

Traffic Manager (Load Balancers), CommSys ConnectCIC, and any other Contractor Provided third-party software as described in the Detailed Design Document.

2. Inclusion of Contractor-supplied third-party software updates, patches and fixes as scheduled by Contractor.

### **C. Motorola-provided Third-party Hardware**

The following service levels are provided by third-party manufacturers of equipment provided by Motorola. If the third-party manufacturer is not on-site, Motorola will perform the on-site installation.

1. HPE Servers - 24x7 Care Pack. 4-hour on-site response.
2. Fortigate Firewall - FortiCare Premium. 24x7x365 with one-hour response for critical issues and next-business day response for non-critical issues.
3. Arista 7050TX3 - A-Care Next Business Day. 24x7x365 product support via email, phone or through the Arista Customer Portal. Next business day advance replacements for shipment-based delivery.
4. HPE Alletra SAN – 24x7 Remote Support. Next-day shipment of replacement parts.
5. TrueNAS R20 – 5YR Support w/ Drive Retention. Silver plan, 6am-6pm Pacific time, business days. Next business day on-site service including next business day Advanced Hardware Replacement.

### **D. Back-Up of City's Data:**

1. Contractor shall provide up to thirty-six (36) months of data retention for CAD Software operation, configuration, and data.
2. Contractor shall provide near-real time backups of CAD data as defined in the Detailed Design Document.
3. Contractor shall support the ability of the City to implement its own third-party backup solution with a duration that matches the agreed-upon backup schedule and retention to a City-provided location other than the primary site.

### **E. CAD Problem Reporting:**

1. Contractor shall provide electronic notification within 1 hour of discovery and subsequent monthly reporting of any incidents or breaches that occur within the CAD environment, whether On Prem or hosted. In the event of a security breach, Contractor shall follow the procedures set forth in Section 16.5 of the primary Agreement.

### **F. Availability of CAD Services:**

1. Contractor shall provide the City with access to the CAD application for Normal Use according to the terms herein.

2. **CAD System Uptime:** Other than Scheduled CAD Maintenance Services or emergency maintenance as described below, Force Majeure as described in the Agreement, or lack of City provided Network availability, Contractor shall provide uptime to the CAD Application in accordance with Appendix E, Service Level Obligations.

3. **Scheduled CAD Maintenance**

i. Contractor shall provide City with a minimum of two weeks' notice prior to conducting Scheduled CAD maintenance, unless otherwise agreed to in advance and in writing by the City.

ii. When Scheduled CAD maintenance may result in a Priority 1 disruption (as defined in Section VI, of this Appendix) Contractor shall conduct the Scheduled CAD Maintenance during the following hours: between 2 AM (Pacific Time) and 6 AM (Pacific Time) at a day of week to be agreed-to in advance by the City in writing, with the same exclusions noted in Subsection 1, above.

iii. When Scheduled CAD maintenance may result in a Priority 2 or lower disruption (as defined in Section VI of this Appendix) Contractor shall conduct the Scheduled CAD Maintenance at a date and time to be agreed-to in advance by the City in writing.

iv. Scheduled CAD Maintenance resulting in Priority 1 or 2 disruption shall not exceed an average of 1 hour per month over a twelve (12) month period except for Standard Releases as defined in section IV of this Appendix.

4. **Unscheduled CAD Maintenance.** Contractor shall use commercially reasonable efforts to adhere to the Service Level Standard as defined in Appendix E, Section B. Any Priority 1 disruption associated with Unscheduled CAD maintenance may result in the performance Credits in accordance with Appendix E, Section B.

5. **Emergency Maintenance.** If Force Majeure Events or emergencies arise or continue, Contractor shall be entitled to take any actions that Contractor, in good faith, determines is necessary or advisable to prevent, remedy, mitigate, or otherwise address actual or potential harm, interruption, loss, threat, security or like concern to any of the CAD systems or the CAD Software. Such emergency maintenance may include, but is not limited to: analysis, testing, repair, maintenance, re-setting and other servicing of the hardware, cabling, networks, software and other devices, materials and systems through which access to and/or use of the CAD Software by City is made available. Contractor shall endeavor to provide advance written notice of such emergency maintenance to City as soon as is reasonably possible.

6. **Notice of Unavailability:** In the event there will be Priority 1 or 2 disruption of any CAD components for any reason, including but not limited to, Scheduled CAD Maintenance or emergency maintenance, Contractor shall provide notice to City's 9-1-1 Service Desk at (415-558-3877 or E911\_servdesk@sfgov.org) with a brief description of the reason for the down time and an estimate of the time when City can expect CAD to be available for normal use.

**D. Changes in Functionality.** During the term of this Agreement, Contractor shall not reduce or eliminate functionality in CAD Services as it relates to functions categorized as

Priority 1 or Priority 2 in Appendix A1 SRD. In the event those functions, or other functionality considered core functionality in CAD Services are reduced or eliminated, Motorola will provide substantially equivalent functionality or a reasonable workaround. Beyond these efforts Motorola does not warrant that a Release will meet Customer's particular requirement, be uninterrupted or error-free, be backward compatible, or that all errors will be corrected. Full compatibility of a Release with the capabilities and functions of earlier versions of the Software may not be technically feasible. Where Contractor has reduced or eliminated such Priority 1 or Priority 2 functions or eliminates other functions considered necessary for operations and for which there isn't a reasonable alternative feature or function, City, in its sole election, shall: (i) have, in addition to any other rights and remedies under this Agreement or at law, the right to immediately terminate this Agreement and be entitled to a return of any prepaid fees; or, (ii) determine the value of the reduced or eliminated functionality and Contractor shall immediately adjust the Maintenance fees accordingly on a prospective basis. Where Contractor increases functionality in the CAD Services, such functionality shall be provided to City without any increase in the Maintenance fees. .

### III. SaaS or Hosted Data Centers

This section describes requirements for Contractor Provided SaaS or Hosted Data Centers when those facilities are utilized to provide CAD services to the City (may also be referred to as "Cloud Services"). SaaS or Hosted Data Centers refers to any data center or servers provided by Contractor that are not "On Prem" (located at City provided facilities). This section doesn't currently apply to the CAD Services but would be applicable in the event CAD Services are migrated to Cloud services or other SaaS Products are incorporated in the Agreement.

**A. Control:** The method and means of providing the Services shall be under the exclusive control, management, and supervision of Contractor, giving due consideration to the requests of City. Contractor, or any previously approved subcontractor, shall provide the Services (including data storage) solely from within the continental United States and on computing and data storage devices residing in the United States.

#### **B. Contractor's Data Center Standards.**

Motorola provided SaaS utilizes the Azure.gov cloud to provide services, including CommandCentral Aware. Azure.gov meets FedRamp standards and is compliant with CJIS.

**C. Location:** The location of the approved Data Centers that will be used to host the CAD Application are as follows:

**Primary Tier 4 data center:**  
[name and address TBD]

**Back-up Tier 4 data center:**  
[name and address TBD]

The Data Center Hosted Provider shall perform a SSAE 18, SOC 2, Type 2 Audit Report at least annually, in accordance with Article 6.8 of this Agreement.

**D. Replacement Cloud or Hosted Provider:** In the event Contractor changes the foregoing Cloud or Hosted Provider, Contractor shall provide City with prior written notice of said change and disclose the name and location of the replacement Cloud or Hosted Provider. The replacement Cloud or Hosted Provider shall be a reputable Hosted Provider and meet the same requirements as the Contractor's current Cloud or Hosted provider; comparable to Contractor's current Cloud or Hosted Provider and said replacement Cloud or Hosted Provider shall be located within the United States. The replacement Cloud or Hosted Provider shall perform a SSAE 18, SOC 2, Type 2 Audit Report at least annually, in accordance with Section 6.8 of this Agreement.

**E. Notice of Change:** If the location of the Data Center used to host the SaaS Application is changed, Contractor shall provide City with written notice of said change at least sixty (60) days prior to any such change taking place. Contractor shall disclose the address of the new facility, which shall be within the United States. The Data Centers referenced above, and any replacement Cloud or Hosted Provider(s) are subcontractors that must be approved by City.

**F. Subcontractors.** Contractor shall not enter into any subcontracts for the performance of the Services or assign or transfer any of its rights or obligations under this Agreement, without City's prior written consent and any attempt to do so shall be void and without further effect and shall be a material breach of this Agreement. Contractor's use of subcontractors shall not relieve Contractor of any of its duties or obligations under this Agreement.

**G. Multiple Environments.** Depending on the CAD services provided as defined in the Detailed Design Document, SaaS or Hosted data centers may be required to provide:

1. A single Back-up Environment available as needed to serve as the backup or "failover" environment for the SaaS and Hosted Services.
2. Multiple environments (e.g., disaster recovery, test & training) available to the City and Contractor for the evaluation and eventual promotion of SaaS Software updates, patches, fixes or otherwise deemed tests. Test Environment shall perform at 50% or better of production environment.

#### **IV. CAD Maintenance Services Provided by Motorola.**

**A.** The CAD Software maintained under this Agreement shall be the CAD Software described in the Detailed Design Document.

**B.** Motorola Solutions Technical Support Center (“TSC”) is the central point of contact to report PremierOne incidents and submit change requests. The TSC can be reached 24/7/365 to assist with your service needs via:

1. Toll Free Telephone: 1-800-MSI-HELP (800-647-4357)
  - a. Option 4,2,2 CAD Mobile
2. Customer Portal: low priority requests only, (estimated 24-hour turnaround)
3. Email: PSACASE@motorolasolutions.com (estimated 24-hour turnaround)

**C.** The customer portal and Email should only be used for Priority Level 4 issues. Notification of Priority Level 1-3 issues via either the customer portal or Email are not subject to the Service Level Standard for Technical Support Problem Response Service Levels in Appendix E, Service Level Obligations. The following CAD Maintenance Services are included as part of this Agreement:

**1. PremierOne Software Releases** are defined as an Update or Upgrade to the Motorola Solutions Software and are characterized as “On Demand,” “Cumulative Update,” “Standard Releases,” or “Product Releases.” The content and timing of PremierOne Solution releases will be at Motorola Solutions sole discretion.

- i. An “On Demand Release” (“OD”) is a release of Motorola Solutions Software that is done on demand to address critical issues like stability, performance or priority 1 or 2 functional issues.
- ii. A “Cumulative Update” (“CU”) is defined as a release of Motorola Solutions Software that contains error corrections to an existing Standard Release, including ODs, that do not affect the overall structure of the Motorola Solutions Software. Cumulative Updates may contain product enhancements and improvements. Cumulative Updates will be superseded by the next issued Cumulative Update.
- iii. A “Standard Release” is defined as a release of Motorola Solutions Software that may contain product enhancements and improvements, such as new databases, modifications to databases, or new servers, as well as error corrections. A Standard Release may involve file and database conversions, System configuration changes, hardware changes, additional training, on-site installation, and System downtime. Standard Releases will contain all the content of prior On Demand Releases and Cumulative Updates that are reasonably available (content may not be reasonably available because of the proximity to the end of the release cycle and such content will be included in the next release.)

**NOTE:** Motorola has included the services to install up to one (1) Standard Release every two years through the Warranty and Maintenance.

- iv. A “Product Release” is defined as a release of Motorola Solutions Software considered the next generation of an existing product or a new product offering. If a question arises as to whether a Product offering is a Standard Release or a Product Release, Motorola Solutions opinion will prevail, if Motorola Solutions treats the Product offering as a new Product or feature for its end user customers generally. Motorola will provide to Customer an available Product Release after receipt of a request from Customer, but Customer must pay any onsite installation or other services for a new Product offering. Any services will be performed in accordance with a mutually agreed schedule. Exceptions to this definition are Product Releases to which the City is entitled to under “Cloud Entitlement” in Section IX.
- v. There is no planned End of Life, End of Sale, or End of Support for the PremierOne product suite. For the twelve-year term of the maintenance agreement following Final System Acceptance (FSA) , Motorola will continue to provide enhancements, updates, and support. Any specific or custom enhancements or services which are beyond the scope of this agreement will be mutually agreed and memorialized through the Change Order process. In the event a contracted feature or function of the PremierOne CAD system is deprecated and made available in a newer media (i.e., on-prem to cloud), Motorola will apply current software licenses (if required) and provide services (if required) to implement, train, and transition to the newer media at no cost.

**D. PremierOne Software update Process:** As new PremierOne software releases become available, Motorola Solutions will provide the City with access to the software. Motorola Solutions Essential Service includes the remote installation services of any On Demand (“OD”) and Cumulative Update (“CU”) that may be available and remote and on-site installation services for up to one Standard Release every two years. Motorola Solutions will only provide releases that have been analyzed, pre-tested and certified in a dedicated test lab.

1. Motorola Solutions will post the OD and CU releases to the customer portal for customer review. Motorola will provide release notes that describe the error corrections, enhancements, and any recommended configuration changes, warnings, or workarounds on the portal . Webinars will also be conducted and available that demonstrate enhancements.

The CCSF will be responsible for scheduling remote installation support of OD and CU releases with the Motorola Solutions TSC. The application of ODs and CUs are designed to avoid system downtime, but Motorola will agree to a mutually agreeable time to apply those releases. The CCSF will work with their Customer Support Manager (CSM) for the purchase of on-site installation services with the Motorola Solutions System Implementation Organization if

requested for ODs and CU releases. Motorola will consult with the CCSF upon the availability of a Standard Release to review enhancements and/or new functionality. The CSA and AA will work with the CCSF to identify specific topics or functions the releases address as it relates to open CCSF support tickets and advise the CCSF on anticipated effects on CCSF operations.

Implementation of software releases shall be performed to ensure; (a) that the functionality of the CAD Software and Services, as described in the Documentation, is available to Authorized Users; (b) that the functionality of the CAD Software and Services is in accordance with the representations and warranties set forth herein, including but not limited to, the CAD Software and Services conforming in all material respects to the specifications, functions, descriptions, standards, and criteria set forth in the Documentation; and (c) that the Service Level Standards can be achieved.

- i. **Planning:** Contractor must assist the City with the planning and logistics of upgrades and updates.
- ii. **Technical Assistance.** Contractor must provide technical assistance regarding release notes, new functionality, and new application workflows.
- iii. **Deployment:** For Standard Releases, the upgrade will be initiated with a Project Kickoff to introduce project participants, review their roles, and review the resources and scheduling requirements. Deployment plans for these Software Releases will be mutually developed and agreed upon between Contractor and City and the Change Control Board process. The City is under no obligation to immediately deploy a Software Release and may elect to delay deployment of ODs, CUs, and Standard Releases depending on the new functionality that is being provided and City staff workload. However, if installation of an OD, CU or Standard Release is required in order to satisfy a Service Level Obligation as defined in Appendix E, Motorola shall be relieved of the associated Performance Credit until such release is installed. If the Software Release does not resolve Priority 1 or 2 errors, or create known deficiencies in the System, the Contractor is still responsible for providing the functionality in the Standard Release and Service Credits still apply.
- iv. **Software Releases:** Release of Software Releases as defined will be conducted on a schedule as determined by Contractor. Contractor shall provide no less than a thirty (30) calendar day prior written notice of when any such revision is scheduled to be released. City will be granted at least a fifteen (15) calendar day evaluation window to review release documentation regarding software modules being impacted and general revision changes.
- v. **Software Releases will be deployed on the existing Equipment.**

- vi. Testing. After the evaluation period, Contractor shall install the Software Release to the City test environment. The Upgrade will be scheduled in writing ten (10) calendar days prior to actual deployment activities. Scheduling is contingent upon CCSF public safety operational and training considerations. As part of the upgrade activities within the Test Environment, Contractor will provide testing to be mutually agreed with the City to ensure all systems are functional and the revision deployment was successful. The Contractor will support a process that includes defining the preparation, installation, testing and validation of the software release. Motorola will notify the City when the Software Release has been installed and is available for testing. City shall have a forty-five (45) calendar day test window and/or mutually agreed timeframe in which City has ability to test and raise issues with Contractor. Test environment deployment activities will be conducted during a mutually agreed-to time window and may not necessarily align with the production maintenance windows as described within this document in Section E.
- vii. After installation of a Standard Release in the Test Environment, Contractor shall test existing interfaces to validate operation in accordance with the current Interface Control Documents.
- viii. Priority 1 and Priority 2 Incident Correction: If a CAD Priority Level 1 or Priority Level 2 Issue is identified and appropriately triaged and classified by both Contractor and City during the test environment deployment test window, Contractor shall correct the CAD Issue. The severity of a CAD Issue will be initially defined by the City and confirmed by Contractor. Until the CAD Issue has been resolved, the Priority Level may be raised or lowered based on Contractor's analysis of impact to business. If the CAD Issue can be corrected and the Software Release redeployed to the City Test environment within the remainder of the deployment test window, City will have an additional five (5) testing days and/or a mutually agreeable timeframe, based on the scale and severity of the correction, in which to evaluate and further test for the CAD Issue resolution. If the CAD Issue cannot be corrected within the remainder of the test window, Contractor will deploy the corrected software immediately to the City Test environment upon availability with as much notice as practicable. City will be allowed an additional five (5) testing days or a mutually agreeable timeframe, to evaluate the correction post the test window if desired. Priority Level 1 or Priority Level 2 issues that occur in the test environment are exempted from the Availability Service Levels, Technical Support Problem Response Service Level and Service Level Standards for Technical Support Problem Response Service Level in Appendix E, Service Level Obligations.
- ix. Testing Suspension: If at any time during the testing window City identifies the presence of CAD Priority Level 1 or Priority Level 2 Issues that can be shown to materially impact City ability to continue testing,

City may in writing elect to suspend testing until corrections for the CAD Issues can be provided. Contractor will deploy corrections to the City Test environment immediately upon availability with as much notice as practicable. Upon release of corrections, City will have an additional five (5) calendar days and/or a mutually agreeable timeframe, based on the scale and severity of the correction to commence the testing within the then available remaining testing window.

- x. **Software Promotion:** Contractor will promote revision from Test environment to Training, Production and Back-up environments after the provided test window has elapsed, any identified Priority 1 or 2 issues have been corrected and the City confirms readiness to commence production operations with the Software Release. The Software promotion will be scheduled in writing fourteen (14) calendar days and/or a mutually agreeable timeframe, based on CCSF public safety operational and training considerations, prior to actual deployment activities (in accordance with Section (II)(G)(2) of this Appendix). As part of the promotion activities within the Training, Production and Back-up environment, Contractor may provide nominal testing to ensure all systems and interfaces are functional and the revision promotion was successful. Post promotion activities include verification there are no Priority Level 1 or 2 issues and Motorola certification that the upgrade is complete. The new Software Release is considered “in production” and supported under the maintenance service terms described here within.
- xi. **Documentation.** If there are any recommended configuration changes, warnings, or workarounds, Motorola Solutions will provide detailed documentation along with the releases on the portal. Contractor shall provide release notes for each Software Release upon releases being made available. The CSA and AA will provide information that include CCSF-specific Priority 1 and 2 resolutions, performance and functional descriptions. Updated user technical documentation that corrects CAD Software Errors or other minor discrepancies will be provided to Contractor’s customers or made available upon customer request, when available.
- xii. **Training.** Remote training services will be provided for trainers/supervisors on new or changed features and functions introduced with Standard Releases . In addition to access to training related to software releases available via LXP, the CCSF may request additional training services for ODs and CU releases, if desired.

2. **Third-Party Software Revisions:** At its election, Contractor will provide periodic software revisions of Contractor provided Third-Party Software with the CAD Software without further charge provided the following conditions are met: (i) the Third-Party Software revision corrects a malfunction or significant publicly disclosed security threat in the Third-Party Software that affects the operation or ability to provide secure use of the CAD Software; and (ii)

the Third-Party Software Revision has, in the opinion of Contractor, corrected malfunctions or a significant security threat identified in Contractor's Technology System and has not created any additional malfunctions; and (iii) the Third-Party Software revision is available to Contractor. City is responsible for obtaining and installing or requesting installation of the Third-Party Software revision if the Third-Party Software was not licensed to City by or through Contractor. Contractor Software revisions provided by Contractor are specifically limited to the Third-Party Software identified and set forth in Appendix A3 to this Agreement.

3. **Solution Monitoring & Response (Advanced Support)** provides continuous real-time fault monitoring for PremierOne system elements. Motorola uses a defined set of tools to remotely monitor the Customer's PremierOne system and characterize network events. When an actionable event takes place, it becomes an incident. Centralized Managed Support Organization (CMSO) technologists acknowledge and assess these incidents and initiate a defined response.

With System Monitoring, Motorola uses a Managed Services Suite of Tools (MSST) to detect events 24/7 as they occur, analyze them, and escalate them to the Technical Support Organization (TSO). Incidents will be generated automatically based on preset rules of continuous failure or multiple bounces in the Motorola Fault management system.

The CMSO technical support agent assigns a priority level to an incident, then initiates a response in accordance with the Priority Level Definitions and Response Times as defined in this Appendix. Depending on the incident, Motorola's response may include continued monitoring for further incident development, remote remediation technical support, dispatching a field service technician, or other actions Motorola determines necessary.

To prevent duplicate incidents from being generated by the same root cause, Motorola employs an auto-triage process that groups related incidents. The auto triage process therefore automatically assigns grouped incidents to a field service technician, enabling the resolution of these incidents together if the root alarm has been addressed.

System Monitoring is provided 24/7/365. Incidents generated by the monitoring service will be handled in accordance with the Priority Level Definitions and Response Times. Timeframes are based on the Customer's local time zone.

System Monitoring is available for the devices listed below for the Motorola systems provided at the Primary and Disaster Recovery sites.

Monitored Elements		
App Server	Monitoring Server	Firewall
Switches	SAN	NAS
Loadbalancer	Database server	SCOM

### **i. Motorola Responsibilities**

- Provide a dedicated network connection necessary for monitoring the City's communication network
- Verify connectivity and event monitoring prior to go live.
- Remotely access the City's system to perform remote diagnosis as permitted by the Customer pursuant to City Responsibilities, below.
- Create an incident, as necessary. Gather information to perform the following:
  - Characterize the issue.
  - Determine a plan of action.
  - Assign and track the incident to resolution.
- Provide the City with a link to access system configuration information, site information, system notifications, and system notes.
- Cooperate with the City to coordinate the transition of monitoring responsibilities between Motorola and the Customer.
- Maintain communication as needed with the Customer in the field until incident resolution.
- Provide available information on incident resolution to the Customer.

### **ii. Limitations and Exclusions**

The following activities are outside the scope of the System Monitoring service:

- Motorola will not monitor any elements outside of the Customer's PremierOne Environment such as infrastructure provided by a third party, unless specifically stated. Monitored elements must be within the Customer's network and elements should be capable of sending alerts to the Motorola Fault Management Platform.
- System installations, upgrades, and expansions.
- Customer training.
- Hardware repair and/or replacement.
- Network security services.
- Monitoring workstation or mobile device applications.

### **iii. Customer Responsibilities**

- Allow Motorola continuous remote access to enable the monitoring service.
- Provide continuous power to any Motorola equipment installed or used at the Customer's premises to support delivery of the service. The Customer agrees to take reasonable due care to secure the Motorola equipment from theft or damage while on the Customer's premises.
- Submit timely updates to any information supplied to Motorola to the CSM or Customer Support Manager(s) as applicable.

- Notify the TSC Team prior to City performing any activity that impacts the system. Activity that impacts the system may include but is not limited to: installing software or hardware upgrades, performing upgrades to the network, renaming elements or devices within the network, and taking down part of the system to perform maintenance.
- Coordinate system configuration change requests with the on-site Infrastructure Administrator (IA), and/or through the CSM or CSA to the TSC.
- Allow Motorola’s on-site IA access to equipment, including any connectivity or monitoring equipment, if remote service is not possible.
- Allow Motorola’s on-site IA to remove Motorola-owned monitoring equipment upon cancellation of service.
- Provide authorized Motorola personnel with all City-managed passwords required to access the City’s system upon request (if applicable), when opening a request for service support, or when needed to enable response to a technical issue.

**E. Response to CAD Issues.** Contractor shall provide verbal and/or written responses to CAD Issues identified by City. Such responses shall be provided in accordance with the Target Response Times defined under Section V of this Appendix (24x7) Technical Support). Upon notification of an issue affecting CAD/Mobile functionality and/or availability, Motorola will troubleshoot/triage the issue to determine the root cause of the issue, which may include working with CCSF and/or 3<sup>rd</sup> parties, if required, to identify the root cause.

If the City feels that the support or maintenance needs are not being met, the following table represents the escalation path.

Level 1	Level 2	Level 3
Support Center Manager, Front Office Technical Support Manager	Senior Manager, Technical Support	Head of Software Enterprise Centralized Managed and Support Operations
On-Site IA/AA Manager, Technical Support	Senior Manager, Technical Support	Head of Software Enterprise Centralized Managed and Support Operations

**F. CAD Software Maintenance Acceptance Period.** Unless otherwise agreed to by City on a case-by-case basis, for non-emergency maintenance, City shall have a twenty (20) business day period to test any maintenance changes to scheduled or planned maintenance tasks prior to Contractor introducing such maintenance changes into production. If the City rejects, for good cause, any maintenance changes during the CAD Software Maintenance Acceptance Period, Contractor shall not introduce such rejected maintenance changes into production. At the

end of the Maintenance Acceptance Period, if City has not rejected the maintenance changes, the maintenance changes shall be deemed to be accepted by City and Contractor shall be entitled to introduce the maintenance changes into production (in accordance with Section VI of this Appendix).

**G. Warranty Enhancement Services** improve and enhance the transition from project to support. Motorola Solutions systems integration will provide two instances of on-site support (“health checks”), which will be delivered by the same project team who integrated the customer’s system.

- 1. Health Check 1:** Upon request from customer, Motorola Solutions will provide a three-day (3) day on-site health check approximately thirty (30) days following System Go Live to address needs such as:
  - i. Configuration
  - ii. Process changes/Change management
  - iii. Provisioning changes (new users, user updates, etc.)
  - iv. Consultation as appropriate and designed in pre-planning meeting
- 2. Health Check 2:** Upon request from customer, Motorola Solutions will provide a three-day (3) on-site follow-up health check approximately one hundred twenty (120) days following System Go Live to review and address additional customer and system needs such as:
  - i. Post-production system training refresh
  - ii. Evolving business processes
  - iii. Challenges and system needs as determined in pre-planning meeting
  - iv. Next upgrade details and timing preparation
  - v. The City shall open a technical support ticket to request and schedule Warranty Enhancement services. The assigned Motorola resource will work with the City to identify and tailor the services to City-specific issues.

## **H. City Responsibilities**

City shall provide Contractor with timely notification of any CAD Issues or CAD Software Errors by contacting Contractor’s Technical Support Center (“TSC”) as identified in Section IV.B of this Appendix.

For Priority Level 1-3 issues, Customer should use the Toll-Free Telephone number. The customer portal and Email should only be used for Priority Level 4 issues. Notification of

Priority Level 1-3 issues via either the customer portal or Email are not subject to the Service Level Standard for Technical Support Problem Response Service Levels in Appendix E, Service Level Obligations.

1. City shall support all reasonable requests by Contractor as may be required in problem investigation and resolution.

**CAD Incident Manager: Designation of Point of Contact.** City shall assign an individual or individuals to serve as the designated contact(s) for all communication with Contractor during CAD Issue investigation and resolution. The individual or individuals should be trained in the PremierOne products being supported.

Required knowledge includes:

- Instructor-Led Training/Workshop
  - PremierOne System Administration Training
  - PremierOne CAD and Mobile Provisioning
  - PremierOne CAD and Mobile Train the Trainer
- Internet Training based on product or package:
  - PremierOne System Administration-Hardware Overview
  - PremierOne CAD/Mobile Client Installation

**2. Discovery of CAD Software Errors.** Upon discovery of a CAD Software Error, City agrees, if requested by Contractor, to submit to Contractor a listing of output and any other data that Contractor may require in order to reproduce the CAD Software Error and the operating conditions under which the CAD Software Error occurred or was discovered.

**3. Backup Power.** Install and maintain backup power source to ensure the effective operation of the PremierOne System and all its components in the event of a primary power source failure.

**4. General Responsibilities** The City's designated contacts are responsible for the following.

1. Allow the IA and AA full and free access to the PremierOne system, including any connectivity/monitoring equipment, necessary to deliver the services outlined in this Appendix.
2. Contact Motorola Solutions to add information, make changes to existing technical support tickets, or escalate service requests to Motorola Solutions management via the TSC.
3. VPN connectivity. Provide VPN connectivity and telephone access to Motorola Solutions personnel.
4. Physical Hardware Workstation Maintenance. Perform periodic reboots and ongoing performance tuning, hardware upgrades, and resource optimizations as

required. Inspect physical equipment for damage or wear, replace parts as per contractual agreement.

5. CAD application and Mobile application client maintenance. Apply upgrades such as OS patches, administrative tools and utilities.
  - i. Maintain and upgrade software that supports infrastructure applications (IE, Esri, etc.).
  - ii. Upgrade and maintain antivirus software, appropriately configure and maintain exclusion list (Refer to PremierOne Products latest published Anti-Virus Exclusions List.)
  - iii. Apply any Microsoft Critical Security patch to their PremierOne solution that fits within the security and sustainability processes of the agency. Motorola Solutions recommends agencies follow Microsoft's guidance related to the application of Critical Security patches.
6. Build/Modify/Support all custom reports in a manner that will not adversely impact RDW Server/Database functionality. Custom reports are the sole responsibility of the creator and not supported by Motorola Solutions.
7. CAD Client Upgrade Testing: Test PremierOne Software Releases (includes Standard, CU and ODs). Report and supply data for any problems that are discovered with the software to Motorola Solutions for review and correction. Ensure that minimum software/hardware requirements are met.
8. Third-Party Maintenance

For third party systems that integrate to CAD but are not provided by Motorola, City shall be responsible.
9. Mobile Client Install and Testing: Working with the AA, test PremierOne Software Releases (includes Standard, CU and ODs). Report and supply data for any problems that are discovered with the software to Motorola Solutions for review and correction. Ensure that minimum software/hardware requirements are met.
10. GIS Updates: PremierOne Map Maintenance
  - i. Ensure validity and integrity of all GIS related data introduced to the system
  - ii. Record modifications made to GIS files, and confirm expected behavior within the PremierOne solution

- iii. Perform all server mapping updates, geoset transitions, and distribute updated map files to CAD/Mobile clients
11. System Backups: With the support of the IA, confirm successful completion of the automated full and incremental database backups. Deploy the job that sends the backups on a schedule to the target storage share the CCSF is hosting. Ensure that all required system files and data are successfully backed up to the out of band/out of system backup storage point.
12. Anti-Virus and Windows User Account Control: Install, configure, and upgrade chosen anti-virus (AV) software. Appropriately configure the user account control (UAC) settings in a manner that ensures the files are accessible for system stability and successful operation. If system instability occurs after changing any system element pertaining to UAC or AV, report changes to Motorola Solutions. If unexpected behavior is experienced while UAC or AV are enabled, and does not occur after disabling UAC or AV, the customer will be responsible for diagnosing and correcting the issue. Per request, Motorola Solutions will make every reasonable effort to test and verify specific anti-virus patches against a replication of the customer's application if a problem cannot be resolved internally.
13. Provisioning knowledge of the system: customer must ensure that adequate provisioning training and knowledge has been provided to those authorized to access and/or make changes within PremierOne provisioning. Provisioning changes should be tracked. This Provisioning change information should be supplied to Motorola Solutions to aid in troubleshooting efforts should a problem be experienced. Motorola Solutions now provides a tool to aid in provisioning change identification, but changes should be tracked internally by the customer as a failsafe.
14. Gathering Issue Logs (Server and Client): During non-business hours, supply all requested logs for problems that need to be diagnosed and resolved. In some circumstances, log automation will be implemented, however anything that is not automatically gathered, and deemed necessary by Motorola Solutions, must be furnished. The IA will assist with this task during normal business hours.
15. Customer Data Archiving: customer is responsible for all Data Archival as per their internal requirements and needs. Adequate storage space should be maintained, and data must not be stored in a manner that adversely impacts the PremierOne solution or component operations.
16. Network Bandwidth and Stability: Install, monitor, and maintain network systems that provide stable operations and adhere to bandwidth requirements to ensure the effective operation of Motorola Solutions products and related system components.

- 17. Remote Access: Upon successful completion of approved background check, customer must provide remote access to requesting Motorola Solutions personnel for troubleshooting purposes. This includes, but is not limited to, VPN account access, remote hosting, PremierOne domain access, and access to all system elements that pertain to the operation of the PremierOne solution and functionality.
- 18. End User Training: Ensure that all end users of Motorola Solutions products are adequately trained to perform their duties and not cause harm or upset of system functionality. Motorola Solutions does offer additional training if necessary for an additional cost.
- 19. Change Management: Notify Motorola Solutions of any changes made to the PremierOne solution, associated interfaces, related hardware, software, network, or any other system element that may adversely impact operation or system functionality.

**V. 24/7/365 Technical Support:**

**A. 24x7 Technical Support:** Authorized Users will make Technical Support requests 24/7 by calling or submitting a request via Contractor’s service desk web portal.

Service credits for Technical Support Problem Response Service Levels (Appendix E, Service Level Obligations) shall apply only when reported by voice.

The Contractor’s Technical Support staff shall assign to the request the Incident Priority Level indicated by the City. Priority Level 1 and 2 Incident items will be addressed 24/7/365. Priority Level 3 and 4 Incidents will be addressed/acknowledged during standard Business Days (Monday – Friday excluding holidays) and standard business hours (Monday – Friday 8am – 5pm US Pacific Time).

<b>Incident Priority Level</b>	<b><i>Response Time</i></b>
<p><b>Priority Level 1:</b> The entire System (e.g., CAD) or a major component or critical function (e.g., call creation, dispatch, mobiles) is unavailable or severely degraded. City cannot use System to continue intended operations. Error impacts all or most users, halts or severely impacts critical operations, or database integrity is compromised. The notification showing evidence of a potential security breach of the CAD application, systems or user terminals and subsequent investigation of the breach shall be considered a Priority 1 event.</p>	<p>Within one (1) hour of receiving the Error report by voice notification, Contractor shall assign a product technical specialist(s) to diagnose and correct the Error. Thereafter, Contractor shall: provide ongoing communication about the status of the correction; immediately provide a Fix, a Patch or a Workaround; and exercise all commercially reasonable efforts to include a Fix or Patch for the Error in the</p>

	<p>next Release. Contractor shall escalate resolution of the problem to personnel with successively higher levels of technical expertise until the Error is corrected. Contractor shall make Priority 1 support services available 24 hours a day, 7 days a week, and 365 days a year.</p> <p><b><i>Service credits related to Priority 1 incident response shall be in accordance with the Service Level Standard for Technical Support Problem Response Service Level in Appendix E, Service Level Obligations</i></b></p>
<p><b>Priority Level 2:</b> System Error, defect or malfunction issue that results in a loss of redundant systems or a major component or function is unavailable and normal customer business activity is impacted or degraded, and a workaround may be available to mitigate the effects of the service impact; however overall efficiency or effectiveness is degraded.</p>	<p>Within four (4) hours of receiving the Error report by voice notification, Contractor shall: assign a product technical specialist(s) to diagnose the Error and to commence correction of the Error; provide a Workaround; provide escalation procedures as reasonably determined by Contractor’s staff; and exercise all commercially reasonable efforts to include a Fix or Patch for the Error in the next OD or CU Release, or within ninety (90) days as a software or approved procedural correction. Contractor shall make Priority 2 support services available 24 hours a day, 7 days a week, and 365 days a year.</p> <p><b><i>Service credits related to Priority 2 incident response shall be in accordance with the Service Level Standard for Technical Support Problem</i></b></p>

	<b><i>Response Service Level in Appendix E, Service Level Obligations.</i></b>
<p><b>Priority Level 3:</b> System error, defect or malfunction that reduces the functionality, efficiency or usability of core services. The error impacts an individual or a small group of users. Service can be delayed until a mutual-established time while a workaround may be available but is inefficient.</p>	<p>Within eight (8) Hours of the Error report notification during normal business hours, following its receipt of the Error report, Contractor shall: assign a product technical specialist(s) to diagnose the Error; provide a Workaround, if available; and exercise commercially reasonable efforts to include a Fix or patch for the Error in the next Standard Release.</p> <p><b><i>Service credits related to Priority 3 incident response shall be in accordance with the Service Level Standard for Technical Support Problem Response Service Level in Appendix E, Service Level Obligations.</i></b></p>
<p><b>Priority Level 4:</b> System error, defect or malfunction issue which has little, or no impact on the functionality, efficiency or usability of core services. Issues can include faults resulting in minor functions being unsupported, or unreliable in ways that are not noticeable to the user, faults that have no impact in how the user perceives the system to work, informational, preventive maintenance or educational in nature. Requests for enhancements and similar requests are also included in priority 4.</p>	<p>Contractor will acknowledge receipt of report within two business days of voice notification. Errors are corrected at Contractor’s discretion.</p>

**1. SERVICE ESCALATION.**

- In the event of a Priority Level 1 issue that is not resolved sufficiently quickly as determined in the City’s sole discretion, City may escalate the problem to the Customer’s Executive Sponsors, and Contractor’s Customer Service Executives. If a Priority Level 1 issue occurs during non-business hours, the Technical Service Center technicians may attempt

to contact the IA and/or AA to request they engage in discussing and/or troubleshooting the issue, if, in Contractor's sole discretion, such engagement is required.

- In the event of a Priority Level 2 issue that is not resolved sufficiently quickly as determined in the City's sole discretion, City may escalate the problem to the Customer's Executive Sponsors and Contractor's Customer Service Executives.
- In the event numerous Priority Level 3 issues exist that, when evaluated collectively, substantially meet the definition of a Priority Level 2 issue, Contractor and the City will mutually agree to such classification in order to prioritize resolution of such Priority Level 3 issues.

## 2. ROOT CAUSE ANALYSIS.

- Following the resolution of a Priority Level 1 or Level 2 incident, Contractor will discuss with City the cause of the failure, the actions Contractor took to resolve the failure, a timeline of the event and the actions Contractor plans to take to prevent such failure from recurring, and, if requested, Contractor will provide City a written summary of such discussion. Contractor will, on request, provide detailed documentation of the root cause analysis and preventative actions taken or planned with clear dates for completion of the action(s).

## VI. Optional On-Site Infrastructure and Application Administrators

**If the option for the on-site Infrastructure and Application Administrators is not executed at least twelve months prior to the scheduled Go-live, City resources will be required to perform the responsibilities described in this Section VI during the one-year warranty period.**

Motorola provides two dedicated resources who are responsible for delivering technical and application support services as outlined in this document, an Infrastructure Administrator (IA) and an Application Administrator (AA). The resources will be available to the CCSF Monday – Friday 8am – 5pm local time minus Motorola Solutions holidays, paid time off (PTO) benefits, and training events throughout the term of the Agreement. Each day shall be defined as normal business hours M-F 8:00 a.m. to 5:00 p.m. and shall not exceed 8 hours per day. This provision may vary by mutual agreement between Motorola Solutions and the customer

Motorola holidays include (but are subject to annual updates): New Years Day, Martin Luther King, Jr. Day, Memorial Day, Juneteenth, July 4, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day.

Except for unexpected leaves or emergency situations, Motorola will provide the CCSF with at least two (2) weeks' notice of scheduled PTO or annual training events.

The IA and AA will be trained and capable of accomplishing the tasks outlined in this document. The City has the ability to review, schedule and assign tasks for the IA/AA according to the roles and responsibilities in this document. CCSF will coordinate with IA/AA's manager(s) regarding CAD projects requiring their support for updates, changes, etc. in accordance with their roles and responsibilities in this document. The City and Motorola will mutually agree to a reporting structure to ensure the IA and AA each have single points of contact with the City for assignment of tasks.

The CCSF responsibilities outlined in this Agreement may require IA/AA assistance, expertise and support to accomplish the maintenance required for the system.

CCSF and Motorola Solutions will review the IA/AA performance, roles and responsibilities on a regular basis, including the Annual Health Check.

For daily and scheduled tasks, the IA/AA will coordinate with the appropriate CCSF resources (System and Application Administrators, IT Personnel). They will act as liaisons between the City and Motorola Solutions software and hardware technical support teams.

This provision may vary by mutual agreement between Motorola Solutions and the customer. Specifically, the tasks identified below as “Scheduled or Planned Maintenance” typically will be performed during off-hours. Motorola and the City will mutually agree to the days and times they will be performed at least two weeks in advance.

“Scheduled or Planned Maintenance” tasks:

1. Physical Server Maintenance – servers provided by Motorola: Apply upgrades such as OS patches, administrative tools and utilities. Maintain and upgrade software that supports infrastructure applications. Perform periodic reboots and ongoing performance tuning, hardware upgrades, and resource optimizations as required.
2. Virtual Server Maintenance-servers provided by Motorola: Apply upgrades such as OS patches, administrative tools and utilities. Maintain and upgrade software that supports infrastructure applications. Perform periodic reboots and ongoing performance tuning, hardware upgrades, and resource optimizations as required.
3. DB Failover: Perform and periodically test system database failover via script or MSSQL tools. Engage Motorola Solutions TSC and provide supporting data for any problems discovered. The DB Failover is performed on the primary and secondary databases at 1011 Turk St. and Rancho Cordova sites.
4. Perform and periodically (up to twice a year) test the disaster recovery failover and recovery process to ensure DR system can be successfully used during an emergency.
5. Software Releases: Build PremierOne upgrade packages (using MSI tooling) and assist customer with deployment to CAD and Mobile Clients.
6. Perform periodic system maintenance and software patching, in accordance with Motorola Solutions supplied guidelines, on Motorola provided physical and virtual servers covered within the scope of the Maintenance and Service Agreement.

7. Perform planned maintenance activities that may require off-hour support to minimize the impact to users or risk.

#### **A. System Administrator Training**

In order to maintain and expand product and technical knowledge as Motorola Solutions' technologies and customer environments evolve, the On-Site Administrators may attend up to 120 hours of annual training. Some training may be available on a remote basis, but other training will require the resource travel to a remote site to complete training. Potential travel time is not included in the estimated 120 hours of annual training. On-going training is designed to enhance and expand the knowledge and capabilities of the On-Site Administrator in an effort to continuously improve the services provided. Motorola Solutions will provide adequate advanced notice, generally 30 days, of any training requirements for the On-site Administrators.

The On-Site Administrators may be required to attend up to 40 hours of CCSF-based annual training; for example, CCSF IT Security policies and operations. Such training shall be scheduled to occur during normal working hours.

#### **B. System Administrator Placement, Terms and Conditions**

The terms and conditions of this SOW are an integral part of the contract:

1. Motorola Solutions will make a good faith effort to secure a local resource with suitable abilities and qualifications for the duration of the agreement. If Customer objects in good faith to a proposed IA or AA assignment, the Parties shall attempt to resolve Customer's concerns on a mutually agreeable basis.
2. Customer may request Motorola Solutions remove and replace the IA or AA for any valid performance or business reason, provided that Customer does not request the removal of any such person for reasons prohibited by law, and further provided that reasonable notice (which may be immediate, depending on the circumstances surrounding the removal) is given.

#### **C. Motorola Solutions On-Site Infrastructure Administrator (IA)**

The IA will perform diagnostic assistance, provide preliminary hardware and software problem evaluation and possess the knowledge reasonably necessary to repair systems outlined herein. The Infrastructure Administrator will travel on a monthly basis to the Disaster Recovery Data Center Site in Rancho Cordova to perform maintenance activities on the backup PremierOne equipment.

Responsibilities of the IA are:

1. Initiate Service Request Tickets. During normal business hours, contact the TSC through tools and processes outlined herein to initiate technical support request tickets.
2. Assess Priority Level. During normal business hours assist in assessing and assigning the initial and the correct priority level per the priority level definitions found in this Customer Support Plan.
3. Troubleshooting: Diagnose, triage and coordinate with the IA, Solutions technical support, Motorola Solutions engineering teams, and contractually agreed upon third-party vendors to resolve reported system incidents/problems.
4. Gathering Issue Logs (Server and Client). During normal scheduled business hours, supply all requested logs for problems that need to be diagnosed and resolved.
5. Follow customer required change management procedures prior to making any system change. This may include seeking formal approval, coordination, user notifications, etc.
6. Diagnose, triage and coordinate with the on-site AA, Motorola Solutions technical support, Motorola Solutions engineering teams, for interface issues related to the Motorola System responsibilities.
7. Monitor system(s) to determine any negative performance impacts and engage appropriate resources when necessary.
8. Work with Customer staff to identify and resolve reported system incidents/problems.
9. Perform periodic system maintenance and software patching, in accordance with Motorola Solutions supplied guidelines, on Motorola provided physical and virtual servers covered within the scope of the Maintenance and Service Agreement.
10. Ensure that reported incidents/problems are documented, analyzed, validated, and escalated (when necessary) through full resolution.
11. Run diagnostics using approved Motorola Solutions tools.
12. Assist with technical system requirements analysis.
13. Work closely with support teams and contractually covered third-party vendors to provide any additional information required by technicians to analyze and resolve incidents/problems. (i.e., logs, output, etc.).

14. Provide system performance reporting using approved Motorola Solutions tools when requested.
15. Assist with the collaboration of the City's implementation of system monitoring capabilities using Motorola and City or industry standard tools with product management and the TSC.
16. Assist the City with the investigation and resolution of GIS issues in PremierOne CAD.
17. Assist with contractually covered database system back-ups.
18. Assist with upgrade planning and installations.
19. As applicable, engage third-party vendors to provide contracted services in connection with issues causing a system failure. This may include some instances involving third-party vendor on-site support as well as coordination of third-party upgrade services when applicable.
20. In cases where the IA has responded to system failure or critical issues, verify with Customer that restoration is complete and/or System is functional.
21. Provide case activity reports to the City. Work cohesively with the City to identify and prioritize issues of greatest concern. Coordinate with Motorola On-Site AA and/or customer support personnel, City Project Management and City Application Administrator(s), as applicable.
22. Assist in the development of internal documentation pertaining to system configuration, administration, and troubleshooting.
23. Software Releases: Build PremierOne upgrade packages (using MSI tooling) and assist customer with deployment to CAD and Mobile Clients.
24. Maintenance on Hardware: Provide PremierOne hardware maintenance and service for hardware purchased from Motorola as part of the PremierOne solution in accordance with manufacturers' warranties. Such maintenance and service consist of troubleshooting the initial support request and facilitating support, repair and/or replacement with the third-party manufacturer.
25. SCOM Monitoring: Monitor system for notifications sent by SCOM, resolve related issues and/or contact Motorola Solutions to open a ticket for issue tracking.
26. Physical Server Maintenance – servers provided by Motorola: Apply upgrades such as OS patches, administrative tools and utilities. Maintain and upgrade software that supports infrastructure applications. Perform periodic reboots and ongoing performance tuning, hardware upgrades, and resource optimizations as required.
27. Virtual Server Maintenance-servers provided by Motorola: Apply upgrades such as OS patches, administrative tools and utilities. Maintain and upgrade software that supports infrastructure applications. Perform periodic reboots and ongoing performance tuning, hardware upgrades, and resource optimizations as required.

28. DB Failover: Perform and periodically test system database failover via script or MSSQL tools. Engage Motorola Solutions SCC and provide supporting data for any problems discovered.
29. Perform and periodically (up to twice a year) test the disaster recovery failover and recovery process to ensure DR system can be successfully used during an emergency.
30. Data Purging: Assist with regular file archival and purge as necessary according to the customer policy and procedures for data retention. Configure data purges compliant with government mandates and internal retention protocols. Maintain adequate storage space for retention of required data in a manner that will not adversely impact Motorola Solutions Systems.
31. Storage Capacity Tracking and Maintenance: Monitor, maintain, and configure system data storage components in accordance with accepted standards and operational requirements as outlined by Motorola Solutions. Act on any storage related SCOM notification in accordance with the SCOM monitoring standards outlined above.
32. Temporary DB File Size Maintenance: Monitor system temporary database size and available storage. Act on any related SCOM notifications in accordance with the SCOM monitoring standards outlined above.
33. System Backups: Verify the successful completion of automated daily backup operations. Verify that all required system files and data are successfully backed up to the appropriate media. Monitor health of all backup related hardware. Maintain and upgrade backup related software. Prior to performing system or database upgrades, create a backup of the system and/or database to maintain a restoration point. Complete PremierOne SSMS full and incremental database backups.
34. Assist with the management of Dispatcher hardware changes where appropriate.
35. Work closely with support teams and contractually covered third-party vendors to provide any additional information required by technicians to analyze and resolve incidents/problems. (I.e., logs, output, etc.).
36. As applicable, engage contractually covered third-party vendors to provide contracted services in connection with issues causing a system failure. This may include some instances involving third-party vendor on-site support.
37. In tickets where the Infrastructure SA has responded to system failure or critical issues, verify with customer that restoration is complete and/or System is functional.
38. Provide ticket activity reports to customer. Work cohesively with customer to identify and prioritize issues of greatest concern.
39. Support cross-staff collaboration and knowledge transfer with City CAD personnel for the purposes of personnel resiliency

### **a. On-Site AA Responsibilities**

The Motorola Solutions' AA is responsible for delivering support services as herein defined. The AA, with City's guidance, will develop an understanding of the agency's specific environment, City-specific requirements, and configurations. The AA will work with the Infrastructure SA to liaison with the Motorola Solutions CMSO technical support teams. The resource will provide support for system provisioning/configuration, client software applications, and software upgrades and will be equipped to perform workstation and/or client based diagnostic assistance. The AA's responsibilities are:

1. Possess knowledge of the business practices of each end user area and how to use their respective modules within the PremierOne CAD and Mobile system
2. Assist Customer with training plan development for users and system functionalities. Engage appropriate Motorola Solutions subject matter experts when necessary.
3. Coordinate with Motorola Solutions and/or Customer Project Management as applicable.
4. Assist in assessing and assigning the initial and the correct priority level per the priority level definitions found in this Appendix.
5. Diagnose, triage and coordinate with the on-site IA, Motorola Solutions technical support, Motorola Solutions engineering teams, and contractually agreed upon third-party vendors to resolve reported system incidents/problems.
6. Diagnose, triage and coordinate with the on-site IA, Motorola Solutions technical support, Motorola Solutions engineering teams, for interface issues related to the Motorola System responsibilities.
7. Follow customer required change management procedures prior to making any system change. This may include seeking formal approval, coordination, user notifications, etc.
8. Assist in the development and maintenance of internal documentation pertaining to system configuration, administration, and troubleshooting.
9. Possess knowledge of the business practices of each end-user area and use of their respective modules within the PremierOne system CAD.
10. Possess knowledge of the PremierOne CAD, PremierOne CAD database schema in order to support the SSRS Reporting System and be able to generate end-user reports as requested.
11. Enter and maintain users within the PremierOne CAD.
12. Present newly available CAD system features and provide advice/assistance during need and usability review.
13. Assist in establishing "pilot groups" for new system enhancements or problem resolution analysis in order to review and provide feedback.

14. Assist the City with the investigation and resolution of GIS issues in PremierOne CAD.
15. Assist CAD Validators with test plans.
16. Provide incident/problem information to track reported issues and progress towards resolution.
17. In tickets where the AA has responded to system failure or critical issues, verify with customer that restoration is complete and/or System is functional.
18. Provide ticket activity reports to Customer. Work cohesively with customer to identify and prioritize issues of greatest concern.
19. Create security groups and user roles to appropriately grant/limit system privileges as directed by Customer.
20. Maintain general application provisioning, make changes to default views and color coding as requested by the Customer.
21. Support cross-staff collaboration and knowledge transfer with City CAD personnel for the purposes of personnel resiliency.

## **VII. Scorecard Governance:**

### **A. Warranty and Maintenance Period Scorecard Governance:**

1. Annual Task and Acceptance Planning - During the first quarter of the warranty term and each subsequent year of maintenance, the Motorola IA, AA and CSM CSA Support Center And Support Center Manager, Front Office Technical Support Manager will meet with City representatives to agree upon the tasks, planning, objectives, project schedule, and Scorecard criteria for the delivery of Services to be provided during the Warranty and Maintenance period. The Parties shall agree upon the appropriate allocation of responsibilities for completion of the agreed upon tasks consistent with the responsibilities set forth in this Agreement. The agreed upon tasks and project schedule will contain appropriate acceptance criteria, acceptance test plans (“ATPs”) where appropriate, scorecard criteria and evaluation, and milestone dates that will be completed by the end of each calendar year.
2. To the degree completion of tasks and/or objectives align with the Service Level Obligations, the Service Level Obligation will be included in the Scorecard criteria and evaluation.
3. Annual Health Check – On an annual basis, beginning with the conclusion of the one-year warranty period, Motorola will conduct a Health Check to review the overall performance of the system and outstanding tickets and status, Motorola will also participate in the CCSF’s Cyber Security Risk Assessment as it applies to the PremierOne Solution and will support CCSF’s submission responses for the

Annual DEM Cybersecurity Maturity Assessment that involves the PremierOne solution.

## **VIII. System Refresh Services (Option)**

System Refresh Services are defined as the Motorola's services required to execute on the planning, delivering, installing and testing new PremierOne system equipment (servers, system software, storage, network switches and monitoring) in accordance with the current PremierOne technology and/or bill of materials. The Agreement includes two (2) equipment refreshes that are expected to be deployed in Year 5 and Year 10. Workstations, mobile devices (MDTs, tablets, smartphones) are not included in the equipment Motorola will provide.

Motorola will procure and deliver the new system hardware and software to the Primary and Disaster Recovery Data Centers. The new system equipment will be installed, tested and made available to the City for additional user testing. Upon acknowledgement that testing has been successfully completed, users will transition to the upgraded production system.

### **A. Detailed Design Review:**

A detailed design review is the process to identify the system upgrade details. A Detailed Design Review includes providing all the details necessary to describe the installation and configuration of all the system components. This review is a group of sessions to review the following as-built documents prior to any Motorola development, or procurement of system components. The As-Built Detailed Design Document is updated that may include the following sections, to the degree the existing sections are affected by the System Refresh:

- System Architecture Drawings and Descriptions
- Disaster Recovery operations (DR Playbook)
- Multiple Environment support, maintenance procedures and supported interfaces)
- Site Installation Drawings (floor, rack elevations, power, network, labeling plan) – baseline for as-built drawings
- Network and System Security
- CAD Database schema and Report templates
- GIS and Mapping configuration
- Interfaces (Updated interface overviews as needed))
- CAD Workstation configurations
- CAD Mobile, phone/handheld configurations (for example - provisioning worksheets)
- Final System Schematics (to be a baseline for as-built drawings)
- Final BOM (Basis for CCSF's Asset Management tool/process)

### **Motorola Deliverable**

- Mark-up/red-line all as-built System Documentation to reflect the system upgrade.

### **B. Implementation Plan**

Motorola will develop an implementation plan to provide the mutual agreed upon system refresh scope. The implementation plan may include the following:

- Project Management Plan
- Scope of Services
- Training Plan (if associated with a software upgrade)
- Schedule and Milestones
- System Validation and Acceptance Testing
- System Cutover Plan

### **C. System Refresh Implementation:**

Two Hardware Refreshes will be provided over the term of the Agreement. The scope of the hardware refresh is a basis for changes that may result from the Detailed Design Review and Implementation Plan. Changes will be handled through the Change Order Process.

#### **1. Upgrade Considerations**

The scope of work described herein is based on the following considerations:

- If a Standard Software release is available when the System Refresh is scheduled, the tasks described in Section IV.C.1 will be performed in concert with the System Refresh as long as the City is prepared accept the Standard Software release.
- If a Standard Software Release is not available concurrently with the Hardware Refresh, the release version of software in production use at the time will be installed.
- Only those interfaces covered under the terms of the contract will be validated and or modified to ensure operational use with the hardware refresh and, if combined with a Standard Software Release upgrade, the upgraded PremierOne System software. Supported interface functionality is that which is described in the current interface Control documents (ICDs) and any interface functionality which may have been added or modified with a Change Order or subsequent amendment.
- There may be periods of time during which interface functionality will not be available for production operations during implementation and while testing is conducted with the new hardware, unless non-production interface connectivity is available.
- The City should be prepared to go to a “manual” mode when operations are moving from the existing system to the upgraded system.
- If the System Refresh includes a Standard Release upgrade, and to the degree provisioning parameters are affected by the Standard Release upgrade, Motorola will conduct a working session with the CCSF’s Administrators and desired SMEs to review the CCSF provisioning parameters (BPR Workbook, Provisioning Worksheets and Scope and Vision documents). The purpose of the session is to determine any provisioning impacts to the system upgrade. In addition, any expected changes to the provisioning will be identified.
- If combined with a Standard Release upgrade, discuss the impact of the System Refresh on CAD Workstations, Clients, Mobile Clients, any potentially impacted components or elements.

- CCSF and Motorola will mutually agree on the scope, timing, and scheduling of the Implementation Plan.
- If combined with a Standard Release upgrade, discuss the impact of any database changes and support for CCSF's data consumers.
- Discuss the migration of data and records in the Implementation and Cutover Plan.
- If combined with a Standard Release upgrade, discuss the Training needs as part of the Implementation and Cutover Plan.

## 2. Kickoff Teleconference

In order to finalize the project schedules and procedures and the bill of materials, the hardware refresh event will be initiated with a kickoff teleconference that includes key Customer and Motorola project participants.

The objectives of this task are:

- To introduce all project participants.
- Review roles of key participants.
- Review overall upgrade scope and objectives.
- Review the list of equipment
- Review the list of interfaces.
- Review resource and scheduling requirements.
- Review and finalize project schedule with Customer.
- Review operational readiness and resumption of use criteria.

### Motorola Responsibilities

- i. Assign a Project Manager that will direct Motorola's efforts and serve as the primary point of contact for the Customer, Maintain project communications with the Customer's project manager, Manage the efforts of Motorola project team and coordinate Motorola activities with the Customer's project team members, Coordinate and oversee the installation of hardware and all licensed Motorola application software
- ii. Introduce Motorola resources
- iii. Review the roles of Motorola and CCSF resources and resource scheduling requirements.
- iv. Review overall upgrade scope and objectives.
- v. Provide the proposed bill of materials (BOM) for City review
- vi. Review the list of existing interfaces.
- vii. Review and finalize project schedule with Customer.

- viii. Review operational readiness and resumption of use criteria.

#### **Customer Responsibilities**

- i. Designate a project manager who will direct Customer's efforts and serve as the primary point of contact for the Motorola Project Manager.
- ii. Provide input to the final project schedule dates.
- iii. Review the BOM and schedule City resources to provide input and final approval.
- iv. Identify the efforts required of Customer staff and assign appropriate resources to meet the Customer's task requirements described in this Appendix.
- v. Liaison and coordinate with other partner agencies, other governmental agencies and the Customer's vendors and contractors, as applicable.
- vi. Provide all network infrastructures to support the new equipment for testing purposes.
- vii. Maintain responsibility for connectivity to all external systems.
- viii. Act as liaison with all user agencies and other outside agencies, organizations and City provided 3rd party vendors, if/as necessary.

#### **Completion Criteria**

- i. This task is considered complete upon conclusion of the Upgrade Kickoff Teleconference.

### **3. System Procurement and Staging**

Motorola will procure the system equipment (Hardware, Software and Licenses) in accordance with the final City-approved bill of materials and stage it at Motorola's staging facility. Application software will be installed, and the system will be tested and verified to be operational in a staged environment. Once validated, the system will be packaged and shipped to the CCSF's location for installation.

#### **Motorola Responsibilities**

- i. Procure equipment in accordance with the final City-approved BOM
- ii. Receive the contracted hardware, software, and related components at the Motorola staging facility.
- iii. Rack and install hardware components.
- iv. Conduct an equipment inventory and provide it to CCSF.

- v. Install and configure system software.
- vi. Complete staging validation testing and provide validation testing results to the City
- vii. Ship staged system to the CCSF's installation site.

#### **CCSF Responsibilities**

- i. Review staged system documentation, inventory, and validation testing results
- ii. Receive the staged system and securely store it until Motorola installation.
- iii. Provide acknowledgement of receipt of delivered equipment.

#### **Completion Criteria**

- i. This task is considered complete upon delivery and acceptance of the equipment inventory, staging validation testing results, and staged equipment to CCSF's facilities.

### **4. On-Site Installation**

The objective of this activity is to install the system at the CCSF's site. This activity addresses physical installation activities and system connectivity verification. Server installation will occur at the Primary CAD Data Center and the Disaster Recovery CAD Data Center.

#### **Motorola Responsibilities**

- i. Install the staged system in the CCSF's environment.
- ii. Conduct a Power On test to validate the installed hardware and software are ready for configuration.
- iii. Load preliminary provisioning data.
- iv. Verify contracted software is available and accessible on the installed system.
- v. Synchronize the primary and disaster recovery systems.
- vi. Verify failover and restore connectivity.
- vii. Complete applicable installation validation test

#### **CCSF Responsibilities**

- i. Validate server room availability and meets the requirements stated in the Implementation Plan.

#### **Completion Criteria**

- i. This task is considered complete upon City approval of installation of system equipment, cabinet, equipment and cable labeling, system drawings, and installation validation testing.

## **5. Acceptance Testing**

### **Motorola Responsibilities**

- i. Develop a mutually agreed upon Acceptance Test Plan to include validation of system functions to meet the City requirements of the replaced system, based on the scope of the system changes. Regression testing may be required but performance of the testing in Appendix A5 Sections 1 and 2 is not included.
- ii. Conduct an Acceptance Test Plan and Procedure review with the City.

### **CCSF Responsibilities**

- iii. Support and assist with the performance of the agreed upon Acceptance Test Plan to include validation of system functions to meet the City requirements of the replaced system, based on the scope of the system changes. If performance of testing in Appendix A5 Section 1 and 2 is required, the CCSF will complete such tests.

## **6. Cutover To Production System**

### **Motorola Responsibilities**

- i. Assist customer in developing cut-over plan to include plan for CAD and Mobile client updates, if a Standard Release upgrade is included.
- ii. Assist customer in developing cut-over plan for CAD data consumers, GIS, interfaces, and security if a Standard Release upgrade is included.
- iii. Perform final backup and transfer of CAD database and RDW on all environments (Production, Disaster Recovery, Training and Testing) to new system.
- iv. Test system and subsystem interfaces with production connections to validate operation in accordance with the as-built ICD markups.
- v. Verify system readiness for Go-Live as agreed in the Cutover Plan
- vi. Support the transition of all production operations to the upgraded system. Support will be provided on the day of the upgrade and during business hours for two days following the upgrade.

### **Customer Responsibilities**

- i. Provide and make available (during a mutually agreed time frame) the appropriate lines for production testing of interfaces.

- ii. Acknowledge system readiness for production cutover.
- iii. Execute the plan to install upgraded client software on CAD workstations and mobile devices as needed
- iv. Execute the plan to prepare all data consumers, if a Standard Release upgrade is included.
- v. Facilitate the transition of production operations to the upgraded primary system.

### **Completion Criteria**

- i. This task is considered complete when the production operations have transitioned to the upgraded primary, disaster recover, training and testing PremierOne systems, completed all acceptance testing and any associated “punch list” items (as created during the implementation plan) have been resolved, and any associated Priority 1 or Priority 2 issues have been resolved.

## **7. Documentation**

Motorola will provide the services to modify the existing as-built documentation as needed to reflect the changes of the system refresh. All user documentation, including hardware documentation (as provided by the manufacturers) and, if the hardware refresh included a Standard Release upgrade, application and interface documentation, help documentation, training documentation, and software tutorials shall be available electronically, online and/or accessible from within the relevant application.

Notes on documentation:

- Motorola will provide all source documents for CCSF to tailor documentation to support modifications during the lifecycle of the documents.
- All drawings will be date/time stamped with version control
- The following as-built documentation and information approved for implementation will be updated for the system refresh as-built condition:
  - o Detailed Design Document
  - o Interface Control Documents (ICDs) (if any changes occur as a result of the system refresh)
  - o Site Installation Drawings (rack elevations, power & network schematics)
    - Installation drawings are consistent equipment and cable labels
  - o Equipment Inventory
    - Equipment (make/model/serial#/versions & warranty documentation)
    - Software (make/model/versions)
    - Licenses
    - IP/Port Mapping
  - o CAD Database schema and Report templates, if combined with a Standard Release upgrade
  - o CAD Workstation configurations, if combined with a Standard Release upgrade

As part of project completion, Motorola will validate CCSF receipt of electronic copies of the system documentation as needed for any changes from the original system documentation.

### **Motorola Deliverables**

- a. Provisioning Guides (CAD/Mobile)
- b. User Guides (for the primary products).
- c. Training guides, materials
- d. Interface Specification documents (ICDs) (if changes occurred as a result of the hardware refresh)
- e. System Administration guide
- f. Reporting Data Warehouse data models
- g. SQL Server Reporting Services (SSRS) Training Guide
- h. System Administration Guide
- i. Disaster Recovery Procedures
- j. As-Built System Design Documentation to include the Motorola System Configuration Workbook. (As-built system documentation is also archived with the System Support Center along with CCSF information and access procedures to facilitate efficient response and resolution of any reported system issues.)

## **IX. Cloud Entitlement (Option)**

Cloud migration (entitlement to adopt Cloud functionality which replaces contracted PremierOne on premise functionality) is included in this contract at no additional cost to the City as it becomes available and meets the needs of CCSF users. The Cloud solution and migration will adhere to the City's cyber security requirements. This migration entitlement enables the following:

During the contract term, if and when on premise products covered by this Agreement become available in native Cloud environments and the CCSF determines such products can replace a covered on-premise application, the CCSF and Motorola will work in good faith to mutually develop an implementation plan, migration schedule, and training plan (train-the-trainer), for product(s) which suit the CCSF's needs in the Cloud environment. If services described in this Appendix are no longer required as a result of the migration to a Cloud solution, Motorola and the CCSF will mutually agree to update this Appendix accordingly.

This agreement creates no obligation of the CCSF to pay additional amounts above and beyond the costs agreed hereto. In the event no acceptable, correlated Cloud product(s) suitable for the CCSF become available, the CCSF shall continue to operate the products and Motorola will continue to support and maintain such products as described in this Agreement.

## **X. Software Enhancement Process**

PremierOne Product Management utilizes various customer committees and groups to provide insight on the design of PremierOne. We currently have customer advisory groups for

PremierOne Mobile UI design, a GIS Advisory group, PremierOne RMS Advisory Group, PremierOne CAD Admin group and a PremierOne Radio Integration group. We also meet with both the PremierOne customer executive committee and PremierOne regional customer groups on a regular basis. Finally, we engage our customers with our UI/UX team to gather data on the best human centered design for software and then bring that software to our customers to provide even more feedback through the design process.

The software enhancement process for PremierOne includes the use of an Idea Portal to gather ideas from customers and selecting those that bring benefits to all customers. The process includes the following steps:

- A. **Idea Portal:** PremierOne provides an online platform, known as the Idea Portal, where customers can submit their ideas for software enhancements. This portal serves as a centralized location for customers to share their suggestions and improvements.
- B. **Idea Submission:** Customers can submit their ideas through the Idea Portal. They are required to provide details about the proposed enhancement, including its purpose, potential benefits, and any supporting documentation or examples.
- C. **Idea Review:** The PremierOne product team regularly reviews all the submitted ideas. They analyze the feasibility, potential impact, and alignment with the overall software roadmap.
- D. **Categorization and Prioritization:** The ideas are categorized based on their nature, such as new features, user interface improvements, performance enhancements, or bug fixes. The team then prioritizes the ideas based on various factors like customer demand, strategic importance, technical feasibility, and resource availability.
- E. **Impact Analysis:** The selected ideas undergo a thorough impact analysis to assess their potential benefits to all customers. This analysis considers factors such as usability, functionality, scalability, and overall user experience.
- F. **Development Planning:** Once an idea is deemed feasible and beneficial, the development team creates a detailed plan for implementation. This includes defining the scope, allocating resources, and estimating the timeline required for development, testing, and deployment.
- G. **Development and Testing:** The development team implements the selected ideas according to the plan. They create the necessary code, perform unit testing, and ensure compatibility with the existing software infrastructure.
- H. **Release and Deployment:** The enhanced software version, including the selected ideas, undergoes a release process. This involves packaging the changes into a new software build, conducting final testing, and preparing release notes and documentation. The releases occur on a quarterly basis.
- I. **Customer Communication:** PremierOne informs all customers about the software enhancements through various communication channels like release notes, newsletters, webinars or email notifications. They provide details about the implemented ideas, highlighting the benefits and improvements achieved.

- J. Feedback and Iteration: PremierOne encourages customers to provide feedback on the implemented enhancements. They gather input through surveys, user forums, or direct customer support channels. This feedback helps in identifying any further improvements or fine-tuning required, leading to iterative enhancement cycles. By employing this software enhancement process, PremierOne ensures that ideas from customers are carefully evaluated, selected, and implemented to provide maximum benefits to all users of their software.

To the degree CAD and Mobile enhancements continue through the warranty and maintenance term, Motorola Product Management will conduct engagement with City end users, supervisors, and stakeholders to gather desired outcomes, requirements, and problems to solve. If CAD and Mobile Advisory Groups continue to meet during the warranty and maintenance term, the City is invited to continue to participate in the group.

## **XI. Training Shadowing**

Motorola will provide an Application Specialist for two (2) 4-day trips during the warranty year and each year of maintenance for the purposes of shadowing City-led training classes to monitor content and support the City trainers with updating training materials. The City shall work with the AA to coordinate the scheduling of these sessions with the Customer Support and project delivery organizations at least thirty (30) days prior to the requested dates of the sessions.

## **XII. Database Administration**

Motorola will provide the services of a database administrator (DBA) for up to ten (10) hours per month to perform activities such as:

- A. Update Test/DEV CAD database tables to be consistent with the Production RDW
- B. Create accounts for new personnel as needed. Note, when creating an account on a second database server, the same SID used on the first account must be used for the second so database copies from Production->Test/DEV do not wipe out database level account information.
- C. Review space usage of the RDW and performance. When possible, suggest tuning suggestions to make jobs more efficient.
- D. In rare cases, facilitate direct access to the live transactional CAD database with Motorola engineering resources.

The City shall submit the request for DBA services to Motorola and provide information on the requested activities. Motorola will respond within five (5) business days with an estimate of time the activity(ies) will take, any additional information required, and a date(s) on which the DBA will be scheduled to perform it/them.

## **XIII. Optional Support Services**

## **A. Optional Remote System Administrator**

Motorola Solutions Remote System Administrator provides a dedicated resource who is responsible for delivering technical services as outlined in this section.

### **1. Description of Service**

The dedicated Remote System Administrator will act as a liaison between the customer and Motorola Solutions software and hardware technical support teams. The Remote System Administrator is trained in PremierOne Solution products and capable of accomplishing tasks related to diagnostic assistance, provide preliminary hardware and software problem evaluation and possess the knowledge reasonably necessary to repair systems outlined in this SOW.

### **2. Scope**

The Remote System Administrator service provides dedicated support for 12 hours a month. This provision may vary by mutual agreement between Motorola Solutions and Customer. Any such variance will necessitate a separately attached addendum.

### **3. Motorola Solutions Responsibilities**

- i. Contact Motorola Solutions through authorized tools and processes outlined in this SOW to initiate technical support request ticket.
- ii. Assist in assessing and assigning the initial and the correct priority level per the priority level definitions found in this SOW.
- iii. Diagnose, triage and coordinate with Motorola Solutions technical support, Motorola Solutions engineering teams, and contractually agreed upon third-party vendors to resolve reported system incidents/problems.
- iv. Supply all requested logs for problems that need to be diagnosed and resolved.
- v. Follow customer required change management procedures prior to making any system change. This may include seeking formal approval, coordination, user notifications, etc.
- vi. Possess knowledge of the SSRS Reporting System and be able to generate end-user reports as requested.
- vii. User Configuration - Entering and maintaining users within the PremierOne CAD system.
- viii. Assist with the management of Dispatcher hardware changes where appropriate.

- ix. Convert, develop, and test CAD-related custom utilities & scripts, reports, etc.
- x. Assist CAD Validators with test plans.
- xi. Present newly available CAD/Mobile system features and provide advice/assistance during need and usability review.
- xii. Work closely with support teams and contractually covered third-party vendors to provide any additional information required by technicians to analyze and resolve incidents/problems. (I.e., logs, output, etc.).
- xiii. As applicable, engage third-party vendors to provide contracted services in connection with issues causing a system failure. This may include some instances involving third-party vendor on-site support as well as coordination of third-party upgrade services when applicable.
- xiv. In tickets where the resource has responded to system failure or critical issues, verify with customer that restoration is complete and/or System is functional.
- xv. Provide ticket activity reports to Customer. Work cohesively with customer to identify and prioritize issues of greatest concern.

## **B. Optional GIS Support**

A Motorola GIS Specialist will provide up to 144 hours per year of GIS support per year.

### **1. Motorola Solutions Responsibilities**

- i. Perform the addition and correction of streets, common places, address points, service boundaries and other layers deemed necessary for CAD by the CCSF.
- ii. Load geodatabase to the CAD system.
- iii. Create and maintain CAD mapping files
- iv. Create and maintain routing services on the ArcGIS Servers
- v. Create and maintain Mobile (Windows, Android/iOS) mapping files
- vi. Diagnose, triage and coordinate with the TSC, engineering teams, and contractually agreed upon third-party vendors to resolve reported GIS incidents/problems.

### **2. CCSF Responsibilities**

- i. Provide data in conformance with the GIS Data Requirements document (from Scope of Services)
- ii. Correct any GIS errors in the provided GIS datasets.

#### **XIV. Summary**

Our Support Plan includes the following key services elements:

- A. Single point of contact** - A Customer Support Manager who maintains close communication with you and serves as a point of escalation when service or support levels are not meeting expectations.
- B. Systems Support Center:** One place to report incidents and place requests.
- C. Customer Portal:** Enhanced access to case status and resolution details.
- D. Preventive Maintenance:** Supporting optimal performance of the installed solution by performing periodic preventive maintenance reviews of the site's environment, hardware, and software.
- E. Technical Support Center:** Staffed with subject matter experts to handle escalated tickets.
- F. Dedicated On-Site System Administrators:** Skilled and certified support engineer who will provide system support.

## **APPENDIX E**

### **Service Level Obligations**

**A. Time is of the Essence.** For the term of this Agreement, Contractor shall provide CAD Services, Force Majeure events excepted, during the applicable Service Windows and in accordance with the applicable Service Levels as described herein, time being of the essence.

The following three Service Levels are defined in this section:

- Availability Service Level
- System Response Time Service Level
- Technical Support Problem Response Service Level

If the contractor does not provide the required minimum level of service, the City is awarded service credits on the subsequent annual maintenance costs to include the following:

- Hardware Maintenance
- System Software Maintenance
- Application Software Maintenance
- Other Recurring Costs (Third Party)

The amount of Service Credits is limited to the following:

- Availability Service Level credits will not exceed 10% of the yearly maintenance cost
- System Response Time Service Level service credits will not exceed 5% of the yearly maintenance cost
- Technical Support Problem Response Service Level service credits will not exceed 5% of the yearly maintenance cost

The calculation of service level credits will be calculated on a monthly basis, aggregated over a twelve-month maintenance term, and applied to the following annual maintenance amount. The amount of monthly service credits shall not exceed the amount of the monthly maintenance cost.

#### **B. Service Levels.**

##### **1. Availability Service Level:**

###### **a. Definitions:**

- i. Actual Uptime:** The total minutes in the reporting month that the CAD System was actually available to Authorized Users for normal use. Normal use is defined as uptime without a Priority 1 System failure as defined in [Appendix D].
- ii. Scheduled Downtime:** The total minutes in the reporting month during which Scheduled CAD Maintenance was performed.
- iii. Scheduled Uptime:** The total minutes in the reporting month less the total minutes represented by the Scheduled Downtime.

**b. Service Level Standard.** The CAD System shall be available to Authorized Users for normal use 99.995% of the Scheduled Uptime.

**i. Calculation:** (Actual Uptime / Scheduled Uptime) \* 100 = Percentage Uptime (as calculated by rounding to the third decimal point)

**ii. Performance Credit.**

**1) Where Percentage Uptime is equal or greater than 99.995%:**  
No Performance Credit will be due to City.

**2) Where Percentage Uptime is less than 99.995%:** City shall be due a Performance Credit in the amount of 20% of the Services Fees (as calculated on a monthly basis for the reporting month) for the first .001% reduction in Percentage Uptime. City shall be due additional Performance Credits in the amount of 5% of the Services Fees for each subsequent .1% reduction in Percentage Uptime. The following chart illustrates the Performance Credit calculation:

AVAILABILITY		EXPERIENCED DOWNTIME			SERVICE CREDIT CALCULATION	
PERFORMANCE INCREMENT	CALCULATED AVAILABILITY	DAYS	HOURS	MINUTES	SERVICE CREDIT	DEDUCTION OF THE NEXT MONTHLY MAINTENANCE COST <i>(The total deductions shall not exceed the amount of the reporting monthly maintenance cost)</i>
Maximum	99.995%	0.02	0.44	26	0%	No deductions
First 0.001% below the Maximum	99.994%	0.02	0.53	32	20%	Deduct 20% of the reporting monthly maintenance cost
Next 0.1% increment	99.894%	0.39	9.29	557	5%	Deduct an additional 5% of the reporting monthly maintenance cost
Next 0.1% increment	99.794%	0.75	18.05	1083	5%	Deduct an additional 5% of the reporting monthly maintenance cost
Next 0.1% increment	99.694%	1.12	26.81	1608	5%	Deduct an additional 5% of the reporting monthly maintenance cost
Next 0.1% increment	99.594%	1.48	35.57	2134	5%	Deduct an additional 5% of the reporting monthly maintenance cost
Next 0.1% increment	99.494%	1.85	44.33	2660	5%	Deduct an additional 5% of the reporting monthly maintenance cost
Next 0.1% increment	99.394%	2.21	53.09	3185	5%	Deduct an additional 5% of the reporting monthly maintenance cost
Next 0.1% increment	99.294%	2.58	61.85	3711	5%	Deduct an additional 5% of the reporting monthly maintenance cost
Next 0.1% increment	99.194%	2.94	70.61	4236	5%	Deduct an additional 5% of the reporting monthly maintenance cost
Next 0.1% increment	99.094%	3.31	79.37	4762	5%	Deduct an additional 5% of the reporting monthly maintenance cost

**c. Service Level Standard – CAD Web Client.** The CAD Web Client shall be available to Authorized Users for normal use 99.9% of the Scheduled Uptime.

**i. Calculation:** (Actual Uptime / Scheduled Uptime) \* 100 = Percentage Uptime (as calculated by rounding to the third decimal point)

**ii. Performance Credit.**

**1. Where Percentage Uptime is equal to or greater than 99.9%:**  
No Performance Credit will be due to City.

**2. Where Percentage Uptime is less than 99.9%:** City shall be due a Performance Credit in the amount of 2% of the Services Fees (as calculated on a monthly basis for the reporting month).

## 2. System Response Time Service Level.

### a. Definition(s).

**i. System Response Time:** The interval of time from when an Authorized User requests, via CAD, a Transaction to when visual confirmation of Transaction completion is received by the Authorized User or other CAD user (including CAD mobile devices, excluding CAD Web Client). Examples of transactions:

- a. Enter a command and system acknowledges with “OK” or equivalent
- b. Screen redraw/refresh with new information
- c. Newly entered call displays on pending calls window(s)
- d. Display of suggested unit dispatch list
- e. Assign a unit to or clear a unit from an event
- f. Query returns (not to include third-party system response time)
- g. Call updates propagating to/from other CAD terminals including mobile devices

**ii. Exceptions:** Contractor’s response time obligations do not include latency due to City provided networks or third-party software not provided by Contractor.

**iii. Reporting:** Contractor shall provide query capability for the CAD administrator or supervisor to request a System Response Time report. Report should allow entry of a time frame (e.g., one hour, one day, one month) and type of Transactions to report on. Response Times in the report should provide the total end-to-end Transaction times. The System Response Time Report should include Transaction response times for Contractor provided Software and CAD servers.

**iv. Total Transactions:** The total of Transactions occurring in the reporting month.

**b. Service Level Standard.** Transactions shall have a Response Time of one half (.5) second or less 99.9% of the time each reporting month during the periods for which the Services are available.

**i. Calculation.**  $(\text{Total Transactions} - \text{Total Transactions failing Standard}) / \text{Total Transactions} * 100 = \text{Percentage Response Time}$  (as calculated by rounding to the first decimal point).

**ii. Performance Credit.**

**1) Where Percentage Response Time is equal to or greater than 99.9%:** No Performance Credit will be due to City.

- 2) **Where Percentage Response Time is less than 99.9%:** City shall be due a Performance Credit in the amount of 5 % of the Services Fees (as calculated on a monthly basis for the reporting month).

**3. Technical Support Problem Response Service Level.**

**a. Definition.**

- i. **Total Problems:** The total number of CAD problems reported by City to Contractor in the reporting month.

**b. Service Level Standard.** Problems shall be confirmed as received by Contractor 100% of the time each reporting month, in accordance with the Response Times defined in [Appendix D]. For Priority 1 problems, in addition to confirmation of receipt, a call back from a qualified CAD engineer shall be received by the City within one hour of the problem being reported. For Priority 2-4 problems, confirmation of receipt and call back or email response by a qualified technical representative shall be received in accordance with the Incident Priority Level Response Times in Appendix D.

- i. **Calculation.**  $(\text{Total Problems} - \text{Total Problems failing Standard}) / \text{Total Problems} * 100 = \text{Percentage Problem Response}$  (as calculated by rounding to the first decimal point). Note: This Calculation must be completed for each Priority Level.

**ii. Performance Credit.**

**1) Priority Level 1**

- i) **Where Percentage Problem Response is 100%,** No Performance Credit will be due to City.
- ii) **Where Percentage Problem Response is less than 100%:** City shall be due a Performance Credit in the amount of 5% of the Services Fees (as calculated on a monthly basis for the reporting month).

**2) Priority Levels 2 – 4.**

- i) **Where Percentage Problem Response is greater than 100%:** No Performance Credit will be due to City.
- ii) **Where Percentage Problem Response is less than 100%:** City shall be due a Performance Credit in the amount of 5% of the Services Fees (as calculated on a monthly basis for the reporting month).

#### 4. Technical Support Problem Response Service Level.

Scenario	Error Level	Service Credit Apply?
Primary system goes down – critical functions unavailable as defined in Appendix D	P1	Yes
Time during which primary system is failing over to DR system	P1	Yes
Critical functions, including the support of all the available interfaces, successfully operating in DR	P1	No
DR system becomes unavailable while on the DR system only	P1	Yes
Time during which DR system is failing back to primary system	P1	Yes

**C. Service Level Reporting.** On a monthly basis, in arrears and no later than the fifteenth (15<sup>th</sup>) calendar day of the subsequent month following the reporting month, Contractor shall provide reports to City describing the performance of the CAD Services and of Contractor as compared to the service level standards described herein. The reports shall be in a form agreed-to by City, and, in no case, contain no less than the following information: (a) actual performance compared to the Service Level Standard; (b) the cause or basis for not meeting the service level standards described herein; (c) the specific remedial actions Contractor has undertaken or will undertake to ensure that the service level standards described herein will be subsequently achieved; and, (d) any Performance Credit due to City. Contractor and City will meet as often as shall be reasonably requested by City, but no less than monthly, to review the performance of Contractor as it relates to the service level standards described herein. Where Contractor fails to provide a report for a service level standard described herein in the applicable timeframe, the service level standard shall be deemed to be completely failed for the purposes of calculating a Performance Credit. Contractor shall, without charge, make City's historical service level standard reports to City upon request.

**D. Failure to Meet Service Level Standards.** In the event Contractor does not meet a service level standard described herein, Contractor shall: (a) owe to City any applicable Performance Credit, as liquidated damages and not as a penalty; and (b) use its best efforts to ensure that any unmet service level standard described herein is subsequently met. Notwithstanding the foregoing, Contractor will use its best efforts to minimize the impact or duration of any outage, interruption, or degradation of Service. In no case shall City be required to notify Contractor that a Performance Credit is due as a condition of payment of the same.

**E. Termination for Material and Repeated Failures.** City shall have, in addition to any other rights and remedies under this Agreement or at law, the right to immediately terminate this Agreement and be entitled to a return of any prepaid fees where Contractor fails to meet any service level standards described herein: (a) to such an extent that the City's ability, as solely determined by City, to use the CAD Services is materially disrupted, Force Majeure events

excepted; or, (b) for four (4) months out of any twelve (12) month period. Prior to termination, Contractor shall have 10 days to cure. City shall also give Contractor 30 days' notice prior to termination date.

**F. Audit of Service Levels.** No more than quarterly, City shall have the right to audit Contractor's books, records, and measurement and auditing tools to verify service level obligations achievement and to determine correct payment of any Performance Credit. Where it is determined that any Performance Credit was due to City but not paid, Contractor shall immediately owe to City the applicable Performance Credit.

## APPENDIX F

### Disaster Recovery Plan

Contractor shall assist the City in developing, testing, and maintaining a Continuity of Operations Plan (COOP) for the CAD system that adheres to the City's Disaster Preparedness, Response, Recovery, and Resilience Policy which can be found at:

<https://sf.gov/resource/2021/disaster-preparedness-response-recovery-and-resiliency-policy-dpr3>

Contractor shall maintain a high availability configuration in the primary data center, with a mirrored instance of the City production system and supporting infrastructure in the secondary data center. Contractor shall maintain a standard procedure that governs the management of business continuity events. A disaster recovery test plan must be reviewed and exercised at least annually. Upon reasonable notice from City, disaster recovery testing documentation shall be made available to the City. Contractor will provide DEM's Chief Information Security Officer with access to review Contractor's business continuity and disaster recovery plans.

Contractor shall provide City with a business continuity strategy and disaster recovery plan and procedures that can be implemented in the event of a catastrophic failure at the primary site. Such a strategy should identify how quickly the secondary site will be available to Authorized Users. The business continuity strategy must include drills and exercises to test the readiness to execute the disaster recovery plan. If requested, the first drill must happen within six months of the CAD system going live and then once per year thereafter. Upon reasonable notice from City, the drill plans, action items and project plan for follow-ups must be shared with the City.