

FireView Dashboard (Hosted)

August 27, 2013

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FIREVIEW™ | Enterprise



Table of Contents

Executive Summary.....3

Cost Summary5

Subscription Fees5

 Payment Schedule6

 Login Description6

Scope of Work.....7

Project Requirements10

 Software Specifications.....10

 Data Specifications.....10

 GIS Data Specifications10

 Application Specifications11

Hardware Specifications12

Training14

Roles and Responsibilities.....15

Customer Support Program17

Hosting Agreement22

Data Schema Addendum28

NON-DISCLOSURE

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FireView Dashboard Deployment for the Costa Mesa Fire Department

Establishing an Incident Based Dashboard Capability for Executive and Command

TARGET: To deploy the FireView Enterprise Solution to provide decision support, performance management and electronic briefing capabilities

- Deploy a hosted configuration of Omega's FireView Dashboard
- Logins to create and monitor activity via the Executive and Fire Battalion or District Briefing Books
 - One (1) Administrator login for purposes of creating new content and managing user logins
 - Unlimited Designer login for purposes of creating new content
 - Unlimited Standard User logins for purposes of viewing content and creating Queries on Demand
- Configure FireView Dashboard to interface with Zoll FireRMS database
- Data sets include Incident Reports and Apparatus Reports
- Training for Administrator, Designers, and Standard Users
- Three (3) years of data history
- Omega Cloud Services

Executive Summary

The Omega Group delivers proactive fire response operations management solutions combining data, analytics, intelligence and mapping that enables new precision workflows which optimize daily fire response strategies while delivering more positive public safety outcomes at less cost to departments and risk to field personnel.

FireView Dashboard

FireView Dashboard allows management to easily focus on problems within specific geographic areas, times/days, stations, shifts, and prescribe solutions through spatial and temporal analysis of Fire and EMS incident and unit response information from RMS and CAD systems. Management can examine and analyze response times and performance standards. Call processing, turnout, travel, and total reflex times are evaluated in regard to averages, percentiles, and compliance percentages.

Features

- Comprehensive ability to inform and optimize deployment strategies
- Promote intelligence led decision making through FireView Dashboard
- Establish a common channel for distribution and assessment of important information for day-to-day decision making
- Monitor short and long term response performance trends
- Identify patterns of workload by station, unit or region for every hour of day/day of week
- Address fire prevention and safety issues within your community

- Handles a broad array of data sets including: calls for service, inspections, incident reports, apparatus reports, occupancies, permits, arsons and hydrant flow information¹
- Dashboard data and features based on role, organizational unit, or geography
- Ready to use Executive 'Briefing Book' templates
- Flexibility to customize the content and layout of the Dashboard 'Briefing Book' and pages due to changing priorities
- Leverage existing GIS investments or low/no-cost base map options
- Data updated in near real-time without human intervention
- Supports establishment of agency-wide mapping & analysis platform



Figure 1 FireView Dashboard UI

¹ Data sets listed under features section are examples only and do not necessarily reflect what is included in the proposal.

Cost Summary

| | |
|--|--------------------------|
| FireView Dashboard Hosted Deployment | Fees |
| Professional Service Package | \$ 12,800.00 |
| <ul style="list-style-type: none"> • Configuration for two (2) data connections <ul style="list-style-type: none"> ○ Incident Reports ○ Apparatus Reports • Application configuration and deployment • Briefing Book configuration • Login configuration • Training <ul style="list-style-type: none"> ○ Web-based training for Administrators and Designers ○ On-site training for Standard Users | |
| Annual Module Subscription | \$ 7,025.00 |
| <ul style="list-style-type: none"> • Briefing Books <ul style="list-style-type: none"> ○ Executive Briefing Book ○ Battalion or District Briefing Book • Logins: <ul style="list-style-type: none"> ○ One (1) Administrator User login ○ Unlimited Designer User logins ○ Unlimited Standard User logins • Data Connection/Storage <ul style="list-style-type: none"> ○ Two (2) data connections ○ Five (5) years of data | |
| Travel | \$ 500.00 |
| Professional Services/Travel: | \$13,300.00 |
| Discounts²: | \$4,857.50 |
| Final Professional Services/Travel: | <u>\$8,442.50</u> |
| Subscription Services: | <u>\$7,025.00</u> |

Subscription Fees³

Subscription fees represent the cost of hosting and maintaining the enterprise solution module. Subscription services will commence upon completion of Task 4, Application Deployment. First annual subscription payment will be due on the date that the system is live and available for use by the client.

² With deployment of FireView Desktop, discounts are applied towards redundant services

³ See Customer Support Program for additional details

Payment Schedule

The payment schedule consists of two (2) payments and is due as follows:

| Objective | Fee | Terms |
|-----------------------------|------------|--|
| Set up/ Training/ Travel | \$8,442.50 | Payment due upon project kick-off meeting |
| Subscription Fee for Year 1 | \$7,025.00 | Payment due upon completion of Task 5, FireView Dashboard Application Training |

Login Description

This FireView Dashboard deployment includes three (3) types of user logins with the following permissions:

| Feature | Standard | Designer | Administrator |
|--|-----------------|-----------------|----------------------|
| Shared User Name and Login | | | |
| View Assigned Briefing Books | x | x | x |
| View Queries on Demand | x | x | x |
| View Alerts | x | x | x |
| Access to Analysis Mode | x | x | x |
| Create Queries-On-Demand | x | x | x |
| Create Alerts | | x | x |
| Create Briefing Books, Dashboard Widgets | | x | x |
| Create User Roles and Account Login | | | x |

*The login types above may not be included in the proposal.

Scope of Work

1. Project Planning/Management

- 1.1. Software and database requirements
 - 1.1.1. Review deliverables for client
 - 1.1.1.1. Omega client software: Omega Import Wizard, Omega Extractor
 - 1.1.1.2. Omega server application: CrimeView Dashboard
 - 1.1.2. Review deliverables by Client
 - 1.1.2.1. ESRI ArcGIS 10
- 1.2. System Architecture
 - 1.2.1. Identify hardware components and configuration.
 - 1.2.1.1. Import Server
- 1.3. GIS map layers and design preferences
 - 1.3.1. Identify base map GIS data layers for geographic querying
 - 1.3.2. Identify reference data for geocoding
- 1.4. CAD/RMS/other source data
 - 1.4.1. Review import process and automation
 - 1.4.2. Identify fields to be imported
 - 1.4.3. Review database schema and tabular relationships
- 1.5. Dashboard Design
 - 1.5.1. Review design options for baseline deployment
- 1.6. Determine remote connection method
- 1.7. Review roles and responsibilities

2. Omega Import Wizard Configuration

- 2.1. Client will install/license ArcGIS on import server or workstation
- 2.2. Client will install/license Import Wizard on import server or workstation
- 2.3. Omega will create import profiles for RMS data extraction
 - 2.3.1. Omega will create SQL statement
 - 2.3.2. Omega will configure data processing steps
 - 2.3.3. Omega will work with the client to group incident types into one of the available standard Omega fire type categories (where applicable)
 - 2.3.4. Omega will configure geocoding process, review the sample data's geocoding rates and provide recommendations
 - 2.3.5. Omega will configure output dataset

3. FireView Dashboard Application Configuration

- 3.1. The Dashboard will include a rolling thirty-six (36) months of historical data for each dataset
- 3.2. Omega will configure each dataset to display up to twenty (20) fields
- 3.3. Omega will configure ESRI geocoding services
- 3.4. Omega will configure up to ten (10) geographic query layers
- 3.5. Omega will configure up to five (5) operational layers
- 3.6. Omega will create up to five hundred (500) total saved query pick list items per query layer
- 3.7. Omega will use ESRI map caches for the application's background layers, or possibly integrate with a client's existing map caches (hosted on a server at the client's site), or use Bing Maps if the client procures and provides a license key from Microsoft.
- 3.8. Configure FireView Dashboard design

3.8.1. Briefing Books

3.8.1.1. Omega will configure two (2) Briefing Books which will include RMS-NFIRS data

3.8.1.1.1. One (1) Executive Briefing Book with approximately forty-eight (48) Widgets

3.8.1.1.2. One (1) Fire Battalion or District Briefing Book with approximately forty-five (45) Widgets

3.8.2. Pages

3.8.2.1. Incident trends

3.8.2.2. Recent activity

3.8.3. Widgets

3.8.3.1. Filter/Pin Map/Heat Map

3.8.3.2. Density Map

3.8.3.3. Trend Chart

3.8.4. Hot Sheet; Omega will configure up to five (5) Alerts

3.8.5. The Dashboard content listed above will be configured according to the *Dashboard Briefing Books* document. Client should review those documents and identify any changes during the sales process. An additional cost may be incurred with changes.

4. FireView Dashboard Deployment

4.1. Omega will deploy the FireView Dashboard application

4.2. Omega will import up to three (3) months of historical data for each dataset; the client will be responsible for importing beyond three (3) months

4.3. Omega will configure the Omega Extractor and configure the profile import automation with the client's assistance

4.4. Dashboard Widgets will refresh at least one (1) time per day and up to four (4) times per day if the resources and configuration will allow for that

5. FireView Dashboard Application Training

5.1. Omega will provide up to six (6) hours of remote Administrator/Designer training for up to two (2) trainees

5.1.1. The FireView Dashboard Admin Designer Tutorial PDF document will be e-mailed to the Administrator/Designer trainees following training

5.2. Omega will provide up to two (2) sessions of up to four (4) hours of training on functionality features for up to ten (10) trainees per session (on-premise training) or Omega will provide one (1) four (4) hour remote training session on functionality features for up to four (4) trainees (train-the-trainer).

5.2.1. The FireView Dashboard End User Tutorial PDF document will be e-mailed to the End User trainees following training

6. Final Application Review

6.1. Following End User training, there will be a fourteen (14) day review period. The review period serves as quality assurance/control to ensure the project has been completed and the deliverables conform to the scope. Areas to review:

- 6.1.1.Saved queries are working properly and the correct pick list values are included
- 6.1.2.Data shown in the report grid and identify box matches source data
- 6.1.3.Geographic query layers and selection fields are correct
- 6.1.4.Operational layers are working properly and are labeled with the correct field
- 6.1.5.Geocoding process is configured properly
- 6.1.6.Dashboard queries return anticipated results (records)
- 6.1.7.Dashboard is functioning properly
- 6.2. The application content is configurable around your data; the application interface is not customizable
- 6.3. Omega will send the client a project completion sign-off form; the client will sign/date the form and e-mail/fax back to Omega and the project will be marked as complete.

Project Requirements

Software Specifications

For FireView Dashboard the following software will be required for the deployment:

| Omega Software | ESRI Software | Other |
|---------------------|-----------------------|-------|
| Omega Import Wizard | ArcGIS (ArcView), v10 | |
| Omega Extractor | | |

Data Specifications

FireView Dashboard automates the import of source data via an application called the Import Wizard. Each FireView Dashboard dataset (layer) is imported daily via Import Wizard profiles (licensed individually). The profile license contains configuration information for extracting data from a source database (via a SQL Statement), geocoding, data processing, & subsequently outputs/appends the result into a GIS feature class format. It is important to consider that source data originating from a relational database will be transposed into a de-normalized (flat file) format. As a result, there will be one “dot” on the map per record in the FireView Dashboard dataset. The maximum number of records returned on a Dashboard Widget or query is 5,000 records.

| Dataset | Data Source | Dataset | Data Source |
|------------------|--------------|-------------------|--------------|
| Incident Reports | Zoll FireRMS | Apparatus Reports | Zoll FireRMS |

Please see the Data Schema Addendum for descriptions of proposed datasets.

GIS Data Specifications

Boundary and Landmark Features: The client shall provide files of relevant boundaries and landmarks within the area of interest. Typical features include:

- Boundaries and jurisdictions such as beats and reporting districts
- Landmark information such as schools, parks, and other locations of interest

Geocoding Reference Data

The client is responsible for providing accurate reference data that will be used to generate a geocoding service. Reference data may include the following geography: street centerline file, address points or a parcel layer.

Background Layers

The FireView Dashboard supports the use of one or more background layers (or map caches). These background layers are used to display a base map as a backdrop to the geoprocessing results.

ESRI’s ArcGIS Online maps are the default map caches for the application’s background layers. The following alternatives for map caches are available:

- 1) ESRI ArcGIS Online maps⁴
 - a. Both “Streets” and “Air Photos” are included
- 2) Client map caches

⁴ At its sole discretion, The Omega Group may replace one third party map cache source for another third party map cache

The following criteria must be met if the client wishes to use their own maps caches:

- a. Caches must be built using the Web Mercator Auxiliary Sphere (102100 or 3857) projection
 - b. If multiple caches will be used in the Dashboard, the zoom levels must match between caches
 - c. The caches must be accessible by URL to all intended end-users
 - d. The client is responsible for maintaining the map cache(s) and assuring its' availability and accessibility.
- 3) Bing Maps
- a. Bing Maps are licensed through Microsoft with a Bing Maps Enterprise license key.
 - b. Clients wishing to use Bing Maps in their application must procure a license key from Microsoft and provide it to Omega for use in the project.

Application Specifications

Report Specifications

Reporting is designed in Microsoft Silverlight. Capabilities include sorting and grouping of records, dynamic mapping and charting.

Symbology

All applications include standard Omega symbology for each data source.

Operational Layers

An operational layer represents a set of geographic features, typically boundaries or landmarks that can be displayed on top of the base geography.

Saved Queries

Saved queries are a set of pre-defined data queries organized in folders. Data queries are based on data available from the RMS or CAD system and vary in design from one application to another.

Geographic Queries

Geographic queries filter your data query by location, a known boundary, point of interest, address or intersection. This will limit your search results to those records occurring within the selected boundary, or within the specified radius of the point of interest, address or intersection.

Windows Specifications

A local administrator account is required for Omega use on all servers involved in the project. This account must be the same across all servers and must use the same, non-expiring password.

Remote Access Requirement

- Establishing remote connection to the server(s)
 - Data collection, installation and technical support will be performed through remote connection
 - Omega recommends Citrix's GoToMyPC, GoToAssist or a VPN for remote connections
 - Client must provide the necessary remote access details

Hardware Specifications

Import Server

- Intel® Xeon® 5400-series (or later) Quad-core processor (2.0 GHz or faster)
- 8 GB RAM
- RAID 1 disk configuration using two (2) 146GB 15K RPM SAS disk drives
- 1000Mb Network Card
- Windows Server 2008 or 2008 R2 Standard (upon compatibility with ESRI's ArcGIS software)

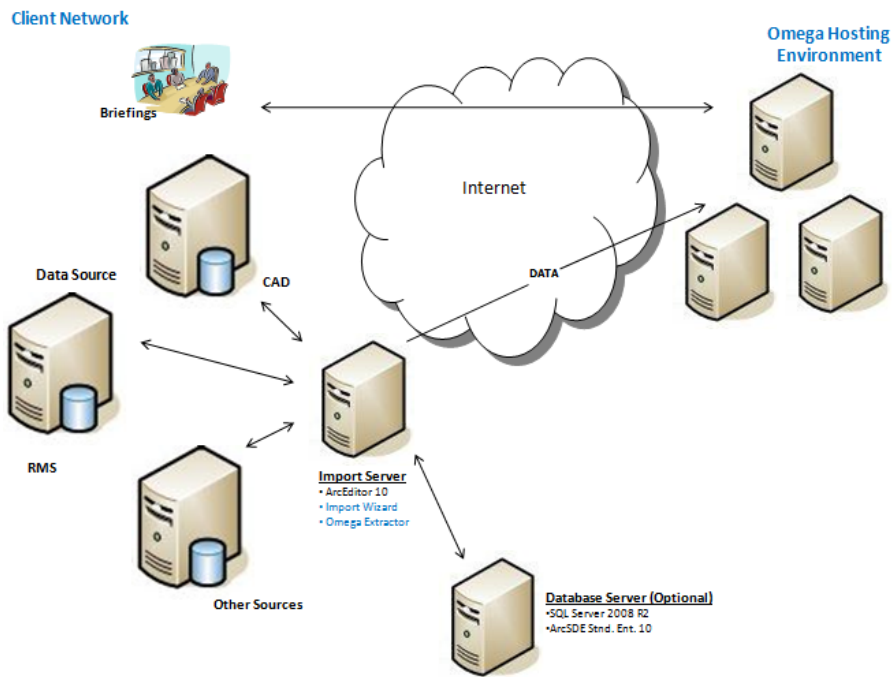
End-User Workstations

Minimum user machine specifications for workstations accessing FireView Dashboard:

- Windows
 - Intel Core Duo or Intel i-Series processor (1.8 GHz or faster)
 - 2 GB RAM
 - Minimum monitor resolution of 1,280 x 1,024 px
 - 100/1000Mb Network card
 - Supported Operating Systems/Browsers:
 - Windows XP SP3 (IE 8, IE 7, FireFox 3.6+, Chrome 12+)
 - Windows Vista (IE 9, IE 8, IE 7, FireFox 3.6+, Chrome 12+)
 - Windows 7 (IE 9, IE 8, FireFox 3.6+, Chrome 12+)
 - Windows 8 (IE 10, FireFox 3.6+, Chrome 12+)
 - Microsoft Silverlight 5
 - Adobe Flash Player 10
 - High-speed Internet connection
- Macintosh (Intel-based)
 - Intel Core Duo or Intel i-Series processor (1.83 GHz or faster)
 - 2 GB RAM
 - Minimum monitor resolution of 1,280 x 1,024 px
 - 100/1000Mb Network card
 - Supported Operating Systems/Browsers:
 - Mac OS X 10.5.7+ (Safari 4+, FireFox 3.6+)
 - Microsoft Silverlight 5
 - Adobe Flash Player 10
 - High-speed Internet connection

Configuration Diagram

The diagram below depicts the data flow from the client Databases to the Omega Dashboard application.



Training

An Omega instructor-led course provides students with the knowledge and skills that are needed to operate manage and support the Omega modules. Each course offers a significant amount of hands-on practices, discussions, and assessments that assist students in becoming proficient in the skills that are needed to manage and execute the functions of each Omega module successfully.

Omega Dashboard Training

We believe there's more to training than following a scripted slide show. Our FireView Dashboard training session is highly personalized and interactive covering capabilities under each of the three (3) types of user groups including *system administrators*, *designers*, and *standard users* as well as a complete review of all features and functionalities of the FireView Dashboard. This comprehensive training package is broken down into the following components:

Administrator Training

The Administrator training introduces the Dashboard and provides guidance on how to manage the Dashboard's users, roles and content. The Administrator training package includes:

- Reviewing the data collection process
- Adding and deleting users
- Setting Up and configuring security and permissions
- Creating FireView Dashboard widgets, pages, and Briefing Books
- Navigating/using the FireView Dashboard

Designer Training

The Designer training introduces the Dashboard and provides guidance on how to manage the Dashboard's content. The Designer training package includes:

- Creating FireView Dashboard widgets, pages, and Briefing Books
- Navigating/using the FireView Dashboard

End User Training

The End User training package trains your end users and/or the end user trainer (train-the-trainer) on the FireView Dashboard web-based user interface. The topics covered range from simple user interaction to more advanced ad hoc reporting and interactive data analysis, etc. The End User training package includes:

- Navigating/using the FireView Dashboard
- Performing on-the-fly query creation and report generation (data analysis)
- Using Queries on Demand and Alerts

Roles and Responsibilities

Client Roles and Responsibilities

Critical to the success of every implementation is having the appropriate client staff prepared to be active participants and to understand what is expected from them for the duration of the implementation.

Client Project Manager

The client project manager is responsible for the timely coordination of assigned project tasks.

Database Administrator

The client database administrator is responsible for providing information about the CAD/RMS database and assisting with the collection of source data, including provision of an ODBC database connection when necessary.

IT Specialist

The client IT specialist is responsible for installing/licensing the Esri/Omega software, providing a method of remote access, and creating a sub-domain host header.

GIS Analyst

The client GIS analyst is responsible for providing and maintaining base map data in an ESRI compatible format.

Public Safety Analyst

The public safety analyst should have experience working with CAD/RMS data. The public safety analyst should provide input during the project's development.

Dashboard Administrator

The Dashboard Administrator is responsible for adding/maintaining user accounts. The Dashboard Administrator can also be the Dashboard Designer.

Dashboard Designer

The Dashboard Designer is responsible for creating/maintaining Dashboard content (Widgets, Pages, Alerts, Queries on Demand, etc).

Omega Roles and Responsibilities

Omega Project Manager/Lead

The Omega project manager/lead is responsible for the coordination, development and implementation of a project. A project manager/lead has both the technical proficiency and management skills to carry out all project tasks from inception to completion. Project managers will prioritize project tasks in accordance with project schedules and delegate work to project staff as necessary. Responsibilities include:

- Leading internal and/or external meetings on project kickoff, implementation, scheduling, project status and project evaluation
- Planning, executing, tracking and measuring all project activities required for the successful delivery of Omega application(s)

- Identifying priorities and managing the resources required to meet the project objectives
- Performing and/or managing the technical tasks involved in the GIS application development process to include, but not limited to: data collection, geocoding, queries, report writing, and map production
- Delivering project in compliance with both client and internal quality control standards and guidelines
- Conducting training

Deployment Specialist

The Omega Deployment Specialist is responsible for remotely installing each server-based Omega application within the client's environment or at Omega's hosting facility. This takes place once the project build has been completed and the application has been fully tested at Omega. Responsibilities include:

- Verifying that the required hardware and software is in place to run the application
- Installing all ESRI software required by the application (as well as SQL Server, where necessary)
- Installing all FireView Dashboard software
- Configuring the application to function within the specified environment
- Troubleshooting any environmental issues that may arise during deployment

Customer Support Program

The Customer Support Program is covered under the annual subscription fee. The customer support program is defined by the policies below

Definitions

Customer Support Program: The software and application maintenance package.

Support Activation Date: The date support begins. This occurs on the installation date of the software application.

Term Date: The due date for annual payment of the Customer Support Program will be referred to as the Term Date. The Term Date is established as the day and month that the software is installed on.

Payment Guidelines

1. The cost of the Customer Support Program is calculated to be 20% the cost of software and data connections.
2. Payment for the Customer Support Program is collected annually on the Term Date. The first annual payment is due one (1) year after the Installation of software.
3. Approximately 45 days prior to the annual Term Date, The Omega Group will send notice of payment in the form of an invoice to the client by email.
4. After the first annual payment, all future payments for the Customer Support Program are subject to a 3% increase, annually.
5. The Software Maintenance for additional software licenses that are purchased after the Support Activation Date will be paid on the Customer Support Program's Term Date.
 - a. The first annual payment for the additional Software Maintenance will be prorated based on the number of days during the term that preceded the licensing of the additional software.
 - b. Following the first annual (prorated) payment, annual payments for additional Software Maintenance will be paid in full on the Customer Support Program's Term Date.

General Terms

To be eligible for Omega support services, users should be aware of, and adhere to the following terms:

1. The software license will be registered with The Omega Group. The Omega Project Manager may assist with software registration.
2. The Omega Group provides technical support for Omega software and the Omega Import Wizard interface(s) only. Specific items not included under technical support are provided below (Section: Limitations).

3. The initial Omega software application implementation and installation must be performed by an Omega Project Manager. This requirement assures that telephone support, future software service packs, and major version upgrades can be administered effectively.
4. By paying for support, the client agrees to receive support services from The Omega Group and accepts the terms and limitations of the Customer Support Program.
5. The Customer Support Program will automatically renew each term unless cancelled prior to the term date with 60 days written advance notice by sending an email to ap@theomegagroup.com.
6. Should there be a lapse in payment, all past due fees must be paid to restart service. Limited to three years of past due payments.

Limitations

Users should be aware of the following limitations regarding support services:

1. Omega's technical support is limited to unmodified, "off-the-shelf" Omega software technology. Any issues that arise from the client modifying the application's files, configuration, or environment without Omega approval will not be covered under this agreement. The client will be charged an additional fee per incident or per hour to troubleshoot and resolve the issue.
2. Technical support is not a replacement for training. Additional application training is available from Omega at an additional cost.
3. Technical support does not cover configuration changes to existing applications and/or additional development to the Omega application (i.e. building new profiles, reports, saved queries, etc.). These professional services can be provided for an additional cost.
4. Technical Support only covers issues with Omega software and excludes any issues with 3rd party applications that interface with Omega software.
5. Technical support does not cover issues that arise from changes/upgrades in the client's hardware, operating system, source databases (RMS, CAD and other Databases), source data (geographic layers: including streets, boundaries, points or any reference data) or network environment. The client will be charged an additional fee per incident or per hour to troubleshoot and resolve the issue.
6. The Omega Group is not responsible for maintaining back-up files of the client's software application. The Omega Group may have copies of the client's application files stored at our offices (acquired during the application building and testing process), however, this data is limited to the extractions or samples received during the application development and can quickly become out-of-date.
7. In the event of complete data loss due to a client's server crashing or other circumstances unrelated to the Omega software, The Omega Group can assist as resources permit, but will not

- be held financially responsible for reinstalling and reconfiguring the application. The Omega Group will provide these services at an additional charge for time, materials, and travel.
8. The Omega Group's Customer Support Program is not a replacement for ESRI's software Customer Support Program and does not include costs for ESRI's suite of software products, including costs to install/uninstall ESRI software components.
 9. The Omega Group's Customer Support Program includes software bug fixes and software enhancements for existing, unmodified applications. The Omega Group will contact the client to schedule updates to the application as they become available.
 10. Omega software is dependent upon specific versions of 3rd party software applications. Upgrades to 3rd party software used to run Omega software will require a new version of Omega software to be installed to remain compatible. Upgrades to Omega software are only provided for products that have not reached the "mature" or "retired" phase of the product lifecycle. Full-version upgrades of Omega software in support of upgrading 3rd party applications are not covered under support and will require additional charges for time and materials. Please contact The Omega Group before planning any upgrade to supporting 3rd party software applications.

Remote Connectivity

1. Technical Support will be performed through a remote connection.
2. Omega recommends a VPN or Citrix's GoToMyPC or GoToAssist for remote connections. Client must provide the necessary remote access details if a VPN is used.
3. If the client is unable to provide a high speed remote connection, a fee will be incurred based on the additional time required for troubleshooting the support request.

Support Hours

Technical support hours are Monday through Friday, from 7:00 AM to 5:30 PM Pacific. Technical support can be reached by calling (800) 228-1059 or by sending email to Support@theomegagroup.com. It is Omega's intent to respond to all technical support inquiries within twenty-four (24) hours of receiving the request, during normal business hours.

Addendum to Omega Maintenance Program

The **FireView Dashboard Application Support Plan** is intended to provide product enhancements, bug fixes, and on-going software support for the original, unmodified configuration of any FireView Dashboard application.

This support plan includes the following:

- Diagnosis of Omega (Dashboard application) software issues¹
- Resolution of Omega (Dashboard application) software issues²
- Diagnosis of configuration issues³
- Resolution of configuration issues⁴
- Omega Software Updates
 - Updates to Omega software functionality (as new product releases become available)

- Bug fixes to Omega software for known issues
- Version-compatibility upgrades to Omega software⁵
- Limited Dashboard Designer & Administrator assistance⁶
- Access to help & tutorial documentation
- Geography Layer Updates
 - Clients are entitled to two (2) geographic query (filter) layer updates annually⁷
 - Clients are entitled to two (2) Operational Layer (geography only) updates annually⁷
 - Geography layer updates are by client request when new data is made available
- Saved Query Updates
 - Clients are entitled to two (2) saved query updates annually⁸
 - Saved Query updates are by client request when new query values are made available

This support plan is NOT intended to provide the following Omega Professional Services:

Upon completion of any FireView Dashboard application project, the following requests for service will incur an additional cost for time and materials:

- Changes to data fields, data schema, or import profiles required as a result of a change to or switch of source RMS/CAD database systems
- Lookup table updates that result in changes to the original FireView Dashboard application configuration
- Identify/Report Grid field changes
- Symbology legend changes
- Query layer changes or the addition of new query layers
- Re-import of historical data
- End-user support⁹
- Dashboard Designer tasks (create, edit, & manage Dashboard content, Briefing Books, Pages, Widgets, Alerts, Queries on Demand, etc.)
- Administrator tasks (create, edit, & manage Dashboard logins & permissions)
- Training (End-User, Designer, or Administrator)⁶
- Moving of a FireView Dashboard application (or single component of a FireView Dashboard application) to a new physical server (On-Premise Deployments Only)
- Restoring of a FireView Dashboard application (or single component of a FireView Dashboard application) after a catastrophic event (On-Premise Deployments Only)

¹ “Software issues” include technical questions that are directly related to the Omega software application including error messages, unexpected behaviors, etc. “Software issues” do not include training-related questions.

² Omega will troubleshoot and fix “software issues” that are completely diagnosed to be an issue with the FireView Dashboard application under this agreement. Issues that result from conflicts with any other software applications being installed alongside of a FireView Dashboard application on the same computer hardware are not covered under this support agreement. The Omega Group will not provide support unless the FireView Dashboard application remains in a dedicated environment. This support agreement does not cover the resolution of any issues that may arise with a FireView Dashboard application as a result of non-Omega personnel interfering with the configuration and/or operation of the application. Resolution of these issues is billable to the client for time and materials.

³ “Configuration issues” include questions that are directly related to the settings and configuration of the FireView Dashboard application. “Configuration issues” do not include training-related questions.

⁴ Omega will troubleshoot and fix any mis-configuration of the original FireView Dashboard application if it is shown to differ from the client’s original requirements for the application. The original requirements for the application

must be shown in writing by the client to have preceded the completion date of the FireView Dashboard application project.

⁵ The Omega Group will develop upgrades to the FireView Dashboard application to remain compatible with the latest version of any supporting ESRI software applications. Until a supporting release of the FireView Dashboard application is completed by the Omega Group, the version of ESRI software must not be changed from the originally deployed version. If requested by the client, upgrades will be performed by The Omega Group for an additional charge for time and materials. Migrations to a newer Omega software product are not covered. Newer Omega software products may be purchased from The Omega Group.

⁶ Dashboard Designer, Administrator & End-User training can be purchased for an additional cost.

⁷ Geography layer updates are required to have an identical field schema to the original layer's format. Changes to the schema require changing the application's configuration and will incur an additional cost.

⁸ Saved query updates are limited to the saved queries groups included within the original application configuration and based on the original source field. Adding a new saved query group(s) or changing the source field will incur an additional cost.

⁹ The client's Dashboard Designer and/or Administrator will serve as the first point of contact for all end-user support requests. For requests that cannot be resolved by the appointed client Dashboard Designer and/or Administrator, it is the responsibility of the client Dashboard Designer or Administrator to contact The Omega Group for technical support where appropriate.

Hosting Agreement

This Hosting Agreement (“Agreement”) is entered into this ____ day of ____, 2013, to be (“Effective Date”), by and between **Costa Mesa Fire Department** (“Client”), with its principal place of business located at **77 Fair Drive, Costa Mesa, Ca 92626**, and **The Omega Group, Inc.** (“Omega”), a California Corporation, with its principal place of business located at **5160 Carroll Canyon Road, San Diego, CA 92121**.

1. Services

1.1 Purpose. Omega agrees to host FireView Dashboard software and provide data import and export, monitoring, support, backup, technology upgrades, and training necessary for the Client’s productive use of such software in addition to all the services described in the FireView Dashboard Proposal (“Proposal”). Omega retains the right to perform work for others during the terms of this Agreement.

1.2 Backup and Recovery of Client Data. Omega is responsible for storing a backup of the Client’s data no less than daily and for an orderly and timely recovery of its data in the event that the Services may be interrupted. Omega will not be responsible for the Client’s data lost after the most current backup and before the next scheduled backup. Omega is responsible for establishing and maintaining an information security environment that does the following: (i) ensures the security and confidentiality of the Client’s data; (ii) protects against any anticipated threats or hazards to the security or integrity of the Client’s data; (iii) protects against unauthorized access to or use of the Client’s data; and (iv) ensures the proper disposal of the Client’s data.

1.3 Control of Services. The method and means of providing the Services shall be under the exclusive control, management, and supervision of Omega, giving due consideration to the requests of the Client.

1.4 Change Order Procedure. The Client may make written requests for changes in the scope of the Services, and Omega shall notify the Client whether or not the change is feasible and any associated costs for the change. With written approval from the Client, Omega shall issue a change order for execution by both parties.

2. Term and Termination.

2.1 Term. The term (the “Initial Term”) shall commence on the Effective Date and continue for 12 months thereafter. Following the Initial Term, the Service shall automatically renew for successive one year terms (each, a “Renewal Term”) until such time as Client provides Omega with written notice of termination; provided, however, that: (a) such notice be given no fewer than sixty (60) calendar days prior to the last day of the then current term; and, (b) any such termination shall be effective as of the date that would

have been the first day of the next Renewal Term. "Term" shall collectively mean and include the Agreement terms represented by the Initial Term and the Renewal Term.

- 2.2 Termination for Cause. If either party materially breaches any of its duties or obligations hereunder, and such breach is not cured, or the breaching party is not diligently pursuing a cure to the non breaching party's sole satisfaction, within thirty (30) calendar days after written notice of the breach, then the non breaching party may terminate this Agreement for cause as of a date specified in such notice.
 - 2.3 Payments upon Termination. Upon the expiration or termination of this Agreement for any reason, Client shall pay to Omega all undisputed amounts due and payable hereunder.
 - 2.4 Return of Materials. Upon expiration or earlier termination of this Agreement, each party shall: (a) promptly return to the other party, or certify the destruction of any of the following of the other party held in connection with the performance of this Agreement or the Services: (i) all Confidential Information; and, (ii) any other data, programs, and materials; and, (b) return to the other party, or permit the other party to remove, any properties of the other party then situated on such party's premises. In the case of Client Data, Omega shall, immediately upon termination of this Agreement, certify the destruction of any Client Data within the possession of Omega. The parties agree to work in good faith to execute the foregoing in a timely and efficient manner. This Section shall survive the termination of this Agreement.
3. **Non-Disclosure of Confidential Information**
- The parties acknowledge that each party may be exposed to or acquire communication or data of the other party that is confidential, privileged communication not intended to be disclosed to third parties.
- 3.1 Meaning of Confidential Information. For the purposes of this Agreement, the term "Confidential Information" shall mean all information and documentation of a party that: (a) has been marked "confidential" or with words of similar meaning, at the time of disclosure by such entity; (b) if disclosed orally or not marked "confidential" or with words of similar meaning, was subsequently summarized in writing by the disclosing entity and marked "confidential" or with words of similar meaning.
4. **Proprietary Rights.**
- 4.1 Pre-existing Materials. The Client acknowledges that, in the course of performing the Services, Omega may use software and related processes, instructions, methods, and techniques that have been previously developed by Omega and that same shall remain the sole and exclusive property of Omega.

- 4.2 The provisions of this Section shall survive the termination of this Agreement.
5. **Fees and Expenses.**
Client shall be responsible for and shall pay to Omega the fees as further described in the proposal, subject to the terms and conditions contained therein. Any sum due Omega for Services performed for which payment is not otherwise specified shall be due and payable thirty (30) days from Invoice Date by Client of an invoice from Omega.
- 5.1 **Billing Procedures.** Unless otherwise provided for under the quote, Omega shall bill to Client the sums due pursuant to the proposal by Omega's invoice, which shall contain: (a) Client purchase order number, if any, and invoice number; (b) description of Services rendered; (c) the Services fee or portion thereof that is due; and, (d) total amount due. Omega shall forward invoices in electronic copy format to:
_____.
- 5.2 **Late Payments.** Payments made by Client later than thirty (30) days from Invoice Date are subject to five (5%) interest on such payment.
- 5.3 **Fees.** In consideration of the services to be performed and delivered, Omega shall be entitled to compensation in the total amount of _____ for Professional Services, Training and Travel, and _____ (annually) for subscription fees.
- 5.4 **Additional Work.** The fees and charges for any follow-on or additional work not described in the proposal shall be performed at Omega's current rates.
6. **Relationship between Omega and Client**
- 6.1 **Independent Contractor Status.** The parties are and shall be independent contractors to one another, and nothing herein shall be deemed to cause this Agreement to create an agency, partnership, or joint venture between the parties. Nothing in this Agreement shall be interpreted or construed as creating or establishing the relationship of employer and employee between Client and either Omega or any employee or agent of Omega.
- 6.2 **Non-solicitation.** During the term of this Agreement and for a period of six (6) months after the expiration or termination of this Agreement, for any reason whatsoever, the parties covenant and agree not to hire or engage or attempt to hire or engage employees of the other party, except through advertisements directed to the general public or as expressly pre-approved by the other party.
- 6.3 **Confidentiality.** The parties agree not to disclose to any third party any proprietary information disclosed to it by the other party without the prior written consent of such disclosing party. The parties further agree to take the same care with the proprietary information as it does with its own, but in no event with less than a reasonable degree of

care. This obligation of the parties shall survive beyond the effective termination date of this Agreement. These restrictions shall not be construed to apply to (1) information generally available to the public; (2) information released by either party generally without restriction; (3) information independently developed or acquired by either party or its personnel without reliance in any way on other protected information of the other party; or (4) information approved for the use and disclosure of either party or its personnel without restriction.

- 6.4 Indemnification. Omega shall defend, indemnify and hold Client harmless from and against any and all liabilities, losses, damages, fines, judgments, claims, suits, actions and expenses (including, but not limited to, attorneys' fees and costs) arising out of or relating to personal injury or death to persons, including Omega's employees, contractors, and agents or damage to personal or real property, including Client's property, arising out of or in connection with Omega's grossly negligent performance of this Agreement. Client agrees to give Omega prompt notice of any such claim, demand, or action and shall, to the extent Client is not adversely affected, cooperate fully with Omega in defense and settlement of said claim, demand, or action. However, Client agrees that Omega's liability hereunder for damages, regardless of the form of action, shall not exceed the total amount paid for services under this Agreement.
- 6.5 DISCLAIMER OF WARRANTY. EXCEPT AS EXPRESSLY PROVIDED IN THIS AGREEMENT, OMEGA DOES NOT MAKE ANY WARRANTY, EXPRESS OR IMPLIED, WITH RESPECT TO THE SERVICES RENDERED BY ITS PERSONNEL OR THE RESULTS OBTAINED FROM THEIR WORK, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.
- 6.6 LIMITATION OF LIABILITY. OMEGA'S CUMULATIVE LIABILITY UNDER OR FOR BREACH OF THIS AGREEMENT SHALL BE LIMITED TO THE FEES PAID BY CLIENT TO OMEGA. OMEGA SHALL HAVE NO LIABILITY FOR LOSS OF DATA OR DOCUMENTATION, IT BEING UNDERSTOOD THAT CLIENT IS RESPONSIBLE FOR BACKUP PRECAUTIONS. IN NO EVENT SHALL OMEGA BE LIABLE FOR ANY LOSS OF PROFITS, ANY INCIDENTAL, SPECIAL, EXEMPLARY OR CONSEQUENTIAL DAMAGES, OR ANY CLAIMS OR DEMANDS BROUGHT AGAINST CLIENT, EVEN IF OMEGA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH CLAIMS OR DEMANDS. OMEGA SHALL NOT BE LIABLE TO CLIENT FOR ANY FAILURE OR DELAY CAUSED BY EVENTS BEYOND OMEGA'S CONTROL, INCLUDING, WITHOUT LIMITATION, CLIENT'S FAILURE TO FURNISH NECESSARY INFORMATION; SABOTAGE; FAILURE OR DELAYS IN TRANSPORTATION OR COMMUNICATION; FAILURES OR SUBSTITUTIONS OF EQUIPMENT; LABOR DISPUTES; ACCIDENTS; SHORTAGES OF LABOR, FUEL, RAW MATERIALS OR EQUIPMENT; OR TECHNICAL FAILURES. THIS LIMITATION UPON DAMAGES AND CLAIMS IS INTENDED TO APPLY WITHOUT REGARD TO WHETHER OTHER PROVISIONS OF THIS AGREEMENT HAVE BEEN BREACHED OR HAVE PROVEN INEFFECTIVE.

7. **Miscellaneous**

- 7.1 **Governing Law.** This Agreement shall be governed and construed in all respects in accordance with the laws of the State of California as they apply to a contract executed, delivered, and performed solely in such State.
- 7.2 **Insurance.** To the extent that Omega's personnel may perform work at Client's premises, Omega shall maintain comprehensive general liability insurance, including broad form property damage coverage, with limits of at least \$1 million combined single limit for personal injury and property damage for each occurrence. Upon the request of Client, Omega shall provide Client with evidence satisfactory to Client of such insurance.
- 7.3 **Remedies.** All remedies available to either party for one or more breaches by the other party are and shall be deemed cumulative and may be exercised separately or concurrently without waiver of any other remedies. The failure of either party to act in the event of a breach of this Agreement by the other shall not be deemed a waiver of such breach or a waiver of future breaches, unless such waiver shall be in writing and signed by the party against whom enforcement is sought.
- 7.4 **Notices.** Any notices to be given hereunder by either party to the other may be effected either by email, personal delivery in writing or by first class mail. Mailed notices shall be addressed as listed below, but each party may change such address by written notice in accordance with this paragraph. Notices delivered personally will be deemed communicated as of actual receipt. Mailed notices will be deemed communicated as of two days after mailing.

Costa Mesa Fire Department
 77 Fair Drive
 Costa Mesa, CA 92626
 Attn: Accounts Payable

The Omega Group
 5160 Carroll Canyon Road, Suite 100
 San Diego, CA 92121
 Attn: Accounts Receivable

- 7.5 **Entire Agreement of the Parties.** This Agreement supersedes any and all agreements, either oral or written, between the parties with respect to the rendering of services by Omega for Client and contains all the covenants and agreements between the parties with respect to the rendering of such services in any manner whatsoever. Each party to this agreement acknowledges that no representations, inducements, promises, or agreements, orally or otherwise, have been made by any party, or anyone acting on behalf of any party, that are not embodied herein, and that no other agreement, statement, or promise not contained in this agreement shall be valid or binding. Any modification of this agreement will be effective only if it is in writing signed by the party to be charged.
- 7.6 **Severability.** If any of the provisions of this Agreement are ruled illegal, invalid or unenforceable by a court of competent jurisdiction under any applicable statute or rule of law, they shall, to that extent, be deemed omitted, and the remainder of this Agreement shall continue to be in full force and effect. No waiver of any breach of any provision of this Agreement shall constitute a waiver of any other breach of the same or

any other provision hereof, and no waiver shall be effective unless made in writing and signed by an authorized representative of the waiving party.

- 7.7 Headings. The section headings used herein are for reference only, and shall not limit or control any term or provision of this Agreement or the interpretation or construction hereof.

IN WITNESS WHEREOF, the parties have caused this Agreement to be executed by their duly authorized representatives as set forth below.

**The Omega Group, Inc.,
San Diego, CA**

Milan Mueller, President

Date

**Costa Mesa Fire Department
Costa Mesa, CA**

Name

Date

Title

Data Schema Addendum

The following data fields will be included within the standard offering of the FireView Dashboard. If these fields are not readily available within the RMS/CAD database, this information will not be included in the Dashboard. No substitutions will be made for other available fields unless identified in the sales process.

Incident Reports

| DISPLAY NAME | ORDER | FIELD NAME | REPORT GRID | SAVED QUERY | CATEGORIES | AD HOC CHART |
|--------------------------------|-------|-----------------------|-------------|-------------|------------|--------------|
| AGENCY | 1 | AGENCY | YES | YES | YES | YES |
| INCIDENT NUMBER | 2 | INCIDENT_NUM | YES | | | |
| INCIDENT CATEGORY | 3 | FV_LEGEND | YES | YES | YES | YES |
| INCIDENT TYPE | 4 | INC_TYPE | YES | YES | YES | YES |
| SHIFT | 5 | SHIFT | YES | YES | YES | YES |
| ADDRESS | 6 | FV_ADDRESS | YES | | | |
| APARTMENT | 7 | APT | YES | | | |
| AREA 1* | 8 | | YES | | YES | YES |
| AREA 2* | 9 | | YES | | YES | YES |
| AREA 3* | 10 | | YES | | YES | YES |
| STATION | 11 | STATION | YES | YES | YES | YES |
| RESPONSE TYPE/PRIORITY | | | | | | |
| RESPONSE | 12 | RESP_TYPE_DESC | YES | YES | YES | YES |
| 911 DATE | 13 | 911_DATE | YES | | | |
| NOTIFY DATE | 14 | NOTIFY_DATE | YES | | | |
| ARRIVAL DATE | 15 | ARRIVAL_DATE | YES | | | |
| LAST UNIT CLEAR DATE | 16 | CLEAR_DATE | YES | | | |
| PROCESS TIME | 17 | PROCESS_TIME | YES | YES** | | |
| DEPT RESPONSE TIME | 18 | DEPT_RESP_TIME | YES | YES** | | |
| TOTAL REFLEX TIME | 19 | TOTAL_REFLEX_TIME | YES | YES** | | |
| ACTION TAKEN | 20 | ACTION1_DESC | YES | YES | YES | YES |
| PROPERTY USE | 21 | PROP_USE_DESC | YES | YES | YES | YES |
| PROPERTY LOSS | 22 | PROP_LOSS | YES | | | |
| PROPERTY VALUE | 23 | PROP_VALUE | YES | | | |
| PROPERTY SAVED (percent value) | 24 | PROP_LOSS, PROP_VALUE | YES | | | |
| MUTUAL AID | 25 | MUTUAL_AID_DESC | YES | YES | YES | YES |
| CAUSE OF IGNITION | 26 | CAUSE_IGN_DESC | YES | YES | YES | YES |

| | | | | | | |
|--------------------|----|---|-----|-----|-----|-----|
| INJURY_FATALITY*** | 27 | FS_FATAL, FS_NONFATAL, OTHER_FATAL, OTHER_NONFATAL | YES | YES | | |
| REPORT COMPLETED | 28 | COMPLETED | YES | YES | YES | YES |

*Each Area field may include one of the following: District, Zone, Atom, First Due, City, Zip Code, etc.

** Part of "Response Times" query group

*** If possible, created by using a formula to combine RMS/CAD fields into single Dashboard field

Apparatus Reports

| DISPLAY NAME | ORDER | FIELD NAME | REPORT GRID | SAVED QUERY | CATEGORIES | AD HOC CHART |
|------------------------|-------|-----------------------|-------------|-------------|--------------|--------------|
| AGENCY | 1 | AGENCY | YES | YES | YES | YES |
| INCIDENT NUMBER | 2 | INCIDENT_NUM | YES | | | |
| UNIT | 3 | UNIT | YES | | YES | YES |
| APPARATUS TYPE | 4 | UNIT_TYPE_DESC | YES | YES | YES | YES |
| ARRIVAL ORDER | 5 | ARRIVAL_ORDER_OVERALL | YES | YES | YES | YES |
| INCIDENT CATEGORY | 6 | FV_LEGEND | YES | YES | YES | YES |
| INCIDENT TYPE | 7 | INC_TYPE_DESC | YES | YES | YES (TOP 20) | YES (TOP 20) |
| ADDRESS | 8 | FV_ADDRESS | YES | | | |
| APARTMENT | 9 | APT | YES | | | |
| AREA 1* | 10 | | YES | | YES | YES |
| AREA 2* | 11 | | YES | | YES | YES |
| AREA 3* | 12 | | YES | | YES | YES |
| STATION | 13 | STATION | YES | YES | YES | YES |
| SHIFT | 14 | SHIFT | YES | YES | YES | YES |
| RESPONSE TYPE/PRIORITY | | | | | | |
| RESPONSE | 15 | RESP_TYPE_DESC | YES | YES | YES | YES |
| 911 DATE | 16 | 911_DATE | YES | | | |
| NOTIFY/DISPATCH DATE | | | | | | |
| ENROUTE/ROLL DATE | 17 | DISPATCH_DATE | YES | | | |
| ENROUTE/ROLL DATE | 18 | ENROUTE_DATE | YES | | | |
| ARRIVAL DATE | 19 | ARRIVAL_DATE | YES | | | |
| CLEAR DATE | 20 | CLEAR_DATE | YES | | | |
| TURNOUT TIME | 21 | TURNOUT_TIME | YES | YES** | | |
| TRAVEL TIME | 22 | TRAVEL_TIME | YES | YES** | | |
| DEPT RESPONSE TIME | | | | | | |
| DEPT RESPONSE TIME | 23 | DEPT_RESP_TIME | YES | YES** | | |
| TOTAL REFLEX TIME | | | | | | |
| TOTAL REFLEX TIME | 24 | TOTAL_REFLEX_TIME | YES | YES** | | |

| | | | | | | |
|---------------|----|-------------------------|-----|-------|-----|-----|
| RESOURCE TIME | 25 | TOTAL_RESOURCE _TIME | YES | YES** | | |
| PROPERTY USE | 26 | PROP_USE | YES | YES** | YES | YES |
| ACTION TAKEN | 27 | ACTION1_DESC | YES | YES | YES | YES |
| MUTUAL AID | 28 | MUTUAL_AID_DE SC | YES | YES | YES | YES |

*Each Area field may include one of the following: District, Zone, Atom, First Due, City, Zip Code, etc.

** Part of "Response Times" query group