



**HEXAGON**

# **City of Columbus, OH Statement of Work for I/CAD 9.4 Maintenance Release Update**

**PRESENTED BY:**

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**April 4, 2025**



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## 1. Introduction

This Statement of Work ("SOW"), including the attachments hereto, provided by Intergraph Corporation by and through its Hexagon Safety, Infrastructure & Geospatial division ("Hexagon") to City of Columbus, OH ("Customer") is an Order made pursuant to that certain Master Agreement dated March 26, 2025, by and between Customer and Hexagon. The SOW describes the Services that will be provided by an I/CAD Maintenance Release Update ("I/CAD") for the Customer's I/CAD 9.4 system (the "Project") in exchange for payment of the amount set forth in the Pricing Summary (which is included as Attachment A). This SOW sets forth the Services Hexagon will provide as well as each Party's responsibilities and obligations to implement the Products under the Agreement. Except as otherwise provided herein, capitalized terms shall have the meaning set forth in Attachment D (Glossary of Terms) hereto, including the Master Terms Glossary.

## 2. Purpose

The SOW guides the activities associated with Hexagon performing an MR Update (the "Project"). It documents Project implementation requirements, identifies each major Task within the implementation process, sets expectations for each Party, and identifies the criteria by which a Task will be considered complete.

Unless specifically noted within this SOW, all software shall be the standard COTS product.

The SOW includes and incorporates the following Attachments:

- Attachment A – Pricing Summary
- Attachment B – Payment Schedule
- Attachment C – Initial Project Schedule
- Attachment D – Glossary of Terms
- Attachment E – Products Covered Under Maintenance
- Attachment F – Bill of Materials for Subscription Licenses - I/CAD Maintenance Release Update

The remainder of this section details Project deliverables and Project assumptions related to the Project cost, schedule and scope.

Each task identified in the SOW includes the following, as necessary: Task Description, Task Deliverables, Task Prerequisites and Assumptions, Hexagon/Customer Team Participation and Responsibilities, and Task Acceptance Criteria. The Tasks defined in the SOW may not be listed chronologically, and the actual Project implementation tasks and timelines will follow the Project Schedule, unless otherwise noted.

## 3. Project Assumptions

### Agreement and Schedule Assumptions

- Execution of and Hexagon's performance under this SOW is contingent and predicated upon Customer having a valid maintenance agreement with Hexagon prior to starting the Project and throughout the duration of the Project.



- Hexagon's willingness to provide the Services in this SOW is predicated upon its understanding of Customer's current Hexagon software (the "System"), and its configurations are based upon configurations Hexagon made for Customer during the latter of the initial implementation of the System or the most recent upgrade to the System. Configuration changes made by Customer are not included in the scope of this SOW and will be the responsibility of the Customer to update.
- This SOW does not include migration of I/CAD to the OnCall product.
- Hexagon shall have timely access to Customer Project staff. Customer shall provide Hexagon, upon request, with access to all data, documents, plans, reports, diagrams, and analyses related to the scope of work and responsibilities of this Project.
- Unless otherwise noted in this SOW, all Documentation, if any, provided by Hexagon under this SOW will only be COTS Documentation and delivered electronically.
- All Hexagon personnel performing remote tasks will be identified and vetted prior to commencement of those remote tasks.

### Project Assumptions

- Customer has reviewed the SOW and acknowledges and agrees that only those Software Products Covered Under Maintenance listed in Attachment E will be updated under this SOW to the latest I/CAD MR Update version or be compatible therewith, and all Software Products not listed in Attachment A will not be updated under this Order.
- Unless expressly stated otherwise in this SOW, all Hexagon Activities and Tasks under this SOW will be performed remotely. Changes of Activities or Tasks to on site to accommodate specific Customer requests may be done at Hexagon's discretion and at an additional cost.
- Customer is on I/CAD 9.4 version ("CAD Current Version").
- Customer is on MPS 9.4 version ("MPS Current Version" and collectively with CAD Current Version, the "Current Version"). This SOW does not include Services for changes to the Current Version if any of the following apply:
  - Changes that were not performed by Hexagon.
  - Changes that were made outside or not recorded in the contract governing implementation of Customer's Current Version
  - Changes that are not covered by Customer's current Support Contract

### Hardware and Software Assumptions

- All Software will be electronically delivered.
- Customer shall have current backups of their existing environments.
- This Project contemplates installing the MR Update only on new hardware and it does not include Services to install the MR Update on existing Customer hardware.

### System Access

- Upon Customer request, Hexagon personnel may undergo a criminal background check consisting of biographical information necessary to initiate a CPIC query and fingerprinting. To the extent Customer requires Hexagon personnel to undergo such criminal background check, Customer shall arrange for such criminal background check and fingerprinting and be responsible for all costs associated with the criminal background check and fingerprinting. Any remote personnel shall only be required to provide biographical information necessary to initiate a CPIC query and a fingerprint card completed by any Police enforcement agency.



- Customer shall grant Hexagon personnel system administrator level access with unique log-in credentials to all servers, networks, databases, and workstations that will be involved in the Project.
- Securelink is the remote access solution used by Hexagon. If Customer desires for Hexagon to utilize an alternate method and/or process for remotely working on their System, such alternate method and/or process shall be mutually agreed upon prior to this SOW being executed. Such alternate method and/or process may impact the original level of effort and Project Schedule quoted for this update, which in turn may require a Change Order to modify.
- Customer shall provide unrestricted system and VPN access via SecureLink to Hexagon developers and implementers who will need to have access to multiple infrastructure platforms at the same time.
- Customer shall provide Hexagon personnel individualized system access credentials and shall provide Hexagon's authorized resources VPN access twenty-four (24) hours a day, seven (7) days a week for the duration of the Project.

### Third-Party Assumptions

- Customer will make every best effort to schedule and coordinate third-party technical resources in such a way as to ensure that a negative impact to the overall Project Schedule does not occur.
- Customer shall maintain, in good working order, all third-party systems that will integrate with Hexagon Software or on which the Hexagon Software depends as part of this Project, except for those systems that are included as Hexagon subcontractors.
- Customer shall be responsible for the operation and timely availability of external systems or third-party software necessary for the execution of the Project.
- If a delay in the Project is caused by a third-party vendor, Hexagon services not covered in this SOW may be required at additional costs.



## 4. Project Tasks

### 1. Project Kickoff Meeting

#### Task Description

The objective of this task is to ensure that all Project assumptions are valid, and all requirements understood prior to beginning any significant work. Hexagon's Project Manager shall initiate the commencement of the Project by contacting Customer to schedule the meeting for the Project Kickoff with Customer's Project Manager and shall provide an Initial Project Schedule reflecting the date of the Project Kickoff Meeting. As part of the Project Kickoff Meeting Task, the Parties' Project Managers shall review the Initial Project Schedule and identify any needed changes. Once the list of changes has been made to update the Initial Project Schedule, the Hexagon Project Manager will provide it to the Customer Project Manager who will have five (5) business days to review and provide any feedback. Upon consent by the Customer Project Manager or expiration of the review period without comments, the updated Initial Project Schedule provided earlier shall become the Project Schedule. From time to time, the Parties' Project Managers may modify the Project Schedule upon mutual written consent.

#### Task Deliverables

- Kickoff meeting agenda
- Project Schedule and/or Project plan
- Kickoff meeting minutes, to include identified risks and action items

#### Task Prerequisites

- Agreement/SOW signatures by both Customer and Hexagon and Purchase Order issued (if applicable)
- Hexagon has assigned Hexagon Project Manager
- Customer has assigned Customer Project Manager
- Distribution of SOW to the Project Team

#### Task Assumptions

- The Hexagon Project Manager will conduct the meeting on-site at Customer's facility
- Some members of the Hexagon Core Team may participate remotely

#### Hexagon Team Responsibilities

Hexagon shall:

- Review the Project organization, roles, and responsibilities with Customer
- Conduct an overview of the Project, including a review of the SOW, to verify all aspects of the Project approach, per the topics listed above
- Work with Customer to identify and document any potential Project risks
- Provide meeting minutes, documented risks, and action items that affect Project Schedule, resources, and/or the SOW
- Inform Customer of VPN requirements for Project implementation and continued System maintenance



### **Customer Team Responsibilities**

Customer shall:

- Review the SOW and work with Hexagon to verify the Project approach
- Provide location and logistical support for Project Kickoff Meeting
- Provide SMEs and any other resources as recommended by Customer and Hexagon Project Managers
- Provide Hexagon with VPN access and individualized user accounts to Customer's System as appropriate for this Project and continued software maintenance
- Designate and prepare workspace for Hexagon personnel
- Provide Informer Files

### **Task Acceptance Criteria**

This Task is complete at the conclusion of the Project Kickoff Meeting and delivery of Project Kickoff Meeting minutes to the Customer.



## 2. Virtual Server Creation

### Task Description

This task is for creation and configuration of the project VMs. It includes the creation of the VMs, setting server names and IPs, joining them to the domain and adding the Hexagon CAD Admin groups to the local admins groups of the servers to provide the implementers the required access for the rest of the Project.

### Task Deliverables

- Server configuration documentation
- Ability to login to the various VMs

### Task Prerequisites

- Customer must have available virtual environment resources for staging of project VMs
- VPN credentials and client (if needed) must be provided to the Hexagon Project Manager
  - Not required if Customer is using SecureLink
- Complete the Server name, IP Address and Service account template provided by Hexagon

### Task Assumptions

- All work being performed by Hexagon that requires physical access to the equipment will be performed on site, and those tasks that do not require physical access may be performed remotely at Hexagon's discretion
- New servers will be created/provided for the sole purpose of the Project defined by this SOW and will not serve other roles
- Access to the vCenter server via Terraform is required by the Hexagon staff to script the creation of the VMs
- An account with administrative permissions to join VMs to the Domain is required.

### Hexagon Team Responsibilities

Hexagon shall:

- Import VM Templates to vCenter, create the VMs, assign them the required CPU, memory, and disk space to comply with the Public Safety System Specifications document
- Assign the IP Addresses to the VMs
- Join the VMs to the domain
- Apply current Windows updates if Internet connectivity or access to another repository for updates is available
- Configure Hexagon Licensing Servers
- Provide Site Configuration Document.

### Customer Team Responsibilities

Customer shall:





- Provide domain level credentials for the vCenter server and join servers to the domain
- Provide assistance with resolving issues related to network connectivity and/or remote access
- Answer other configuration questions as needed

#### **Task Acceptance Criteria**

This Task is considered complete when the Server Configuration Documentation has been delivered to Customer.



### 3. SQL AlwaysOn Configuration

#### Task Description

This task is for creation and configuration of the SQL AlwaysOn Availability group and the underlying Windows Failover Cluster.

#### Task Deliverables

- Hexagon - Functional SQL AlwaysOn Availability Group
- Customer – Names and IPs associated with the cluster and AlwaysOn availability group.

#### Task Prerequisites

- Database servers for the project are created and joined to the domain.
- SQL Service account created, and credentials provided to the Hexagon implementer.
- SQL Cluster AD Objects must be pre-staged
- VPN credentials and client (if needed) must be provided to the Hexagon Project Manager
  - Not required if Customer is using SecureLink

#### Task Assumptions

- This work will be performed remotely unless the Hexagon implementer happens to be onsite for other tasks.
- Customer is using SQL Enterprise

#### Hexagon Team Responsibilities

Hexagon shall:

- Create the Failover Cluster and SQL AlwaysOn Configuration

#### Customer Team Responsibilities

Customer shall:

- Create the SQL Service account meeting the following requirements.
  - It must be a domain level account
  - It should have a complex password
  - The password should be set to never expire (This doesn't mean that you can't change it but that it needs to be done in a controlled fashion.)
  - The account needs full control of the AD Computer objects that will participate in the cluster
  - The account should be a local admin on the DB Servers in the cluster
- Pre-stage the Active Directory SQL cluster objects
  - Reference article <https://technet.microsoft.com/en-us/library/dn466519.aspx>
  - Create the cluster object
  - Grant the service account full control



- Disable the account
- Pre-stage the AlwaysOn Listener
  - Reference Article <http://stackoverflow.com/questions/13717574/sql-availability-group-listener-creation-fails>
  - Create the object
  - Grant the cluster computer object full control of the listener object
  - You can disable it, but it is not required.
- Provide the cluster name and IP Address(es) to Hexagon. Multiple IPs are required if the cluster spans subnets.
- Provide the AlwaysOn Listener Name and IP to Hexagon. Multiple IPs are required if the cluster spans subnets.
- Provide assistance with resolving issues related to network connectivity and/or remote access
- Answer other configuration questions as needed

#### **Task Acceptance Criteria**

This Task is considered complete when the SQL AlwaysOn configuration is complete and staged on the server(s) that will become the production system upon Cutover.



## 4. Maintenance Release (MR) Update for I/CAD 9.4

### Task Description

Hexagon resources will provide services to install the Updated Version of the Covered Products in what will become the Customer's production environment.

### Task Deliverables

- Staging of Updated Version in what will become the production environment

### Task Prerequisites and Assumptions

- Remote access enabled on all servers for the Hexagon users account(s).
- Customer will have dedicated representatives scheduled and available for contract by Hexagon resources during testing and working on Defects.
- Hexagon resource will only install the Updated Version.

### Hexagon Team Participation and Responsibilities

- Install the Software Products Covered Under Maintenance listed in Attachment E.
- Update Database and parameters.
- Update product licenses.
- Update the visual studio projects.
- Update current version of I/CAD COTS Interfaces
- Update current MPS configurations for Police and Fire
  - Note: Customizations made to MPS at the request of Customer are done at the risk of Customer as they may not always be applicable in future versions. Prior customizations may no longer be applicable due to enhancements in the COTS product, or newer architecture does not support it. In the event a previous customization is discovered to be incompatible or not applicable, it will be noted and discussed with Customer.
  - There is no guarantee of functional parity between versions. Customer resources with some Hexagon assistance will attempt to copy known and documented customizations to the version of software noted in this SOW, but if the customization was not known prior to the start of the Project and/or not documented properly as to what was done, then Hexagon will not be responsible for that customization or loss of that functionality.

### Customer Team Participation and Responsibilities

- Verify all Software Products Covered Under Maintenance listed in Attachment E is accounted for in the provided checklist.
- Provide the latest visual studio projects.
- Provide list of all Customer changes/customizations made to the I/CAD Interfaces since the I/CAD 9.4 Upgrade.
- The Customer has provided Hexagon with a full backup of their existing production database or given permission for Hexagon to take the backup on the Customer's behalf.



- Once the full backup of I/CAD database is complete, it will be used for the update activity. An additional backup of the database will be taken 24 hrs prior to cutover to production use and restored to the Customer's new production environment.

#### **Task Acceptance Criteria**

This Task is complete when the Updated Version for the Covered Products listed in Attachment E have been installed in the Customer's non-production ancillary environment.



## 5. Customer Testing of Maintenance Release Update

### Task Description

During this Task, Customer will conduct internal validation of the Updated Version and its configuration in a timely manner and report any Defects back to Hexagon via Hexagon's Customer Resource Management (CRM) system within thirty (30) business days (Customer Testing window) of receiving notification from Hexagon that the Updated Version is ready for testing.

Hexagon resources make commercially reasonable efforts to ensure prior configurations are carried forward to the Updated Version. That effort notwithstanding, Defects can appear after updating the software.

During update configuration validation, and as a result of Customer being the only party that can fully understand all associated workflows, site-specific configuration decisions, and product customizations as they apply to Customer's operation, Customer is responsible for making sure the I/CAD and MPS Subsystems are acceptable and ready for production use. If the Customer desires additional Services from Hexagon to further configure or modify the Updated Version, those Services may be quoted for a fee.

Nothing in Hexagon's responsibilities herein modifies the Version Limitations provided in the Maintenance Agreement. Consequently, if the Updated Version is outside of the support framework, resolution of Defects may be limited or unavailable.

### Task Deliverables

- Customer Testing window

### Task Prerequisites and Assumptions

- The following items must be complete and fully deployed prior to beginning this task:
  - Maintenance Release (MR) Update for I/CAD has been completed
  - Custom Configuration for Interfaces on Maintenance has been completed

### Hexagon Team Participation and Responsibilities

- Answer functionality questions

### Customer Team Participation and Responsibilities

- Customer will conduct update configuration validation with support from Hexagon resources
- Customer will file a Service Request (SR) in Hexagon's (CRM) system for all issues or questions encountered as part of validation. SRs must contain all information required to reproduce the issue being reported. SR's should not be reported until they can be reproduced and the steps to reproduce are documented.
- All SRs filed as part of the configuration testing for the update must have a summary that begins with "UPDATE:" This requirement is intended to ensure the Defect is properly routed to the Hexagon resource assigned responsibility for addressing Defects.
- Respond in a timely manner to inquiries from Hexagon resources assigned to work on addressing Defects
- Complete Update Configuration Testing within thirty (30) business days from the date upon which Hexagon notifies Customer the Updated Version is ready for validation ("Validation Period").



### **Task Acceptance Criteria**

This Task is complete upon completion of the Validation Period.



## 6. Addressing Defects from the Validation Period

### Task Description

During this Task, Hexagon resources will review Defects filed via Hexagon's CRM system by Customer as a result of Customer validation conducted in the Update Configuration Testing task. Hexagon will address Blocker Defects encountered during or prior to the Validation Period and answer functionality questions Customer has submitted. Permissive Defects shall not preclude completion of the project or be a condition for completion of any Task and will be supported in accordance with the Customer's existing Support Contract.

Addressing Defects is very much a team effort. Hexagon will rely on Customer to report detailed and accurate information about the Defects encountered, which shall include, but not be limited to:

- A complete and accurate description of the Defect
- A complete workflow description that allows the Defect to be reproduced, including any variables required such as unit ID, event location, event type, personnel, date, time etc.
- The name and contact information for the person reporting the Defect

Hexagon resources will be scheduled to address Defects filed via Hexagon's CRM system after the Updated Version has been configured in the Test environment and documented in the mutually agreed upon Project Schedule.

### Task Deliverables

- Address Blocker Defects reported by the conclusion of the Validation Period

### Task Prerequisites and Assumptions

- Remote access enabled on all servers for the Hexagon users account(s).
- VPN credentials and client (if needed) provided to the Hexagon Project Manager.
  - Not required if Customer is using SecureLink.
- Customer will have dedicated representatives scheduled and available for contract by Hexagon resources during testing and working on errors.
- All Defects will be tracked via Hexagon's CRM system
- Requests for new configuration or testing conducted outside of the Testing Period may require a Change Order to add additional scope/level of effort and modify the Project Schedule accordingly provided that following the completion of the Project and before commencement of a subsequent Project.

### Hexagon Team Participation and Responsibilities

- Address Blocker Defects recorded in the CRM system and respond in a timely manner and in accordance with the Project Schedule

### Customer Team Participation and Responsibilities

- Ensure adequate detail is available to aid Hexagon as it addresses Defects recorded by Customer in the CRM system
- Respond to Hexagon questions and requests for information in a timely manner





### **Task Acceptance Criteria**

This Task is complete once the Hexagon implementation team has addressed all valid Blocker Defects.



## 7. Test and Training Environment Creation

### Task Description

Following completion of the Addressing Defects and Validation Period, Hexagon will create the Test and Training Environments, as applicable, using a snapshot of the Production Ready System. As part of this Task, Hexagon will test the Test and Training Environments to verify the Production Ready System has been properly loaded. For clarification, this testing is not intended to repeat or overlap with Customer Testing of Maintenance Release Update.

### Task Deliverables

- Test and Training Environment installed

### Task Prerequisites

- Test and Training virtualized environment is available.
- The System is a Production Ready System.

### Hexagon Team Participation and Responsibilities

Hexagon shall:

- Install and test the Hexagon System in the Test and Training Environments.

### Customer Team Participation and Responsibilities

Customer shall:

- Provide IT support, as required; and
- Provide hardware, database software, operating system software, network, and physical site necessary for creation of Test Environment.

### Task Acceptance Criteria

This Task is complete when the System has been installed and tested in the Test and Training Environments.



## 8. Cutover to Production Use

### Task Description

Cutover reflects the culmination of all the Tasks in this SOW. It reflects the point at which the Customer first uses the System in a live environment for its intended purpose.

The Parties shall execute the Cutover Plan, as practical, as part of Cutover. Beginning on Monday of the week of Cutover, Hexagon resources and the Project Manager will support the Customer's Activities leading to Cutover, during Cutover, and post-Cutover. Except for the day of Cutover where the resource may be on site at alternate hours, the Hexagon resource will be available Monday to Friday of the week of Cutover. Upon Cutover, the Customer's System Administrator will assume primary responsibility of the management and administration of the System, and the Hexagon resources will provide support as needed by the Customer System Administrator. At times where the Hexagon resources are not otherwise available after the Project is complete, the Customer shall contact Hexagon's HelpDesk in accordance with the Maintenance Terms within the Agreement.

### Task Deliverables

- Cutover of CAD System

### Task Prerequisites

- All prior Tasks are complete.

### Task Assumptions

- The Parties have agreed Cutover can proceed.
- Cutover will take place on the day and time specified in the Cutover Plan.
- Hexagon will provide resources on site.

### Hexagon Team Participation and Responsibilities

Hexagon shall:

- Hexagon shall provide technical resource(s) to support Cutover during the week of Cutover.
- Hexagon will take a backup of the current production database the day before Cutover is to occur. This database will be restored to the Customer's new production environment. All updates made to the existing new production database will be merged with the previous production database backup to reduce the backfill time required.
- Stop all I/CAD and I/CAD interface related services on the existing (old) version of I/CAD, thus shutting down access to the old System
- Complete the backfill of dynamic data to the new production environment. This process will continue until completed. The dynamic data backfill will only be required for the time period between the previous day backup and the stop of current production use.
- Roll in new visual studio projects
- Start all the I/CAD and I/CAD interface services on the new production System



- Notify Customer that the new production I/CAD system is ready for production use

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

Customer shall:

- The Customer will need to update the client workstations with specific instructions from Hexagon.
- All operators must sign out of the old version of the Hexagon applications they are using and exit the application when indicated by Hexagon implementers
- Stop all use of the existing (old) version of I/CAD software products.
- Ensure availability of trained Users;
- Ensure availability of Core Team during Cutover Activities;
- Assume System Administration and management for the System upon Cutover;
- Ensure availability of all third-party vendors impacted by the Cutover;
- Ensure availability of all IT disciplines necessary to immediately address issues as necessary; and
- Ensure availability of member(s) of the training cadre during all shifts.

### **Task Acceptance Criteria**

This Task is complete upon the production use of the Updated Version of I/CAD.



## 5. TERMS AND CONDITIONS

The terms and conditions governing this SOW are set forth in the Agreement.




## 6. Approval Signature

Signature by all parties listed below constitutes acceptance of and notice to proceed with this SOW, in accordance with this SOW.

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

**This document is approved by:**

AUTHORIZED HEXAGON SIGNATURE		
<b>Name:</b>	Rachel Patrick, Senior Analyst-Finance	
<b>Signature:</b>	Signed by:  <small>6505D6FCE1FB467...</small>	<b>Date:</b> April 4, 2025

AUTHORIZED CUSTOMER SIGNATURE		
<b>Name:</b>		
<b>Signature:</b>		<b>Date:</b>

## Billing & Payment Information

Please check to indicate payment and billing instructions:

☐ My PURCHASE ORDER (PO) is attached. (Your order will be processed upon written acceptance by Hexagon. Terms and conditions printed on a customer PO shall not supersede the applicable terms and conditions attached to this quotation.)

PO Number: \_\_\_\_\_ PO Amount: \_\_\_\_\_

☐ INVOICE ME based on my returning this signed acceptance sheet. No PO will be Issued. (Your order will be processed upon written acceptance by Hexagon and upon credit approval.)



## Attachment A – Pricing Summary

Description	Quantity	Extended Net Price
I/CAD 9.4 Maintenance Release Update Services	1	\$385,732.37
Services Total		\$385,732.37

**Pricing Notes:**

- This pricing is valid through July 31, 2025.



## Attachment B – Payment Schedule

PAYMENT MILESTONE	PAYMENT PERCENTAGE
Upon Completion of Task 1: Project Kickoff Meeting	50%
Upon Completion of Task 4: Maintenance Release (MR) Update for I/CAD 9.4	20%
Upon Completion of Task 7: Addressing Defects from the Validation Period	20%
Upon Completion of Task 8: Cutover to Production Use	10%

Payments due hereunder shall be paid in accordance with the terms and conditions set forth in the Agreement.





## Attachment C – Initial Project Schedule

Task Name	Duration	Business Days Since Start
<b>Columbus, OH: I/CAD 9.4 Maintenance Release Update</b>	<b>170 days</b>	<b>0 days</b>
<b>Planning Phase</b>	<b>24.25 days</b>	<b>0 days</b>
Project Kickoff Meeting	3 days	20 days
VPN Access	1 day	23 days
Obtain Current Informer Files	0.25 days	24 days
<b>Staging Phase</b>	<b>18.38 days</b>	<b>24.25 days</b>
Setup and Configure License Server	1 day	24.25 days
Virtual Server Creation	16.13 days	25.25 days
Create SQL AlwaysOn	1 day	41.38 days
Staging Phase Finalization	0.25 days	42.38 days
<b>Configuration Phase</b>	<b>35.88 days</b>	<b>42.63 days</b>
Database Upgrade	1.38 days	42.63 days
GUI Upgrade	5 days	44 days
COTS Interface Upgrade	11.25 days	49 days
Law MPS Upgrade	9 days	60.25 days
Fire MPS Upgrade	9 days	69.25 days
Configuration Phase Finalization	0.25 days	78.25 days
<b>Testing Phase</b>	<b>60 days</b>	<b>78.25 days</b>
Functional Testing	40 days	78.25 days
Address Blocker Defects	20 days	118.25 days
<b>Go-Live Stage</b>	<b>27.75 days</b>	<b>139.25 days</b>
Update Ancillary Environments	12 days	139.25 days
Cutover Planning	1 day	151.25 days
Cutover Plan - CAD	0.25 days	151.25 days
Cutover Plan - Tech Lead	0.25 days	151.25 days
Propagate to Production	2 days	152.25 days
Cutover Support	7.75 days	154.25 days
Post Cutover Support (Remote)	5 days	162 days
Cutover Phase Finalization	0.25 days	151.5 days



## Attachment D – Glossary of Terms

Unless otherwise defined herein all capitalized terms shall have the definition ascribed to the term as set forth in the Agreement.

**“Blocker Defect”** means a Level One Defect.

**“CJIS”** means most recent Criminal Justice Information Services Security Policy published by the Federal Bureau of Investigation.

**“Customer Responsibilities”** means (1) those specific tasks and obligations identified in the SOW as being the responsibility of the Customer and (2) those obligations, not stated in the SOW, but which would otherwise be reasonably considered as being Customer obligations and responsibilities.

**“Customer Project Manager”** means a single duly-authorized Customer representative with the authority and/or responsibility to: (1) approve deliverables, changes, invoices, and other official Project documents; (2) allocate and schedule the necessary Customer resources and facilities required to work on and support the Project; (3) communicate with Hexagon’s Project Manager; (4) coordinate any necessary efforts performed by Customer’s third-party vendors; and (5) provide a single point of contact for coordination with the Hexagon Project Manager.

**“Cutover”** means the point in time in which a Software Product(s) is first used by User for its generally marketed purpose.

**“Documentation”** means, whether in electronic or printed form, any user's guides, reference guides, administrator's guides, configuration guides, release guides, installation guides, and help guides made available through the portal(s), website(s), platform(s), or other similar channels designated by Hexagon from time to time to be used for specific collaboration(s), information dissemination(s), or communications(s). Not all of the types of Software Products are provided with Documentation or with similar Documentation.

**“Hexagon Project Manager”** means Hexagon’s resource who shall be responsible for the following: (1) maintaining Project communications with the Customer Project Manager; (2) managing the efforts of the Hexagon staff and coordinating Hexagon’s activities with the Customer Project Manager; (3) conducting any meetings (if applicable) with the Customer Project Manager; and (4) preparing and submitting Project changes to the Customer Project Manager, as necessary

**“Maintenance Release Update”** or **“MR Update”** means any Upgrade, modified version, new release, fix, patch and/or Update of the Software. Maintenance Release Updates are subject to all the terms and conditions of the EULA provided with User’s then current version of the Software; provided that if a new EULA is delivered with a Maintenance Release Update, acceptance thereof is a requirement for its use.

**“Network Infrastructure”** means the provision of adequate network and internet connectivity to provide sufficient operational bandwidth for the operation of the System in a manner consistent with the Product System Specifications together with all industry-standard network security, monitoring, and protection.



**“Permissive Defects”** means a substantially failed test that would correspond to a Level Two, Three or Four Error (as defined in the Helpdesk website) if the Defect occurred in a live environment.

**“Project Assumptions”** means assumptions about the SOW. Changes in any of the assumptions will affect the scope, schedule, and/or cost of the Project.

**“Project Team”** means the applicable Core Team and other resources assigned to provide information or services in connection with the Project, or applicable part thereof.

**“Subject Matter Expert” or “SME”** means a person(s) who has particular knowledge about a specific topic(s).

**“System Administrator(s)”** means a person or persons having the appropriate education, training, and/or experience in information technology to provide first tier support of the System.

**“Updated Version”** means the new Maintenance Release Update version of I/CAD and MPS the Customer will operate as a result of completion the tasks set forth in the SOW.



## Attachment E – Products Covered Under Maintenance

Quantity	Product
1	GeoMedia Professional CC
1	Exch I/Exec and I/Exec 2 for I/Exec for High Availability NL
2	I/Executive for High Availability - Test License
36	I/Dispatcher
36	I/Dispatcher - Backup License
3	I/Dispatcher CC - Subscription
7	I/Dispatcher CC - Training License
9	I/Dispatcher - Training License
3	I/Dispatcher CC - Subscription - Training License
3	I/Dispatcher - Test License
33	I/Dispatcher CC - Test License
23	I/Calltaker CC
23	I/Calltaker CC - Backup License
6	I/Calltaker CC - Subscription
13	I/Calltaker CC - Training License
6	I/Calltaker CC - Subscription - Training License
23	I/Calltaker CC - Test License
1	I/Informer
1	I/Informer - Backup License
1	I/Informer CC - Test License
1	I/Informer CC - Test License
1	I/Push To Talk NL
1	I/Push To Talk NL - Test License
1	I/Push To Talk NL - Test License
1	I/Mobile Data Terminal NL
1	I/Mobile Data Terminal NL - Additional License
1	I/Mobile Data Terminal NL - Additional Backup License
1	I/Mobile Data Terminal NL - Additional Test License
1	I/Mobile Data Terminal NL - Additional Test License
1	I/Mobile Data Terminal NL - Backup License
1	I/Mobile Data Terminal NL - Test License
1	I/Mobile Data Terminal NL - Test License
1	I/Tracker - I/CAD NL
1	I/Tracker - I/CAD - Additional License
1	I/Tracker - I/CAD - Additional Backup License
1	I/Tracker - I/CAD - Additional Test License
1	I/Tracker - I/CAD NL - Additional Test License
1	I/Tracker NL - Backup License
1	I/Tracker - I/CAD NL - Test License
1	I/Tracker - I/CAD NL - Test License
1	I/Mgt. Analysis & Reporting Sys - Server NL
1	I/Mgt. Analysis & Reporting System - Svr NL - Training Lic



1	I/Mgt. Analysis & Reporting Sys - Srvr NL - Test Lic
2	I/Mgt. Analysis & Reporting System - Client
1	I/Mgt. Analysis & Reporting System - Client - Training Licen
1	I/Backup
1	I/Backup - Backup License
1	I/Backup - Test License
1	I/Backup NL - Test License
200	I/NetViewer CC
200	I/NetViewer CC - Backup License
5	I/NetViewer - Test License
5	I/NetDispatcher CC
5	I/NetDispatcher CC - Backup License
5	I/NetDispatcher CC - Training License
5	I/NetDispatcher - Test License
1	I/FRMS-CADlink CC
1	I/FRMS-CADlink CC - Backup License
1	I/FRMS-CADlink CC - Test License
2	I/CADLink to RMS
1	I/CADLink - Backup License
2	I/CADLink to RMS - Test License
1	I/Fire Station Alerting CC
1	I/Fire Station Alerting CC - Backup License
1	I/Fire Station Alerting CC - Test License
1	I/Deccan LiveMUM Interface NL
1	I/Deccan LiveMUM Interface NL - Backup License
1	I/Deccan LiveMUM Interface NL - Test License
260	Mobile for Public Safety CC
90	Mobile for Public Safety CC
350	Mobile for Public Safety CC - Backup License
350	Mobile for Public Safety CC - Test License
1	Map Administration Utility NL
18	ProQA Paramount I/CAD Interface CC - Upgrade Only
18	ProQA Paramount I/CAD Interface CC - Upgrade Only - Backup
8	ProQA Paramount I/CAD Interface CC - Upgrade Only - Training
18	ProQA Paramount I/CAD Interface CC - Upgrade Only - Test
1	I/Map Editor CC
1	Intergraph Remote Content Management CC
1	Intergraph Remote Content Management CC - Backup License
1	Intergraph Remote Content Management CC - Test License
1	HxGN OnCall Analytics - Dispatch Essentials Add 2 Core -Comp
1	HxGN OnCall Analytics - Dispatch Essentials 4 Core Comp
1	HxGN OnCall Analytics - Dispatch Essentials 4 Core TST Comp
1	EdgeFrontier Runtime Engine
1	Xalt - Integration Runtime Engine NL - Backup License
1	EdgeFrontier Developer Engine



1	EdgeFrontier Runtime Engine - Test License
2	Xalt - Integration Runtime Engine NL - Test License
1	I/Alarm Bulk Loader Custom Interface
1	PulsePoint CAD EF Interface
1	PulsePoint CAD EF Interface - Backup
1	PulsePoint CAD EF Interface - Test
1	ASTRO 25 CAD Xalt Interface
1	ASTRO 25 CAD Xalt Interface - Test
1	CADfusion CAD EF Interface
23	APCO IntelliComm I/CAD Interface
23	APCO IntelliComm I/CAD Interface - Backup
13	APCO IntelliComm I/CAD Interface - Training
23	APCO IntelliComm I/CAD Interface - Test



## Attachment F – Bill of Materials for Subscription Licenses - I/CAD Maintenance Release Update

The following subscription Test licenses will be utilized during the I/CAD Maintenance Release update project. The subscription Test licenses will be valid for up to a twelve (12) month period during the project. These subscription Test licenses are solely for nonproduction use and their inclusion creates no entitlement to them outside of this stated purpose.

The subscription Test licenses will remain on Customer's non-production ancillary environment for the duration of the I/CAD Maintenance Release update project, the conclusion of which, Hexagon will discontinue the subscription.

Part #	Description	Quantity
IPS0001HATSTSU	I/Executive for High Availability - Subscription - TST	1
IPS0002TSTSU	I/Dispatcher CC - Subscription - Test License	1
IPS0003TSTSU	I/Calltaker CC - Subscription - Test License	1
IPS0004TSTSU	I/Informer CC - Subscription - Test License	1
IPS0008TSTSU	I/Push To Talk NL - Subscription - Test License	1
IPS0009TSTSU	I/Mobile Data Terminal NL - Subscription - Test License	1
IPS0009ATSTSU	I/Mobile Data Terminal NL - Additional Subscription - TST	1
IPS0015TSTSU	I/Tracker - I/CAD NL - Subscription - Test License	1
IPS0015ATSTSU	I/Tracker - I/CAD NL - Additional Subscription - Test	1
IPS0035TSTSU	I/Backup NL - Subscription - Test License	1
IPS0042ITSTSU	I/NetViewer CC - Subscription - Test	4
IPS0045ITSTSU	I/NetDispatcher CC - Subscription - Test	1
IPS0048TSTSU	I/FRMS-CADlink CC - Subscription - Test License	1
IPS0051TSTSU	I/CADLink CC - Subscription - Test License	1
IPS0052TSTSU	I/Fire Station Alerting CC - Subscription - Test License	1
IPS0065TSTSU	I/DECCAN LiveMUM Interface - Subscription - Test License	1
IPS0080TSTSU	Mobile for Public Safety CC - Subscription - Test License	6
IPS0082TSTSU	Map Administration Utility CC - Subscription - Test License	1
IPS1128UGTSTSU	ProQA Paramount I/CAD Interface CC - UPG Only -SU - TST	1
IPS1163TSTSU	I/Map Editor CC - Subscription - Test	1
IPS1183TSTSU	Intergraph Remote Content Management CC - Subscription - TST	1
IPS2303TSTSU	HxGN OnCall Analytics - Dispatch Essentials NL 4 Core-SU-TST	1
IPS3042-TSTSU	Xalt - Integration Runtime Engine NL - Subscription - TST	1