



Tab A – Representations and Certifications

Tab A – Representations and Certifications

We have included the following in this section:

- Cover Sheet
- Proposal Forms listed in Section 6
 - Form 1: Response Checklist
 - Form 2: Addendum Acknowledgment
 - Form 3: Certificate of Authority (Complete one of the two forms as applicable)
 - Form 3A: Certificate of Authority (for Corporations or Partnerships)
 - Form 4: Proposer's Statement of Organization
 - Form 5: References
 - Form 6: Affidavits
 - Form 6A: Single Execution Affidavits
 - Form 6B: Independence Affidavit
 - Form 6C: Non-Collusion Affidavit
 - Form 7: Drug Free Workplace
 - Form 8: Certification to Accuracy of Proposal
 - Form 9: Scrutinized Companies
 - Form 10: Public Entity Crimes
 - Form 11: Dispute Disclosure
 - Form 12: List of Proposed Subcontractors
 - Form 16: Insurance and License Certificates
- Attachment A: Services Agreement
- Exhibit B: Fee Schedule



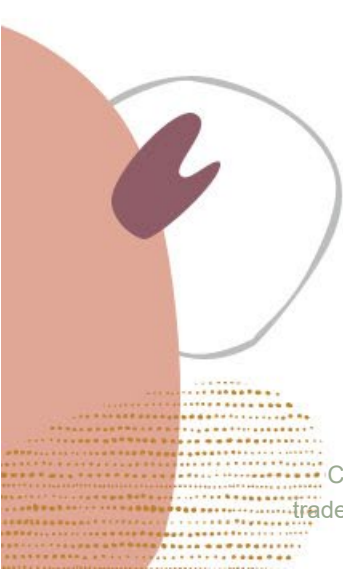
Oracle America, Inc. Oracle Local Government

Response to Village of Key Biscayne

RFP # 2024-09

Key Biscayne Law Enforcement Computer Aided Dispatch, Record Management and Mobile Platform System

SEPTEMBER 17, 2024



SECTION 6. FORMS, AFFIDAVITS, AND ATTACHMENTS

FORM 1 RESPONSE CHECKLIST

- ☒ Form 1: Response Checklist
- ☒ Form 2: Addendum Acknowledgment
- ☒ Form 3: Certificate of Authority (Complete one of the two forms as applicable)
 - Form 3A: Certificate of Authority (for Corporations or Partnerships)
 - Form 3B: Certificate of Authority (for Individuals)
- ☒ Form 4: Proposer's Statement of Organization
- ☒ Form 5: References
- ☒ Form 6: Affidavits
 - Form 6A: Single Execution Affidavits
 - Form 6B: Independence Affidavit
 - Form 6C: Non-Collusion Affidavit
- ☒ Form 7: Drug Free Workplace
- ☒ Form 8: Certification to Accuracy of Proposal
- ☒ Form 9: Scrutinized Companies
- ☒ Form 10: Public Entity Crimes
- ☒ Form 11: Dispute Disclosure
- ☒ Form 12: List of Proposed Subcontractors
- ☒ Form 16: Insurance and License Certificates

ATTACHMENTS

- ☒ A: Sample Contract

EXHIBITS

- ☒ A: Scope of Services - *See Appendix A*
- ☒ B: Fee Schedule/Price Proposal
- ☒ C: Certificate of Insurance

FORM 2

ADDENDUM ACKNOWLEDGEMENT

Solicitation Title:

**KEY BISCAYNE ENFORCEMENT COMPUTER AIDED DISPATCH, RECORD MANAGEMENT AND MOBILE
PLATFORM SYSTEM**

Solicitation No.:

RFP # 2024-09

Listed below are the dates of issue for each Addendum received in connection with this Solicitation:

Addendum No. <u>1</u> ,	Dated <u>9/16/2024</u>
Addendum No. _____,	Dated _____
Addendum No. _____,	Dated _____
Addendum No. _____,	Dated _____
Addendum No. _____,	Dated _____
Addendum No. _____,	Dated _____
Addendum No. _____,	Dated _____
Addendum No. _____,	Dated _____
Addendum No. _____,	Dated _____

The signatory listed below is an authorized representative of Oracle America, Inc. ("Oracle") and is signing this form on behalf of Oracle and not in his or her individual capacity. Notwithstanding the foregoing, Oracle's responses are limited to itself and are made to the best of its knowledge as of the date of signature.

☐ No Addendum issued for this
Solicitation

Firm's Name: Oracle America, Inc.

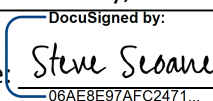
Authorized Representative's Name: Steve Seoane

Title: SVP and GM, Oracle Local Government

Email: steve.seoane@oracle.com

Phone Number: +1 (858) 705-3858

Address: 500 Oracle Parkway, Redwood City, California 94065

Authorized Signature:  Steve Seoane
06AE8E97AFC2471...

FORM 3A

CERTIFICATE OF AUTHORITY
(If Corporation)

I HEREBY CERTIFY that a meeting of the ~~[circle one]~~ Board of Directors/ Partners of **pursuant to the responsibilities of my position as Senior Vice President of** Oracle America, Inc. 13-Sep-2024 | 5:49 PM PDT
a business existing under the laws of the State of **Delaware**, (the "Entity") held on 13-Sep-2024 | 5:49 PM PDT, 20 , the
following **business decision was duly taken in the normal course of business.** ~~resolution was duly passed and adopted:~~

"I am duly RESOLVED, that, _____, **as** _____
_____ **of the Entity, be and is hereby authorized to**
execute this Proposal dated 13-Sep-2024 | 5:49 PM PDT, 20 , on
behalf of the Entity and submit this Proposal to the Village of Key
Biscayne, and this Entity and the execution of this Certificate of Authority.
shall be considered as an official act on behalf of this Entity. ~~attested to~~
~~by the Secretary of the Corporation, and with the Entity's Seal affixed,~~
~~will be the official act and deed of this Entity."~~

I FURTHER CERTIFY that said **representation** ~~resolution~~ is now in full force and effect.

IN WITNESS WHEREOF, I have hereunto set my hand. ~~and affixed the official seal of the~~
Entity this _____ day of 13-Sep-2024 | 5:49 PM PDT, 20 .

DocuSigned by:
Signature: Steve Seoane
06AE8E97AFC2471...

~~Secretary~~ **Senior Vice President:** _____ **President:** _____
Print Name: Steve Seoane Print Name: _____

The signatory listed above is an authorized representative of Oracle America, Inc. ("Oracle") and is signing this form on behalf of Oracle and not in his or her individual capacity. Notwithstanding the foregoing, Oracle's responses are limited to itself and are made to the best of its knowledge as of the date of signature.

(Seal)

FORM 4

PROPOSER'S STATEMENT OF ORGANIZATION

1. Full Name of Proposer:
Oracle America, Inc.
2. Principal Business Address, Phone and Email Address:
500 Oracle Parkway, Redwood City, California 94065
+1 (858) 705-3858
steve.seoane@oracle.com
3. Principal Contact Person(s):
Jonathan Appel
4. Form of Proposer (Corporation, Partnership, Joint Venture, Other):
Corporation
 - A. If a corporation, in what state incorporated: Delaware
 - B. Date Incorporated: September 9, 2005
 - C. Federal ID Number (EIN) 94-2805249
 - D. If a joint Venture or Partnership, date of Agreement: N/A
 - E. Name and address of all partners (state whether general or limited partnership): N / A
 - F. If other than a corporation or partnership describe, organization and name of principals. N/A
5. Provide names of principals or officers as appropriate and provide proof of the ability of the individuals so named to legally bind proposer.

Name	Title
Steve Seoane	SVP
6. Indicate the number of years' proposer has had current continual successful experience performing work of a similar scope relevant to this RFP Agreement. _____
7. List all entities participating in this Agreement (including subcontractors if applicable):

	Name	Address	Title
A.	N/A		
B.			
C.			
D.			
8. Outline specific areas of responsibility for each entity listed in Question 7.
 - A. N/A
 - B.
 - C.

D. _____

9. County or municipal business tax receipt number (attach copies):

County: _____

Municipal: _____

10. Have you ever failed to complete any work awarded to you?

Yes _____ No _____ ~~If yes, attach a separate sheet of explanation.~~

Oracle America, Inc. ("Oracle") takes exception to this question as it is overly broad, vague, and unlimited in scope. Oracle conducts a significant amount of business throughout the public and private sector. Notwithstanding the foregoing, Oracle states that it has not been involved in any failed projects that would materially affect its ability to provide the proposed products and services.

11. Within the last five years, has any officer or partner of your organization ever been an officer or partner of another organization that failed to complete an Agreement?

Yes _____ No _____ ~~If yes, attach a separate sheet of explanation.~~

Oracle America, Inc. ("Oracle") takes exception to this question as it is overly broad, vague, and unlimited in scope. Oracle conducts a significant amount of business throughout the public and private sector. Notwithstanding the foregoing, Oracle states that it has not been involved in any failed projects that would materially affect its ability to provide the proposed products and services.

12. Within the last five years, have you ever had a performance, payment or bid bond called?

Yes _____ No ☒ ~~If yes, attach a separate sheet of explanation.~~

13. ~~Has ve you, any officer or partner of your organization, or~~ the organization been involved in any litigation or arbitration against the Village?

Yes _____ No ☒ ~~If yes, attach a separate sheet of explanation.~~

14. Within the last five years, have you, any officer or partner of your organization, or the organization or parent company or its subsidiaries been involved in any litigation or arbitration against any other Florida public entity?

Yes _____ No _____ ~~If yes, attach a separate sheet of explanation.~~

Oracle America, Inc. ("Oracle") does engage in litigation in the normal course of business. Oracle does not comment on pending claims and/or litigation; however, Oracle is an indirect, wholly-owned subsidiary of Oracle Corporation, a public company that as such reports all litigation and/or legal claims that may have a material, adverse effect on the operation of its business in its Form 10-K filings and any subsequent updates with the Securities and Exchange Commission. Oracle Corporation's Form 10-K can be found at the following site: <http://investor.oracle.com/financial-reporting/sec-filings/default.aspx>.

15. Within the last five years, have you, any officer or partner of your organization, or the organization or parent company or its subsidiaries been involved in any litigation or arbitration against any private entity for an amount greater than \$100,000?

Yes _____ No _____ ~~If yes, attach a separate sheet of explanation.~~

Oracle America, Inc. ("Oracle") takes exception to this question as it is overly broad, vague, and unlimited in scope. Oracle conducts a significant amount of business throughout the public and private sector. Oracle does engage in litigation in the normal course of business. Oracle does not comment on pending claims and/or litigation. While the outcome of these claims cannot be predicted with certainty, Oracle does not believe that the outcome of any of these legal matters will have a material adverse effect on our financial position or our ability to provide the proposed services. Note that Oracle is an indirect, wholly-owned subsidiary of Oracle Corporation, a public company that as such reports all litigation and/or legal claims that may have a material, adverse effect on the operation of its business in its Form 10-K filings and any subsequent updates with the Securities and Exchange Commission. Oracle Corporation's Form 10-K can be found at the following site: <http://investor.oracle.com/financial-reporting/sec-filings/default.aspx>.

16. Has your organization ~~or any of its partners,~~ its Section 16 officers, ~~or key personnel,~~ or its ~~subsidiaries or~~ parent company been charged or indicted for any criminal activity within the last five years? Yes _____ No X **If yes, attach a separate sheet of explanation.**

***Oracle America, Inc. ("Oracle") is an indirect, wholly-owned subsidiary of Oracle Corporation, a publicly traded company.**

17. Has your organization ~~or any of its partners,~~ Section 16 officers, ~~or key personnel,~~ or its ~~subsidiaries or~~ parent company been convicted and/or fined for any criminal activity within the last five years?

Yes _____ No X **If yes, attach a separate sheet of explanation.**

Oracle America, Inc. ("Oracle") is an indirect, wholly-owned subsidiary of Oracle Corporation, a publicly traded company.

18. Within the last five years, have you, any officer or partner of your organization, or the organization been investigated by any local, state, or federal law enforcement agency, criminal justice agency or inspector general office?

Yes _____ No _____ **If yes, attach a separate sheet of explanation.**

Oracle America, Inc. ("Oracle") takes exception to this question. Oracle is subject to various legal proceedings and claims, either asserted or unasserted, which arise in the ordinary course of business and which may include regulatory matters as well as civil claims involving allegations of fraud or misrepresentation. Oracle does not comment on pending claims and/or litigation nor inquiries for information regarding the existence or substance of pending governmental investigations, if any, unless such inquiry is being made by the US Securities and Exchange Commission; however, Oracle is an indirect, wholly-owned subsidiary of Oracle Corporation, a public company that as such reports all litigation and/or legal claims that may have a material, adverse effect on the operation of its business in its Form 10-K filings and any subsequent updates with the Securities and Exchange Commission. Oracle Corporation's Form 10-K can be found at the following site: <http://investor.oracle.com/financial-reporting/sec-filings/default.aspx>.

19. Within the last five years, have you, any officer or partner of your organization, or the organization communicated with any local, state, or federal law enforcement agency, criminal justice agency or inspector general office relating to goods or services provided or performed for any governmental entity?

Yes _____ No _____ **If yes, attach a separate sheet of explanation.** **Oracle America, Inc. ("Oracle") takes exception to this question as it is overly broad, vague, and unlimited in scope. It's unclear what "communicated" means in the context of this question.**

20. Within the last five years, have there been any reports or audits relating to you, any office or partner of your organization, or the organization issued by any local, state, or federal law enforcement agency, criminal justice agency or inspector general office.

Yes _____ No _____ **If yes, attach a separate sheet of explanation.**

Oracle America, Inc. ("Oracle") takes exception to this question as it is overly broad, vague, and unlimited in scope. Oracle does not comment on any confidential audits or investigations that may exist at any time. Oracle is an indirect, wholly-owned subsidiary of Oracle Corporation, a public company that as such reports all litigation and/or legal claims that may have a material, adverse effect on the operation of its business in its Form 10-K filings and any subsequent updates with the Securities and Exchange Commission. Oracle Corporation's Form 10-K can be found at the following site: <http://investor.oracle.com/financial-reporting/sec-filings/default.aspx>.

21. Within the last five years, have you, ~~or any~~ Section 16 officer ~~or partner of your organization,~~ or the organization ~~been convicted of a criminal offense related to: a failed~~ to disclose or ~~making made~~ misrepresentations to any governmental entity regarding conflicts of interest or potential or apparent conflicts of interest?

Yes _____ No X **If yes, attach a separate sheet of explanation.**

***Oracle America, Inc. ("Oracle") limits its response: (i) to itself, Oracle Corporation, and Oracle Corporation's Section 16 officers and directors and (ii) criminal convictions by the US federal government or the State of Florida. Oracle is an indirect, wholly-owned subsidiary of Oracle Corporation, a publicly traded corporation.**

22. Have you made a site visit? X Yes, _____ No
23. How soon after the award can you begin work? We can kick off the project within approximately 10 business days following contract signature. Days.
24. List any licenses, permits or certifications, etc., you hold for performing this type of work:
 Direct access to Oracle Public Safety Suite customer data running in the Oracle Cloud is highly controlled and restricted to a very small group of qualified senior Oracle Local Government staff which are CJIS cleared Oracle employees. For the install of hardware into vehicles/apparatuses, Oracle will engage a certified upfitter as a subcontractor
25. **How did you hear about the RFP?** Indicate if it was via the Village's website, internet search, DemandStar, newspapers, email, etc. The Village of Key Biscayne is always looking for ways to improve its services. Key of Biscayne Village's Website.

The signatory listed below is an authorized representative of Oracle America, Inc. ("Oracle") and is signing this form on behalf of Oracle and not in his or her individual capacity. Unless otherwise noted, Oracle's responses are limited to itself and are made to the best of its knowledge as of the date of signature.

DocuSigned by:

Steve Seoane

06AE8E97AF5C2471

Signature (Blue ink only)

Steve Seoane

Print Name

SVP and GM, Oracle Local Government

Title

13-Sep-2024 | 5:49 PM PDT

Date

STATE OF _____)

COUNTY OF _____)

The foregoing instrument was acknowledged before me this _____ day of _____, 20____,

by _____ as _____

(Name of person acknowledging)

(Title)

for _____.

(Company name)

Personally known to me _____ or has produced Identification _____, type of identification

produced _____.

(NOTARY SEAL HERE)

SIGNATURE OF NOTARY PUBLIC

PRINT, TYPE/STAMP NAME OF NOTARY

CERTIFICATE OF ASSISTANT SECRETARY
OF
ORACLE AMERICA, INC.

4 October, 2023

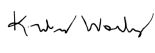
I, the undersigned, hereby certify that I am the duly elected, qualified and acting Assistant Secretary of Oracle America, Inc., a Delaware corporation (the "Corporation"), and that, as such, I am authorized to execute this Certificate on behalf of the Corporation and further certify that:

1. The Document Signing Authority (the "DSA") of the Corporation was duly adopted by its Board of Directors, and the DSA is currently in full force and effect.
2. The following is a true copy of the relevant section of the DSA, effective as of the date hereof:

3.D	GENERAL COMMERCIAL DOCUMENTS	SIGNING AUTHORITY
k.	Representations and certifications of compliance with laws and regulations as required by government agencies, contractors, and others for hardware products.	Subject to validation of the document against the Checklist, • Vice President (M6), and above present in the Oracle Local country when signing, (Oracle Sales organization, line of business relevant to the particular matter) ...

3. Steve Seoane currently serves as SVP and General Manager, LGGBU (M6) of the Corporation. He therefore possesses the above signing authority per the DSA.

IN WITNESS WHEREOF, I have executed this Certificate on this 4th day of October, 2023.

DocuSigned by:

2E85BF4F6CCE460...

Name: Kimberly Woolley, Assistant Secretary

FORM 5

CLIENT REFERENCES

PRINT CLEARLY

REFERENCE #1

Name of Company: Archuleta County Sheriff's Office

Reference Contact Name: Mike Le Roux

Contact Title: Sheriff

Contact Telephone: (970)-264-8430

Contact Email: mike.leroux@archuletacounty.org

Contract Start Date: June 7, 2023 **Contract End Date:** Not Applicable

Additional information requested in RFP

Date(s) of go-live: March 27, 2024

Products used: Dispatch Command Center System, Records Management System, Jail Management System, Vehicle Communications System, and Personal Communications System

Number of agencies using system: 5

Number of end users: Over 80

REFERENCE #2

Name of Company: Des Moines Water, Iowa

Reference Contact Name: Michelle Holland

Contact Title: Controller

Contact Telephone: 515-323-6208

Contact Email: holland@dmww.com

Contract Start Date: January 27, 2023 **Contract End Date:** Not Applicable

Additional information requested in RFP

Date(s) of go-live: November 1, 2023

Products used: NetSuite for Government Finance

Number of agencies using system: 1

Calls for service per year if applicable: 92 since go live 10 months ago

REFERENCE #3

Name of Company: Oregon Cascades West Council of Government

Reference Contact Name: Jason Sele

Contact Title: Technology Services Director

Contact Telephone: 541-788-7353

Contact Email: jsele@ocwcog.org

Contract Start Date: February 17, 2023 **Contract End Date:** Not Applicable

Oracle Confidential

Additional information requested in RFP

Date(s) of go-live: July 1, 2023 – Finance, 10/31/2024 – HCM

Products used: NetSuite for Government Finance and NetSuite for Government Human Capital Management

Number of agencies using system: 1

Calls for service per year if applicable: 60 in the past year

REFERENCE #4

Name of Company: Town of North Greenbush, New York

Reference Contact Name: Michael Chaires

Contact Title: Comptroller

Contact Telephone: 518-283-3525 Ext. 19

Contact Email: mchaires@northgreenbush.org

Contract Start Date: February 13, 2023 **Contract End Date:** Not Applicable

Additional information requested in RFP

Date(s) of go-live: October 2, 2023

Products used: NetSuite for Government Finance

Number of agencies using system: 1

Calls for service per year if applicable: 71 since go live

REFERENCE #5

Name of Company: Bettendorf, Iowa

Reference Contact Name: Jason Schadt

Contact Title: Finance Director

Contact Telephone: 563-344-4116

Contact Email: jschadt@bettendorf.org

Contract Start Date: June 9, 2023 **Contract End Date:** Not Applicable

Additional information requested in RFP

Date(s) of go-live: June 3, 2024 – Finance, January, 2025 - HCM

Products used: NetSuite for Government Finance and NetSuite for Government Human Capital

Number of agencies using system: 1

Calls for service per year if applicable: 21 since go live 3 months ago

FORM 6A

SINGLE EXECUTION AFFIDAVITS

**~~THIS FORM MUST BE SIGNED AND SWORN TO IN THE PRESENCE OF A NOTARY PUBLIC
OR OTHER OFFICIAL AUTHORIZED TO ADMINISTER OATHS.~~**

Oracle takes exception to Village of Key Biscayne, FL terms and submits its proposal in accordance with the terms and conditions set forth in Oracle's General Terms Letter. While we are unable to redline your SINGLE EXECUTION AFFIDAVITS or accept other embedded terms and conditions, we'd expect that any binding contracts utilize the terms and conditions contained in a mutually executed agreement based on an a new Oracle Cloud Services Agreement template. Negotiations specific to the transaction for the award may be undertaken upon being shortlisted or awarded."

THIS FORM COMBINES SEVERAL AFFIDAVIT STATEMENTS TO BE SWORN TO BY THE PROPOSER OR BIDDER AND NOTARIZED BELOW. IN THE EVENT THE PROPOSER OR BIDDER CANNOT SWEAR TO ANY OF THESE AFFIDAVIT STATEMENTS, THE PROPOSER OR BIDDER IS DEEMED TO BE NON-RESPONSIBLE AND IS NOT ELIGIBLE TO SUBMIT A PROPOSAL/BID.

THESE SINGLE EXECUTION AFFIDAVITS ARE SUBMITTED TO THE VILLAGE OF KEY BISCAYNE AND ARE STATEMENTS MADE:

By: Steve Seoane

For (Name of Proposing or Bidding Entity): Oracle America, Inc.

Whose business address is: 500 Oracle Parkway, Redwood City, California 94065

And (if applicable) its Federal Employer Identification Number (FEIN) is: 94-2805249

(if the entity does not have an FEIN, include the Social Security Number of the individual signing this sworn statement. SS#: _____)

Americans with Disabilities Act Compliance Affidavit

The above-named firm, corporation or organization is in compliance with and agrees to continue to comply with, and assure that any subcontractor, or third-party contractor under this project complies with all applicable requirements of the laws listed below including, but not limited to, those provisions pertaining to employment, provision of programs and services, transportation, communications, access to facilities, renovations, and new construction.

- The American with Disabilities Act of 1990 (ADA), Pub. L. 101-336, 104 Stat 327, 42 USC 1210112213 and 47 USC Sections 225 and 661 including Title I, Employment; Title II, Public Services; Title III, Public Accommodations and Services Operated by Private entities; Title IV, Telecommunications; and Title V, Miscellaneous Provisions.
- The Florida Americans with Disabilities Accessibility Implementation Act of 1993, Section 553.501-553.513, Florida Statutes:

- The Rehabilitation Act of 1973, 229 USC Section 794;
- The Federal Transit Act, as amended 49 USC Section 1612;
- The Fair Housing Act as amended 42 USC Section 3601-3631.

DS
SS

Proposer Initials

Public Entity Crimes Affidavit

I understand that a “public entity crime” as defined in Paragraph 287.133(1)(g), Florida Statutes, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or of the United States, including but not limited to, any bid or contract for goods or services to be provided to any public entity or an agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentations.

I understand that “convicted” or “conviction” as defined in Paragraph 287.133(1)(b), Florida Statutes, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, non-jury trial, or entry of a plea of guilty or nolo contendere.

I understand that an “affiliate” as defined in Paragraph 287.133(1)(a), Florida Statutes, means:

1. A predecessor or successor of a person convicted of a public entity crime; or
2. An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term “affiliate” includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm’s length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.

I understand that a “person” as defined in Paragraph 287.133(1)(e), Florida Statutes, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which bids or applies to bid on contracts for the provision of goods or services let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term “person” includes those officers, directors, executives, and partners, shareholders, employees, members, and agents who are active in management of an entity.

Based on information and belief, the statement, which I have marked below, is true in relation to the entity submitting this ~~form sworn statement~~.

(INDICATE WHICH STATEMENT APPLIES.)

☒ Neither the entity submitting this ~~form sworn statement~~, nor any of its ~~Section 16 officers, and directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, nor any affiliate of the entity~~ has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

☐ The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime after July 1, 1989.

[] The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime after July 1, 1989. However, there has been a subsequent proceeding before a Hearing Officer of the State of Florida , Division of Administrative Hearings and the final Order entered by the Hearing Officer determined that it was not in the public interest to place the entity submitting this sworn statement on the convicted vendor list (attach a copy of the final order).

I understand that the submission of this form to the contracting officer for the public entity identified in paragraph 1 above is for that public entity only and that this form is valid through December 31 of the calendar year in which it is filed. I also understand that I am required to inform the public entity prior to entering a contract in excess of the threshold amount provided in Section 287.017, Florida Statutes for category two of any change in the information contained in this form.

SS

Proposer Initials

Oracle America, Inc. is an indirect, wholly owned subsidiary of Oracle Corporation, a publicly traded company.

No Conflict of Interest or Contingent Fee Affidavit*

Proposer warrants that neither it nor any principal, employee, agent, representative nor family member has paid or will pay any fee or consideration that is contingent on the award or execution of a contract arising out of this solicitation. Proposer also warrants that neither it nor any principal, employee, agent, representative nor family member has procured or attempted to procure this contract in violation of any of the provisions of the Miami-Dade County conflict of interest or code of ethics ordinances. Further, Proposer acknowledges that any violation of these warrants will result in the termination of ~~the any~~ **resulting** contract and forfeiture of funds paid or to be paid to the Proposer should the Proposer be selected for the performance of ~~this any resulting~~ **contract to the extent provided for an in accordance with the terms of the resulting contract.**

SS

Proposer Initials

* Any request for a "warranty" shall be interpreted to be a "representation." The scope of Oracle's responses are limited to the best of its knowledge and belief as of the date of signature.

Business Entity Affidavit*

Proposer hereby recognizes and certifies that no elected official, board member, or employee of the Village of Key Biscayne (the "Village") shall have a financial interest directly or indirectly in this transaction or any compensation to be paid under or through this transaction, and further, that no Village employee, nor any elected or appointed officer (including Village board members) of the Village, nor any spouse, parent or child of such employee or elected or appointed officer of the Village, may be a partner, officer, director or proprietor of Proposer or Vendor, and further, that no such Village employee or elected or appointed officer, or the spouse, parent or child of any of them, alone or in combination, may have a material interest in the Vendor or Proposer. Material interest means direct or indirect ownership of more than 5% of the total assets or capital stock of the Proposer. Any exception to these above-described restrictions must be expressly provided by applicable law or ordinance and be confirmed in writing by Village. Further, Proposer recognizes that with respect to this transaction or bid, if any Proposer violates or is a party to a violation of the ethics ordinances or rules of the Village, the provisions of Miami-Dade

County Code Section 2-11.1, as applicable to Village, or the provisions of Chapter 112, part III, Fla. Stat., the Code of Ethics for Public Officers and Employees, such Proposer may be disqualified from furnishing the goods or services for which the bid or proposal is submitted and may be further disqualified from submitting any future bids or proposals for goods or services to Village.

SS
Proposer Initials

* Oracle America, Inc. ("Oracle") is an indirect, wholly-owned subsidiary of Oracle Corporation, a large publicly traded company. As a practical matter, Oracle is unable make representations concerning whether any elected official, board member, or employee of the Village have an "indirect" financial interest to the extent this is meant to apply to whether such individuals own Oracle Corporation's stock as shareholders. However, Oracle can state that none of these individuals have a "material interest" in Oracle America, Inc. (as defined in this section).

Anti-Collusion Affidavit

- ~~1. Proposer/Bidder has personal knowledge of the matters set forth in its Proposal/Bid and is fully informed respecting the preparation and contents of the attached Proposal/Bid and all pertinent circumstances respecting the Proposal/Bid;~~
2. The Proposal/Bid is genuine and is not a collusive or sham Proposal/Bid; and
3. Neither the Proposer/Bidder nor any of its officers, partners, owners, agents, representatives, employees, or parties in interest, including Affiant, has in any way colluded, conspired, connived, or agreed, directly or indirectly with any other Proposer/Bidder, firm, or person to submit a collusive or sham Proposal/Bid, or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other Proposer/Bidder, firm, or person to fix the price or prices in the attached Proposal/Bid or of any other Proposer/Bidder, or to fix any overhead, profit, or cost element of the Proposal/Bid price or the Proposal/Bid price of any other Proposer/Bidder, or to secure through any collusion, conspiracy, connivance or unlawful agreement any advantage against the Village of Key Biscayne or any person interested in the proposed Contract.

SS
Proposer Initials

The "Proposer" is Oracle America, Inc. ("Oracle"), a corporation and an indirect wholly-owned subsidiary of Oracle Corporation. Thus, a corporation cannot have "personal knowledge" as it is not a natural person. The signatory to this form is an authorized representative of Oracle and signs/initials this form solely on behalf of Oracle and not in his/her individual capacity. This section is limited to: (i) the best of Oracle's knowledge and belief as of the date of signature, (ii) the employees directly involved in this RFP response, and (iii) Oracle Corporation's Section 16 officers and directors.

Scrutinized Company Certification

1. Proposer certifies that it ~~and its subcontractors~~ are not on the Scrutinized Companies that Boycott Israel List. Pursuant to Section 287.135, F.S., the Village may immediately terminate the Agreement that may result from this RFP at its sole option if the Proposer or its subcontractors are found to have submitted a false certification; or if the Proposer, or its subcontractors are placed on the Scrutinized Companies that Boycott Israel List or is engaged in the boycott of Israel during the term of the Agreement.
2. If the Agreement that may result from this RFP is for more than one million dollars, the Proposer certifies that it and its subcontractors are also not on the Scrutinized Companies with Activities in Sudan, Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or engaged with business operations in Cuba or Syria as identified in Section 287.135, F.S. pursuant to Section 287.135, F.S., the Village may immediately terminate the Agreement that may result from this RFP at its sole option if the Proposer, its affiliates, or its subcontractors are found to have submitted a false

certification; or if the Proposer, its affiliates, or its subcontractors are placed on the Scrutinized Companies with Activities in Sudan List, or Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or engaged with business operations in Cuba or Syria during the term of the Agreement.

3. The Proposer agrees to observe the above requirements for applicable subcontracts entered into for the performance of work under the Agreement that may result from this RFP. As provided in Subsection 287.135(8), F.S., if federal law ceases to authorize the above-stated contracting prohibitions then they shall become inoperative.

SS

Proposer Initials

Acknowledgment, Warranty, and Acceptance*

1. CONTRACTOR warrants that it is willing and able to comply with all applicable state of Florida laws, rules and regulations **as provided in the terms of the resulting contract.**
2. CONTRACTOR warrants that it has read, **and understands,** ~~and is willing to comply with all requirements of RFP # 2024-09 KEY BISCAYNE LAW ENFORCEMENT COMPUTER AIDED DISPATCH, RECORD MANAGEMENT AND MOBILE PLATFORM SYSTEM~~ and any addendum/addenda related thereto **and is submitting its proposal subject to the Oracle General Terms and Conditions letter.**
3. CONTRACTOR warrants that it will not delegate or subcontract its responsibilities under an agreement without the prior written permission of the Village Council or Village Manager, **in accordance with the terms of the resulting contract** as applicable.
4. CONTRACTOR warrants that all information provided by it in connection with this Proposal is true and accurate.

SS

Proposer Initials

* Any request for a "warranty" shall be interpreted to be a "representation." The scope of Oracle's responses are limited to the best of its knowledge and belief as of the date of signature.

Truth in Negotiation Certification

Not Applicable – See Fla. Stat. Section 287.055(5)(a)

The CONTRACTOR hereby certifies, covenants, and warrants that wage rates and other factual unit costs supporting the compensation for this project's agreement are accurate, complete, and current at the time of contracting.

The CONTRACTOR further agrees that the original agreement price and any additions thereto shall be adjusted to exclude any significant sums by which the Village determines the agreement price was increased due to inaccurate, incomplete, or noncurrent wage rates and other factual unit costs. All such agreement adjustments shall be made within (1) year following the end of the contract. For the purposes of this certificate, the end of the agreement shall be deemed to be the date of the final billing or acceptance of the work by the Village, whichever is later.

Respondent Initials

**Sworn Signature of Proposing Entity Representative and Notarization
for all above Affidavits follows on the next page**

The signatory listed below is an authorized representative of Oracle America, Inc. ("Oracle") and is signing this form on behalf of Oracle and not in his or her individual capacity. Notwithstanding the foregoing, Oracle's responses are limited to itself and are made to the best of its knowledge as of the date of signature.

In the presence of:

Witness #1 Print Name: _____

Witness #2 Print Name: _____

Signed, sealed and delivered by:

DocuSigned by:

Steve Seoane

06AE8E97AFC2471...

Print Name: Steve Seoane

Title: SVP and GM, Oracle Local Government

ACKNOWLEDGMENT

State of Florida

County of _____

On this _____ day of _____, 20____, before me the undersigned,

personally appeared _____, whose name(s) is/are

subscribed to the within instrument, and he/she/they acknowledge that he/she/they executed it.

Witness my hand and official seal:

Notary Public (Print, Stamp, or Type as Commissioned)

_____ Personally known to me; or

_____ Produced identification (Type of Identification: _____)

_____ Did take an oath; or

_____ Did not take an oath

****Oracle takes exception to this form. See RFP Section 4.1 – not applicable. The Village indicated that this form is to be completed by each Selection Committee Member and the Technical Advisor, not Oracle America, Inc. ("Oracle") which is acting as the proposer. Notwithstanding the foregoing, Oracle represents that to the best of its knowledge and belief as of the date of submission that no Oracle employee directly involved in this response has an actual or potential conflict of interest in connection with Oracle's response to RFP #2024-09. Oracle is happy to discuss or address any additional requirements if down selected.**

FORM 6B
**INDEPENDENCE
AFFIDAVIT**

~~The undersigned individual, being duly sworn, deposes and says that:~~

~~I am _____ of _____, the proposer that
has submitted the attached proposal;~~

~~I hereby certify to the best of my knowledge that neither I nor any of those persons residing in my household have or have had during the past five years, any relationships (professional, financial, familial or otherwise) with the VILLAGE (or any of its districts), its elected or appointed officials, its employees or agents, or any member or alternate member of the Selection Committee.~~

~~A "relationship" for the purpose of this affidavit shall include but not be limited to employer/employee, consultant, contractor, subcontractor, associate, officer, partnership, joint venture, ownership greater than one percent, landlord/tenant, or creditor/debtor, gift donor/recipient (in excess of \$100.00), past or on-going personal relationships, or joint involvement with charitable/voluntary activities. Relationship includes having a prior or current contract with the VILLAGE.~~

~~Except as set forth below, I hereby certify to the best of my knowledge that neither I nor any of those persons residing in my household have received any promise of compensation, remuneration, gift, discount, or other gratuity in exchange for my proposal.~~

~~I understand and agree that I shall give the VILLAGE written notice of any other relationships (as defined above) that I enter into with the VILLAGE (or any of its districts), its elected or appointed officials, its employees or agents, or any member or alternate member of the Selection Committee during the period of the Agreement.~~

~~I set forth below any exceptions to the aforementioned (if none, write "None"):~~

Signature (Blue ink only)

Print Name

Title

Date

STATE OF _____)

COUNTY OF _____)

The foregoing instrument was acknowledged before me this _____ day of _____, 20____,

by _____ as _____

(Name of person acknowledging) (Title)

for _____.

(Company name)

Personally known to me _____ or has produced Identification _____, type of identification

produced _____.

(NOTARY SEAL HERE)

SIGNATURE OF NOTARY PUBLIC

PRINT, TYPE/STAMP NAME OF NOTARY

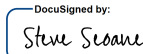
FORM 6C

NON-COLLUSION AFFIDAVIT

The undersigned individual, ~~being duly sworn, deposes and~~ says that:

1. He/She is Steve Seoane of Oracle America, Inc., proposer that has submitted the attached proposal;
2. He/She is fully informed respecting the preparation and contents of the attached proposal and of all pertinent circumstances respecting such proposal;
3. Such proposal is genuine and is not a collusive or sham proposal;
4. Neither said proposer nor any of its officers, ~~partners, owners, agents, representatives,~~ or employees, ~~or parties in interest~~, including this affiant, has in any way colluded, connived, or agreed, directly or indirectly, with any other proposer, firm or person to submit a collusive or sham proposal in connection with the Agreement for which the attached proposal has been submitted or to refrain from proposing in connection with the Agreement, or has in any manner, directly or indirectly, sought by agreement of collusion or communication of conference with any other proper, firm, or person to fix the price or prices in the attached proposal, or of any other proposer, or to fix any overhead, profit or cost element of the proposal or the response of any other proposer, or to secure through any collusion, connivance, or unlawful agreement any advantage against the Village of Key Biscayne, Florida, or any person interested in the Agreement; and
5. The response to the attached RFP is fair and proper and is not tainted by any collusion, conspiracy, connivance, or unlawful agreement on the part of the proposer or any of its agents, representatives, owners, employees, or parties in interest, including this affiant.

The signatory listed below is an authorized representative of Oracle America, Inc. ("Oracle") and is signing this form on behalf of Oracle and not in his or her individual capacity. Notwithstanding the foregoing, Oracle's responses are limited to itself and are made to the best of its knowledge as of the date of signature.

DocuSigned by:

06A8B82AFC2471
Signature (~~Blue ink~~ electronic)

Steve Seoane
Print Name

SVP and GM, Oracle Local Government
Title

16-Sep-2024 | 9:52 AM PDT
Date

STATE OF _____)
COUNTY OF _____)

The foregoing instrument was acknowledged before me this _____ day of _____, 20____,
by _____ as _____
(Name of person acknowledging) (Title)
for _____.

(Company name)

Personally known to me _____ or has produced Identification _____, type of identification
produced _____.

(NOTARY SEAL HERE)

SIGNATURE OF NOTARY PUBLIC

PRINT, TYPE/STAMP NAME OF NOTARY

FORM 7

DRUG FREE WORKPLACE

The undersigned proposer in accordance with Chapter 287.087, Florida Statutes, hereby certifies that

Oracle America, Inc. does:

(Name of proposer)

1. Publish a statement notifying employees that the unlawful manufacturing, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
2. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
3. Give each employee engaged in providing the contractual services described in the RFP document a copy of the statement specified in subsection (1).
4. In the statement specified in subsection (1), notify the employee that, as a condition of working on the contractual services described in the RFP or the Agreement, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
5. Impose a sanction on or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted.
6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.
7. As the person authorized to sign the statement, I certify that this firm **to the best of my knowledge** complies fully with the above requirements.

The signatory listed below is an authorized representative of Oracle America, Inc. ("Oracle") and is signing this form on behalf of Oracle and not in his or her individual capacity. Notwithstanding the foregoing, Oracle's responses are limited to itself and are made to the best of its knowledge as of the date of signature.

DocuSigned by:

Steve Seoane

Signature (Blue ink only)

Steve Seoane

Print Name

SVP and GM, Oracle Local Government

Title

13-Sep-2024 | 5:49 PM PDT

Date

STATE OF _____)

COUNTY OF _____)

The foregoing instrument was acknowledged before me this _____ day of _____, 20____,

by _____ as _____

(Name of person acknowledging) (Title)

for _____.

(Company name)

Personally known to me _____ or has produced Identification _____, type of identification

produced _____.

(NOTARY SEAL HERE)

SIGNATURE OF NOTARY PUBLIC

PRINT, TYPE/STAMP NAME OF NOTARY

FORM 8

CERTIFICATION TO ACCURACY OF PROPOSAL

The proposer, by executing this form, hereby certifies ~~and attests~~ that all forms, affidavits and documents related thereto that it has enclosed in the proposal in support of its proposal are true and accurate **to the best of its knowledge as of the date of signature**. Failure by the proposer to attest to the truth and accuracy of such forms, affidavits and documents shall result in the proposal being deemed non-responsive and such proposal will not be considered.

By submitting a proposal to do the work, the proposer certifies that a careful review of the RFP and the Agreement has taken place, and that the proposer is fully informed and understands the requirements of the RFP and the Agreement and the quality and quantity of service to be performed.

The undersigned individual, ~~being duly sworn, deposes and~~ says that **to the best of the proposer's knowledge as of the date of signature:**

1. He/She is Steve Seoane of Oracle America, Inc., the proposer that has submitted the attached proposal;
2. He/She is **an authorized signatory of the proposer fully informed respecting the preparation and contents of the attached proposal and of all forms, affidavits and documents submitted in support of such proposal;**
3. All forms, affidavits and documents submitted in support of this proposal and included in this proposal are true and accurate;
4. No information that should have been included in such forms, affidavits and documents has been omitted **to be intentionally misleading;** and
5. No information that is included in such forms, affidavits or documents is false or misleading.

The signatory listed below is an authorized representative of Oracle America, Inc. ("Oracle") and is signing this form on behalf of Oracle and not in his or her individual capacity. Unless otherwise noted, Oracle's responses are limited to itself and are made to the best of its knowledge as of the date of signature.

DocuSigned by:

Steve Seoane

Signature (Blue ink only)

Steve Seoane

Print Name

SVP and GM, Oracle Local Government

Title

13-Sep-2024 | 5:49 PM PDT

Date

STATE OF _____)

COUNTY OF _____)

The foregoing instrument was acknowledged before me this _____ day of _____, 20__

by _____ as _____

(Name of person acknowledging)

(Title)

for _____

(Company name)

produced _____.

(NOTARY SEAL HERE)

SIGNATURE OF NOTARY PUBLIC

PRINT, TYPE/STAMP NAME OF NOTARY

FORM 9

SCRUTINIZED COMPANIES

The undersigned proposer in accordance with Section 287.135, Florida Statutes, hereby certifies that:

Proposer is not participating in a boycott of Israel;

Proposer is not on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List;

Proposer does not have business operations in Cuba or Syria.

DocuSigned by:

Steve Seoane

Signature (Blue ink only)

Steve Seoane

Print Name

SVP and GM, Oracle Local Government

Title

13-Sep-2024 | 5:49 PM PDT

Date

The signatory listed above is an authorized representative of Oracle America, Inc. ("Oracle") and is signing this form on behalf of Oracle and not in his or her individual capacity. Notwithstanding the foregoing. Oracle's responses are limited to itself and are made to the best of its knowledge as of the date of signature.

STATE OF _____)

COUNTY OF _____)

The foregoing instrument was acknowledged before me this _____ day of _____, 20__

by _____ as _____

(Name of person acknowledging)

(Title)

for _____:

(Company name)

Personally known to me _____ or has produced Identification _____, type of identification

produced _____.

(NOTARY SEAL HERE)

SIGNATURE OF NOTARY PUBLIC

PRINT, TYPE/STAMP NAME OF NOTARY

FORM 10

PUBLIC ENTITY CRIMES

~~Sworn Statement Under~~ §287.133(3)(a), Florida Statutes

(This form must be signed in the presence of a notary public or other officer authorized to administer oaths.)

1. This sworn statement is submitted with Bid, Proposal or contract No. RFP # 2024-09

2. This sworn statement is submitted by: Oracle America, Inc.

(name of entity submitting sworn statement)

whose business address is: 500 Oracle Parkway, Redwood City, California 94065

Federal Identification Number (FEIN) is: 94-2805249

(if applicable)

Social Security Number: Not Applicable

(if the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement)

3. My name is: Steve Seoane

(print name of individual signing this document)

and my relationship to the entity is: SVP and GM,

4. I understand that a "public entity crime" as defined in §287.133(1)(g), Florida Statutes means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or with the United states, including, but not limited to, any bid or contract for goods or services to be provided to any public entity or an agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.

5. I understand that a "convicted" or "conviction" as defined in §287.133(1)(b), Florida Statutes, means a finding of guilt of a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, non-jury trial, or entry of a plea of guilty or nolo contendere.

6. I understand that an "affiliate" as defined in §287.133(1)(a), Florida Statutes means:

- (a) A predecessor or successor of a person or a corporation convicted of a public entity crime; or

(b) An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima-facie case that one person controls another person. A person who knowingly enters a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.

7. I understand that a "person" as defined in §287.133(1)(e), Florida Statutes, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which binds or applies to bids on contracts for the provision of goods or services let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.
8. Based on the information and belief, the statement that I have marked below is true in relation to the entity submitting this ~~formsworn-statement~~. (Please indicate which statement applies)
 - a. X ☐ Neither the entity submitting the ~~form sworn-statement~~, nor any ~~Section 16 officers; and directors, executives, partners, shareholders, employees, members or agents who are active in management of the entity nor any affiliate of the entity~~ have been charged with and convicted of a public entity crime after July 1, 1989.
 - b. ☐ The entity submitting this sworn statement, or one or more of the officers, directors, executives, partners, shareholders, employees, members or agents who are active in management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989 and (Please indicate which additional statement applies)
 - 1) ☐ There has been a proceeding concerning the conviction before a hearing officer of the State of Florida, Division of Administrative Hearings. The final order entered by the hearing officer did not place the person or affiliate on the convicted vendor list. (Please attach a copy of the final order)
 - 2) ☐ The person or affiliate was placed on the convicted list. There has been a subsequent proceeding before a hearing officer of the State of Florida, Division of Administrative Hearings. The final order entered by the hearing officer determined that it was in the public interest to remove the person or affiliate from the convicted vendor list. (Please attach a copy of the final order)

- 3) ____The person or affiliate has not been placed on the convicted vendor list.
(Please describe any action taken by or pending with the Department of
General Services)

The signatory listed below is an authorized representative of Oracle America, Inc. ("Oracle") and is signing this form on behalf of Oracle and not in his or her individual capacity. Oracle America, Inc. is an indirect, wholly owned subsidiary of Oracle Corporation, a publicly traded company.

Signed by:

Steve Seoane

Signature (Blue ink only)

Steve Seoane

Print Name

SVP and GM, Oracle Local Government

Title

13-Sep-2024 | 5:49 PM PDT

Date

STATE OF _____)

COUNTY OF _____)

The foregoing instrument was acknowledged before me this ____ day of _____, 20__

by _____ as _____

(Name of person acknowledging) (Title)

for _____

(Company name)

Personally known to me _____ or has produced Identification _____, type of identification

produced _____

(NOTARY SEAL HERE)

SIGNATURE OF NOTARY PUBLIC

PRINT, TYPE/STAMP NAME OF NOTARY

FORM 11

DISPUTE DISCLOSURE

Answer the following questions by placing an “X” after “Yes” or “No.” If you answer “Yes,” please explain in the space provided, or on a separate sheet attached to this form.

1. Has your firm or any of its officers received a reprimand of any nature or been suspended by the Department of Professional Regulations or any other regulatory agency or professional associations within the last five (5) years?

YES _____ NO _____

Oracle America, Inc. (“Oracle”) takes exception to this question as it is overly broad, vague, and unlimited in scope. Notwithstanding the foregoing, Oracle states that it has not been debarred, suspended, or proposed for debarment by the US federal government or the governmental entities of the State of Florida within the last five (5) years. Oracle does not comment on pending claims and/or litigation, nor inquiries for information regarding the existence or substance of pending governmental investigations or other regulatory matters, if any, unless such inquiry is being made by the US Securities and Exchange Commission; however, Oracle is an indirect, wholly-owned subsidiary of Oracle Corporation, a public company that as such reports all litigation and/or legal claims that may have a material, adverse effect on the operation of its business in its Form 10-K filings and any subsequent updates with the Securities and Exchange Commission. Oracle Corporation’s Form 10-K can be found at the following site: <http://investor.oracle.com/financial-reporting/sec-filings/default.aspx>.

2. Has your firm, or any member of your firm, been declared in default, terminated or removed from a contract or job related to the services your firm provides in the regular course of business within the last five (5) years?

YES _____ NO _____

Oracle America, Inc. (“Oracle”) takes exception to this question as it is overly broad, vague, and unlimited in scope, and Oracle conducts a significant amount of business throughout the public and private sector. Notwithstanding the foregoing, Oracle states that it has not had any public transactions (US federal, state or local) terminated for cause or default within the last five (5) years.

3. Has your firm had against it or filed any requests for equitable adjustment, contract claims, Bid protests, or litigation in the past five (5) years that is related to the services your firm provides in the regular course of business?

YES _____ NO _____

Oracle America, Inc. (“Oracle”) takes exception to this question as it is overly broad, vague, and unlimited in scope, and Oracle conducts a significant amount of business throughout the public and private sector. Oracle America, Inc. (“Oracle”) does engage in litigation in the normal course of business. Oracle does not comment on pending claims and/or litigation. While the outcome of these claims cannot be predicted with certainty, Oracle does not believe that the outcome of any of these legal matters will have a material adverse effect on our financial position or our ability to provide the proposed services. Note that Oracle is an indirect, wholly-owned subsidiary of Oracle Corporation, a public company that as such reports all litigation and/or legal claims that may have a material, adverse effect on the operation of its business in its Form 10-K filings and any subsequent updates with the Securities and Exchange Commission. Oracle Corporation’s Form 10-K can be found at the following site: <http://investor.oracle.com/financial-reporting/sec-filings/default.aspx>.

If yes, state the nature of the request for equitable adjustment, contract claim, litigation, or protest, and state a brief description of the case, the outcome or status of the suit and the monetary amounts of extended contract time involved.

I hereby certify that all statements made are true to the best of the firm’s knowledge as of the date of signature and agree and understand that any misstatement or misrepresentation or falsification of facts shall be cause for forfeiture of rights for further consideration of this Bid for the Village of Key Biscayne.

Firm: Oracle America, Inc.

Authorized Signature: Steve Seoane
DocuSigned by:
06AE8E97AFC2471...

Print or Type Name: Steve Seoane

Title: SVP and GM, Oracle Local Government

Date: 13-Sep-2024 | 5:49 PM PDT

The signatory above is an authorized representative of Oracle America, Inc. ("Oracle") and is signing this form on behalf of Oracle and not in his or her individual capacity.

FORM 12**LIST OF PROPOSED SUBCONTRACTORS**

The undersigned Proposer hereby designates, as follows, all major subcontractors whom they propose to utilize for the major areas of work for the project. The bidder is further notified that all subcontractors shall be properly licensed, bondable and shall be required to furnish the Village with a Certificate of Insurance in accordance with the contract's general conditions. Failure to provide this information shall be grounds for rejection of the bidder's proposal. (If no subcontractors are proposed, state "None" on first line below.)

No.	Subcontractor Name & Address	Scope of Work	License Number
	For the vehicle installation of the Oracle Vehicle Communication System, Oracle		
	will coordinate with the Village to select the subcontractor(s) within reasonable		
	distance of the agency's physical location(s) and certified to perform		
	services on public safety vehicles.		

FORM 13 – N/A

FORM 14 – N/A

FORM 15 – N/A

FORM 16

INSURANCE AND LICENSE CERTIFICATES
VILLAGE OF KEY BISCAYNE

BIDDER’S REPRESENTATION

**KEY BISCAYNE LAW ENFORCEMENT COMPUTER AIDED DISPATCH, RECORD MANAGEMENT AND
MOBILE PLATFORM SYSTEM**

Oracle believes that it carries adequate amounts of insurance. If awarded a contract, Oracle would be glad to discuss your specific insurance requirements, as applicable to the products and services offered.

Proposal of Oracle America, Inc.

(Name)

500 Oracle Parkway, Redwood City, California 94065

(Address)

to furnish all materials, equipment, and labor and to perform all work in accordance with the Contract Documents for:

**KEY BISCAYNE LAW ENFORCEMENT COMPUTER AIDED DISPATCH, RECORD MANAGEMENT AND
MOBILE PLATFORM SYSTEM**

(“THE PROJECT”)

TO: Village of Key Biscayne
Attn: Village Clerk
88 West McIntyre Street, Suite 220
Key Biscayne, Florida 33149

The undersigned, as Bidder, hereby declares that the only person or persons interested in the Bid, as principal or principals, is or are named herein and that no other person than herein mentioned has any interests in the Bid or the Contract to which the Work pertains; that this Bid is made without connection or arrangement with any other person, company, or parties making Bids or Proposals and that the Bid is in all respects fair and made in good faith without collusion or fraud.

I

The Bidder further declares that he or she has examined the geographic location and sites of the Work; that he has made sufficient investigations to fully satisfy himself that such sites are suitable for this Work; and he assumes full responsibility therefore; that he has examined the specifications for the Work and from his own experience or from professional advice that the specifications are sufficient for the Work to be done and he has examined the other Contract Documents relating thereto, including the Instructions to Bidders, the Contract, Bid, Detailed Scope of

Work/Specifications, Qualification Statement, Public Entity Crime Form, and Insurance requirements and he has read all addenda prior to the opening of Bids, and that he has satisfied himself fully, relative to all matters and conditions with respect to the Work to which this Bid pertains.

The Bidder proposes and agrees, if this Bid is accepted, to timely execute the Contract with the Village in the form attached and to furnish all necessary materials, all equipment, all necessary machinery, tools, apparatus, means of transportation, and labor necessary to complete the Work specified in the Bid and the Contract, and called for by the drawings and specifications and in the manner specified and to timely submit all required bonds and insurance certificates.

NOTE: THIS SCHEDULE OF BID ITEMS IS MERELY ILLUSTRATIVE OF THE MINIMUM AMOUNT/QUANTITY OF WORK TO BE PERFORMED UNDER THE CONTRACT. IN THE CASE OF ANY CONFLICT BETWEEN THIS SCHEDULE OF BID ITEMS AND THE DETAILED SPECIFICATIONS, THE DETAILED SPECIFICATIONS WILL PREVAIL.

The Bidder further proposes and agrees to comply in all respects with the time limits for commencement and completion of the Work as stated in the Contract.

The Bidder agrees to execute the Contract and furnish the executed Contract, all required bonds, insurance certificates, and other required information to Village within ten (10) ten calendar days after written notice of the Award of Contract. The failure on the part of the Bidder to timely comply with this provision shall give Village all rights and remedies set forth in the Instructions to Bidders.

The undersigned agrees to accept as full compensation therefore the total of the lump sum prices and extended unit prices items named in the following schedule. It is understood that the unit prices quoted or established for a particular item are to be used for computing the amount to be paid to the Contractor, based on the Work actually performed as determined by the Contract and the Village. However, in utilizing the schedule, the Bidder agrees that in no event shall compensation paid to the Bidder under the Contract exceed the dollar amount of the Bidder's Bid amount, as set forth in the attached Bid.

It is intended that all Work to be performed under this Bid shall commence approximately thirty (30) days after Contract execution.

In no event shall Village be obligated to pay for Work not performed or materials not furnished. Bidder's

Certificate of Competency No. _____

Bidder's Occupational License No. _____

WITNESS:

By: _____
Signature of Authorized Agent

[SEAL]

Oracle takes exception to Village of Key Biscayne, FL terms and submits its proposal in accordance with the terms and conditions set forth in Oracle's General Terms Letter. While we are unable to redline your "ATTACHMENT A SERVICES AGREEMENT" or accept other embedded terms and conditions, we'd expect that any binding contracts utilize the terms and conditions contained in a mutually executed agreement based on a new Oracle Cloud Services Agreement template. Negotiations specific to the transaction for the award may be undertaken upon being shortlisted or awarded."

Key Biscayne Law Enforcement Computer Aided Dispatch, Record Management and Mobile Platform System – RFP # 2024-09

ATTACHMENT A
SERVICES AGREEMENT BETWEEN
THE VILLAGE OF KEY BISCAYNE
AND
NAME OF ENTITY

THIS AGREEMENT (this "Agreement") is made effective as of the _____ day of _____, 2024 (the "Effective Date"), by and between the **VILLAGE OF KEY BISCAYNE, FLORIDA**, a Florida municipal corporation, (the "Village"), and **NAME OF ENTITY**, a Florida [type of entity] (hereinafter, the "Consultant").

WHEREAS, the Village desires certain **KEY BISCAYNE LAW ENFORCEMENT COMPUTER AIDED DISPATCH, RECORD MANAGEMENT AND MOBILE PLATFORM SYSTEM**
and

WHEREAS, the Consultant will perform services on behalf of the Village, all as further set forth in the Proposal dated _____, 2024, attached hereto as Exhibit "A" (the "Services");
and

WHEREAS, the Consultant and Village, through mutual negotiation, have agreed upon a fee for the Services; and

WHEREAS, the Village desires to engage the Consultant to perform the Services and provide the deliverables as specified below.

NOW, THEREFORE, in consideration of the mutual covenants and conditions contained herein, the Consultant and the Village agree as follows:

1. Scope of Services.

- 1.1.** Consultant shall provide the Services set forth in the Proposal attached hereto as Exhibit "A" and incorporated herein by reference (the "Services").
- 1.2.** Consultant shall furnish all reports, documents, and information obtained pursuant to this Agreement, and recommendations during the term of this Agreement (hereinafter "Deliverables") to the Village.

0. Term/Commencement Date.

- 2.1.** The term of this Agreement shall be from the Effective Date through three (3) years thereafter, unless earlier terminated in accordance with Paragraph 8. Additionally, the Village Manager may renew this Agreement for three (3) additional one (1) year periods on the same terms as set forth herein upon written notice to the Consultant.

Oracle takes exception to Village of Key Biscayne, FL terms and submits its proposal in accordance with the terms and conditions set forth in Oracle's General Terms Letter. While we are unable to redline your "ATTACHMENT A SERVICES AGREEMENT" or accept other embedded terms and conditions, we'd expect that any binding contracts utilize the terms and conditions contained in a mutually executed agreement based on a new Oracle Cloud Services Agreement template. Negotiations specific to the transaction for the award may be undertaken upon being shortlisted or awarded."

- 2.2.** Consultant agrees that time is of the essence and Consultant shall complete the Services within the term of this Agreement, unless extended by the Village Manager.

1. Compensation and Payment.

- 3.1.** Compensation for Services provided by Consultant shall be in accordance with the Proposal attached hereto as Exhibit "A." Consultant shall be compensated a flat hourly rate, lump sum fee in the amount of \$XXXX.XX per month.
- 3.2.** Consultant shall deliver an invoice to Village no more often than once per month detailing Services completed and the amount due to Consultant under this Agreement. Fees shall be paid in arrears each month, pursuant to Consultant's invoice, which shall be based upon the percentage of work completed for each task invoiced. The Village shall pay the Consultant in accordance with the Florida Prompt Payment Act after approval and acceptance of the Services by the Village Manager.
- 3.3.** Contractor's invoices must contain the following information for prompt payment:
- 3.3.1.** Name and address of the Consultant;
 - 3.3.2.** Purchase Order number;
 - 3.3.3.** Contract number;
 - 3.3.4.** Date of invoice;
 - 3.3.5.** Invoice number (Invoice numbers cannot be repeated. Repeated invoice numbers will be rejected);
 - 3.3.6.** Name and type of Services;
 - 3.3.7.** Timeframe covered by the invoice; and
 - 3.3.8.** Total value of invoice.

Failure to include the above information will result in a delay of payment or rejection of the invoice. All invoices must be submitted electronically to payables@keybiscayne.fl.gov.

2. Subconsultants.

- 4.1.** The Consultant shall be responsible for all payments to any subconsultants and shall maintain responsibility for all work related to the Services.
- 4.2.** Consultant may only utilize the services of a particular subconsultant with the prior written approval of the Village Manager, which approval may be granted or withheld in the Village Manager's sole and absolute discretion.

3. Village's Responsibilities

Use or disclosure of data contained in this sheet is subject to the restrictions in the General Terms and Conditions for Oracle's Proposal

Oracle takes exception to Village of Key Biscayne, FL terms and submits its proposal in accordance with the terms and conditions set forth in Oracle's General Terms Letter. While we are unable to redline your "ATTACHMENT A SERVICES AGREEMENT" or accept other embedded terms and conditions, we'd expect that any binding contracts utilize the terms and conditions contained in a mutually executed agreement based on a new Oracle Cloud Services Agreement template. Negotiations specific to the transaction for the award may be undertaken upon being shortlisted or awarded."

5.1. Village shall make available any maps, plans, existing studies, reports, staff and representatives, and other data pertinent to the Services and in possession of the Village, and provide criteria requested by Consultant to assist Consultant in performing the Services.

5.2. Upon Consultant's request, Village shall reasonably cooperate in arranging access to public information that may be required for Consultant to perform the Services.

4. Consultant's Responsibilities; Representations and Warranties.

6.1. The Consultant shall exercise the same degree of care, skill and diligence in the performance of the Services as is ordinarily provided by a consultant under similar circumstances. If at any time during the term of this Agreement or within two (2) years from the completion of this Agreement, it is determined that the Consultant's Deliverables or Services are incorrect, not properly rendered, defective, or fail to conform to Village requests, the Consultant shall at Consultant's sole expense, immediately correct its Deliverables or Services.

6.2. The Consultant hereby warrants and represents that at all times during the term of this Agreement it shall maintain in good standing all required licenses, certifications and permits required under Federal, State and local laws applicable to and necessary to perform the Services for Village as an independent contractor of the Village. Consultant further warrants and represents that it has the required knowledge, expertise, and experience to perform the Services and carry out its obligations under this Agreement in a professional and first-class manner.

6.3. The Consultant represents that is an entity validly existing and in good standing under the laws of Florida. The execution, delivery and performance of this Agreement by Consultant have been duly authorized, and this Agreement is binding on Consultant and enforceable against Consultant in accordance with its terms. No consent of any other person or entity to such execution, delivery and performance is required.

5. Conflict of Interest.

7.1. To avoid any conflict of interest or any appearance thereof, Consultant shall not, for the term of this Agreement, provide any consulting services to any private sector entities (developers, corporations, real estate investors, etc.), with any current, or foreseeable, adversarial issues in the Village.

6. Termination.

8.1. The Village Manager, without cause, may terminate this Agreement upon thirty (30) calendar days' written notice to the Consultant, or immediately with cause.

8.2. Upon receipt of the Village's written notice of termination, Consultant shall immediately stop work on the project unless directed otherwise by the Village Manager.

8.3. In the event of termination by the Village, the Consultant shall be paid for all work accepted by the Village Manager up to the date of termination, provided that the Consultant has first complied with the provisions of Paragraph 8.4.

Oracle takes exception to Village of Key Biscayne, FL terms and submits its proposal in accordance with the terms and conditions set forth in Oracle's General Terms Letter. While we are unable to redline your "ATTACHMENT A SERVICES AGREEMENT" or accept other embedded terms and conditions, we'd expect that any binding contracts utilize the terms and conditions contained in a mutually executed agreement based on a new Oracle Cloud Services Agreement template. Negotiations specific to the transaction for the award may be undertaken upon being shortlisted or awarded."

- 8.4.** The Consultant shall transfer all books, records, reports, working drafts, documents, maps, and data pertaining to the Services and the project to the Village, in a hard copy and electronic format within fourteen (14) days from the date of the written notice of termination or the date of expiration of this Agreement.

7. Insurance.

- 9.1.** Consultant shall secure and maintain throughout the duration of this agreement insurance of such types and in such amounts not less than those specified below as satisfactory to Village, naming the Village as an Additional Insured, underwritten by a firm rated A-X or better by A.M. Best and qualified to do business in the State of Florida. The insurance coverage shall be primary insurance with respect to the Village, its officials, employees, agents, and volunteers naming the Village as additional insured. Any insurance maintained by the Village shall be in excess of the Consultant's insurance and shall not contribute to the Consultant's insurance. The insurance coverage shall include at a minimum the amounts set forth in this section and may be increased by the Village as it deems necessary or prudent.

- 9.1.1.** Commercial General Liability coverage with limits of liability of not less than a \$1,000,000 per Occurrence combined single limit for Bodily Injury and Property Damage. This Liability Insurance shall also include Completed Operations and Product Liability coverages and eliminate the exclusion with respect to property under the care, custody and control of Consultant. The General Aggregate Liability limit and the Products/Completed Operations Liability Aggregate limit shall be in the amount of \$2,000,000 each.

- 9.1.2.** Workers Compensation and Employer's Liability insurance, to apply to all employees for statutory limits as required by applicable State and Federal laws. The policy(ies) must include Employer's Liability with minimum limits of \$1,000,000.00 for each accident. No employee, subcontractor or agent of the Consultant shall be allowed to provide Services pursuant to this Agreement who is not covered by Worker's Compensation insurance.

- 9.1.3.** Business Automobile Liability with minimum limits of \$1,000,000 per occurrence, combined single limit for Bodily Injury and Property Damage. Coverage must be afforded on a form no more restrictive than the latest edition of the Business Automobile Liability policy, without restrictive endorsements, as filed by the Insurance Service Office, and must include Owned, Hired, and Non-Owned Vehicles.

- 9.1.4.** Professional Liability Insurance in an amount of not less than One Million Dollars (\$1,000,000.00) per occurrence, single limit.

- 9.2. Certificate of Insurance.** Certificates of Insurance shall be provided to the Village, reflecting the Village as an Additional Insured (except with respect to Professional Liability Insurance and Worker's Compensation Insurance), no later than ten (10) days after award of this Agreement and prior to the execution of this Agreement by Village and prior to commencing Services. Each certificate shall include no less than (30) thirty-day advance written notice to Village prior to cancellation, termination, or material alteration of said policies or insurance. The Consultant shall be responsible for assuring that the insurance certificates required by this Section remain in full force and effect for the duration of this Agreement, including any extensions or renewals that

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may be granted by the Village. The Certificates of Insurance shall not only name the types of policy(ies) provided, but also shall refer specifically to this Agreement and shall state that such insurance is as required by this Agreement. The Village reserves the right to inspect and return a certified copy of such policies, upon written request by the Village. If a policy is due to expire prior to the completion of the Services, renewal Certificates of Insurance shall be furnished thirty (30) calendar days prior to the date of their policy expiration. Each policy certificate shall be endorsed with a provision that not less than thirty (30) calendar days' written notice shall be provided to the Village before any policy or coverage is cancelled or restricted. Acceptance of the Certificate(s) is subject to approval of the Village.

9.3. Additional Insured. Except with respect to Professional Liability Insurance and Worker's Compensation Insurance, the Village is to be specifically included as an Additional Insured for the liability of the Village resulting from Services performed by or on behalf of the Consultant in performance of this Agreement. The Consultant's insurance, including that applicable to the Village as an Additional Insured, shall apply on a primary basis and any other insurance maintained by the Village shall be in excess of and shall not contribute to the Consultant's insurance. The Consultant's insurance shall contain a severability of interest provision providing that, except with respect to the total limits of liability, the insurance shall apply to each Insured or Additional Insured (for applicable policies) in the same manner as if separate policies had been issued to each.

9.4. Deductibles. All deductibles or self-insured retentions must be declared to and be reasonably approved by the Village. The Consultant shall be responsible for the payment of any deductible or self-insured retentions in the event of any claim.

9.5. The provisions of this section shall survive termination of this Agreement.

2. Nondiscrimination. During the term of this Agreement, Consultant shall not discriminate against any of its employees or applicants for employment because of their race, color, religion, sex, or national origin, and will abide by all Federal and State laws regarding nondiscrimination.

3. Attorney's Fees and Waiver of Jury Trial.

11.1. In the event of any litigation arising out of this Agreement, the prevailing party shall be entitled to recover its attorneys' fees and costs, including the fees and expenses of any paralegals, law clerks and legal assistants, and including fees and expenses charged for representation at both the trial and appellate levels.

11.2. IN THE EVENT OF ANY LITIGATION ARISING OUT OF THIS AGREEMENT, EACH PARTY HEREBY KNOWINGLY, IRREVOCABLY, VOLUNTARILY AND INTENTIONALLY WAIVES ITS RIGHT TO TRIAL BY JURY.

4. Indemnification.

12.1. Consultant shall indemnify and hold harmless the Village, its officers, agents and employees, from and against any and all demands, claims, losses, suits, liabilities, causes of action, judgment or damages, arising from Consultant's performance or non-performance of any provision of this Agreement, including, but not limited to, liabilities arising from contracts

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between the Consultant and third parties made pursuant to this Agreement. Consultant shall reimburse the Village for all its expenses including reasonable attorneys' fees and costs incurred in and about the defense of any such claim or investigation and for any judgment or damages arising from Consultant's performance or non-performance of this Agreement.

12.2. Nothing herein is intended to serve as a waiver of sovereign immunity by the Village nor shall anything included herein be construed as consent to be sued by third parties in any matter arising out of this Agreement or any other contract. The Village is subject to section 768.28, Florida Statutes, as may be amended from time to time.

12.3. The provisions of this section shall survive termination of this Agreement

5. Notices/Authorized Representatives. Any notices required by this Agreement shall be in writing and shall be deemed to have been properly given if transmitted by hand-delivery, by registered or certified mail with postage prepaid return receipt requested, or by a private postal service, addressed to the parties (or their successors) at the addresses listed on the signature page of this Agreement or such other address as the party may have designated by proper notice.

6. Governing Law and Venue. This Agreement shall be construed in accordance with and governed by the laws of the State of Florida. Venue for any proceedings arising out of this Agreement shall be proper exclusively in Miami-Dade County, Florida.

7. Entire Agreement/Modification/Amendment.

15.1. This writing contains the entire Agreement of the parties and supersedes any prior oral or written representations. No representations were made or relied upon by either party, other than those that are expressly set forth herein.

15.2. No agent, employee, or other representative of either party is empowered to modify or amend the terms of this Agreement, unless executed with the same formality as this document.

8. Ownership and Access to Records and Audits.

16.1. Consultant acknowledges that all inventions, innovations, improvements, developments, methods, designs, analyses, drawings, reports, compiled information, and all similar or related information (whether patentable or not) which relate to Services to the Village which are conceived, developed or made by Consultant during the term of this Agreement ("Work Product") belong to the Village. Consultant shall promptly disclose such Work Product to the Village and perform all actions reasonably requested by the Village (whether during or after the term of this Agreement) to establish and confirm such ownership (including, without limitation, assignments, powers of attorney and other instruments).

16.2. Consultant agrees to keep and maintain public records in Consultant's possession or control in connection with Consultant's performance under this Agreement. The Village Manager or her designee shall, during the term of this Agreement and for a period of three (3) years from the date of termination of this Agreement, have access to and the right to examine and audit any

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records of the Consultant involving transactions related to this Agreement. Consultant additionally agrees to comply specifically with the provisions of Section 119.0701, Florida Statutes. Consultant shall ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed, except as authorized by law, for the duration of the Agreement, and following completion of the Agreement until the records are transferred to the Village.

16.3. Upon request from the Village's custodian of public records, Consultant shall provide the Village with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided by Chapter 119, Florida Statutes, or as otherwise provided by law.

16.4. Unless otherwise provided by law, any and all records, including but not limited to reports, surveys, and other data and documents provided or created in connection with this Agreement are and shall remain the property of the Village.

16.5. Upon completion of this Agreement or in the event of termination by either party, any or all public records relating to the Agreement in the possession of the Consultant shall be delivered by the Consultant to the Village Manager, at no cost to the Village, within seven (7) days. All such records stored electronically by Consultant shall be delivered to the Village in a format that is compatible with the Village's information technology systems. Once the public records have been delivered upon completion or termination of this Agreement, the Consultant shall destroy any and all duplicate public records that are exempt or confidential and exempt from public records disclosure requirements.

16.6. Any compensation due to Consultant shall be withheld until all records are received as provided herein.

16.7. Consultant's failure or refusal to comply with the provisions of this section shall result in the immediate termination of this Agreement by the Village.

16.8. Notice Pursuant to Section 119.0701(2)(a), Florida Statutes. IF THE CONSULTANT HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONSULTANT'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS AGREEMENT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS.

Custodian of Records:	Jocelyn B. Koch
Mailing address:	88 West McIntyre Street
	Key Biscayne, FL 33149
Telephone number:	305-365-5506
Email:	koch@keybiscayne.fl.gov

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9. Nonassignability. This Agreement shall not be assignable by Consultant unless such assignment is first approved by the Village Manager. The Village is relying upon the apparent qualifications and expertise of the Consultant, and such firm's familiarity with the Village's area, circumstances and desires.

10. Severability. If any term or provision of this Agreement shall to any extent be held invalid or unenforceable, the remainder of this Agreement shall not be affected thereby, and each remaining term and provision of this Agreement shall be valid and be enforceable to the fullest extent permitted by law.

11. Independent Contractor. The Consultant and its employees, volunteers and agents shall be and remain an independent contractor and not an agent or employee of the Village with respect to all of the acts and services performed by and under the terms of this Agreement. This Agreement shall not in any way be construed to create a partnership, association or any other kind of joint undertaking, enterprise or venture between the parties.

12. Compliance with Laws. The Consultant shall comply with all applicable laws, ordinances, rules, regulations, and lawful orders of public authorities in carrying out Services under this Agreement, and in particular shall obtain all required permits from all jurisdictional agencies to perform the Services under this Agreement at its own expense.

13. Waiver. The failure of either party to this Agreement to object to or to take affirmative action with respect to any conduct of the other which is in violation of the terms of this Agreement shall not be construed as a waiver of the violation or breach, or of any future violation, breach or wrongful conduct.

14. Survival of Provisions. Any terms or conditions of either this Agreement that require acts beyond the date of the term of the Agreement, shall survive termination of the Agreement, shall remain in full force and effect unless and until the terms or conditions are completed and shall be fully enforceable by either party.

15. Prohibition of Contingency Fees. The Consultant warrants that it has not employed or retained any company or person, other than a bona fide employee working solely for the Consultant, to solicit or secure this Agreement, and that it has not paid or agreed to pay any person(s), company, corporation, individual or firm, other than a bona fide employee working solely for the Consultant, any fee, commission, percentage, gift, or any other consideration, contingent upon or resulting from the award or making of this Agreement.

16. Public Entity Crimes Affidavit. Consultant shall comply with Section 287.133, Florida Statutes (Public Entity Crimes Statute), notification of which is hereby incorporated herein by reference, including execution of any required affidavit.

17. Counterparts. This Agreement may be executed in several counterparts, each of which shall be deemed an original and such counterparts shall constitute one and the same instrument.

18. Conflicts. In the event of a conflict between the terms of this Agreement and any exhibits or attachments hereto, the terms of this Agreement shall control.

19. E-Verify Affidavit. In accordance with Section 448.095, Florida Statutes, the Village requires all contractors doing business with the Village to register with and use the E-Verify system to verify the restrictions in the General Terms and Conditions for Oracle's Proposal

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work authorization status of all newly hired employees. The Village will not enter into a contract unless each party to the contract registers with and uses the E-Verify system. The contracting entity must provide its proof of enrollment in E-Verify. For instructions on how to provide proof of the contracting entity's participation/enrollment in E-Verify, please visit: <https://www.e-verify.gov/faq/how-do-i-provide-proof-of-my-participationenrollment-in-e-verify>. By entering into this Agreement, the Contractor acknowledges that it has read Section 448.095, Florida Statutes; will comply with the E-Verify requirements imposed by Section 448.095, Florida Statutes, including but not limited to obtaining E-Verify affidavits from subcontractors; and has executed the required affidavit attached hereto and incorporated herein.

[Remainder of page intentionally left blank. Signature pages follow.]

Key Biscayne Law Enforcement Computer Aided Dispatch, Record Management and Mobile Platform System – RFP # 2024-09

CONTRACTOR

Title:

Entity: **LEGAL NAME OF ENTITY****Addresses for Notice:**

_____ (telephone)

_____ (facsimile)

_____ (email)

Oracle takes exception to Village of Key Biscayne, FL terms and submits its proposal in accordance with the terms and conditions set forth in Oracle's General Terms Letter. While we are unable to redline your "ATTACHMENT A SERVICES AGREEMENT" or accept other embedded terms and conditions, we'd expect that any binding contracts utilize the terms and conditions contained in a mutually executed agreement based on a new Oracle Cloud Services Agreement template. Negotiations specific to the transaction for the award may be undertaken upon being shortlisted or awarded."

Key Biscayne Law Enforcement Computer Aided Dispatch, Record Management and Mobile Platform System – RFP # 2024-09

EXHIBIT A
SCOPE OF SERVICES

The Scope of Services are those contained in the Proposal Section 2. dated _____, 2024 ,
attached hereto and incorporated herein by reference.

EXHIBIT B
PROPOSAL SCHEDULE

**KEY BISCAYNE LAW ENFORCEMENT COMPUTER AIDED DISPATCH, RECORD MANAGEMENT AND
MOBILE PLATFORM SYSTEM**

NAME OF PROPOSER: Oracle America, Inc. In response to the Village's request for proposal and in compliance with the RFP requirements, the undersigned proposer to provide all services, supervision, coordination, related incidentals necessary to provide **Key Biscayne Law Enforcement Computer Aided Dispatch, Record Management and Mobile Platform System** for the Village of Key Biscayne, Florida.

In strict accordance with the Bid Documents dated August 13, 2024 including Addenda numbered 1 through N / A, inclusive, for an all-inclusive Base Bid for **Key Biscayne Law Enforcement Computer Aided Dispatch, Record Management and Mobile Platform System** includes all incidental costs.

The Consultant understands and agrees that the prices submitted are for the services as indicated in the Scope of Service, ~~including but not limited to all related expenses~~. Contracting pricing inclusive of all costs for all required specifications described in the RFP shall be provided.

PRICE CHART

NO	LIST SERVICES	RATE TERM	RATES
SYSTEMS			
1.	Computer-Aid Dispatch (CAD) Systems	3-year SaaS - Annual Amount	\$70,968.00 annually
2.	Record Management Systems (RMS)	3-year SaaS	Included in Bundle
3.	Mobile Platform Systems	3-year SaaS	Included in Bundle
	TOTAL SYSTEMS	3-year SaaS - Total Net	(*) \$212,904.00
ADDITIONAL COST			
4.	Implementation and Training		\$89,397.00
5.	Maintenance and Support		Included
6.	Upgrade and Customization		Included
7.	Estimated Expenses		\$18,630.00
8.	2 Spare Vehicle Tablets		\$1,960.00
9.			\$
10.			\$

Oracle Confidential

NO	LIST SERVICES	RATE TERM	RATES
	TOTAL ADDITIONAL COST		(**) \$109,987.00
	TOTAL SYSTEMS AND ADDITIONAL COST	3-year total	\$ 322,891.00

Attach additional page if necessary

Renewal Option Years 4-6

NO	LIST SERVICES	RATE TERM	RATES
SYSTEMS			
1.	Computer-Aid Dispatch (CAD) Systems	3-year SaaS - Annual Amount	\$78,304.32 annually
2.	Record Management Systems (RMS)	3-year SaaS	Included in Bundle
3.	Mobile Platform Systems	3-year SaaS	Included in Bundle
	TOTAL SYSTEMS	3-year SaaS - Total Net	(***) \$234,912.96
ADDITIONAL COST			
4.	Maintenance and Support		Included
5.	Upgrade and Customization		Included
6.	Refresh of 38 Mobile Platform Systems		Included
7.			
8.			
9.			-
10.			
	TOTAL ADDITIONAL COST		N/A
	TOTAL RENEWAL COST	3-year Renewal - Total Net	\$234,912.96

(*) See attached Oracle Public Safety Suite Ordering Document for further details.

(**) See attached Oracle Professional Services Ordering Document for further details.

(***) You will have an option to renew the same cloud services listed in the attached Oracle Public Safety Suite Ordering Document at the same usage limits for one (1) additional 36-month renewal period.

Oracle Confidential

BIDDER'S AFFIDAVIT

The undersigned Proposer has ~~carefully examined~~ read the Bidding Documents ~~and the site of the proposed work.~~ The Proposer is familiar with the nature and extent of the services and any local conditions or criteria as stated ~~dictated~~ in the RFP.

The undersigned Proposer agrees to provide all services called for by the RFP Documents subject to the General Terms and Conditions for Oracle's Proposal.

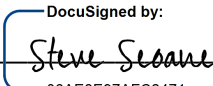
The undersigned Proposer agrees to furnish all materials, equipment, and labor and to perform all services in accordance with the Contract Documents as mutually agreed upon by the parties for: **Key Biscayne Law Enforcement Computer Aided Dispatch, Record Management and Mobile Platform System** located in VILLAGE OF KEY BISCAYNE, FLORIDA.

Company Name Oracle America, Inc. _____

Bidder' Name: Steve Seoane _____

Bidder's Email: steve.seoane@oracle.com _____

Bidder's Title: SVP and GM, Oracle Local Government _____

Bidder's Signature:  _____
06AE8E97AFC2471...

The signatory listed above is an authorized representative of Oracle America, Inc. ("Oracle") and is signing this form on behalf of Oracle and not in his or her individual capacity. Notwithstanding the foregoing. Oracle's responses are limited to itself and are made to the best of its knowledge as of the date of signature.

Oracle believes that it carries adequate amounts of insurance. Specific insurance requirements related to the transaction shall be discussed between the parties post award or upon being selected for an award. Oracle would be glad to discuss your specific insurance requirements, as applicable to the products and services. Oracle shall comply with all laws to the extent that such laws, by their terms, are expressly applicable to Oracle's delivery of services under a mutually executed agreement ("the agreement") and impose obligations directly upon Oracle in its role as an information technology services provider with respect to the services performed under the agreement. Oracle takes exception to Village of Key Biscayne, FL terms and submits its proposal in accordance with the terms and conditions set forth in Oracle's General Terms Letter. While we are unable to redline your "EXHIBIT C" or accept other embedded terms and conditions, we'd expect that any binding contracts utilize the terms and conditions contained in a mutually executed agreement based on a new Oracle Cloud Services Agreement template. Negotiations specific to the transaction for the award may be undertaken upon being shortlisted or awarded."

EXHIBIT C

CERTIFICATE OF INSURANCE

Please see the attached Memorandum of Insurance. Oracle takes exception to any provision that purports to establish the contractual and legal terms under which Oracle will provide products or services to you. Oracle would be glad to discuss your specific insurance requirements, as applicable to the products and services offered, and any mutually agreed insurance terms can be included in the ordering document.



• Statement of Financial Stability

Oracle has been a profitable company enabling the reinvestment of approximately \$81 billion in product development since 2012. For fiscal year ended May 31, 2024, total revenues were at \$53 billion. GAAP net income was \$10.5 billion and GAAP earnings per share were \$3.71. Provided below is a five-year history of Oracle's financial highlights. Visit <https://investor.oracle.com/overview/highlights/default.aspx> to view all Oracle public financial data.

Year Ended May 31	2024	2023	2022	2021	2020
US dollars in millions, except per-share amount and Percentage					
Total revenues	\$52,961	\$49,954	\$42,440	\$40,479	\$39,068
Operating income	\$15,353	\$13,093	\$10,926	\$15,213	\$13,896
Net income	\$10,467	\$8,503	\$6,717	\$13,746	\$10,135
Earnings per share—basic	\$3.82	\$3.15	\$2.49	\$4.67	\$3.16
Earnings per share—diluted	\$3.71	\$3.07	\$2.41	\$4.55	\$3.08
Working Capital	\$(8,990)*	\$(2,086)**	\$12,122	\$31,403	\$34,940
Total assets	\$140,976	\$134,384	\$109,297	\$131,107	\$115,438
Total non-current liabilities	\$100,193	\$109,738	\$95,554	\$100,991	\$85,521
Total Research and Development expenditure	\$8,915	\$8,623	\$7,219	\$6,527	\$6,067
Percentage of total revenues invested in R&D	17%	17%	17%	16%	15%

*The decrease in working capital as of May 31, 2024 in comparison to May 31, 2023 was primarily due to \$10.0 billion of long-term senior notes that were reclassified to current liabilities, cash used to pay dividends to our stockholders, cash used for capital expenditures, cash used for purchases of non-marketable investments, net cash used for our employee stock programs and cash used for repurchases of our common stock during fiscal 2024. These unfavorable impacts were partially offset by favorable impacts to our net current assets resulting from net income during fiscal 2024. Our working capital may be impacted by some or all of the aforementioned factors in future periods, the amounts and timing of which are variable.

**The decrease in working capital as of May 31, 2023 in comparison to May 31, 2022 was primarily due to \$27.8 billion net cash used for our acquisition of Cerner, \$1.6 billion of repayment of senior notes assumed from our acquisition of Cerner, \$3.5 billion of long-term senior notes that were reclassified to current liabilities, cash used for repurchases of our common stock, cash used to pay dividends to our stockholders and cash used for capital expenditures during fiscal 2023.



Tab B – Executive Summary

The proposer shall provide the following information in the order outlined below:

We have included the following items in this section.

1. A title page
2. A table of contents
3. Executive Summary

500 Oracle Parkway
Redwood Shores, CA 94065
Phone: 650.506.7000



September 17, 2024

Daren Jairam
Village Procurement Officer
88 West McIntyre Street
Key Biscayne, Florida 33149

Dear Mr. Jairam and member of the evaluation committee,

On behalf of Oracle America, Inc. ("Oracle"), thank you for the opportunity to respond to the Village of Key Biscayne's (the "Village") Request for Proposal for a Computer-Aided Dispatch and Records Management System. Oracle is proposing Oracle Public Safety Suite to address the Village's desire for a fully integrated, comprehensive public safety solution including computer aided dispatch (CAD), an in vehicle mobile platform, and law enforcement records management system.

This response details how Oracle's solutions can improve your current technology portfolio while meeting the requirements listed herein. Since 1977, Oracle Corporation has improved operational efficiency for hundreds of thousands of our customers. Most recently, we have accomplished this by utilizing deep industry expertise within our industry business units, which are focused on providing applications for specific, mission-critical verticals. Oracle Local Government brings a combined 250+ years of experience in public safety and associated technologies to the design and development of our Oracle Public Safety Suite.

To build upon our extensive public safety software experience, Oracle has spent over 1,000 hours in the field with our design partnership agencies, analyzing input from actual end users on how the Suite can be more efficient with a positive user experience. This critical feedback from our partner agencies has resulted in a remarkably easy-to-use system that saves users time and spares them the frustration found with duplicate data entry in other systems. The Oracle Public Safety Suite provides a platform that is easier to enter your data and is much more intuitive to retrieve your data when time is of the essence. Our in-vehicle experience is designed to provide first responders with mission critical data at the appropriate time, thereby increasing officer safety.

Data protection and system security are paramount when considering a new public safety solution for your agency. Oracle Public Safety Suite is deployed in our own Oracle Cloud Infrastructure (OCI), which is monitored, maintained, and supported by the foremost experts in the field of security. OCI offers powerful performance, high availability, scalability, advanced security, convenient updates, and a low total cost of ownership. With Oracle Public Safety Suite and OCI, your agency will benefit from having one partner for your public safety application requirements, with no handoffs, finger-pointing, or passing of blame in the event you require support.

On the topic of support, we would be remiss if we did not explain how Oracle will work with you at every step of the transition. The Village will benefit from our tailored approach to implementation, ensuring your system is configured to your needs and capable of handling your requirements when you 'go live.' Once live on the system, you will transition to our support team, which is available to assist 24x7x365. Our support team is staffed by experts who understand your technology landscape and are dedicated to local government – meaning the support you receive is timely and effective.

I am an authorized representative for Oracle Local Government. For any questions regarding this response, please contact Jonathan Appel at + 1-954-994-5042, or via email at jonathan.appel@oracle.com. We look forward to discussing further with you as you evaluate your options.

Sincerely,

Jonathan Appel
Applications Sales Representative



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Response Guidelines

Corporate Entity

This Response is being made by Oracle America, Inc., a wholly owned subsidiary of Oracle Corporation. All responses reflect information concerning Oracle America, Inc. (hereinafter referred to as "Oracle") except where otherwise indicated as being information of Oracle Corporation.

Definition

Throughout this Response, the term "solution" refers to and is interchangeable with approach or system. Solution is not intended to contractually bind Oracle to solve any issues or problems. It is intended to express the concept that an approach to your project has been well thought out and is the result of the use of our products, methods, and experience.

Throughout this Response, the term "partner" refers to and is interchangeable with ally or collaborator. Partner is not intended to contractually or legally bind Oracle to any third party.

Response Validity

This Response shall remain valid until December 31, 2024, unless otherwise mutually agreed, in writing, by Oracle and the Village of Key Biscayne ("Village").



Executive Summary

Modernizing Public Safety for the Village

Oracle is pleased to provide this response to the Village's Request for Proposal for a Computer Aided Dispatch, Records Management and a Mobile Platform System. We understand the Village seeks to modernize their public safety technology environment by replacing their current software and hardware platforms with a more robust, feature-rich, and cloud-native solution. To meet these priorities, we are proud to propose the Oracle Public Safety Suite (OPSS).

Oracle's Local Government team has designed and engineered this public safety suite from the ground up with agencies like yours in mind. We recognize that public safety agencies have been underserved by the legacy vendors in the space who have failed to make your mission-critical success a priority. Oracle Local Government's mission is to make first responders' working lives simpler, safer, happier, and vastly more productive. We trust that the technologies and innovations described herein will show how dedicated to this mission we have been and will continue to be.

Oracle Public Safety Suite

Oracle Public Safety Suite is a completely unified, hardware-enabled, software as a service platform. It is configurable to suit your current requirements and is completely scalable to grow along with your agency over time.

OPSS consists of system components designed to address nearly every aspect of your agency's daily operations, including:

- Dispatch Command Center System (includes Computer Aided Dispatch)
- Records Management System (includes Property/Evidence and Digital Evidence Management)
- Personal Communication System (allows officers to efficiently respond to incidents from the field)
- Vehicle Communication System (includes Mobile)

The most unique aspect of the OPSS is the fact that it is built on Oracle's own industry-leading Cloud Infrastructure (OCI). Oracle is the only technology provider in the public safety arena providing purpose-built software as a service and deploying it all on a robust cloud infrastructure that is built, managed, and securely maintained by Oracle – the unrivaled leader in data and database protection for over 40 years.

Why You Should Consider Oracle Public Safety

Oracle recognizes the importance of the work you do, and we have set out to make a meaningful difference in how you deliver on your oath to service. We recognize that you operate in a data-driven world, and we are actively developing technologies to assist you with identifying, storing, and acting on critical data – in real time.

We focus on the following six (6) areas to ensure the best customer experience is realized by the agencies we work with:

4. **Cloud Security** – Our enterprise-class security alleviates your concerns about data privacy, data management, security, and availability. With Oracle Public Safety Suite, security controls, operational practices, and application security practices and policies reduce risk and ensure your mission-critical system is secure and highly available.



5. **Performance** – Our products are designed and engineered to run on the end-to-end Oracle stack. This means our solutions run faster and are more performant than the competition, as there are fewer handoffs and potential points of failure.
6. **Ease of use** – The user experience has been completely reimagined within the public safety suite. Gone are the days of fixed fields in the user interface (UI) and redundant data entry across disparate modules. Oracle Public Safety Suite is designed to simplify and expedite data entry and ensure the data flows seamlessly end-to-end once it is entered.
7. **Lower Cost of Ownership** – Moving your operations to the cloud lowers your total cost of ownership over time as you transition away from managing and maintaining on-premises hardware and infrastructure for your legacy systems. With Oracle Public Safety Suite, no requirement exists to purchase or maintain additional hardware to buy or support, so your costs are predictable and enduring.
8. **Speed of Deployment** – Streamlined processes executed by an experienced implementation team with preconfigured setup and data migrations pave a clear path to success and deliver rapid value. Your project will be quicker and more predictable so you will be able to Go Live on your system and start realizing value sooner.
9. **Application and Implementation Support** – Our Oracle Local Government team believes a positive customer support experience is an integral part of our relationship. Our Customer Support team is comprised of knowledgeable, US-based Oracle Local Government engineers who are available 24 hours a day, 7 days a week. This Customer Support team is dedicated to the Local Government team, so your requests for assistance go directly to support staff who are experts on your specific products, without unnecessary delay. In addition to this Customer Support, you will also work closely with a designated Customer Success Manager. This is your trusted advisor and liaison to ensure the Village has an excellent experience and lasting success.

Oracle Corporation – Mitigating Your Risk

Oracle Corporation is both a pioneer and a leader in technology. Today, Oracle Corporation is the second largest software provider in the world. Oracle Corporation's revenue for the year ending May 31, 2024, was \$53 billion; and we have 159,000 full-time employees to help support 430,000 customers in 175 countries. Oracle Corporation spends nearly \$8.9 billion annually in research and development, ensuring that its products are using the latest and greatest technology.

It's not just our scale that sets Oracle apart – it's our unwavering dedication to security. Oracle has been the leader in data and database security for over 40 years. No other public safety technology company has the benefit of owning, managing, and maintaining their own cloud infrastructure, and no other cloud vendor has a track record of security and compliance comparable to that of Oracle. Our public safety suite is constructed using this DNA of robust security, from the coding language to the application development and the deployment in our cloud infrastructure – Oracle Public Safety Suite is secure end-to-end.

Summary

Oracle Public Safety Suite is specifically designed to assist agencies like yours in fulfilling your mission. It represents the most secure, cloud-native, hardware-enabled suite on the market. Through thoughtful design and radical shifts in the traditional user interface, we have developed what we believe is the most intuitive platform available for your public safety needs. With the priority placed on situational awareness and real-time data access, we trust you will see the value brought by the efficiencies found throughout the Oracle Public Safety Suite.

**1. Deliverables, tasks, activities, etc. as outlined in the Scope of Services.**

Development of meaningful deliverables is pursuant to subsequent meetings with the project leaders to better understand the scope of the project. Oracle is confident in our ability to get the Village live on time and on budget.

2. List any exceptions to this RFP. Exceptions listed elsewhere will not be recognized.

Oracle takes exception to the Village's terms and submits its proposal in accordance with the terms and conditions set forth in the attached General Terms and Conditions for Oracle's Proposal. While we are unable to redline Attachment A: Services Agreement or accept other embedded terms and conditions, we expect that any binding contracts utilize the terms and conditions contained in a mutually executed agreement based on the attached Public Sector Agreement for Oracle Cloud Services template. Negotiations specific to the transaction for the award may be undertaken upon being shortlisted or recommended for award.



Tab C – Qualifications and Experience

The proposer shall provide the following information in the order outlined below:

1. Qualifications: Provide a brief description of your firm, including:

A. Qualification of Firm

Oracle Corporation provides products and services that address all aspects of corporate information technology (IT) environments – applications, platform, and infrastructure. Our products are delivered to over 430,000 worldwide customers through a variety of flexible and interoperable IT deployment models, including on-premises, cloud-based, or hybrid, that enable customer choice and best meet customer IT needs.

Oracle Corporation has long been known as a database and infrastructure technology company and is at present the second-largest software company in the world. For over 15 years, Oracle has been investing in end-user applications in mission-critical verticals, such as communications, construction and engineering, financial services, and health care. These vertically focused lines of business are referred to as Oracle for Industry.

Our integrated cloud offerings are designed to be:

- rapidly deployable to enable customers to have shorter time to innovation;
- secure, standards-based, and reliable.
- easily maintainable to reduce integration and testing work;
- cost-effective by requiring lower upfront customer investment; and,

Oracle Corporation is a leader in the core technologies of cloud IT environments, including database and middleware software as well as enterprise applications, virtualization, clustering, large-scale systems management, and related infrastructure. Our products and services are the building blocks of our Oracle cloud services, our partners' cloud services, and our customers' cloud IT environments.

In addition to providing a broad spectrum of cloud offerings, we develop and sell our applications, platform, and infrastructure products and services to our customers worldwide for use in their global data centers and on-premises IT environments.

In 2022, Oracle set out to bring much-needed technology advancements to the world of public safety. We formed Oracle Local Government, consisting of a team with over 250 years of public safety industry experience, and began to partner with agencies in strategic markets across the country.

Historically, we have invested billions of dollars to acquire a number of complementary companies, products, services, and technologies. As compelling opportunities become available, we may acquire companies, products, services, and technologies in furtherance of our corporate strategy.



B. Qualification of Staff

Oracle has consultants with the experience and capability to effectively deliver the services that the client is considering buying from Oracle Consulting. Our consultants are seasoned practitioners with an excess of twenty years of combined product and industry background.

C. Industry Knowledge and Expertise

Since launching Oracle Local Government, our user experience (UX), Design, Engineering, and Product teams have spent over 1,000 hours in the field with a handful of design partner agencies across the country in order to build, refine, and perfect the most comprehensive suite of public safety software and hardware, providing it to our customers as a one-of-a-kind software as a service (SaaS) offering. Using this approach, we have built an ecosystem of hardware-enabled software and a cloud native service and provide it to you as a simply managed SaaS offering that will help to deliver on Oracle Public Safety's mission to make first responders' working lives simpler, safer, happier, and vastly more productive.

Our Oracle Local Government team has designed and engineered our Public Safety Suite from the ground up with agencies like yours in mind. We recognize that public safety agencies have been underserved by the legacy vendors in the space who have failed to make your mission-critical success a priority.

Our Oracle Public Safety Suite is constructed using this DNA of robust security, from the coding language to the application development and the deployment in our cloud infrastructure – Oracle Public Safety is secure end to end.

D. Project Management and Special Services pertinent to this Solicitation; and Past Performance (The evaluation should consider past performance information regarding predecessor companies, key personnel who have relevant experience, or subcontractors that will perform major or critical aspects of the requirement when such information is relevant to this solicitation. Past performance information should also include recent and relevant contracts for the same or similar items and other references including contract numbers, points of contact with telephone numbers and other relevant information).

Implementation will be completed by an experienced Oracle Local Government team. Oracle will assign a Project Manager who is experienced with public safety and has participated in successful implementations. We have included Oracle staff resumes below. All Oracle resources have prior implementation experience and years of experience serving public safety organizations.

Oracle cannot commit specific team members without commitment from the client. The descriptions indicate the knowledge, skills and experience required for the Oracle functional and technical roles. The resumes provided are examples only, included to illustrate the caliber of staff Oracle would expect to assign to the project if awarded. There is no understanding that the individuals represented by these resumes will be assigned.

L. B.

Oracle, Public Safety | 2023 – Present

Public Safety Implementation Project Manager

- Project Manager for CAD, RMS, Mobile, JMS implementations, training, and deployments.
- Managed full-scale implementations of the Oracle Public Safety Suite products with public safety agencies.
- Used background in public safety and project management to develop implementation practices for Oracle's new public safety products.

“Company A” | 2022 – 2023

Delivery Operations Director, PMO

- Implemented standardized, scalable service delivery processes and procedures that streamlined implementation, increased client visibility and satisfaction, and elevated the client experience.
- Stood up a scalable service delivery process for the entire project portfolio within five months with built-in continuous improvement.
- Led the PMO in consolidating tools – Administrator, documenting processes, training end users, and ongoing improvements.
- Updated the internal project methodology to be a single process that meets the needs of the services onboarding and offboarding that use it for implementing the 500 projects that are in flight across the PMO.

“Company B” | 2011 – 2022

Technical Analyst & Project Manager

- Led and managed multiple software implementation projects representing > \$15M in Revenue
- Direct and manage the coordination of all implementation tasks involving functional and technical teams and third-party vendors.
- Build credibility, establish rapport, and maintain communication with stakeholders at multiple levels, including those external to the organization. The primary interface to the client.
- Maintain continuous alignment of project scope with contractual requirements. Monitored and managed contract baselines, including monthly executive and weekly functional reports.
- Managed implementation of a \$3M Emergency Response System for a single agency Public Safety department with a 35-seat Dispatch center and over 500 sworn police officers and > 200 administrative personnel to include a full suite of products - Computer Aided Dispatch (CAD), Records Management System (RMS), Jail Management system (JMS) Mobile Computing Technology (MCT) and Mobile Field Reporting (MFR). The project was the largest for the product, came in under budget, on time, was referenceable, and had <10 tickets reported during the support transition.

“Company C” | 2003 – 2006

Enterprise Planning Director

- Managed the initial planning and strategy for the implementation ensuring each asset was updated with minimum disruption to the business or individual; projects range up to 17000 separate workstations across numerous sites.
- Successfully integrated all elements of infrastructure planning, technical elements verification, financial reporting, management reporting and project plan production.
- Successfully rolled the program out to other outsourced companies and ensured that assets were updated, configured once per year, instead of each time a project was in progress.

Education

- Bachelor's Degree - Business Administration and Management

The named resumes provided are for informational purposes. Oracle makes no commitment that a named resource will be available at the time of contract award. Oracle at its sole discretion may substitute any named personnel at any time. A replacement personnel with similar capabilities will be provided at such time.

- Chartered IT Professional (CITP)
- Member of the British Computing Society (MBCS)
- ITIL Infrastructure Management, ISEB Project Manager, Prince 2

The named resumes provided are for informational purposes. Oracle makes no commitment that a named resource will be available at the time of contract award. Oracle at its sole discretion may substitute any named personnel at any time. A replacement personnel with similar capabilities will be provided at such time.

M. J.

Oracle, Public Safety | 2022 – Present

Public Safety Program Manager

- Develop core business operations and functions for the new Oracle Public Safety line of business.
- Coordinate resources and development of internal processes and practices.
- Customer liaison and consultant for early Oracle public safety project.

“Company A” | 2020 – 2022

Task Force Manager: Facial Recognition Software

- Task Force Manager for State Regional Booking Photo Comparison System (Facial Recognition) program in three counties.
- Provided advocacy and grassroots support from state-wide law enforcement concerning public trust; developed and facilitated programs on the effective use of facial recognition to the greater Law Enforcement community and State Legislature.

“Company B” | 2019 – 2020

Solution Architect/Program Manager

- Secured contract and Statement of Work (SOW) for the company’s first Computer Aided Dispatch (CAD) deployment.
- Held oversight for the architecture of the first CAD system customer launch.
- Orchestrated all resources, including development, support, training, and FBI Criminal Justice Information Systems compliance.

“Company C” | 2016 – 2019

Public Safety Project Manager

- Prioritized and aligned resources for Legal, Police, and Fire Department portfolio of projects; nearly doubled delivery of IT projects and received the Chief’s award for distinguished service.
- Identified critical efficiencies in processes and improved Justice Workflow business process initiatives.
- Established the Project Management Office; worked collaboratively to implement the IT Project Portfolio Management solution.

“Company D” | 2012 – 2016

Program Manager

- Co-managed County’s Computer Aided Dispatch (CAD) implementation for 36 Fire and Police Departments, greatly enhancing safety with a cohesive fire and police response system and reducing the call-to-answer on-scene.
- Managed the migration of three Police Department’s Records Management System creating interoperability between departments and custodial processes.
- Led the acquisition, design, and implementation of a multi-county facial recognition program used by local Law Enforcement for local and national cases and recognized as the first in the US without infringing on privacy.
- Oversaw the upgrade to SharePoint intranet and was responsible for all Application Lifecycle Management (ALM) improvements such as the acquisition of tools, professional services, and process improvements.

“Company E” | 2011 – 2012

Project & Program Manager

- Successfully utilized a budget of approximately \$50M on all Disaster Recovery and High Availability (DRHA) projects, the company’s second-highest overall operations priority.
- Chaired the DRHA Steering Committee and drove the creation and priorities of the project roadmap.

The named resumes provided are for informational purposes. Oracle makes no commitment that a named resource will be available at the time of contract award. Oracle at its sole discretion may substitute any named personnel at any time. A replacement personnel with similar capabilities will be provided at such time.

- Crafted DRHA project life cycle processes; delivered projects within Software Development Lifecycle Standards (SDLC).

Education

- United States Navy: Deep Sea Diver (1989-1998)
- Bachelor of Arts, Business Administration
- Certified Practitioner, Scaled Agile Framework (SAFe) Certificate
- Project Management Institute (PMP) Member & Lead Author
- International Justice of Information Services Institute (IJIS)
- Records Management Live Scan/Mugshot Interoperability Recommendation Task Force Lead

The named resumes provided are for informational purposes. Oracle makes no commitment that a named resource will be available at the time of contract award. Oracle at its sole discretion may substitute any named personnel at any time. A replacement personnel with similar capabilities will be provided at such time.

T. F.

Oracle, Public Safety | 2023 – Present

Public Safety Implementation Project Manager

- Project Manager for CAD, RMS, Mobile, JMS implementations, training, and deployments.
- Managed full-scale implementations of the Oracle Public Safety Suite products with public safety agencies.
- Use background in public safety and project management to develop implementation practices for Oracle's new public safety products.

“Company A” | 2021 – 2023

Project Manager

- Managed implementation of cybersecurity services for over 30 911 centers.
- Designed and managed technical and project documentation.
- Managed the assessment of cybersecurity preparedness for over 60 911 centers.

“Company B” | 2019 – 2021

Senior Consultant & Project Manager

- Government contractor supporting the Emergency Communications Division of the Department of Homeland Security.
- Supported technical assessments of public safety communications technologies within the emergency communications ecosystem.
- Facilitated data collection and analysis.

“Company C” | 2012 – 2019

Watch Analyst & Emergency Dispatcher

- Provided situational awareness to first responders by monitoring several data sources, including, CCTV, land mobile radio, and open-source intelligence.
- Coordinated emergency services response according to county emergency preparedness doctrine.
- Managed technical projects supporting daily operations of County Watch Desk.
- Received and responded to emergency and non-emergency calls from the public, dispatchers, and other law enforcement agencies.
- Conducted police computerized information system inquiries, confirmations, and entries, utilizing systems such as the National Crime Information Center (NCIC).
- Dispatched Police, Fire, and Emergency Medical Services resources to ensure protection of life and property.

“Company D” | 2003 – 2013

Firefighter/EMT

- Provided basic life support as an Emergency Medical Technician.
- Provided fire suppression services.
- Facilitated the training of new members.
- Managed purchase orders for uniforms and equipment for over 60 volunteers.

Education

- M.S IT Project Management
- B.S. Public Safety Administration
- PMP certified
- Basic Communication Specialist
- Emergency Medical Dispatcher
- Fusion Center Liaison Program

The named resumes provided are for informational purposes. Oracle makes no commitment that a named resource will be available at the time of contract award. Oracle at its sole discretion may substitute any named personnel at any time. A replacement personnel with similar capabilities will be provided at such time.

ORACLE

Public Safety

J. J.

Oracle, Public Safety | July 2023 – Present

Public Safety Implementation Consultant

- Public Safety Agency consultant for CAD, RMS, Mobile, JMS implementations, training, and deployments.
- Provided feedback, testing, and acted as a voice-of-the-customer to continually improve product usability and functionality.
- Used public safety background and experience to assist customers in technology adoption and change management.

“Company A” | 2022-July 2023

Public Safety Implementation Consultant

- Public Safety Agency consultant for RMS/CAD product implementations, product configuration, agency consulting, software/hardware product liaison.
- Agency/Customer consultant including implementation management and training.

“Company B” | 2000 – 2022

- SERGEANT, CORONER/CIVIL DIVISION | 2018 – 2022
- SERGEANT, TECHNICAL SERVICES DIVISION | 2009 – 2018
- DETECTIVE, COMPUTER/CYBER CRIMES | 2004 – 2009
- POLICE ACADEMY INSTRUCTOR, COMPUTER FORENSICS/IDENTITY THEFT | 2006 – 2007
- DEPUTY SHERIFF, PATROL OPERATIONS | 2000 – 2004

Education

- Bachelor of Science in Information Systems
- Associate of Science in Administration of Justice
- P.O.S.T Supervisory, Advanced, and Supervisory Leadership Institute Graduate
- CAD/RMS Crime Analysis Administration
- Computer Digital Evidence Recovery
- Computer Forensics
- FEMA – Incident Command System – ICS100 – ICS200 – ICS300

The named resumes provided are for informational purposes. Oracle makes no commitment that a named resource will be available at the time of contract award. Oracle at its sole discretion may substitute any named personnel at any time. A replacement personnel with similar capabilities will be provided at such time.



2. Service Team and Resume

A. Provide an organizational chart of the team that would serve the VILLAGE

Oracle Corporation is a large global organization with over 122,000 worldwide employees. The management team consists of several executives. Information about the executives is provided at <http://www.oracle.com/us/corporate/press/Executives/index.html>.

B. Provide detailed descriptions of each team member's role, responsibilities, experience, and education. Also provide a current one-page resume for each member.

C. Provide information on the relevant experience of each team member.

We have included Oracle staff resumes in our response. Drawing from pool of experienced resources, Oracle Local Government only uses US-based employees. All resources have prior implementation experience and years of experience serving public safety organizations.

Oracle will make a reasonable effort to staff the project as presented. Although, due to the significant duration of our response, it is possible a specific individual may not be available at the beginning of a phase, or throughout the entirety of a phase. Our project planning takes this into account, however, we believe it is important to clearly convey to the Village that the employees presented in our response are subject to change with Oracle's discretion. The Oracle Local Government team is proud of the depth of our capabilities. Should designated individuals become unavailable, we will staff these roles with equally qualified resources.

Oracle will assign a Project Manager who is experienced with public safety and has participated in successful implementations. The resumes provided below are examples to illustrate the caliber of staff Oracle would expect to assign to the project.

D. Describe what approach the team would take in providing services to VILLAGE. Indicate type and frequency of meetings and other forms of communications.

Oracle Local Government's implementation methodology is Oracle's True Cloud Method (TCM) implementation approach which is specifically geared to maximize effectiveness when deploying our Cloud solutions. Our implementation team approaches a project using the principle of minimal configuration to reduce risk and total cost of ownership.

A designated Project Manager will manage the project from setup through go-live.

The Oracle TCM approach allows you to visualize the cloud application through iterative, focused, process playbacks, where you can see how the Oracle Public Safety Suite will operate within the organization.

A combination of pre-defined processes and a working configured cloud application, demonstrated early in the project, allows the customer to fully visualize the cloud application and identify business adoption impacts.

There are five (5) distinct TCM phases: 1) Engage, 2) Focus, 3) Refine, 4) Enable, 5) Live-Operate.



Engage (pre-project)

The purpose of this phase is to understand the business challenges and drivers for the project and to inspire the customer with new innovative solutions and outline the solution footprint with a focus on the desired business outcomes. Furthermore, it is important that prior to commencing the project, the customer has a clear understanding of what the implementation requires in terms of readiness, i.e., project sponsorship, buy-in into following best practice, resource commitment with clearly defined roles and required skills, rapid decision making as well as an understanding of the True Cloud Method approach.

Focus

The objectives of this phase are to provide everyone involved in the project with the mandate required at the very start to execute the project, confirm scope, and capture key and long lead-time decisions. The key principles to be applied along the implementation journey are confirmed, favoring a solution-led approach where appropriate, but also championing innovation where beneficial. An initial impact assessment will be completed to help the customer create a clear plan on how to manage change during the project.

Refine

The objective of this phase is to allow the customer to make business driven configuration and/or design choices, for Oracle to assemble the solution, so that the customer can then visualize how it will operate within their business context, and for the customer to confirm that the Oracle solution meets their business needs. The Refine phase is iterative and recommends more than one cycle to fine-tune the solution. The joint project management team manages interdependencies, performs Operational Enduring Capabilities, maintains the solution architecture, and undertakes decision making and related project governance activities.

Enable

During this phase the transition plans are executed, and the team works together to transition the solution into a Production (Live) state, ensuring that the business is ready and that it is prepared to adopt and own the solution. Final data conversion and technology configuration are applied into the Production environment, and system administrators are enabled to manage the solution on an ongoing, business as usual, basis.

Live-Operate

The objective of the Live-Operate phase is to manage the Oracle solution and by doing so, support the business in addressing their business drivers. The project will be closed and ongoing activities to strengthen ownership of the solution and continuous innovation will be performed post go-live.



Communication Management Plan

Please review the Communication Management Plan to better understand the proposed type and frequency of meetings and other forms of communications.

Communication Management Plan				
Description	Frequency	Channel	Audience	Owner
Project Status Report	Weekly	Email (or alternative agreed upon method)	All Village stakeholders and project team members	Oracle Project Manager
Virtual Project Team Meeting	Weekly	Zoom	Village Project Team Members, Stakeholder(s) optional	Oracle Project Manager
External Stakeholder Updates	As needed	Zoom	Project Manager and Project Stakeholder(s)	Project Sponsor
Milestone and Deliverable Updates	As needed	Email (or alternative agreed upon method)	Project Team	All Project Team Members
Project Check-ins	Biweekly or As Needed	TBD	Project Team	All Project Team Members

3. Provide a Personnel Plan that includes:

- A. A complete operating plan with organizational chart and supporting information which illustrates the proposed staffing plan for each operation on a daily, weekly, and monthly basis for all types of positions included in the proposal.**

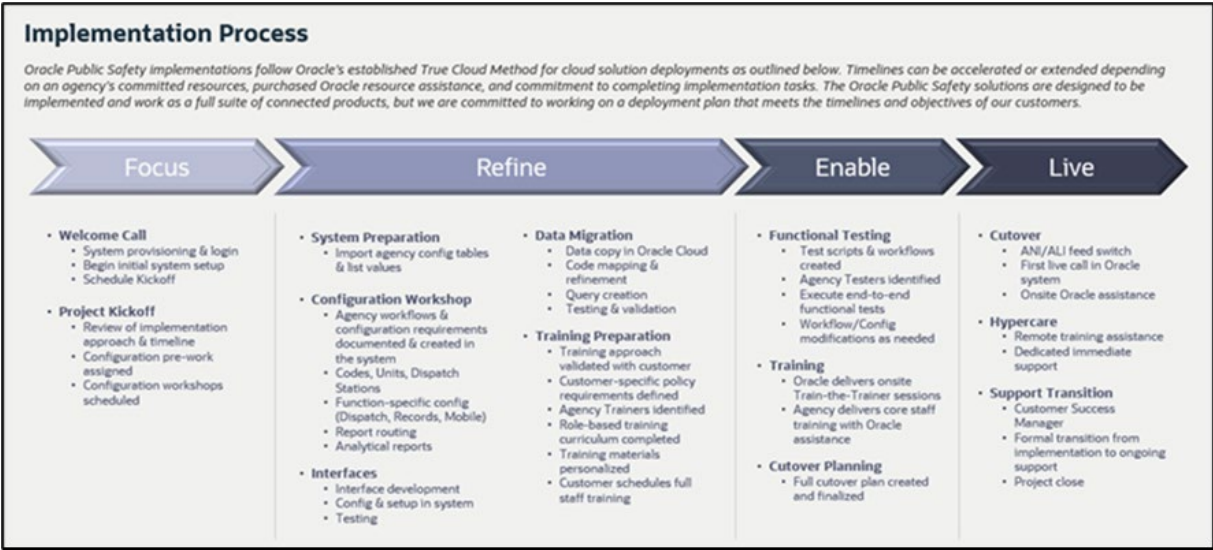
At this time, Oracle is not providing a personnel plan since a number of factors can change the nature and scope of a project. Oracle will work with you to refine an actionable plan for a deployment. One of our responsibilities as your potential implementation partner is to determine the proper resourcing allocation to deliver the project in accordance with the scope that we would agree to in a downstream contract if selected for this important work. Below are some of the common activities and timeline drivers in an Oracle Public Safety implementation.



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B. Provide data for which staffing levels are based and include employee qualifications for the positions, full-time/part-time status, process for staffing and determinations and process for adjustments.

Drawing from pool of experienced resources, Oracle Local Government only uses US-based employees. All resources have prior implementation experience and years of experience serving public safety organizations.

While we are unable to share specific data around qualifications and full-time/part-time status of consulting resources at Oracle, we have consultants with the experience and capability to effectively deliver the services that the Village is considering buying from Oracle Local Government. One of our responsibilities as your potential implementation partner is to determine the proper resourcing allocation to deliver the project in accordance with the scope that we would agree to in a downstream contract if selected for this important work and to manage your costs for the project.

Resources required to support specific project delivery services are scheduled and planned in accordance with the requirements of a specific Statement of Work (SOW). In a process that begins during pre-sales and discovery, the Oracle Local Government project manager develops estimates for the specific SOW and identifies the required roles and skill sets required for the anticipated project. This process provides the Oracle project manager with a listing of consultants that could be available for staffing the project along with access to resumes for further review.

Oracle believes that the best results are obtained when there is a continuity of resources and minimal personnel changes during the project. Oracle will strive to have the staff remain on the project for the duration of the implementation. Should designated individuals become unavailable, we'll use reasonable efforts to notify you in advance and assign a replacement. The Oracle team is proud of our deep "bench strength" and if a designated individual is not available to fill a specific role, we have other equally qualified resources.

In the event that you are concerned about an Oracle resource, we will work collaboratively with you to resolve the issue. In this case, we would recommend the Village Project Manager raise any staffing



concerns with the Oracle Project Manager. The actions that would be taken depend upon the nature of the concern and can include replacing the person if appropriate. In the event that a substitution or removal becomes necessary, Oracle may submit another candidate for consideration by the Village to replace the removed resource. Oracle is committed to professional behavior by its staff on all client engagements, and that Oracle is constantly evaluating the effectiveness of its staff on a given project.

C. The organizational chart must include managerial positions assigned to VILLAGE and Corporate levels for the Proposer's company with the corresponding roles to VILLAGE staff.

Oracle is a large global organization with over 122,000 worldwide employees. The management team consists of several executives. Information about the executives is provided at <http://www.oracle.com/us/corporate/press/Executives/index.html>. Information about Oracle is provided in financial reports available at: <http://investor.oracle.com/overview/highlights/default.aspx>

D. Provide detailed description of each position's role and responsibilities.

Oracle Public Safety project teams are often comprised of the following roles. Oracle may dedicate one or more resources to each role depending on the needs, size, and/or complexity of the agency.

- Project Manager (PM) - The PM will be the project lead and main point of contact for all activities including scheduling, communication plan, resource allocation, risk and issue tracking, and budgeting.
- Implementation Consultant - The Implementation Consultant is responsible for the initial configuration of the build. Based on discovery and discussions with the agency, they will guide your agency's configuration and best practices leading up to Training, Go-Live, and Post-Go-Live timelines.
- Training Lead - Throughout the implementation as Oracle learns more about your agency and operations, the Training Lead will create a personalized training plan and curriculum focused on getting your users comfortable and confident in the system leading up to Go Live
- Hardware Consultant – The Hardware Consultant will lead the implementation, coordination and installation of all hardware related vehicle communications systems. This includes the planning, fleet inventory review, upfitter coordination, shipping, and installation tracking associate with the hardware project.

The following resources will join the project prior to Go Live to facilitate ongoing customer success:

- Customer Success Manager - This is a trusted advisor and liaison dedicated to ensuring you continue to get the most value out of your system throughout the lifetime of its use. Your Oracle Customer Success Manager will partner with the Oracle project team for a seamless transition of information and open items to ensure your ongoing success on the Oracle Public Safety Suite.
- Support Lead – Our Customer Support team is available through our Oracle Service Cloud Portal and by telephone, including after-hours availability for critical issues. The Portal can be found at <https://pssp.custhelp.com/AgentWeb/> but the link will not be accessible until after contract signing and provisioning.



Tab D – Subcontracting Plan

The proposer shall submit a subcontracting plan with the proposal. The plan shall specifically identify names of potential subcontractor(s), or area to be sub- contracted, field of expertise, number of years in the field, proposed dollars amount of subcontracting effort by category and references. This plan will be incorporated into the winning contractor's contract and monitored throughout the life of the contract for compliance.

For the vehicle installation of the Oracle Vehicle Communication System, Oracle will coordinate with the Village to select the subcontractor(s) within reasonable distance of the agency's physical location(s) and certified to perform services on public safety vehicles.



Tab E – Proposal Approach

The Proposer must submit a comprehensive approach to implementation of the Project in accordance with the Scope of Work in Section 2, of this RFP. The comprehensive approach must provide information regarding the documentation and ability to furnish the services necessary to implement the Project in accordance with the Package, and the any innovative technology solutions to be employed in the provision of the Services for the Project

Scope of Services

- **The Village of Key Biscayne is looking for a Computer Aided Dispatch (CAD), Records Management System (RMS) and a vehicle communication system.**

Oracle Public Safety Suite consists of system components designed to address nearly every aspect of your agency's daily operations, including:

- Dispatch Command Center System (includes Computer Aided Dispatch)
- Records Management System (includes Property/Evidence and Digital Evidence Management)
- Personal Communication System (allows officers to efficiently respond to incidents from the field)
- Vehicle Communication System (includes Mobile)

- **The system must be hosted in a secure government cloud environment.**

OPSS is a cloud native suite built on the Oracle Cloud Infrastructure (OCI). Oracle is the sole vendor responsible for building, managing and securely maintaining our solution. Oracle is the only fully vertically integrated vendor in the industry that is responsible for both the software application and the storage solution. We use the latest technology components, coupled with advanced cloud management controls, to deliver reliable and effective results.

- **The proposed solution must be inclusive of cloud storage services, software, and vehicle hardware.**

OPSS is a completely unified, hardware-enabled, software as a service platform that includes cloud storage services, software, and vehicle hardware.

- **The vehicle hardware must have a mobile platform compatible with the Police Department's fleet.**

Yes. The Oracle Public Safety Suite Vehicle Communications System (VCS) includes the mobile application and an Oracle provided Android tablet that can be mounted in a vehicle specific, rugged mount with a movable arm.



- **IOS software must be available for handheld devices for field communications.**

Yes. Oracle Public Safety Personal Communication System (PCS) is a native cloud application complete with rich, touch-screen functionality designed for officer ease of use.

- **Report writing must be National Incident-Based Reporting System (NIBRS) validation compliant.**

Oracle works closely with each agency to ensure we are maintaining compatibility with reporting requirements, including NIBRS, and up to date offense codes.

- **Vendor must include legacy data migration.**

Migrating data from your legacy system(s) to OPSS is an important part of your implementation project. This allows the Village to access all the key information you will need to keep users organized and safe, as well as complying with regulatory and audit requirements. Oracle's new transactional migration method allows the Village to efficiently and cleanly migrate important information while leaving behind old, unused data.

Oracle Migration Vs. Traditional Migration

Traditional data migrations are done through countless hours of mapping and translating hundreds of tables and codes until a small set of sample data translates "well enough" to the new system. At go-live, a final migration is run, forcing years of old data through the static migration script and into your new clean system, inevitably polluting it with old data that will likely never be looked at or accessed again. The manual customer work required for traditional migrations are the primary cause of project delays and if not done with the proper attention to detail, can often result in rework and overall project dissatisfaction.

Oracle's migration approach greatly reduces the hours required by your resources to accomplish standard migration tasks and eliminates data migration as a project timeline constraint by leveraging Oracle technology and our new groundbreaking legacy query migration method.

Oracle Public Safety Suite Migration Center

The OPSS Migration Center, supported by Oracle technology, allows your staff to quickly format your legacy data schema to the Oracle suite, reducing the amount of customer hours manually mapping these translations.

Oracle Transactional Migration

Rather than bulk inserting unclean historical data into your new OPSS system like a traditional migration, Oracle leverages the capabilities of its own Oracle Cloud Infrastructure (OCI) to allow the Village to search your legacy data and return only the information you need in the form of a search. Users can instantly access critical information in the legacy data on demand and choose to import the record into the OPSS only if it will be needed again in the future or additional action is needed on the record. Search queries can be created, tailored, and edited by you to present only the information your users will need in the moments they will need it, without the unnecessary data clutter. Users can dismiss the search results when they are no longer needed, or users with the appropriate permissions will be able to import



searched records into the OPSS to take additional actions. The OPSS will require the user to fix any data integrity issues on the record before being allowed to insert it.

This migration method allows user access to the critical information they need, while allowing the flexibility to clean and insert historical records into the OPSS if additional actions are needed, thus keeping your system data clean from traditional migration and eliminating migration testing and validation cycles.

- **Vendor must provide a detailed plan for training, go live and post go live assistance.**

Oracle understands the critical nature of public safety jobs and the ability for all users of the Oracle Public Safety Suite to make the transition quickly and effectively to the new solution. The Oracle Public Safety Suite's modern user interface and design make that transition much easier for agency users. Leveraging Oracle's advanced Redwood user experience platform your users will find the Oracle Public Safety Suite intuitive and familiar, significantly reducing the time for new users to confidently perform their jobs.

We have included additional information below.

Service shall include the full implementation and acceptance of the following solution, preferably from a software vendor that provides single sign on capabilities:

- **RMS**
- **CAD**
- **Vehicle mobile platform**
- **See attached Exhibit x for Requirements Matrix**
- **The KBPD expects the Vendor to provide all the software and hardware necessary for the system to be fully functioning.**
- **The proposed system will be sized to meet the needs of the KBPD, including a margin for growth. The selected Vendor will assume any costs associated with that growth.**

Oracle Public Safety Suite

Oracle Public Safety Suite (OPSS) is the industry's first-and-only completely unified, hardware-enabled software platform. This includes functionality for every area of public safety, including dispatch, records, property and evidence, jail, in vehicle tablet, body-worn cameras, and vehicle video solutions. OPSS is one integrated suite of products, not multiple systems interfaced with each other. Our comprehensive suite is the primary platform for all agency types to complete their daily tasks.

The Oracle Local Government offering is cloud-native service built with a modern approach to provide flexibility, scalability, and resilience on the Oracle Cloud Infrastructure (OCI). One of OCI's core design principles is a zero-trust security approach, ensuring that security is built into the platform from the ground up, and not bolted on as an afterthought. Oracle pursues three (3) tenets to assist customers in securing their cloud:

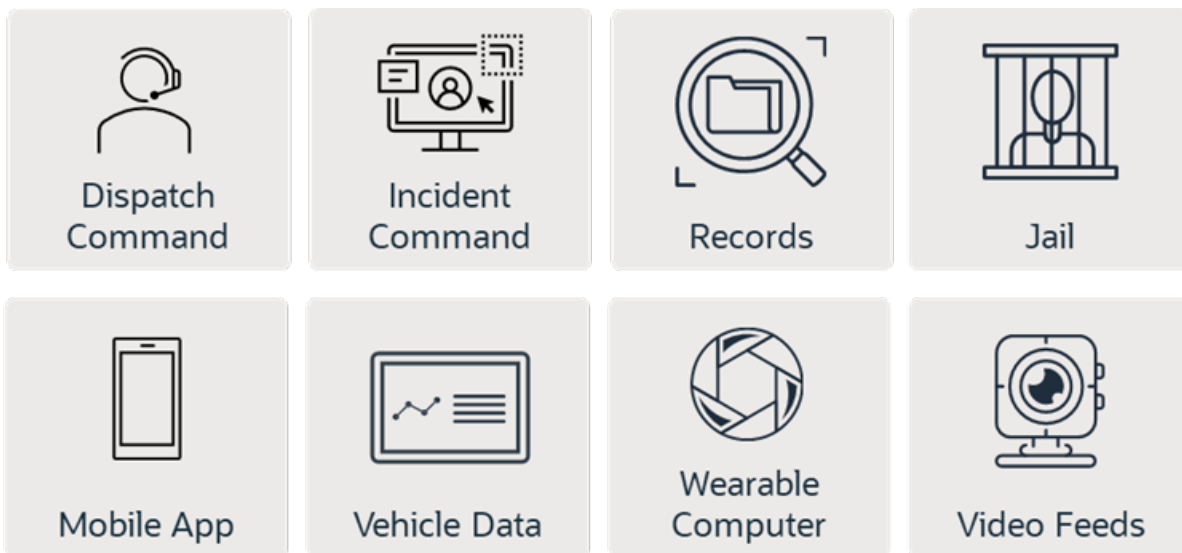


1. **Simple** – Designing security controls that are easy to use, deploy, and operate,
2. **Prescriptive** – Providing prescriptive guardrails reflecting Oracle's expertise, enabling organizations to achieve a stronger security posture more easily.
3. **Integrated** – Providing built-in and integrated security across infrastructure-, platform-, and software-as-a-service, reducing manual security tasks and human error.

Products Included in the Oracle Public Safety Suite

The Oracle Public Safety Suite consists of the following fully integrated modules:

- **Dispatch Command Center System (DCCS)** – includes computer aided dispatch
- **Records Management System (RMS)** – includes property/evidence and digital evidence management
- **Vehicle Communication System (VCS)** – includes a mobile tablet in the vehicle similar to a mobile data terminal/tablet
- **Personal Communication System (PCS)** – allows officers to efficiently respond to incidents from the field using an iOS mobile phone
- **Jail Management System (JMS)** – this jail and holding facility management system is also designed to eliminate data re-entry (Not priced in this response)
- **Wearable Computer System (WCS)** – includes body worn camera (Not priced in this response, but available as an add on in the future)



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Suite-wide and Cross-product Features

To ensure a seamless integration across our modules within the Oracle Public Safety Suite, we have implemented the following features and capabilities:

- Updates and maintenance engineered for zero downtime
- Single Sign On for user login
- Configure dynamic role-based permission and security paradigm
- Use navigation and search
- Remote access to OPSS with proper user credentials through web browser
- Core Indices (Name, Vehicle, Property, Location and Organizations) with photos and mugshots are shared across RMS/JMS and the ability to query the core indices upon entering information
- Local search or data querying of data captured from both DCCS and RMS on the mobile tablet or PCS
- Upon incident closure in DCCS, there is an automatic push of DCCS data to RMS to facilitate the creation of an incident report
- Automatic transfer of pre-booking information from VCS (mobile tablet) to JMS
- Narrative and comments fields across the suite with unlimited character length

Dispatch Command Center System

Oracle is excited to introduce the newly available, state-of-the-art Oracle Public Safety Dispatch Command Center System (DCCS) designed for multi-discipline dispatch centers. DCCS is a one of kind SaaS product that uses Oracle technology and security to provide you a new experience in modern dispatching.

DCCS is a cloud-native CAD system for emergency call management and dispatch. The system enables PSAP operators to speed up data entry, increase accuracy, and accelerate dispatch by automatically populating 911 call information, identifying and merging duplicate calls, providing “next word” text suggestions, and verifying the incident location in a blended map view. Built-in intelligence tools can also provide critical information about the location and subjects. For example, the system can note if a home is known to have a person with mental health issues based on past incidents. This can help dispatch assign the personnel best equipped to handle the situation versus just the closest officer.

Call-taking features

- Intuitive user interface for ease of training and day to day use
- Ability to capture and parse CAD Call for Service Data from the ANI/ALI spill including but not limited to incoming date/time, name, latitude/longitude, address, phone number, class of service, PSAP, phone position and ESN
- Incident location capture, location geo-validation and map display
 - Capture of call for service location separately than caller location

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- Geo-validation of all entered addresses that correspond to mapped locations in GIS data and auto-populate associated address fields in call entry form
- Ability to override the geo-verified location
- Ability to provide list of similar address found in the system and allow user to select from the list
- Relate X/Y coordinates to closest physical actual address
- Transform X/Y coordinates to the displayed map
- Map Display of the call location in addition to the active units and other active calls
- Smart input command feature increases the call taker keyboard entry speed by providing character completion of in-context information, e.g., after typing a few letters of an incident location, a list of possible matches is displayed and the desired one selected using the keyboard arrows and return key without the need to use the mouse.
 - This is integrated within the incident page for speedy data collection and actions such as:
 - Caller info collection
 - Incident type
 - Incident priority
 - Involved person and vehicles
 - Dispatch resource(s) to incident
 - Resource status management
 - Unlimited incident narrative with search capability allows users to quickly access critical information
- Duplicate call management will flag potential duplicate calls during the call taking process based on location and caller phone number match. This allow users to quickly assess if a call needs to be merged with a previous call or if a new call needs to be created.
- Ability for both call taker and dispatcher to work on the same call for service simultaneously
- Unlimited comments for an incident can be entered into the narrative field
 - Ability for users to emphasize comments for high urgency/priority by marking the comment
 - Ability for call taker to add comments to a call after it has been dispatched and automatically update the dispatchers screen and the VCS (mobile tablet)
- Display history when a call occurs and users will see past calls at the same location and/or phone number

Dispatch Management features

- Ability to dispatch for multi-discipline incidents
- Intuitive incident and unit management list alongside the map view helping the user by having visual reference at all times

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- Customizable incident and units list view via search and filter
- Incident and unit detail panels provide user with a single place to view information
- Incident location-based warning to provide officers critical information before on scene arrival such as hazards and alerts associated with locations, vehicles and phone numbers
- Unit status and activities are tracked and unit history status can be reviewed
- Units and officers can be put on and off duty status when requested
- Ability to clear units from an incident
- Fire incidents dispatch via recommendations using station run-card orders
- Ability to retrieve list of special skills and equipment for all personnel logged on
- Ability to manage pending, active and closed calls
- Ability to process multiple calls simultaneously
- Automatic information updates to the dispatch screen as new information is added to the call
- Ability to query and view NCIC records checks with appropriate user permission
 - Attach all state/NCIC returns to call records
- Capture call dispositions and enter comments related to the disposition

Additional Features and Capabilities

- Realtime update of DCSS data within the map display
- Automatic transfer of call for service data to RMS upon call closure
- Ability to display system messages without affecting work in progress
- Ability to execute commands using Oracle's rapid access feature (Note: Rapid Access is an Oracle feature that is similar to command line)
- Ability to execute commands using function keys/hot keys
- Ability to manage an unlimited number of:
 - Calls
 - Number of units added to a call
 - Agency-defined call statuses

Records Management System

Oracle's Records Management System (RMS) is designed to manage all public safety records for an agency, including entry, storage, retrieval, viewing, and archiving of crime reports, property and evidence, and investigative data. As a SaaS product, our RMS is available to any user via a web browser and the VCS (mobile tablet) while in the field.



RMS is tightly integrated with the other modules of the Oracle Public Safety Suite; DCCS, VCS, and JMS. OPSS integrations allows for the auto-population of 911 call incident details to both the mobile applications (VCS and PCS) and the web browser accessible RMS case reports, eliminating duplicate data entry.

The modules of the Oracle Public Safety Suite are all linked. Shared elements include core indexes (e.g., location, person, vehicle, property, organization), linked record connections, address validation, among others.

Data entered by officers in the field can immediately be seen by supervisors, investigators, and the chief in the office, and vice versa, offering full transparency. Users can write, review, and approve case reports from the station computer, in-vehicle tablet, or while patrolling the community using their agency issued iPhone.

Built with first responders in mind

Records and evidence management innovations eliminate the need for duplication by sharing vital information which originates in dispatch and pre-populates into required fields, while system logic offers suggestions for involvements, narratives, and workflows - turning your personnel into editors rather than authors.

CAD (DCSS) -RMS Integration

Data required for your case report is imported from DCSS without the need for an officer to re-enter it. Fields imported from DCSS include:

- Case number
- Incident number
- Incident type
- Reported date/time
- Primary offense location
- Primary officer
- Assisting officers
- Caller subject data
- Victim subject data
- Suspect subject data
- Witness subject data

Property and Evidence

OPSS users can collect property images and information using their iPhone. Data will automatically appear on the in-vehicle tablet and in RMS as soon as its captured. Users can use a combination of body-worn camera footage and voice dictation to log property (e.g., image recognition, voice dictation).



The full property room management system is highly configurable, which allows agencies to use their standard workflow.

Case Reports

Case reporting can be done either in-vehicle using our Vehicle Communication System (mobile tablet and application) or our RMS through any web browser. This gives the user flexibility to start, edit, modify and finish a case a report whether in the field or at the station.

The Case Reporting feature includes the following functionality:

- Ability to generate new/blank case reports
- Pre-populate case reports with dispatch data
- Add/edit basic incident details
- Add/edit personnel/officers on scene
- Add/edit case report locations (geo-verified or unverified)
- Add/edit subjects (persons and organizations)
- Add/edit arrest data
- Add/edit vehicles
- Add/edit property within a case report
- Add/edit unlimited narratives

Additional RMS Functionality/Modules

- Multi-jurisdictional capabilities
- Core indices (Person, Organization, Vehicles, Locations, Property) including data validation against core indices and ability to update
- Configurable to the agency and Standard State Code tables and information
- Extensive audit logging of any access to, or modification of all data within the RMS
- Ability to distinguish between mandatory and optional fields with prompts to complete any uncompleted mandatory fields
- Ability to restrict access to records based on user and user groups
- Ability to associate local classifications/Statue numbers to NIBRS classifications
- Clearly identify NIBRS mandatory fields based on entered offense code
- Ability to open multiple windows and allow users to perform synchronized transactions



Tablet Communication System and Vehicle Communications System

Oracle's Public Safety Suite Tablet Communication System (TCS) includes the mobile application and an Oracle provided tablet.

The Oracle Public Safety Suite Vehicle Communications System (VCS) includes the mobile application and an Oracle provided Android tablet that can be mounted in a vehicle specific, rugged mount with a movable arm.

Both the TCS and VCS come complete with rich touch screen functionality that is designed for officer ease of use. Users can efficiently respond to incidents from the field, communicate with dispatch and other officers, conduct searches, complete officer field reporting, and initiate jail prebooking. As part of the OPSS, officers can enjoy full integration to three other products: DCSS, RMS, and JMS, to provide maximum value from the convenience of their vehicle.

The mobile application used by the TCS and VCS including the following features:

Dispatch Initiated Incident Response

The in-vehicle tablet gives an officer the ability to review summary incident information, address warnings, involvements and other real-time information supplied by dispatch services. The touchscreen display will indicate the unit status and estimated time of arrival of all responding units, as well as voice to text comment capabilities. All units and dispatching services can quickly and easily confirm enroute status. Upon arrival at an incident location, unit screens can provide an 'on scene' status either automatically or manually.

Incident History

Officers are able to review incident history and disposition of the same address/location with the in-vehicle tablet or their mobile phone. Dispatchers and supervisors at the station (or other location) will also have the same information.

Incident Field Updates

Focused on ease of use, VCS allows for searching and adding people, and vehicle information to an incident immediately, and communicating this same information back to dispatch. The system grants the ability to update incident type, incident location, and incident priority from the vehicle when required.

Self-Assignment

Officers are provided the ability to self-assign their unit to an existing incident.

Officer Initiated Incident Response

Agencies have the option to enable officer-initiated incidents for specific allowable incident types. Once created, officer-initiated incidents are immediately displayed in DCCS as an active incident.

Night Mode

VCS application running on the in-vehicle tablet allows for night mode usage in low light environments for officer safety.



Integrated ESRI Maps with Realtime Vehicle Location

Agencies have immediate real-time location of all on-duty vehicles with current status and direction displayed on the agency's ESRI Map. Users can also switch to full screen and interact with the map to locate an area of interest.

Turn-by-Turn Driving Directions (Configurable)

VCS allows the option to display turn-by-turn driving directions to incidents. After dispatch, turn-by-turn driving directions are displayed on the in-vehicle mounted tablet. This functionality may also be setup to use voice if desired by the user. Users can configure both the display of turn-by-turn driving directions and voice function using the tablet settings.

Voice Enabled Functionality

An officer can use the voice to text functionality to fill in an incident report details and add comments. In addition, VCS allows an officer to locate a unit on the map using the handsfree voice functionality.

Officer Reporting

Users of the OPSS can generate an officer report with the in-vehicle tablet made possible by the full integration between DCCS and RMS. The system allows for narrative generation which includes involvements, and locations information provided directly from DCCS incident information. Incident/Call for Service information is pre-populated to the officer's report, thereby lowering the submission time and eliminating input errors. Edits made in the field using RMS and the mobile functionality in VCS and/or PCS are captured and immediately available. This allows the officer to submit a full and complete report.

Reporting Features include:

- Simple, guided workflow for property, and evidence allows for tracking of seized items, and chain of custody logging
- Report creation using voice to text with available case objects such as locations, subjects, vehicles, and offenses will be inserted without retyping
- Search for new location and add to a case report with specified involvement type
- Search for new subject and add to a case report with specified offenses
- Search for new vehicles and locations and add to a case report

One-Touch Unit Status Update

Officers can update their unit status with a single touch of the always-available navigation bar. Status changes from the VCS are fully configurable in a centralized location using the OPSS administration feature and allow for specifics on the next allowable status based on the current status and workflow. More complex details such as mileage and other sub-statuses are available when configured by the Village.

Focused and All Incident Queues with Map Integration

GIS map integration provides up to date location and visual status indicators of all units. Map integration provides the ability to view high priority, focused incidents, along with corresponding real-time location and status updates of other officers.

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Unit Queue and Team Visibility for Supervisors

Village supervisors have can view unit queues, and a detailed dispatch history of units over multiple shifts.

Records Search for Persons

Records search provides automatic surfacing and identification of most critical warnings and information when accessing local, state, and national vehicle and person information databases. Users can also view a log of all record searches across both in the vehicle tablet and phone for the same user.

Personal Communications System

Oracle Public Safety Personal Communication System (PCS) is a native cloud application complete with rich, touch-screen functionality designed for officer ease of use. Officers can efficiently respond to incidents from the field, update their status, communicate with dispatch and other officers assigned to the same incident, view their case reports, and add digital evidence to a case report from their Apple iPhone.

As part of the OPSS, officers can use this application specifically designed to integrate with the entire suite, including DCCS, RMS, JMS, and VCS.

Dispatch Initiated Incident Response

PCS users can review summary incident information, address warnings, involvements, prior incidents for the involvement, and other real-time information supplied by dispatch services. PCS provides unit status, confirms 'enroute' status, and 'on scene' status upon arrival at the incident location, either automatically or manually.

Self-Assignment

Self-Assignment allows an officer to self-assign their unit to an existing incident.

Night Mode

PCS application allows for night mode usage in low light environments for officer safety.

Officer Reporting

Officer Reporting functionality within PCS gives users the ability to view and edit key reporting items from the field including:

- Addition of digital images to property and evidence
- One touch unit status update

Officer Reporting also gives an officer the ability to update unit status with a single touch of the always available navigation bar. Status changes from the PCS are fully configurable in the OPSS and allow for specifics on next allowable status. More complex details such as mileage and other sub-statuses are also available when configured by the Village.

Local Records Search for Persons

Using your iOS phone's camera, PCS is able to scan an individual's driver's license to initiate a local records search.



Local Records Search for Vehicles

Using your iOS phone's camera, PCS allows for the ability to scan a license plate to initiate a local records search.

Maintenance

The Oracle Public Safety Suite is a continuously updated SaaS product engineered for zero downtime.

Each release is tested by the Oracle Public Safety development team in accordance with our process. Release content is communicated to customers through documentation and training.

Duty to Provide Data Security

The Vendor will maintain the security of KBPD Data, including any individual's personal identifying information, confidential or medical information. The Vendor agrees to indemnify, defend, and hold harmless KBPD, its officers, and employees for any claims, suits or proceedings related to unauthorized access of KBPD data as related to the services provided by Vendor (excluding unauthorized access to KBPD data that is due solely to the negligence, misconduct, or omissions of KBPD, its officers and employees). Vendor will include credit monitoring services for any individuals affected or potentially affected by a breach of this section for a period of one (1) year following said breach. The vendor is required to notify KBPD of any incident relating to unauthorized access of KBPD data. "Incident" means a violation or imminent threat of violation, whether such violation is accidental or deliberate, of information technology security policies, acceptable use policies, or standard security practices. An imminent threat of violation refers to a situation in which the state agency has a factual basis for believing that a specific incident is about to occur.

The Vendor shall notify KBPD as soon as possible and in all events immediately upon discovering any security breach or Incident regarding KBPD Data; any unauthorized access of KBPD Data (even by persons or companies with authorized access for other purposes); any unauthorized transmission of KBPD Data; or any credible allegation or suspicion of a material violation of the above.

Oracle Local Government ensures continuous compliance with all internal and external security compliance requirements by faithfully adopting the mandatory internal Oracle Software Security Assurance (OSSA) program. Encompassing every phase of the product development lifecycle, OSSA is Oracle's methodology for building security into the design, build, testing, and maintenance of its products, whether they are used on-premises by customers, or delivered through Oracle Cloud. Oracle's goal is to ensure that Oracle's products help customers meet their security requirements while providing for the most cost-effective ownership experience.

Oracle Software Security Assurance is a set of industry-leading standards, technologies, and practices aimed at:

- Fostering security innovations. Oracle has a long tradition of security innovations. Today this legacy continues with solutions that help organizations implement and manage consistent security controls across the technical environments in which they operate, on-premises and in the clouds.



- Reducing the incidence of security weaknesses in all Oracle products. Oracle Software Security Assurance key programs include Oracle's Secure Coding Standards, mandatory security training for development, the cultivation of security leaders within development groups, and the use of automated analysis and testing tools.
- Reducing the impact of security weaknesses in released products on customers. Oracle has adopted transparent security vulnerability disclosure and remediation policies. The company is committed to treating all customers equally and delivering the best possible security patching experience through the Critical Patch Update and Security Alert programs.

Oracle maintains a comprehensive Incident Response plan which includes security incident reporting and response. Per the standard Oracle Data Processing Agreement customer notification of a confirmed security incident affecting customer data occurs within 24 hours of incident confirmation.

If Oracle determines a security incident involving assets managed by Oracle has occurred, Oracle will promptly notify impacted customers or other third parties in accordance with its contractual and regulatory responsibilities as defined in the Data Processing Agreement for Oracle Services. Information about malicious attempts or suspected incidents and incident history are not shared externally.

Criminal Justice Information Security Standards

1. If the Vendor is providing computer or telecommunication services that stores, transmits or copies (or facilitates any of the forgoing) data originating from KBPD and/or Vendor is providing services offered by the Vendor that interfaces with, or Vendor needs access to, any of KBPD's Criminal Justice Information Systems ("CJIS") which contain Criminal Justice Information ("CJI") (as defined by the Federal Bureau of Investigations ("FBI") and the Florida Department of Law Enforcement ("FDLE") and includes but not limited to any notations or other written or electronic evidence of an arrest, detention, complaint, indictment, information or other formal criminal charge relating to an identifiable person that includes identifying information regarding the individual as well as the disposition of any charges) then the following provisions apply to this solicitation and an awarded agreement ("Agreement"):

Confirmed. Oracle Public Safety is design to safely and securely transmit, process and store sensitive law enforcement data, including CJI, in compliance with CJIS security policy requirements.

2. Ownership of all data originating from KBPD and sent to, or hosted by, the Vendor remains KBPD's exclusive property. To the extent that the Vendor needs access to such data to deliver the services contemplated within the parties' Agreement, the Vendor is allowed such limited access and limited use. Upon expiration of this Agreement for any reason, said limited access to the data shall expire and Vendor shall provide KBPD copies of all data hosted and/or stored by Vendor under this Agreement in a commercially accepted downloadable format (for example, XLM format and WORD



format) or allow KBPD access to such data for downloading up to ninety (90) days after the termination of this Agreement without any additional cost or expense.

KBPD will retain ownership of its data.

For a period of 60 days after the end of the Services Period for the Oracle Cloud Services, Oracle will make available, via secure protocols and in a structured, machine-readable format, your content residing in the Oracle Cloud Services, or keep the service system accessible, for the purpose of data retrieval by the KBPD. If the KBPD need assistance from Oracle to obtain access to or copies of your content, you must create a service request in the support portal.

For more information, please see our Public Sector Agreement for Oracle Cloud Services for agreement termination information.

- 3. The storage (cloud storage or otherwise) of the data considered to be CJI shall only occur by Vendor in servers and/or data centers and/or computer systems physically located in the United States or its territories and Indian Tribes and/or Canada and subject to the respective governmental jurisdictions (U.S. federal government, individual U.S. State governments, U.S. Indian Tribes or the Royal Canadian Mounted Police).**

The Oracle Public Safety Suite is foundationally a SaaS offering provided from the Oracle US government (OC2) OCI cloud out of the FedRAMP High data centers in Langley, VA (US East) and Luke Air Force Base outside of Phoenix, AZ (US West).

- 4. The software and/or hosting services being provided by the Vendor to KBPD shall use the latest security and privacy tools including SSL 128-bit encryption, server certificates with Global ID provided by the premier national provider, the highest level of encryption dictated by Federal guidelines – the AES algorithm and SSAE No. 16 SOC 1 f/k/a SAS 70 Type II certification. KBPD's data will be stored in mirrored, redundant, secured facilities and shall be routinely backed up on an independent server separate and apart from the server providing day-to-day services to KBPD. Vendor agrees to institute commercially reasonable restrictive security measures to prevent and detect unauthorized physical and/or remote access to the systems and data services being provided to KBPD under this Agreement. Vendor shall provide layers of security at its physical hosting site, that consist of a number of measures such as biometric access, closed circuit TV, security system monitoring, multiple check-points, restricted building access, photo badges, proximity access cards, controlled visitor access and alike. VENDOR shall institute routine system security audits such as SAS-79, SysTrust, Webtrust, ISO 27001/2, virus and malware scans and other industry standard system audit procedures. Vendor shall immediately notify KBPD in writing of any breaches of security and/or unauthorized access to KBPD's systems and/or services being provided by Vendor.**

Oracle uses the latest technology components, coupled with advanced cloud management controls, to deliver reliable and effective results. Oracle provides resilient networking with minimal latency, allowing synchronous replication and constant uptime, as well as predictable bandwidth and performance.



OPSS uses TLS 1.2 with only strong ciphers that utilize a minimum of AES-128 encryption and SHA-256 hashing. In addition, all external interfaces utilize FIPS140-2 certified encryption modules and support server certificates signed by a commercial public CA.

All data is securely stored using AES-256 encryption meeting CJIS requirements and is protected by several layers of security including robust and restrictive access controls. For DR purposes data is stored in a primary region (such as Langley or Luke) and then a full redundant copy is also stored in the other region. Both regional data copies, as well as any additional backup copies, share the same set of security controls and encryption.

OCI Government Cloud data centers hold current authorizations to operate at a FedRAMP High JAB and Impact Level 4, and provide compliant, highly secure, and resilient infrastructure for U.S. federal agencies, state and local offices, and government-affiliated entities.

Information concerning security events are classified as Confidential - Oracle Highly Restricted and any customer communications must be authorized by Oracle Security and Legal. Once a breach is confirmed Oracle will provide notice to the customer agency within 24 hours.

5. Vendor shall have in place a disaster recovery plan that includes the recovery of critical systems (i.e., systems that provide software services to customers) in event of Vendor's full or partial data center outage. The plan must include at a minimum, the ability to recover critical systems in a working state within a short period of time with critical functions online and processing customer requests. The plan must also include a suitable back-up power supply independent of commercial electrical services offered to the general public (i.e. suitable generator). The Vendor must be able to execute the disaster recovery plan within moments of a disaster declaration. Vendor must test its disaster recovery plan annually.

Disaster recovery services are provided under the standard hosting agreement. Oracle deploys the Oracle Cloud Services on resilient computing infrastructure designed to maintain service availability and continuity in the case of an incident affecting the services. Data centers retained by Oracle to host Oracle Cloud Services have component and power redundancy with backup generators in place, and Oracle may incorporate redundancy in one or more layers, including network infrastructure, program servers, database servers, and/or storage.

Data and configuration are kept in an Oracle Autonomous Database. Autonomous Database performs a full back up every 60 days. Autonomous Database also performs weekly cumulative and daily incremental backups.

OPSS is engineered and deployed with warm backup systems in a geographically distant data center. In the case of a major data center disaster, the recovery time objective to restore PSS service (RTO) is under four hours. The maximum time window of data loss before the disaster affected the database systems (RPO) is one hour.

OPSS is engineered and deployed with high availability (99.95%), i.e., the OPSS components run with region-local redundancy. They are carefully monitored 24/7 for availability by Oracle. High availability and disaster recovery are automatic, performed by Oracle, and do not require action from the customers.



The OCI Government Cloud data centers have multiple levels of power redundancy including suitable backup generators.

6. Vendor agrees to comply with all security protocols, handling, storing, hosting, transmitting and copying of CJI data on CJIS in accordance with the latest version of the Criminal Justice Information Services Security Policy (CSP) published and updated periodically by the FBI and can be found here: <https://www.fbi.gov/services/cjis/cjis-security-policy-resource-center> and the most current CJIS Security Addendum approved by the Director of the FBI, acting for the U.S. Attorney General, as referenced in Title 28 CFR 20.33(a)(7) both of which are incorporated herein by reference to the Agreement.

Oracle maintains a robust CJIS compliance program to ensure our products, services and employees remain in compliance with the FBI's CJIS Security Policy. Most Oracle employees do not have access to unencrypted criminal justice information (CJI) and thus do not require CJIS background screening. However, for the limited number of employees who provide direct customer support that have unescorted access to encrypted CJI, Oracle will comply with all aspects of CJIS compliance.

This includes but is not limited to:

- Submission of employee fingerprints to the customer agency (or their designee)
- Fingerprint-based background check approval by the agency for CJI access
- Successful completion of CJIS Security Awareness Training on an annual basis
- Signing the required FBI CJIS Security Addendum

Oracle works with state level CJIS Systems Agencies (CSAs) to seek state CJIS vendor approval and/or participates in state level CJIS vendor screening programs where these programs exist, and Oracle conducts business.

Oracle has a designated CJIS Compliance Specialist within Oracle Local Government who serves as the primary point of contact for agencies with CJIS compliance questions and is responsible for ensuring Oracle's technical, administrative, and physical security controls follow those controls set forth in the FBI's CJIS Security Policy. The Oracle Local Government CJIS Compliance specialist also supports agencies with CJIS audit concerns, tracks employee training and background approvals, and ensures and Oracle's internal policies, procedures, and technical controls kept current with the latest version of the FBI's CJIS Security Policy.

7. Vendor shall comply with the FBI CJIS Security policy screening requirements for all officers, employees, agents, and/or subcontractors that will have unescorted physical or logical access to criminal justice information and/or access to any KYPD facility that is deemed a physically secure location. The screening consists of a state/national fingerprint-based background check and online Security Awareness training that is renewed every year (annually). Vendor may not fingerprint its own officers, employees, subcontractors or agents and fingerprinting must be taken/rolled/printed by a recognized law enforcement agency or an FDLE-approved third-party vendor. The Vendor is



required to notify KBPD within 5 days if a CJIS cleared Vendor officer, employee, agent and/or subcontractor is no longer associated with or employed by the Vendor.

Oracle Local Government maintains a CJIS Personnel Security Standard that governs access to CJI and implementation of the awareness training and policy in accordance with FBI CJIS Security Policy. All personnel with access complete CJIS Training, fingerprinting, and sign the FBI security addendum as required. This is in addition to other state and local requirements. The CJIS Compliance specialist is responsible for managing this policy. Unauthorized access to CJI is to be reported to the Compliance Specialist per the standard. The Personnel Security Standard and CJIS access policy are updated annually at a minimum.

8. All of Vendor's officers, employees, agents, and/or subcontractors who access or handle in any way, KBPD's CJIS or CJI the appropriate security awareness training via the CJIS online application and update and maintain the same throughout the duration of this Agreement. Vendor shall maintain the Security Addendum Certification form mandated by CSP and provided by KBPD's CJIS Compliance designee to Vendor for each of Vendor's staff, employees, subcontractors, agents and/or vendors with access to KBPD's CJI or CJIS.

Under Oracle Human Resources Global Compliance Training Program; Security Awareness training is implemented on a continual basis. New employees are required to complete training within 30 days of being hired, and they renew this training annually to ensure all employees are following the Oracle security requirements, training, and secure coding practices. For annual renewal, employees are prompted to complete training 30 days prior to their annual renewal deadline. Timely completion of this training is verified before access to the government environment is provisioned. Updates and changes to course content are published annually. If the changes to the course content are significant enough to warrant all OCI personnel re-taking the course, regardless of their annual deadline, Oracle's Governance, Risk, and Compliance (GRC) Training team runs a training campaign at that time and gives all employees 30 days to complete the course.

To cover CJI specific training, the CJIS Online service is utilized. Oracle personnel who have access to the Public Safety Suite will be assigned the CJIS level 4 training profile and, as a result, will include all level 1 thru 3 trainings. The training covered by the level 4 training path on CJIS Online covers the following concepts: criminal justice information, personnel security, information technology security, system access, physical security, security incidents, passwords & authentication, advanced authentication, and network security.

9. Vendor and any of its officers, employees, agents and/or subcontractors shall follow all requirements pertaining to their operations when accessing, storing, transmitting or handling CJI found in Florida Statute 501.171 and the FBI CJIS Security Policy.

Per the CJIS Security Addendum, Oracle employees are obligated to comply fully with the requirements, including obtaining required access to Oracle's Government Cloud environment. Per the CJIS Security Addendum, Oracle employees are obligated to comply fully with the requirements, including obtaining required access to Oracle's Government Cloud environment by completing the requisite identification verification, training, regular auditing and using secure and encrypted MFA per the policy. In addition,



Oracle employees who access CJI comply with a CJIS compliance program which includes annual training and certification, to ensure that employees are fully compliant.

10. If the services rendered by Vendor under this Agreement is in noncompliance with any FBI or FDLE regulations pertaining to the accessing, storing, transmitting or handling CJI, as updated and modified from time to time by FBI and/or FDLE, then Vendor shall take all necessary action to bring its services into compliance as soon as possible. KBPD reserves the right to deny physical and/or logical access to a contractor that is deemed to be in noncompliance with these provisions. This is a material term of the Agreement and if such noncompliance is not timely remedied by Vendor, KBPD may terminate the Agreement and Vendor shall allow KBPD the ability to recapture KBPD's data as more fully described herein and Vendor shall facilitate KBPD's efforts in recovering said data from Vendor's systems.

Confirmed. Oracle Public Safety maintains an active and current CJIS compliance program. Any confirmed non-compliances will be addressed promptly.

Required Services

- **A thorough Discovery will be completed within 60 days of contract signing for all products.**

Confirmed. The project implementation scope is detailed in the Oracle Professional Services Ordering Document in Appendix A. During the Engage Phase, the Oracle Local Government Project Manager will review the project scope as defined in the project contract with your project manager and the implementation team to make sure the entire team fully understands the scope of the project.

- **A granular project plan will be completed within 30 days of the Discovery being completed. "Completed" is defined as complete in detail and the Project Team Manager signs off as satisfactory to the project team.**

Confirmed. The project plan will be included in the project charter and in our tracking documentation. As the team works through the configuration workshops and process playbacks, the team will be made aware of the delivered functionality, data migration, and integration scope. Any requirements to extend the application beyond the original project scope will be documented and reviewed by the project leads and project managers as part of the project change control process.

- **Project plans cannot be changed without express written authorization from the Project Team Manager.**

Confirmed. The change control process is the process by which the Oracle Local Government team requests a change in any of the specifications, requirements, deliverables and/or scope (including drawings or designs) of the Professional Services in the SOW per the terms of the Professional Services Addendum. The Change Request form is the mechanism the delivery team will use to document any changes that are identified or requested during project implementations. Not all Change Requests will



result in a Change Order, if they don't change or impact the scope as defined in the SOW or change project cost.

Required Documentation

- **User manuals**
- **Configuration documents**
- **Data dictionary**
- **Interface Control Documents (“ICDs”), which will be required for the contract**
- **System Administrator documentation if available**
- **Access to any online video training available**
- **Help Desk instructions for end users**

Each Oracle Public Safety customer is provided access to an Oracle secure-site collaboration portal for exchanging project documentation. During implementation, Oracle will provide critical project management documents such as kickoff documentation, implementation timelines, project plan, the configuration workbook, instructional guides and other materials to enable a successful project. Oracle will also provide the Village with content about moving to a cloud-based system, Oracle cloud security, and other relevant information about the change to an Oracle cloud system.

Oracle will provide technical documentation regarding tablet setup and configuration, tablet mount installation, vehicle power management best-practices and work with your chosen vehicle upfitter on standards and requirements for installation of the VCS. The Village will also receive test scenarios, testing guidelines documentation, training content, quick-tips documents, instructional videos and other content for user enablement on the Oracle Public Safety Suite. The Village will also have access to the Oracle Service Cloud support portal that hosts support articles and access the Oracle University for access to ongoing training content, release updates, and other product communications throughout the lifetime of your contract.

Type of Documentation	Description/Explanation/Optional
Quick Reference Guides	Oracle provides reference guides, tip sheets, and other supplemental materials to assist with training and system use.
Online Support	Agencies have access to Production-level support services from the outset of the project.
Help Desk Support	Agencies have access to Production-level support services from the outset of the project.
Videos	Oracle provides access to training and information videos throughout your implementation.





Type of Documentation	Description/Explanation/Optional
Ongoing Educational Content	Being a cloud-based solution allows Oracle to deliver enhanced features and functionality at a frequent pace, enabling you to continually gain value from your system throughout your subscription without the disruption of major upgrade steps and services. As part of our continual value approach, Oracle will provide ongoing educational content to help you take advantage of new functions quickly and effectively.

Required Response With Proposal

A. Is the Vendor proposing a solution for both RMS and CAD and Mobile solutions with their company's solutions?

Yes ☒ or No ☐

B. Is the Vendor proposing a solution for RMS only?

Yes ☐ or No ☒

C. Is the Vendor proposing a solution for CAD only?

Yes ☐ or No ☒

D. Is the Vendor proposing a solution as a Prime Contractor with a subcontractor?

Yes ☐ or No ☒

E. Which solution is the subcontractor proposing?

RMS ☐ or CAD ☐

Not applicable. We are proposing a OPSS for RMS and CAD.

F. Describe the solution's architecture in detail, to include full redundancy capabilities for a PSAP. Please also include why you recommend this particular architecture for the KBPD.

OPSS is architected as a set of software components that are containerized and deployed across at least two data center failure domains for high availability, load balancing, and to support rolling zero-downtime upgrades. A subscriber-dedicated pair of cross-regional, replicated Oracle databases serve as the database for the software components. This architecture is the result of deliberate design choices to fulfill the particular working needs of public safety entities: highly available, zero-downtime, scale-up abilities during major incidents, and fast-failover disaster recovery.

A diagram of the architecture can be viewed during a reading room session.

- Please provide suggested redundancy

Oracle Cloud Infrastructure is hosted in regions and availability domains. A region is a localized geographic area, and an availability domain is one or more data centers located within a region. A region is composed of one or more availability domains. Most Oracle Cloud Infrastructure resources are either region-specific, such as a virtual cloud network, or availability domain-specific, such as a compute instance. Traffic between availability domains and between regions is encrypted. Availability domains are isolated from each other, fault tolerant, and very unlikely to fail simultaneously. Because availability domains do not share infrastructure such as power or cooling, or the internal availability domain network, a failure at one availability domain within a region is unlikely to impact the availability of the others within the same region.

The availability domains within the same region are connected to each other by a low latency, high bandwidth network, which makes it possible for you to provide high-availability connectivity to the internet and on-premises, and to build replicated systems in multiple availability domains for both high-availability and disaster recovery.

- Please provide how system is updated

OPSS is a continuously updated SaaS product and is engineered for zero-downtime updates. Each release is tested by the Oracle Public Safety development team in accordance with our process. Release content is communicated to customers through documentation and training.

- **Cloud native**

- Explain which cloud provider your solution is hosted in and which cloud tools will benefit the users for redundancy and resiliency

OPSS is a cloud native suite built on the Oracle Cloud Infrastructure (OCI). Oracle is the sole vendor responsible for building, managing and securely maintaining our solution. Oracle is the only fully vertically integrated vendor in the industry that is responsible for both the software application and the storage solution. We use the latest technology components, coupled with advanced cloud management controls, to deliver reliable and effective results. Oracle provides resilient networking with minimal latency, allowing synchronous replication and constant uptime, as well as predictable bandwidth and performance. The Village can access their data using OPSS through any web browser with the proper secured sign in authority.

G. How do you incorporate the project team's feedback into your solution design/roadmap?

Oracle Public Safety project teams have direct access to support and development tools and resources to effectively track and communicate customer issues and needs.

**H. What is your process to implement software updates? What is the frequency of updates?**

OPSS is a continuously updated SaaS product and is engineered for zero-downtime updates. Each release is tested by the Oracle Public Safety development team in accordance with our process. Release content is communicated to customers through documentation and training.

I. What is your organizational vision for your public safety software solutions in the next three to five years?

The Oracle Local Government team's mission is to make first responders' working lives simpler, safer, happier, and vastly more productive. We trust that the technologies and innovations described herein will show how dedicated to this mission we have been and will continue to be.

Today's public safety professionals face new and evolving challenges every day. Oracle recognizes the importance of public safety employees and we have set out to make a meaningful difference in how you deliver on your oath to service. We recognize that you operate in a data-driven world and we are actively developing technologies to assist you with identifying, storing, and acting on critical data – in real time.

J. Response to technical specifications - See Exhibit x, (attached as separate excel spreadsheet)

Oracle's responses to the technical specifications matrix has been provided on the following pages and as a separate attachment.

K. Explanation of how your firm will approach each stage of the project – your methodology for:

- Discovery**

Discovery is performed during the Engage (Pre-Project) stage of the implementation. Additional discovery activities are conducted during project kick-off calls and the onsite Configuration Workshop. Please read more about this process in the Implementation Practices section below.

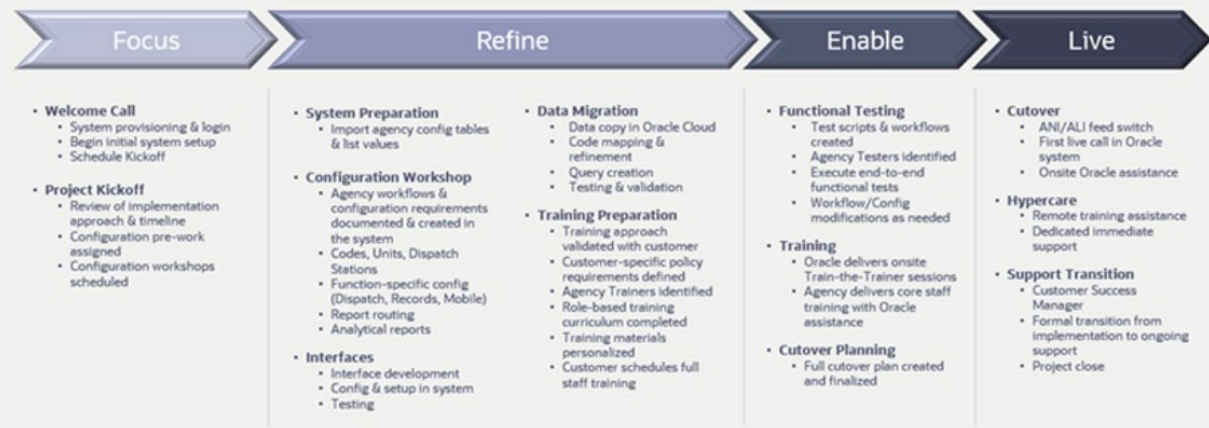
- Project plan – provide Sample Project Plan for our Scope of Work**

Oracle Public Safety implementations follow Oracle's established True Cloud Method for cloud solution deployments as outlined below. Timelines can be accelerated or extended depending on an agency's committed resources, purchased Oracle resource assistance, and commitment to completing implementation tasks. The Oracle Public Safety solutions are designed to be implemented and work as a full suite of connected products, but we are committed to working on a deployment plan that meets the timelines and objectives of our customers.



Implementation Process

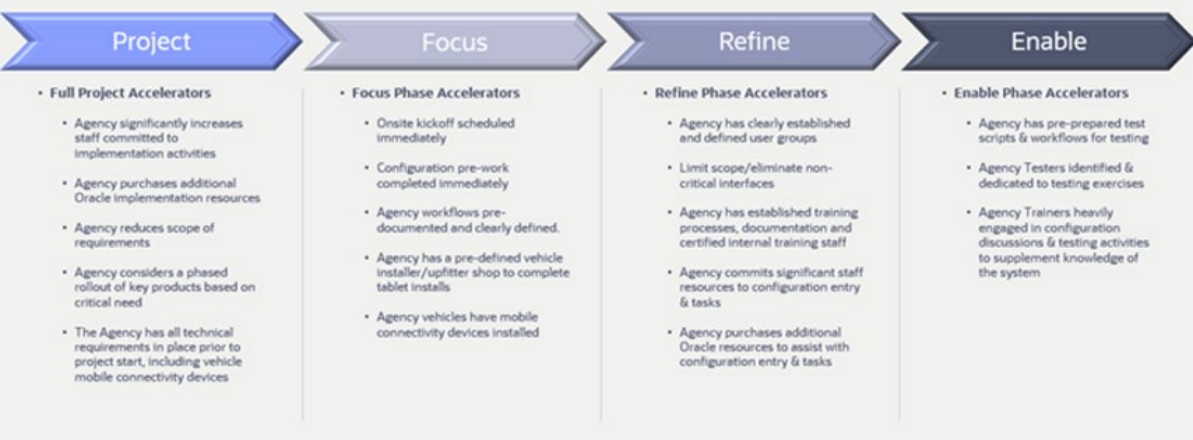
Oracle Public Safety implementations follow Oracle's established True Cloud Method for cloud solution deployments as outlined below. Timelines can be accelerated or extended depending on an agency's committed resources, purchased Oracle resource assistance, and commitment to completing implementation tasks. The Oracle Public Safety solutions are designed to be implemented and work as a full suite of connected products, but we are committed to working on a deployment plan that meets the timelines and objectives of our customers.



Oracle's established True Cloud Method (TCM) for cloud solution deployments allows for built-in accelerators to allow customers to deploy faster. Below are implementation accelerators that can expedite your implementation timeline.

Implementation Timeline

Oracle's established True Cloud Method for cloud solution deployments allows for built-in accelerators to allow customers to deploy faster. Below are implementation accelerators that can expedite your implementation timeline.



Below is a sample implementation timeline of the Oracle Public Safety Suite.

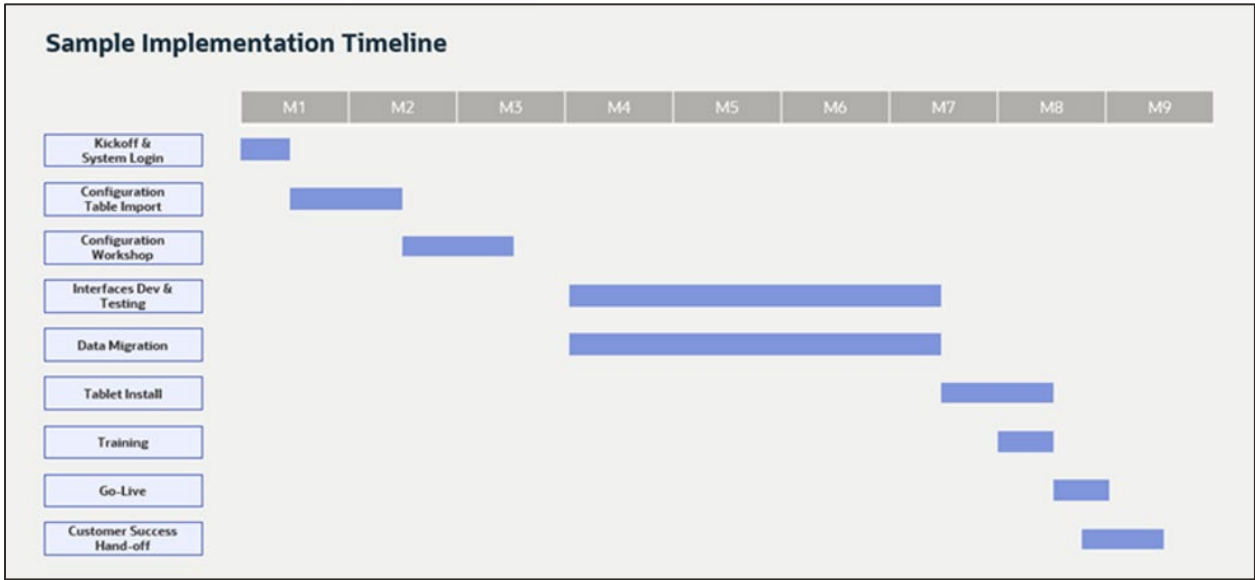


KEY BISCAYNE, FL

KEY BISCAYNE LAW ENFORCEMENT COMPUTER AIDED DISPATCH, RECORD MANAGEMENT, AND MOBILE PLATFORM SYSTEM

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Begin Oracle Confidential – Trade Secret Information as defined under Fla. Stat. § 812.081(1)(f), exempt from disclosure under Fla. Stat. §§ 815.04(3) and 815.045.



End Oracle Confidential – Trade Secret Information as defined under Fla. Stat. § 812.081(1)(f), exempt from disclosure under Fla. Stat. §§ 815.04(3) and 815.045.

• Include what project planning tools your company uses for the project plan and communications.

Oracle Public Safety implementations use a variety of tools to manage projects and project communications depending on the needs of the project and the agency. Oracle uses enterprise-scale project management tools to ensure the details of your project and timeline are always on track. Oracle Public Safety provides each customer with a private online portal for storing and exchanging information throughout the project such as project plans, training plans and materials, configuration information and other relevant artifacts. As with all Oracle Public Safety services, you can access the implementation portal from any location or device with an internet connection, ensuring you can access critical project information at any time or any location you may need it.

Oracle provides continual project communication and expectations throughout the project. The Oracle project team continually monitors project tasks, milestones, and risks to ensure project health and engage you in collaborative decision making when faced with challenges or issues. The Oracle project team will conduct weekly/bi-weekly project status meetings as well as regular configuration and testing sessions with each functional area of your agency.

• Implementation practices

Oracle Local Government's implementation methodology is Oracle's True Cloud Method (TCM) implementation approach which is specifically geared to maximize effectiveness when deploying our



Cloud solutions. Our implementation team approaches a project using the principle of minimal configuration to reduce risk and total cost of ownership.

A designated Project Manager will manage the project from setup through go-live.

The Oracle TCM approach allows you to visualize the cloud application through iterative, focused, process playbacks, where you can see how the Oracle Public Safety Suite will operate within the organization.

A combination of pre-defined processes and a working configured cloud application, demonstrated early in the project, allows the customer to fully visualize the cloud application and identify business adoption impacts.

There are five (5) distinct TCM phases: 1) Engage, 2) Focus, 3) Refine, 4) Enable, 5) Live – Operate.

Engage (pre-project)

The purpose of this phase is to understand the business challenges and drivers for the project and to inspire the customer with new innovative solutions and outline the solution footprint with a focus on the desired business outcomes. Furthermore, it is important that prior to commencing the project, the customer has a clear understanding of what the implementation requires in terms of readiness, i.e. project sponsorship, buy-in into following best practice, resource commitment with clearly defined roles and required skills, rapid decision making as well as an understanding of the True Cloud Method approach.

Focus

The objectives of this phase are to provide everyone involved in the project with the mandate required at the very start to execute the project, confirm scope, and capture key and long lead-time decisions. The key principles to be applied along the implementation journey are confirmed, favoring a solution-led approach where appropriate, but also championing innovation where beneficial. An initial impact assessment will be completed to help the customer create a clear plan on how to manage change during the project.

Refine

The objective of this phase is to allow the customer to make business driven configuration and/or design choices, for Oracle to assemble the solution, so that the customer can then visualize how it will operate within their business context, and for the customer to confirm that the Oracle solution meets their business needs. The Refine phase is iterative and recommends more than one cycle to fine-tune the solution. The joint project management team manages interdependencies, performs Operational Enduring Capabilities, maintains the solution architecture, and undertakes decision making and related project governance activities.

Enable

During this phase the transition plans are executed, and the team works together to transition the solution into a Production (Live) state, ensuring that the business is ready and that it is prepared to adopt and own the solution. Final data conversion and technology configuration are applied into the Production



environment, and system administrators are enabled to manage the solution on an ongoing, business as usual, basis.

Live-Operate

The objective of the Live-Operate phase is to manage the Oracle solution and by doing so, support the business in addressing their business drivers. The project will be closed and ongoing activities to strengthen ownership of the solution and continuous innovation will be performed post go-live.

- **Change Management plans and practices**

Oracle Local Government uses Oracle's True Cloud Method which employs a cloud-specific adoption approach. This approach addresses the topics that customers face while adopting cloud solutions and is different from traditional change management approaches.

With this approach your organization is guided to taking ownership of the new system and acceptance/ownership of the new ways of working in the cloud in order to maximize end-user adoption and ongoing value of the solution.

Benefits of the Cloud Adoption approach:



Typical implementation activities may cover the following:

- Creation of a Change Impact Assessment document, which assesses the impact of new processes on the business and listing of recommended interventions to address the areas of change.
- Assistance with a Change Plan, outlining how You should manage the change. It includes a stakeholder analysis and recommendation for stakeholder management, the communication strategy for change management, a training strategy, and a user support strategy.

**KEY BISCAYNE, FL**

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- Documentation of a Training Needs Analysis, which comprises an analysis of the training needs of the organization brought about by the new business processes. The output of this activity is a detailed training plan.
- Assistance in executing the training plan.
- Assistance with the development and execution of a communication plan which provides a schedule of communication activities and supporting materials.

• GIS approach and maintenance plan

ESRI Basemaps Layer Service from the ArcGIS platform is a service connects the Oracle Public Safety cloud services and Oracle Public Safety Interface with ArcGIS.

Authorized users of the Oracle Public Safety Interface, ESRI Basemaps Layer Service from ArcGIS may access the following ESRI modules and features:

- World Imagery
- Open Streetmap
- Open Streetmap (with Relief)
- Open Streetmap (Streets with Relief)
- Open Street (Light grey canvas)
- Open Street (Dark grey canvas)

• Pre-Go-Live performance and load testing plan

Planning for your testing activity is an important step in the implementation process and is critical to ensure the quality in implementation. A well tested system is a key factor in a successful Go Live and in full user enablement.

Oracle's cloud-native Public Safety Suite allows agencies to continually test and modify configuration and workflows within the system at any time. By eliminating the installation-based requirements of traditional systems, users can access and make changes to their system at their convenience throughout the project. Oracle's goal is to empower agencies to understand and feel confident in the ongoing administration of their Oracle Public Safety Suite and we encourage you to be hands-on with the system throughout the implementation process.

Oracle will provide guidance for workflow and functional testing within the system, helping you blend your agency's operations with the configurations and workflows within the Oracle Public Safety Suite to achieve your agency's goals. Oracle has replaced a singular acceptance testing event with the approach of enabling your project team and users to get hands-on with the system early and often, seeking input from your users and being empowered to modify your system to meet the needs of your agency.

The Oracle Public Safety Suite benefits from running on Oracle Cloud Infrastructure technology, enabling our enterprise cloud operations to manage the load requirements of any agency.



KEY BISCAYNE, FL

KEY BISCAYNE LAW ENFORCEMENT COMPUTER AIDED DISPATCH, RECORD MANAGEMENT, AND MOBILE PLATFORM SYSTEM

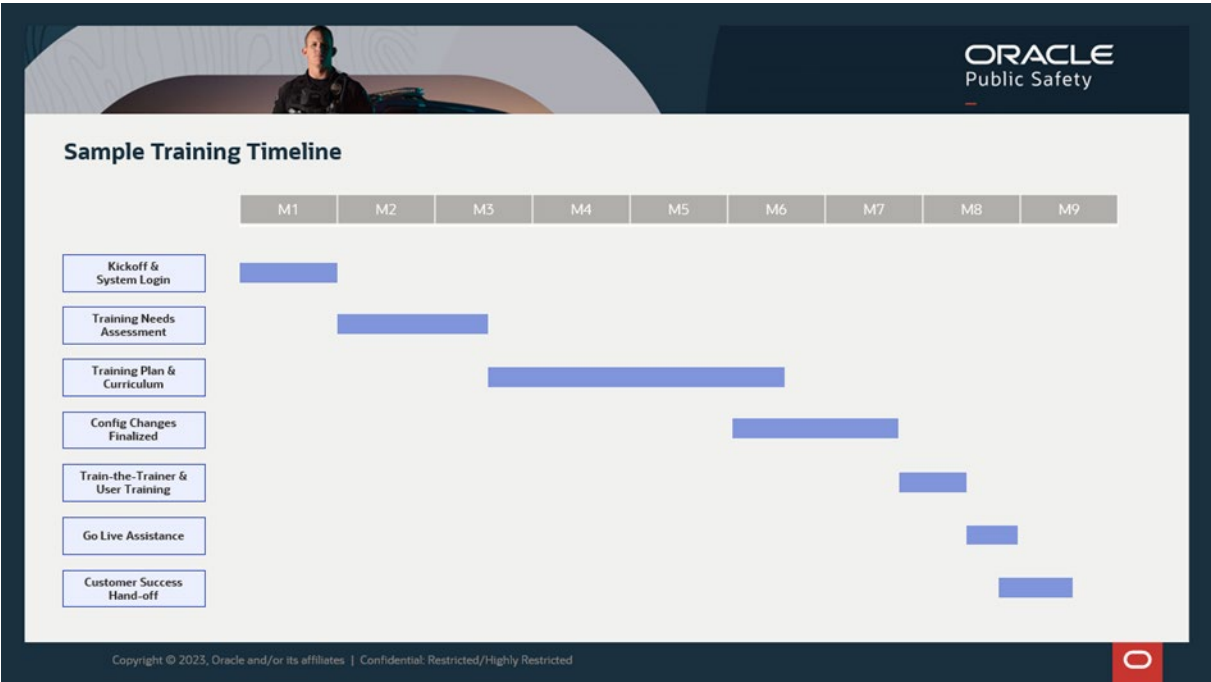
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• Specific training methodology

Oracle understands the critical nature of public safety jobs and the ability for all users of the Oracle Public Safety Suite to make the transition quickly and effectively to the new solution. The Oracle Public Safety Suite’s modern user interface and design make that transition much easier for agency users. Leveraging Oracle’s advanced Redwood user experience platform your users will find the Oracle Public Safety Suite intuitive and familiar, significantly reducing the time for new users to confidently perform their jobs.

Oracle’s training approach includes a combination of role-based and functional training topics to ensure the appropriate depth and breadth of knowledge is tailored for your users and their roles. Throughout the implementation as Oracle learns more about your agency and operations, we will create a personalized training plan and curriculum focused on getting your users comfortable and confident in the system leading up to Go Live.

Oracle offers a variety of training delivery methods including train-the-trainer, onsite instructor led training, virtual training, and online resources. Based on your agency’s size, operational complexity, and Oracle Public Safety products we will evaluate and provide the right training delivery and plan for your agency. Oracle Public Safety strongly believes in the value of interpersonal communication and will include onsite training as part of our Oracle Public Safety Suite implementations.



• Go-Live set up and support – include how long and how many subject matter experts/ implementation consultants you will have on site for each product

Oracle will provide onsite resources to assist you in your transition during Go Live. The number of resources and duration are dependent on the needs of each individual agency. The Oracle project team will work with the Village to ensure the right resources are available for your success at Go Live.



- **Post Go-Live delivery of outstanding deliverables**

Each Oracle Public Safety customer will be assigned a Customer Success Manager dedicated to ensuring you continue to get the most value out of your system throughout the lifetime of its use. Your Oracle Customer Success Manager will partner with the Oracle project team for a seamless transition of information and open items to ensure your ongoing success on the Oracle Public Safety Suite.

- **Include what is typically not completed by initial Go-Live – specific items such as conversion, Questionnaire interfaces, Video interfaces, specific modules, etc.**

Oracle plans and partners with you to deliver all needed functionality at Go Live. Oracle will partner with agencies on less-common project approaches or timelines if required by the agency.

- **Cybersecurity practices and any audits performed:**

As part of the Oracle Software Security Assurance program, as well as, as required by various Oracle Security Policies and Standards Oracle Public Safety employs a variety of methods and practices to ensure the security of our software across its entire lifecycle. These include, but are not limited to:

1. Dedicated Security Leadership and Oversight
2. Secure Architecture and Design Reviews
3. Supply Chain Security
4. Cryptography Standards
5. Secure Code Reviews
6. Secure Operations: Monitoring, SIEM, Secure Deployments, etc.
7. Continuous Security Scanning and Reporting
8. Regular internal Ethical Hacking (Offensive Security Testing)
9. Active Threat Intelligence Monitoring

Oracle Public Safety has successfully completed audits for CJIS and SOC 2 Type 1 from independent authorized auditors.

- **Provide if your system has a SOC 2 Type 2 audit or similar**

Oracle Public Safety SaaS runs in a dedicated Oracle Government Cloud tenancy which maintains several regulatory compliances including SOC 2 Type 2 and FedRAMP High Authorizations.

- **Include if any of the software provided at your firm has ever been compromised by ransomware or hacking of any type**

There have been no known security incidents against Oracle Public Safety software or its production environments involving any type of data or system compromise. Oracle maintains a comprehensive security strategy that includes active monitoring of all systems for security events/incidents through a dedicated internal Security Operations Center.



- **Provide if you have any cybersecurity specialists assigned to the division that supports product design and implementation**

Yes. Oracle maintains a robust hierarchy of cybersecurity specialists dedicated to ensuring the security and safety of our software, from the Corporate level all the way down to individual development teams, specialists are assigned to ensure security is built into each application. Additionally, the Oracle Local Government's Public Safety team has its own dedicated cybersecurity resources.

- **Provide what type of cybersecurity exercises you perform to find vulnerabilities in your system:**

- **Penetration testing, hiring outside ethical hackers to find vulnerabilities, etc.**

Oracle Public Safety utilizes a variety of complementing technologies and processes to provide both depth and breadth of coverage in detecting security vulnerabilities in the product. This includes but is not limited to, static code analysis, build artifact scanning, dynamic service scanning and internal manual security assessments (i.e., penetration testing). These processes use both internally developed and commercial tools.

L. References - should include at a minimum:

- **Five public agencies that the Vendor has sold software systems to in the last 3 years**

- **At the top of the reference list should be:**

- **Date of contract**
- **Date(s) of go-live (Dates if phased approach)**
- **State**
- **Agency**
- **Contact name, rank/title, email, direct phone**
- **Number of end users**
- **Number of agencies using system**
- **Products used**
- **Calls for service per year if applicable**

We have provided references and contact information in Form 5. We encourage you to contact these customers to gain a better understanding of how Oracle Local Government's solutions and services have successfully performed in the past.

M. List of all contracts in the last five (5) years which were cancelled and state reason.

Oracle cannot provide this information because Oracle's agreements with its customers may contain nondisclosure terms that prohibit the disclosure of customer information and project information. We can, however, provide requested information that is made public in our Annual Report on Form 10-K filing found here: <http://investor.oracle.com/financial-reporting/sec-filings/default.aspx>.



N. List of any litigation, arbitration or civil disputes between any public safety clients and your firm, your owners, or your employees

- **Statement signed by representative of your firm that your answer to this request is true and accurate – preferred owner, attorney, or C-level executive to sign.**

Oracle does engage in litigation in the normal course of business. Oracle does not comment on pending claims and/or litigation; however, Oracle is a public company and, as such, reports all litigation and/or legal claims that may have a material, adverse effect on the operation of its business in its Form 10-K filings and any subsequent updates with the Securities and Exchange Commission. Oracle's Form 10-K can be found at the following site: <http://investor.oracle.com/financial-reporting/sec-filings/default.aspx>.

O. Cost proposal to include fixed pricing:

- **All costs for the purchased system to be fully implemented**
- **Ongoing costs for additional 3 years, to include any annual increase percentage**
- **Any hardware included and costs**
- **Infrastructure requirements outside of scope, but that may be a requirement must be provided, i.e.: wired or wireless bandwidth requirements, recommended number of monitors, etc.**
- **Outline any future costs after go-live for updates, upgrades, platform changes**

We propose our SaaS delivery model in which Oracle is the cloud provider, developing, and maintaining the cloud application software, providing automatic software updates, and making the software available via a current internet browser on a subscription basis. Oracle manages all the hardware and traditional software, including middleware, application software, and security. As such, software maintenance is included in the SaaS subscription.

The fees listed below are for the cloud services specified in the attached Public Safety Suite Ordering Document.

Begin Oracle Confidential

Ongoing Annual Cost	Net Fee
Initial Term Year 1	\$70,968.00
Initial Term Year 2	\$70,968.00
Initial Term Year 3	\$70,968.00
3-Year Initial Term SaaS Fee Subtotal:	\$212,904.00
(*) Renewal Term Year 4	\$78,304.32
(*) Renewal Term Year 5	\$78,304.32
(*) Renewal Term Year 6	\$78,304.32
3-Year Renewal Term* SaaS Fee Subtotal:	\$234,912.96

(*) You will have an option to renew the same cloud services listed in the attached Public Safety Suite Ordering Document at the same usage limits for one (1) additional 36-month renewal period.

End Oracle Confidential



Services Pricing

Begin Oracle Confidential

Oracle estimates the fees for services, based on a mix of on-site and remote services, will amount to \$89,397.00 with an additional \$18,630 in estimated expenses.

Please find the Oracle Professional Services Ordering Document for the Village in Appendix A.

End Oracle Confidential

P. Outline service level agreement ("SLA") for all levels of support from minor questions to catastrophic failures of all proposed solutions. Include:

- Explanation of support tiers – Level 1, 2, 3, etc.**

When an issue is reported it will be assigned a Severity Level and the chart below reflects our commitment relative to our response.

Severity Level	Response Time
Severity 1	15 minutes
Severity 2	2 hours
Severity 3	1 day
Severity 4	2 days

Severity Level 1 – (Critical) – An Incident where the customer's production use of the Service is stopped or so severely impacted that the customer cannot reasonably continue business operations. It may result in a material and immediate interruption of the customer's business operation that will cause a loss of customer data and/or restrict availability to such data and/or cause significant financial impact.

Severity Level 2 – (Significant) – A severe loss of service. Important features of Oracle Cloud services are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.

Severity Level 3 – (Less Significant) – An important service feature is unavailable, but an alternative solution is available, or a minor service feature is unavailable with no reasonable alternative solution. Customer experiences a minor loss of business operation functionality and/or an impact on implementation resources.

Severity Level 4 – (Minimal) – A request for enhancement or documentation clarification without impact to operations or service. There is no loss of service.

Severity Levels are assigned to allow prioritization of incoming incidents. We may reclassify events based on the current impact on the Service and business operations as described in the Severity Level Definitions.

- Support day and times for all products**

The Customer Support experience is an integral part of our relationship and included in your subscription. Our Customer Support team is made up of knowledgeable engineers that are available 24 hours a day, 7



days a week, 365 days a year through a login to our Oracle Service Cloud Portal and the option of telephone support including after-hours availability for critical issues.

- **Emergency support provisions**

Our team of support professionals will help your agency work through any issues or questions related to your functional and technical operations. As your implementation nears your Go Live date, a Support Engineer will be assigned to work directly with you and your team to ensure a thorough understanding of your system and a smooth transition from Implementation to Support. The team is fully staffed by our US-based Technical Support Engineers to address all your operational challenges during normal business hours throughout the continental United States and provides emergency assistance 24 hours per day, seven days per week.

- **What constitutes a response of onsite support?**

Once your agency is using Oracle's Public Safety there should be no situation that necessitates sending support resources on site to address technical issues. The solution is hosted in Oracle data centers and all access and support will be provided remotely.

- **Specifically describe procedures if any of the proposed solutions crash**

If a customer environment experiences a Severity 1 (customer's production use of the Service is stopped or so severely impacted that the customer cannot reasonably continue business operations) or Severity 2 (Important features of Oracle Cloud services are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion) support will declare an incident. Oracle adheres to a detailed process for incident handling that ensures that any and all resources needed to address the issue are pulled together to focus on mitigation of the issue. Once the issue has been mitigated Oracle goes through a Post Incident review to ensure that any corrective or preventive actions associated with the incident are documented and assigned for correction.

- **Does anything include additional fees outside of maintenance costs?**

The only additional fees outside of subscription fees after Go Live would incur if your agency decides to engage Oracle's implementation or training teams to provide additional services outside the scope of the original agreement.

- **Escalation procedures**

If there is an issue or specific support related issue that your agency would like to escalate, escalation is available through the Support Portal or by contacting your Oracle Customer Success Manager.

- **If there is any difference in support levels based on dollar amounts?**

The support level provided by Oracle for our Public Safety does not vary by dollar amount or tier.



- **Include optional cost (if any) for a full-time onsite support representative that can assist in technical issues, training new hires, escalate issues, assist with upgrades, etc.**

Oracle does not currently offer an option to provide full-time onsite support after the completion of your implementation.

Q. List of employees to be involved in the project to include:

- **Short Biography (Project Manager should include resume)**
- **Experience**
- **Their specific role in the project**
- **How long they have been at your company**
- **List of all projects they have worked in the last five (5) years**
- **Any project members must be approved by the project team**

We have included Oracle staff resumes at the end of this section. Drawing from pool of experienced resources, Oracle Local Government only uses US-based employees. All resources have prior implementation experience and years of experience serving public safety organizations.

Oracle will make a reasonable effort to staff the project as presented. Although, due to the significant duration of our response, it is possible a specific individual may not be available at the beginning of a phase, or throughout the entirety of a phase. Our project planning takes this into account; however, we believe it is important to clearly convey to the Village that the employees presented in our response are subject to change with Oracle's discretion. The Oracle Local Government team is proud of the depth of our capabilities. Should designated individuals become unavailable, we will staff these roles with equally qualified resources.

Oracle will assign a Project Manager who is experienced with public safety and has participated in successful implementations. The resumes provided below are examples to illustrate the caliber of staff Oracle would expect to assign to the project.

Required Response On General Product

A. How long have you been providing software to government agencies?

Oracle has been providing SaaS solutions for decades. We introduced the Oracle Public Safety Suite in 2022.



B. Detail any technology solutions being utilized in public safety solutions to achieve new innovations, efficiencies, or new efficacies in providing world class public safety services to our citizens.

Oracle's unified public safety hardware and software suite provides first responders with advanced tools to boost efficiency and enhance real-time situational awareness, which can help improve issue resolution. The suite is on a single, unified technology stack (cloud, database, and application suite) all designed, built, and operated by a single vendor, Oracle.

The Oracle Public Safety Suite leverages the full IaaS and PaaS stack from Oracle and includes Oracle technologies such as:

- **Oracle Cloud Infrastructure (Government Cloud)** – Oracle Cloud provides world-class security and compliance, consistent high performance, and simple and predictable pricing. This complete solution gives governments the tools they need to quickly and efficiently migrate and manage workloads in the cloud.
- **Oracle Autonomous Database** – Oracle Autonomous Database is a fully automated service that makes it easy for all organizations to develop and deploy application workloads, regardless of complexity, scale, or criticality. The service's converged engine supports diverse data types, simplifying application development and deployment from modeling and coding to ETL, database optimization, and data analysis. With machine learning-driven automated tuning, scaling, and patching, Autonomous Database delivers the highest performance, availability, and security for OLTP, analytics, batch, and Internet of Things (IoT) workloads.
- **Oracle APEX** – Oracle APEX is the world's most popular enterprise low-code application platform that enables you to build scalable, secure web and mobile apps, with world-class features, that can be deployed anywhere – cloud or on premises. Using APEX, developers can quickly develop and deploy compelling apps that solve real problems and provide immediate value. Users don't need to be experts in a vast array of technologies to deliver sophisticated solutions.
- **Oracle AI Services** – Oracle's AI services, including generative AI, provide prebuilt models that can be customized with an organization's own data to improve model quality. Oracle's generative AI models leverage industry leading state-of-the-art large language models and are improved with Oracle's unique industry knowledge and data insights.

We also bring deep expertise with SaaS for industry as part of Oracle's industry SaaS portfolio, which serves industry at scale across the world. Our customers benefit from the technology, operational discipline and delivery processes built to support essential services millions of users rely on.

In addition to the technologies above, we have also built our Oracle Public Safety Suite with user efficiency in mind and have demonstrated that in every product within our suite as detailed below:

Dispatch Command Center

Oracle Public Safety Dispatch Command Center System is a cloud-native CAD system for emergency call management and dispatch. The system enables PSAP operators to speed up data entry, increase accuracy, and accelerate dispatch by automatically populating 911 call information, identifying and merging duplicate calls, providing "next word" text suggestions, and verifying the incident location in a blended map view. Built-in intelligence tools can also provide critical information about the location and



subjects. For example, the system can note if a home is known to have a person with mental health issues based on past incidents. This can help dispatch assign the personnel best equipped to handle the situation versus just the closest officer.

Records Management System

Oracle Public Safety Records Management System is designed to manage all public safety records for an agency, including the entry, storage, retrieval, viewing, and archiving of case reports, property and evidence, and investigative data. Fully integrated with Oracle Public Safety's dispatch and mobile services, the system can automatically link and populate 911 call incident details and mobile case reporting data, eliminating the need for duplicate data entry.

Jail Management System

Oracle Public Safety Jail Management System is a cloud-native jail and holding-facility management system designed to eliminate data re-entry and enable more efficient, secure processes from prebooking to transfer or release.

Wearable Computer System

Oracle Public Safety Wearable Computer System provides officer-worn communications and camera systems that can activate automatically upon dispatch and record interactions between law enforcement and community members to support transparency, trust, and accountability. Oracle's unique streaming and connectivity capabilities also enable agencies to provide video line of sight to a team member at a remote location, such as a command center, to give on-scene responders more guidance and support as an event unfolds. The dispatch, verbal, and video data can be automatically pulled into a case report file in real time, which can save officers hours of reporting paperwork daily.

Personal Communication System

Oracle Public Safety Personal Communications System is a mobile application that runs on a secure mobile device and facilitates dispatch and field-based interactions between first responders. Automated location- and subject-based alerts enhance situational awareness and safety for officers and citizens. In addition, camera-based vehicle license plate and driver's license scanning and full integration with the Dispatch Command Center and Records Management System, can make it easy to initiate local records searches and view and update case information via the officer's mobile device.

Vehicle Communication System

Oracle Public Safety Vehicle Communication System is a touch-talk-listen tablet application that redefines the in-car experience by providing officers with more focused, actionable data "at a glance." This can include key information from dispatch, navigation details, and field-based interactions between first responders and the command center. Responders can quickly and easily pull up complete records searches and case reporting and view a fully interactive map for better visibility into all other incidents and units in the area.



C. Does your solution utilize artificial intelligence (AI) or integrations to enhance operational efficiencies?

Oracle is heavily invested in expanding Artificial Intelligence across our Products and continuously developing new capabilities within Public Safety Suite.

Currently, the Oracle Public Safety Suite is integrated with Oracle AI services and current uses Generative AI for case report generation within our RMS product. An 'AI-assist' feature allows officers to generate a case report narrative from structured data (typically, the incident detail) and instructed data (the statements from the case involvements). The AI-generated case report narrative draft is then reviewed by the officer before submission. As the case evolves, new AI-generated narratives can be generated on demand from the updated case data while preserving the history of previous versions. This generative AI constitutes a major productivity improvement.

Further AI services, such as additional AI Generative capabilities, text transcription and objects/face detection from video feeds analysis, are planned in our future* roadmap.

Future Functionality - Oracle maintains a future release roadmap and is open to additional research and development, exploring opportunities to bring additional functionality like this requirement into the Oracle Public Safety offering. Oracle does not provide expected release timeframes.

D. Describe any other specific technical requirements for end user access to the solution.

The minimum requirements for accessing Oracle Public Safety Suite to ensure a great experience are included below:

CAD/RMS/JMS Admin Console Workstations

Requirement	Details
Hardware Specs	CPU Cores: 2 Memory: 8 GB OS: Microsoft Windows 10/11, macOS 11/12/13
Preferred Browser	Google Chrome (latest) The OPSS desktop web features are primarily developed and testing using Google Chrome. Multi-screen layout browser extension is available for Google Chrome.
Network Bandwidth Requirements	100 Mbps download / 50 Mbps upload For Incident Command (incident live-streaming) Feature: Add 2 Mbps download for each simultaneous high-def 720p (1280x720), 30 FPS live-stream to view. E.g., 20 streaming units (5 HD live streams each) being simultaneously viewed through the network adds 200 Mbps (20 units x 5 streams per unit x 2 Mbps) to the download requirement for a total of 300 Mbps download bandwidth



Vehicle Communication System

Requirement	Details
Hardware Specs	Oracle supplied tablet
Network Bandwidth Requirements	25 Mbps / 25 Mbps Add 2 Mbps download for each simultaneous high-def 720p (1280x720), 30 FPS live-stream to view. E.g. 3 streaming units (5 HD live streams each) being simultaneously viewed through the network adds 30 Mbps (3 units x 5 streams per unit x 2 Mbps per stream) to the download requirement for a total of 55 Mbps download bandwidth.
Cellular Router Specs	In-vehicle Wi-Fi connectivity to be supplied by customer. Cellular router recommended.

Personal Communication System

Requirement	Details
Hardware Specs	Recommended: iPhone X or above Minimum: iPhone 8a and above OS: iOS 16+
Network Bandwidth Requirements	25 Mbps / 25 Mbps

E. Can your software be accessed from remote locations if the user has credentials to access the software?

Yes, users can access OPSS remotely with proper user credentials through web browser.

F. Detail the proposed hardware for the in vehicle solution.

The Oracle Public Safety Suite Vehicle Communications System (VCS) mobile system that includes the mobile application and an Oracle provided Android tablet that can be mounted in a vehicle specific, rugged mount with a movable arm.

G. Do you warranty the vehicle hardware?

Yes. Oracle also provides the unique benefit of providing a tablet and the associated case and mounting solutions, all covered by Oracle's Advanced Parts Exchange (no-fault warranty) as a part of the Vehicle Communications System and Tablet Communication System. This allows agencies to have the unique



benefit of an all-inclusive cost when it comes to mobile computing and eliminates another capital budget. These tablets are also refreshed at contract renewal, ensuring the Village stays current with in-vehicle devices without the need for a large capital budget for upgrades.

Investing in Oracle Support fuels innovation and provides you with important support and security updates for your Oracle products. Organizations around the world continue to rely on Oracle as their trusted support provider of outstanding protection for vital business interests.

Oracle's integrated, end-to-end solutions are designed to help optimize and streamline workflows and improve local government organizations by accelerating innovation with open and integrated public safety solutions. You can depend on Oracle's essential technical assistance and comprehensive support services to help you get the most out of your Oracle public safety hardware and achieve your organizations goals.

With Oracle, you receive unparalleled expert support, when you need it. Oracle Advanced Parts Exchange for Public Safety Hardware helps ensure continuity of service, while helping control and manage annual maintenance costs by providing:

- System coverage – Rather than dealing with multiple vendors and receiving disjointed support for Oracle sold Public Safety hardware, you can access one comprehensive support solution which includes no fault coverage for accidental damage and next business day parts exchange. With Oracle Advanced Parts Exchange for Public Safety Hardware Support, you can also retain your malfunctioning units.
- Access to service request assistance 24/7 – Your staff has immediate access to assistance and the ability to log service requests 24 hours a day, 7 days a week, including holidays. Additionally, non- technical customer service is available during normal business hours. We provide fast answers and proven solutions based on our experience supporting more than 430,000 customers around the world. You can rest assured our hardware experts are there when you need them.
- Rapid-response support – When you require hardware assistance, we are ready to respond. Our highly trained technicians leverage their experience and vast knowledgebase to quickly troubleshoot and send the required hardware parts needed to get your business back on track quickly and effectively.

For warranty information, please refer to the new Public Sector Agreement for Oracle Cloud Services template provided as part of Oracle's response.

H. Please provide detailed information about your firm's ownership structure and commitment to investment in the proposed product line.

Oracle America, Inc. is a wholly owned subsidiary of Oracle Corporation. Oracle Corporation's common stock is traded on the New York Stock Exchange under the symbol "ORCL."



Required Response On Technical – Cloud, Security

A. Describe your solution delivery options (On Prem, Hybrid, Cloud), including information about your performance history, redundancy/hot fail-over options, and vendor responsibility for disaster recovery for a Hosted/Cloud solution.

The Oracle Public Safety Suite is a cloud native suite built on the Oracle Cloud Infrastructure (OCI). Oracle is the sole vendor responsible for building, managing and securely maintaining our cloud native solution including business continuity. Oracle is the only fully vertically integrated vendor in the industry that is both responsible for both the software application and the storage solution. We use the latest technology components, coupled with advanced cloud management controls, to deliver reliable and effective results. Oracle provides resilient networking with minimal latency, allowing synchronous replication and constant uptime, as well as predictable bandwidth and performance.

Data and configuration are kept in an Oracle Autonomous Database. Autonomous Database performs a full back-up every 60 days, as well as weekly cumulative and daily incremental backups.

Oracle Public Safety Suite does not have scheduled down time or maintenance windows. It is engineered for zero-downtime updates. Oracle Public Safety Suite is engineered and deployed with warm back-up systems in a geographically distant data center. In the case of a major data center disaster, the recovery time objective to restore OPSS service is under one hour. The maximum time window of data loss before the disaster affected the database systems is 5 minutes. Oracle Public Safety Suite systems are engineered and deployed with high availability (99.95%), i.e., the components run with region-local redundancy. Oracle Public Safety Suite systems are closely monitored 24/7 for availability. High availability and business continuity are automatic, performed by Oracle, and do not require action from our customers.

B. Describe how your proposed solution adheres to the FBI's CJIS security policy.

OCI's unparalleled security and Oracle's commitment to full compliance of the Department of Justice's Criminal Justice Information Systems ("CJIS") Security Policy by utilizing FIPS 140-2 encryption sets Oracle apart from other vendors. It starts with our foundation and one of the most significant risks to law enforcement operations in 2024, cloud and data security.

- OPSS has undergone an independent CJIS Security Policy (version 5.9) compliance evaluation.
- There is currently no universal CJIS approval entity, however Oracle has engaged an independent third-party audit of CJIS controls required to be integrated within Oracle Public Safety Suite and OCI.
- Oracle has dedicated resources to ensuring CJIS compliance at both the technical and operational level.
- Oracle Public Safety Suite complies with each of the 13 policy areas of the FBI's CJIS Security Policy.



C. Describe how data is secured including what security practices & controls are in place.

The Oracle Public Safety Suite is designed and implemented with security as top of mind from the beginning foundations and continuously as it evolves. Secure design and implementation are driven by the comprehensive Oracle Software Security Assurance (OSSA) framework, and compliance is governed and validated by the rigorous Oracle Corporate Security Solution Assurance Process (CSSAP). OSSA framework includes:

- Establishing responsible security leadership for Oracle Public Safety Suite
- Regular and on-going security training for all Oracle Public Safety Suite development staff
- Threat modeling and risk analysis of the Oracle Public Safety Suite software
- Thorough security review of the Oracle Public Safety Suite supply chain, with particular scrutiny on the cryptography provenance
- Oracle Public Safety Suite code review, scanning, analysis, and is automated security-focused
- Continual security testing of the deployed Oracle Public Safety Suite software
- A procedurally strict and mature vulnerability handling process for Oracle Public Safety Suite that is incorporated into Oracle's broader vulnerability management process
- The deployed Oracle Public Safety Suite software regularly undergoes penetration testing by professional Oracle-internal ethical hacking teams

Oracle's enterprise-class security alleviates concerns about data privacy, data management, security, and availability, including:

- **Encryption of all data** that is in-motion and at rest in Oracle Public Safety Suite
- **Security hardened** OCI platform, and Public Safety Suite application-level components which reside on Oracle's GovCloud
- **Customer-isolated** databases, networks, and software instances (blast-radius strategy to contain and breaches or outages)
- **High-availability** of Oracle Public Safety Suite and a regularly tested disaster recovery scheme (availability strategy to remediate denial-of-service or outage events)

The Oracle Public Safety Suite is designed and built from its foundations with adherence to key architectural security principles:

- **Assume breach** and embed mitigating controls throughout the Oracle Public Safety Suite
- **Least privilege** access dominates the Oracle Public Safety Suite access model
- **Defense-in-depth** with multiple mitigating controls throughout the Oracle Public Safety Suite software

OPSS also employs the following key security controls:

- Continual proactive component repaving to unseat any breached compute instances



- Oracle's Identity Cloud Service identity provider uses OAuth2, client-brokered login experience whereby the Public Safety Suite system itself never handles user credentials
- FIPS 140-2 certified cryptography modules
- Sophisticated policy-based, fine-grained API authorization scheme
- File integrity monitoring of system files on compute instances
- Antivirus protection on compute instances

D. Describe how your solution provides 3rd party data security.

OPSS maintains a comprehensive third-party software management process that requires the registration and corporate approval of all commercial and F/OSS software components used. In compliance with corporate security and legal requirements all third-party software must be kept current with patches. When software becomes obsolete (not supported) it must be removed or replaced. If no longer needed it must be removed.

E. Describe how your solution provides security in the field.

OPSS ensures the security of the solution and its data in the field through:

- The use strong data encryption including the use of FIPS140-2 certified crypto modules.
- All networked traffic both externally and internally is over secured protocols such as TLS 1.2+, SSH and IPSEC
- Modern and robust authentication mechanisms and including MFA support
- Comprehensive Role Based Access Controls
- Strong mobile device security for Oracle managed devices (such as WCS) using industry leading MDM solution.

F. Describe where the data is stored and who has access to the data.

Where Data is Stored

Data is Stored in the OCI Government Regions which provide a highly secure, enterprise-scale cloud ecosystem that's isolated from commercial customers and built to support regulatory compliant mission-critical public sector workloads. Oracle customers in federal, state and local government use Oracle Cloud U.S. Government Regions to accelerate the migration of on-premises workloads, modernize business processes with cloud applications, and safely drive technology innovation in the cloud.

Oracle Public Safety Suite is hosted in the two government-workload-dedicated Oracle US Government Cloud data centers (eastern and western US) based on the network proximity of the agency's geography. The underlying infrastructure, platform and software services which supports OPSS are authorized as FedRAMP High and DISA Impact Level 4.



OPSS streams comprehensive security telemetry data to a SIEM (a Security Incident and Event Manager; a monitoring system used to detect suspicious activity) in the Oracle Cloud security operations center where the telemetry data is analyzed, and the real-time results are monitored 24x7x365 for any abnormal activity.

Who Has Access to Data

Direct access to Oracle Public Safety Suite customer data running in the Oracle Cloud is highly controlled and restricted to a very small group of qualified senior Oracle Local Government staff which are CJIS-cleared Oracle employees. Direct data access requires an operations break-glass event which is fully audited and reviewed post-event by management.

G. Describe how data is backed up.

Data and configuration are kept in an Oracle Autonomous Database. Autonomous Database performs a full back-up every 60 days, as well as weekly cumulative and daily incremental backups.

Oracle Public Safety Suite does not have scheduled down time or maintenance windows. It is engineered for zero-downtime updates. Oracle Public Safety Suite is engineered and deployed with warm back-up systems in a geographically distant data center. In the case of a major data center disaster, the recovery time objective to restore OPSS service is under one hour. The maximum time window of data loss before the disaster affected the database systems is 5 minutes. Oracle Public Safety Suite systems are engineered and deployed with high availability (99.95%), i.e., the components run with region-local redundancy. Oracle Public Safety Suite systems are closely monitored 24/7 for availability. High availability and business continuity are automatic, performed by Oracle, and do not require action from our customers.

H. Is your software run in a secure environment?

Yes, our solution runs in a secure environment. Oracle's enterprise-class security alleviates concerns about data privacy, data management, security, and availability, including:

- **Encryption of all data** that is in-motion and at rest in Oracle Public Safety Suite
- **Security hardened** OCI platform, and Public Safety Suite application-level components which reside on Oracle's GovCloud
- **Customer-isolated** databases, networks, and software instances (blast-radius strategy to contain and breaches or outages)
- **High-availability** of Oracle Public Safety Suite and a regularly tested disaster recovery scheme (availability strategy to remediate denial-of-service or outage events)

I. Is your software securely implemented?

Encompassing every phase of the product development lifecycle, Oracle Software Security Assurance (OSSA) is Oracle's methodology for building security into the design, build, testing, and maintenance of



its products, whether they are used on-premises by customers, or delivered through Oracle Cloud. Oracle's goal is to ensure that Oracle's products help customers meet their security requirements while providing for the most cost-effective ownership experience.

OSSA includes a comprehensive set of mandatory requirements in its Secure Coding Standards that cover more than two dozen areas including access control, API security, cryptography, data protection, exploit mitigation, secure configuration and data communications.

Oracle Public Safety Suite ensure all code and build artifacts are scanned daily using a variety of commercial and OSS scanners including Nessus, Qualys, Anchore, Fortify and others. All findings/issues are centrally reported and tracked via our vulnerability management process.

J. What kind of other security protections does your software have?

Oracle Public Safety includes comprehensive set of security controls and defense-in-depth strategies, including:

- A comprehensive Incident Response program
- Robust application and security logging including active monitoring via SIEM
- Data Audit Logs
- A comprehensive configuration and change manage policy and standard
- TLS 1.2, FIPS140-2 certified encrypted communications with all client devices
- Strong (AES-256) FIPS certified encryption of data at rest
- Robust vulnerability management and patching program
- Antimalware and Antivirus detection on servers
- File Integrity Management on servers

K. What kind of 3rd party testing or audits does your software undergo?

Oracle Public Safety Suite has successfully completed CJIS 4.9.2 and SOC 2 Type 1 audits via a third-party auditor.

L. How does your software protect our agency from Ransomware threats?

Oracle Public Safety employs several key design and security features that help protect customer data against ransomware attacks, including:

- A true Cloud SaaS model that physically and logically separates your on-premises users and systems from the Oracle Public Safety data being stored in OCI Government Cloud.
- Access to data is only from authorized client devices
- Strong authentication, including MFA
- Robust permissions and Role Based Access Controls
- Data access auditing
- Robust Backup and Disaster Recovery mechanism in place



M. Do you own the data center in which the CJIS data will be housed? If not, what third-party is used?

Yes. The Oracle Public Safety Suite is a cloud native suite built on the Oracle Cloud Infrastructure (OCI). Oracle is the sole vendor responsible for building, managing and securely maintaining our cloud native solution including business continuity. Oracle is the only fully vertically integrated vendor in the industry that is both responsible for both the software application and the storage solution. We use the latest technology components, coupled with advanced cloud management controls, to deliver reliable and effective results.

Acceptance

“Final System Acceptance” will occur after the completion of the overall System Reliability Test and a mutually agreeable plan to remedy errors has been developed.

Confirmed.

- **It will be expected that the participating entities’ identified implementation team will be thoroughly trained. Training will include:**
 - **Thorough training before implementing the system and configured with as much knowledge from participating entities as possible.**
 - **Training necessary to understand system architecture, system configuration, interface configurations, data import/export capabilities and workflow configurations and approval processes.**
 - **Training each Computer Aided Dispatch (“CAD”), RMS, and mobile user**
 - **Train the trainer is the choice of the implementation team.**

Oracle understands the critical nature of public safety jobs and the ability for all users of the Oracle Public Safety Suite to make the transition quickly and effectively to the new solution. The Oracle Public Safety Suite's modern user interface and design make that transition much easier for agency users. Leveraging Oracle's advanced Redwood user experience platform your users will find the Oracle Public Safety Suite intuitive and familiar, significantly reducing the time for new users to confidently perform their jobs.

Oracle's training approach includes a combination of role-based and functional training topics to ensure the appropriate depth and breadth of knowledge is tailored for your users and their roles. Throughout the implementation as Oracle learns more about your agency and operations, we will create a personalized training plan and curriculum focused on getting your users comfortable and confident in the system leading up to Go Live.

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Oracle offers a variety of training delivery methods including train-the-trainer, onsite instructor led training, virtual training, and online resources. Based on your agency's size, operational complexity, and Oracle Public Safety products we will evaluate and provide the right training delivery and plan for your agency. Oracle Public Safety strongly believes in the value of interpersonal communication and will include onsite training as part of our Oracle Public Safety Suite implementations. When appropriate, Oracle prefers to leverage a train-the-trainer model that empowers your users to be experts in the system and able to confidently educate, guide, and lead your users during the change-over. Below is a sample training plan. Please note that the specific duration, number of attendees, and scheduling will be tailored to fit your needs.

Sample Training schedule

		Monday	Tuesday	Wednesday	Thursday	Friday
Week 1	0800-1200	CAD End User (6 hours)	CAD End User (6 hours)	CAD End User (6 hours)	Patrol TTT (2hours/15 trainers)	Oracle Travel Day
	LUNCH				Supervisors (1hour)	
	1300-1500				LUNCH	
	1500-1700	Patrol TTT (2hours/ 15 trainers)	Patrol TTT (2hours/15 trainers)	Patrol TTT (2hours/15 trainers)	Records TTT (3 hours/20 trainers)	
Week 2	0800-1200	Jail Intake (2 hours/15 users)	Fire TTT (2hours/15 trainers)	Investigations/ Report Writing (3hours)	Mobile (Coroners/Probation) (2 hours)	Oracle Travel Day
		Jail Booking (2 hours/15 users)	Fire TTT (2hours/15 trainers)		Querying/Reporting (2 hours)	
	LUNCH	LUNCH	LUNCH		LUNCH	
	1300-1500	Fire TTT (2hours/15 trainers)	Jail Intake (2 hours/15 users)	P&E (2 hours)		
	1500-1700	Fire TTT (2hours/15 trainers)	Jail Booking (2 hours/15 users)	Crime Scene (2 hours)		

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- Interfaces and conversion work will be required to begin as soon as a project plan is signed off on.

Confirmed.

- The Vendor will provide a Pre-Go Live checklist and be onsite to assist in the preparation of Go Live.

Confirmed.

- The Vendor will provide adequate on-site support for the Go Live date(s) and after as is appropriate for the safe and stable operation of their software solution.

Confirmed.

SUITE

Item Number	Category	Module/Description of Requirement	Comply
1	Cloud Requirements	Must be cloud based/cloud native solution that meets industry accepted cybersecurity requirements (e.g. CSA Star Registry/CSA CAIQ required)	Yes
2	Cloud Requirements	Must be highly available & have a disaster recovery process that replicates the data in 1 hour or less	Yes
3	Cloud Requirements	Must host all data within the United States with at least one backup site and must comply with CJIS	Yes
4	Cloud Requirements	Have two environments (one that can be used for production & one for training purposes) with software updates pushed to all environments at the same time	Yes
5	Cloud Requirements	Must be the same provider for the CAD/RMS/Mobile and also for the cloud storage	Yes
6	Cloud Service Delivery	Must have government cloud experts available on demand in the event of infrastructure or platform service failures in your government cloud	Yes
7	Cloud Service Delivery	Must have a hardened fast delivery processes capable of meeting SLA & quality metrics. Please explain your operations process including team size and process controls.	Yes
8	Cloud Service Delivery	Must have a cloud architecture review process to support significant changes to architecture or services. Please explain your cloud architecture review process.	Yes
9	Cloud Service Delivery	Must have zero downtime updates & no scheduled maintenance windows.	Yes
10	Cloud Service Delivery	Must have at least 3 redundant service instances for SaaS services to support real time usage & load.	Yes
11	Cloud Service Delivery	Must have cross- region disaster recovery.	Yes
12	Reporting & Querying	Must have easily customizable reports for local data while being searchable	Yes
13	Reporting & Querying	Must have the ability to query & report upon CAD and RMS	Yes
14	Reporting & Querying	Must have the ability to create customized reports and ad hoc queries	Yes
15	Reporting & Querying	Must have the ability to customize the layout of the data by choosing columns, applying filters, highlighting and sorting	Yes
16	Reporting & Querying	Must have the ability to define breaks, aggregations, charts & computations	Yes
17	Reporting & Querying	Must have the ability to create graphical charts and switch between the chart and the report views using the icons in the search bar	Yes
18	Security	Supply a full list of open-source libraries within the product for evaluation during a cyber-event (e.g. log4j)	Yes
19	Security	Vendor's personnel must be CJIS compliant	Yes
20	Security	Ability to capture all transactions in an audit log that is visible to and searchable by any authorized user	Yes
21	Security	Ability to date and time stamp all application transactions for CAD & RMS	Yes
22	Security	Allow for templates or officer specific permissions surrounding access and entry.	Yes
23	Security	Must have a staffed security operations center in place	Yes

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24	Security	Must have ability to support CJIS audit on demand with a trained compliance team provided by the vendor	Yes
25	Suite Functionality	Ability to date and time stamp all application transactions.	Yes
26	Suite Functionality	Have a system upgrade methodology with no downtime and includes the ability to apply bug fixes/patches without requiring a full upgrade.	Yes
27	Suite Functionality	Must have easily customizable reports for local data while being searchable on any field.	Yes
28	Suite Functionality	Allow for templates or officer specific permissions surrounding access and entry.	Yes
29	Suite Functionality	Restrict viewing, field entry, printing, and dissemination of information to user-based permissions.	Yes
30	Suite Functionality	Must automatically verify map locations for address entries (ex. Huber addresses or home addresses).	Yes
31	Suite Functionality	Compatible with other area agencies running the same system.	Yes
32	Suite Functionality	Mobile Products must support multi-factor authentication that starts at the network level	Yes
33	Suite Functionality	Must provide a suite of fully integrated CAD, Mobile and RMS	Yes
34	Suite Functionality	Must include Single Sign On (SSO) across applications	Yes
35	Suite Functionality	Must maintain compatibility with current operating system/browser software levels for CAD/RMS (e.g. Windows 10/Windows 11)	Yes
36	Suite Functionality	Must have an Audit Log that logs View, Adds, Edits & Delete functions	Yes
37		Must have an Audit Log that is accessible based on permissions & allows admins to see activity performed in the system	Yes
38	System Administration	Maintain detailed and easy to read activity logs and audit trails.	Yes
39	System Administration	Allow tiered access to information, based on passwords and other authentication and non-repudiation practices. User, group, and Role-based authentication and authorization shall be a part of the RMS	Yes
40	System Administration	Allow Geofile information in the CAD and the RMS to be synchronized, based on established parameters.	Yes
41	System Administration	Allow some parameters of the RMS to be configurable by the system administrator at a minimum. For example, the system administrator shall be able to modify parameters, such as agency and chief's name, Originating Agency Identifier (ORI), address, and phone number.	Yes
42	System Administration	Allow changes to parameters, such as juvenile majority age, latitude/longitude/altitude or state plane geography coordinates, and name matching rules.	Yes
43	System Administration	Include the ability for the user agency to define and maintain code lists and associated literals (i.e., plain English translation) for as many data elements as possible. The literals shall be stored in the database, as appropriate.	Yes
44	System Administration	Provide the ability for system users to expand windows, open multiple windows, and perform simultaneous transactions	Yes
45	System Administration	Provide system administration functions that include security (e.g., user role, jurisdiction)	Yes

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46	System Administration	Allow tiered access to information, based on passwords and other authentication and non-repudiation practices. Role-based authentication and authorization shall be a part of the RMS	Yes
47	System Administration	Provide for dropdown/pick list items that are agency-specific and maintained by agency administrators (an exception may be NIBRS fields).	Yes
48	System Administration	Provide for offenses and charges to be separated for NIBRS purposes and maintained by security permissions.	Yes
49	System Administration	Provide the ability to maintain security permissions for personnel and groups of personnel to view, add, and modify RMS module information between multiple agencies.	Yes

CAD

Item Number	Category	Module/Description of Requirement	Comply
1	General CAD	Ability to support remote access to the CAD & perform the following: Monitor & Create Calls for Service, Dispatch Calls & Monitor AVL	Yes
2	General CAD	Ability for the system to automatically generate a CAD Call for Service number based on the format each agency requests	Yes
3	General CAD	Include the ability to automatically to transfer call for service data to the law enforcement RMS	Yes
4	General CAD	Ability to transfer call for service data upon call closure	Yes
5	User Interface	Ability to display multiple unit status windows at the same time	Yes
6	Data Entry	Ability to provide type ahead capability such that the user can continue entering data while the system is processing a previous transaction	Yes
7	Data Entry	Ability to support drop down menus and auto completion	Yes
8	Data Entry	Must sort/filter any pick list by code and description	Yes
9	Data Entry	Allow for selection of items from a pick list by keyboard navigation and mouse - point and click	Yes
10	Data Entry	Ability to automatically wrap text in free text entry CAD fields	Yes
11	Data Entry	Ability to copy and paste to and from CAD data fields using native browser functionality	Yes
12	Command line and Hotkeys	CAD user can use command line to field initiate an incident based on the requesting unit's current location, assigning to the unit and status change the unit to "On Scene" under 1 command.	Yes
13	Command line and Hotkeys	Support law enforcement radioing in traffic stops with intuitive and fast commands to assign unit, location, and incident type for each responding agency. Vehicle information such as state, license plate, vehicle description can be quickly added to Traffic Stop command to promptly create an involved vehicle to the incident.	Yes
14	Command line and Hotkeys	CAD user can use command line to assign a unit to a pending or active incident.	Yes
15	Command line and Hotkeys	Keystrokes to launch the command line from any window & keystrokes to select unit	Yes
16	Command line and Hotkeys	Allow users to open, close and toggle between command lines with a hotkey	Yes
17	Command line and Hotkeys	The command line should allow for all commands to be executed using unit info or call for service via auto-completion ability	Yes
18	Command line and Hotkeys	User is not required to enter the entire Call for Service Number to execute commands & can enter partial call for service numbers, partial address, or partial incident type to determine incident for command line.	Yes
19	Timers & Time Stamps	Ability to automatically time stamp all activities. Time stamps should include the date/time, unit identifier and user performing the function/activity	Yes

20	Timers & Time Stamps	The System has an easy-to-use manual timer: set, snooze, and clear. Any unit assigned to an incident can have a user-added safety timer that is glanceable with	Yes
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		obvious notifications that go to all dispatchers. The timer can be set to 3 or 4 minutes.	
21	Call- Taking	Ability to receive call data from an E911 Phone System	Yes
22	Call- Taking	Ability to automatically populate CAD screen with information from E9-1-1 application (no manual intervention required)	Yes
23	Call- Taking	Ability to enter calls using preformatted screens	Yes
24	Call- Taking	Data captured in the CAD Call for service from the 911 ANI/ALI spill shall include: Incoming Date/ Time, Customer Name, Lat/Long, Location Information - Address, Apartment/ Building / Suite #, Caller Phone Number, Class of Service, Elevation/ Z Axis/ Coordinate, Uncertainty/ Confidence Factor, City, PSAP, Phone Position, ESN	Yes
25	Call- Taking	Data captured in the CAD Call for service for VOIP calls should include: Incoming Date/ Time, Customer Name, Lat/Long, Location Information - Address, Apartment/ Building / Suite #, Caller Phone Number, Class of Service, Elevation/ Z Axis/ Coordinate, Uncertainty/ Confidence Factor, City, PSAP, Phone Position, ESN	Yes
26	Call- Taking	Ability for narrative fields to allow or an unlimited number of characters in the total comments and individual comments with up to 1000 characters	Yes
27	Call- Taking	Ability to enter standard information in defined fields for the following: Individuals (Callers, witness, suspect & descriptions), Vehicles (including license plate & vehicle description) & location	Yes
28	Call- Taking	Ability for call taker and dispatcher to work on the same call for service simultaneously	Yes
29	Call- Taking	Ability for call taker to add comments to a call after it has been dispatched and automatically update the dispatchers screen	Yes
30	Call- Taking	Must include the ability for users to emphasize the comments by marking the comment to highlight messages as urgent/high priority	Yes
31	Call- Taking	Ability to receive geographic coordinates from a cellular telephone carrier	Yes
32	Call- Taking	Have the ability to relate Yes/Y coordinates to the closest physical actual address	Yes
33	Call- Taking	Ability to transform Yes/Y coordinates to a map for display	Yes
34	Call- Taking	Must include the ability to utilize common place names that map to specific addresses and Yes/Y coordinates	Yes
35	Call- Taking	Ability to parse address data into the following elements: Street Number, Apartment, Lot or Suite information, Street Name, Street Prefix, Street Type (Ave, Ln, St, Rd, Way, Ct, etc.), & City	Yes
36	Call- Taking	Ability to geoverify the location of all entered addresses that correspond to mapped locations in the GIS data	Yes
37	Call- Taking	Ability to override the geoverified location	Yes
38	Call- Taking	Ability to validate an entry upon: User Initiated (e.g. Press a button) or Entry into a Location Field	Yes
39	Call- Taking	Ability upon address verification for system to auto-populate associated fields (e.g., zip code, town, etc.)	Yes
40	Call- Taking	Ability to use the ALI reported location address for address verification	Yes

41	Call- Taking	Ability to automatically display the following upon entry of a verified address: cross streets, common place names, apartment/building/suite #, business name, police response area, fire response area, beat & county	Yes
42	Call- Taking	Ability to translate call location to appropriate public safety geographical boundary (e.g., district, beat)	Yes
43	Call- Taking	Ability to enter a commonplace name and be presented with a list of addresses with that commonplace name (e.g., Walmart's search)	Yes
44	Call- Taking	Ability to notify user through a visual and/or audible flag if multiple street addresses/street names/intersections are found in GIS	Yes
45	Call- Taking	Ability to offer a list of address options if multiple similar addresses/intersections/street names are found in GIS	Yes
46	Call- Taking	Ability to display, on a map, the call location in relation to other active calls on the map during the call entry process	Yes
47	Call- Taking	Ability to display a drop-down list containing call types	Yes
48	Call- Taking	Must filter the list of possible call type candidates by description, allowing users to easily filter and select the appropriate call type via keyboard function	Yes
49	Call- Taking	Ability for user to override associated priority	Yes
50	Call Creation	Ability to create a CAD call from the input of location and call type, at minimum	Yes
51	Call Creation	Ability to input all call and narrative information on one	Yes
52	Call Creation	Ability to display a blank form for entering new calls with a single keystroke, or mouse click upon initiation of a CAD call	Yes
53	Call Creation	Log all calls to a specific status that are retrievable even if they are not included in the active or pending queue.	Yes
54	Call Creation	Partially completed CAD calls for service must be retrievable by any authorized CAD user	Yes
55	Duplicate Management & Merging Calls	Ability to identify and flag potential duplicate calls during the call taking process in a manner that allows users to quickly identify potential duplicate calls in order to determine if a call should be supplemented or a new call created	Yes
56	Duplicate Management & Merging Calls	Ability to identify duplicate calls through an address match	Yes
57	Duplicate Management & Merging Calls	Ability to automatically provide the user with call details about possible duplicate calls, including time of call, location, call type and proximity	Yes
58	Duplicate Management & Merging Calls	Allow for a quick and easy way for users to view potential duplicate calls and either supplement the existing call or opting to create a new call for service	Yes
59	Duplicate Management & Merging Calls	When presenting users with potential duplicate calls, the CAD system should include call type, location, and date/time of call creation	Yes

60	Duplicate Call & Management Merging Calls	Allow users to remove/cancel a cross referencing of calls for service if it was done in error	Yes
61	Duplicate Call & Management Merging Calls	When calls are merged, the merged information should be easy to read, include all original timestamps, caller information and narratives and indicate which CAD user entered the information	Yes
62	Premise Information Retrieval	Ability to search for premise information based on: Address, Block Ranges, Business Name and Common Place Names.	Yes
63	Premise Information Retrieval	Ability to automatically alert users to premise history related to a current call	Yes
64	Premise Information Retrieval	Ability to indicate the number of past calls at a location	Yes
65	Premise Information Retrieval	Ability for premise information to be available to user but not prevent operator from continuing current work (e.g., window does not cover entire workstation screen)	Yes
66	Dispatch	Ability to retrieve a CAD call and review all available information already entered up to the point of call retrieval	Yes
67	Dispatch	Ability to keep calls in pending queue indefinitely	Yes
68	Dispatch	Ability to filter pending calls by priority, call type & status	Yes
69	Dispatch	CAD Dispatchers to be able to filter the incident queue by a specific agency to customize their focus on specific sets of incidents.	Yes
70	Dispatch	CAD dispatchers' queue filters are persisted when navigate away from the queue to other page. These preservations stay until the user cancels them.	Yes
71	Dispatch Location Flexibility	Ability to Dispatch units to a non-street address such as an intersections or mile markers.	Yes
72	Dispatch Location Flexibility	Ability to see local business names that autofill the location to swiftly dispatch to them.	Yes
73	Multiple Discipline/ Multiple Agency Dispatch	Ability to collaborate on a multi-agency response across fire, law, and EMS on a single incident	Yes
74	Multiple Discipline/ Multiple Agency Dispatch	Incident queues can be filtered based on responding agency	Yes
75	Multiple Discipline/ Multiple Agency Dispatch	Mobile Tablet incident details on the are unique for each responding agency	Yes
76	Multiple Discipline/ Multiple Agency Dispatch	Dispatcher for multiple agencies able to dispatch units from multiple agencies to incident while communicating independent agency specific incident types, priorities, status of agency response, and agency prescribed pattern response number.	Yes
77	Multiple Discipline/ Multiple Agency Dispatch	Can dispatch resources (units) for any agency and/or discipline under single incident number/disposition	Yes
78	Multiple Discipline/ Multiple Agency Dispatch	Can dispatch resources (units) for any agency and/or discipline - multiple Incident types over time	Yes

79	Multiple Discipline/ Multiple Agency Dispatch	Incident queue Multi-Agency allows for management of single incident as well as all joined-responding agencies on the same incident from the Incident queue including separate incident numbers per discipline & disposition types	Yes
80	Multiple Discipline/ Multiple Agency Dispatch	Ability to have Discipline Specific Disposition Type Selections: Each discipline associated with the incident will have discipline specific disposition types configured by their agency for selection at the time of unit disposition.	Yes
81	Multiple Discipline/ Multiple Agency Dispatch	Ability to Disposition and close out the response for different agencies and their units. Each responding agency can disposition with their own timestamp, incident number, and incident details	Yes
82	Multiple Discipline/ Multiple Agency Dispatch	Printable incident summary data for each responding agency with their specific details	Yes
83	Unit & Resource Recommendation	Ability to automatically provide appropriate resource recommendations based on any combination of:	--
84	Unit & Resource Recommendation	Beat/Location responsibility	Yes
85	Unit & Resource Recommendation	Call location	Yes
86	Unit & Resource Recommendation	Call type	Yes
87	Unit & Resource Recommendation	Priority	Yes
88	Unit & Resource Recommendation	Ability for agency authorized personnel to modify run cards/response plans based on user permissions	Yes
89	Special Skills	Ability to bring up a list of special skills/equipment for all personnel logged on	Yes
90	Special Skills	Ability to identify all personnel with a specific skill (e.g., language, training) by logged on and available/not available or not logged on	Yes
91	Field- Initiated Calls for Service	Ability for dispatcher to record the following information when a unit is placed in a traffic stop status and the information is available:	--
92	Field- Initiated Calls for Service	Assign requested units	Yes
93	Field- Initiated Calls for Service	Send the call to the assigned unit's mobile computer	Yes
94	Field- Initiated Calls for Service	Start the status timers	Yes
95	Field- Initiated Calls for Service	Update the status display	Yes
96	Field- Initiated Calls for Service	Ability for dispatcher to enter field-initiated calls (e.g., traffic stop)	Yes
97	Field- Initiated Calls for Service	Ability to add additional units to a field-initiated call (e.g., traffic stop, subject stop)	Yes

98	Field- Initiated Calls for Service	Ability to capture unit ID number when calls are initiated by a unit in the field	Yes
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99	Field- Initiated Calls for Service	Ability for dispatcher to use one command to enter a field-initiated call and place the initiating unit on-scene	Yes
100	Field- Initiated Calls for Service	Ability for dispatcher to record the following information when a unit is placed in a traffic stop status and the information is available:	--
101	Field- Initiated Calls for Service	Location of the stop	Yes
102	Field- Initiated Calls for Service	Ability for field personnel to initiate a call for service from the mobile computer	Yes
103	Field- Initiated Calls for Service	Ability to capture AVL coordinates when field personnel initiate a call for service from the mobile computer and reverse geo code to the closest physical address or intersection	Yes
104	Unit Management	Allow CAD users to log units on with minimal information such as unit ID and badge/personnel #	Yes
105	Unit Management	Ability to automatically assign a default beat/area/zone to a unit upon log-on	Yes
106	Unit Management	Ability to assign a unit to a defined area (e.g., beat/area/zone)	Yes
107	Unit Management	Ability for Mobile units to log themselves onto CAD	Yes
108	Unit Management	Ability for personnel to be associated with any mobile unit (e.g., vehicle, apparatus)	Yes
109	Unit Management	Ability to visually distinguish units with multiple individuals (on unit status displays)	Yes
110	Unit Management	Ability to manage units without a mobile computer	Yes
111	Unit Management	Ability to see the logged in unit users from the Unit Queue	Yes
112	Unit Management	Units can be seen on incidents queue and assigned to incidents which will change the unit status under the incident (single click on the incident)	Yes
113	AVL	Ability to utilize Cradle point for AVL.	Yes
114	Unit Status	Ability to monitor an unlimited number of units	Yes
115	Unit Status	Ability to display the following unit information:	--
116	Unit Status	Beat	Yes
117	Unit Status	Call type	Yes
118	Unit Status	Incident Location	Yes
119	Unit Status	Current location	Yes
120	Unit Status	Status	Yes
121	Unit Status	Elapsed time in status	Yes
122	Unit Status	Special skills/equipment	Yes
123	Unit Status	Station	Yes
124	Unit Status	Unit ID/Call sign	Yes
125	Unit Status	Member agency	Yes
126	Unit Status	Ability to display all unit statuses	Yes
127	Unit Status	Ability to automatically update and display unit status	Yes
128	Unit Status	Ability for user to refine/filter which Member Agency units to display	Yes
129	Unit Status	Ability to divide window views by any unit information (e.g., all units assigned to a special assignment could be displayed in a separate window)	Yes
130	Unit Status	Ability to visually differentiate, through color, text and/or symbol, types of units at a call	Yes

131	Unit Status	Ability to use symbols or characters in the unit status display to supplement unit status color	Yes
132	Unit Status	Ability to show units on the CAD mapping display	Yes
133	Unit Status	Ability to use color to distinguish unit type and status on the CAD mapping display	Yes
134	Enroute & On-Scene Arrival Tracking	Ability to record multiple arrival times associated with different statuses (e.g., arrival at a staging area, arrival at the scene)	Yes
135	Enroute & On-Scene Arrival Tracking	Ability to record multiple units arriving:	--
136	Enroute & On-Scene Arrival Tracking	At one time (all at once)	Yes
137	Enroute & On-Scene Arrival Tracking	At different times	Yes
138	Unit Clearance	Ability to clear one unit from a CAD call while allowing the other assigned units to remain on the call	Yes
139	Unit Clearance	Ability to select any number of units to clear from a CAD call	Yes
140	Unit Clearance	Ability to require a disposition to be entered prior to clearing the last unit from a CAD call	Yes
141	Call Management	Ability to monitor an unlimited number of calls	Yes
142	Call Management	Ability to add an unlimited number of units to a call	Yes
143	Call Management	Ability to allow agency-defined call statuses	Yes
144	Call Management	Ability to allow for an unlimited number of agency- defined call statuses	Yes
145	Call Management	Ability to display a window listing pending and held calls entered from any CAD workstation	Yes
146	Call Management	Ability to view call details of one or more calls at a time	Yes
147	Call Management	Ability to show calls on the CAD mapping display	Yes
148	Call Management	Ability to have a Multi-Queue 3 or 4 queues of the user's designation and filters + the map) designed for an ultrawide monitor that holds the user's prescribed settings and filters.	Yes
149	CAD Call Updates	Ability for one or more users to simultaneously add information to a call	Yes
150	CAD Call Updates	Ability to automatically identify (e.g., ID stamp) the operator adding information to a call, along with the date, time and terminal	Yes
151	CAD Call Updates	Ability to update the status of the call as new information is received including, but not limited to:	--
152	CAD Call Updates	Call type	Yes
153	CAD Call Updates	Call priority	Yes
154	CAD Call Updates	Call location	Yes
155	CAD Call Updates	Fire alarm level	Yes
156	CAD Call Updates	Comments	Yes
157	CAD Call Updates	Ability to display updated call information immediately after new information is added to an open call	Yes
158	CAD Call Updates	Ability to simultaneously notify dispatcher and dispatched units of updated information	Yes
159	CAD Call Updates	Ability for dispatcher screen to update automatically as new information is added to a call	Yes

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160	CAD Call Updates	Ability to show a timestamp with all updates to CAD call record	Yes
161	CAD Call Updates	Ability to show user identification information with updates to CAD call records	Yes
162	CAD Call Updates	Ability to attach all state/NCIC system returns to call records	Yes
163	Notifications	Have a configurable audible alert tone notification for high priority calls in the active or pending queues - including for new P1 or P2 calls in the pending queue and when an existing incident has been elevated to P1 or P2.	Yes
164	Notifications	When a P1 or P2 call is added to the pending queue, a toast notification is shown at all dispatcher workstations lasting up to 5 seconds.	Yes
165	CAD Disposition	Ability for either dispatchers or field personnel to enter the disposition code	Yes
166	CAD Disposition	Ability to identify whether a report is required based on disposition type and/or call type	Yes
167	Closed Incidents	CAD users can query closed incidents	Yes
168	Closed Incidents	CAD users can add a comment to an incident to note any new information received after the incident is closed from the Incident Summary Page.	Yes
169	Reopening CAD Calls	Ability for dispatchers with appropriate permissions to add comments to a CAD call record after the call is closed without reopening the call	Yes
170	CAD Mapping	Ability to view map in a separate window	Yes
171	CAD Mapping	Ability to use a mouse to "click on" a point at any zoom level and have the street name and latitude/longitude information displayed	Yes
172	CAD Mapping	Ability to display street information on map	Yes
173	CAD Mapping	Ability to label all call locations with the call number	Yes
174	CAD Mapping	Ability to display call location on the map when a call is opened	Yes
175	CAD Mapping	Ability to view on map the locations of: All pending and dispatched calls for service	Yes
176	CAD Mapping	Ability to view on map the locations of: Units based on AVL or last known locations	Yes
177	CAD Mapping	Ability to view on map the locations of field users' location based on location of their mobile phone application	
178	CAD Mapping	Ability to provide users with the following map navigation functionality: Pan from given area to adjacent area, return back to previous view, zoom in on area for enhanced detail, Zoom out of an area, Move up & down, Move left & right	Yes
179	CAD Mapping	Utilize color, text, and/or symbols to distinguish status of unit based on the following: Call Type and Unit Status	Yes
180	CAD Mapping	Ability to center map display on: CAD call location & Last known location of vehicle (AVL or Unit Status)	Yes
181	CAD Mapping	Must have the ability to for a CAD dispatcher to view a single unit	
182	GIS Administration	Must integrate with Shape file format maps and data	Yes
183	GIS Administration	Ability to associate GIS data with: Address, Response zone, Geopolitical boundary, Lat/Long & Property owner	Yes
184	GIS Administration	Ability for agency to assign multiple grids to a response area	Yes
185	GIS Administration	Ability to utilize local locators for address validation	Yes
186	GIS Administration	Ability to update the system with a new GIS without system downtime or degradation	Yes

187	GIS Administration	Ability for GIS updates to be recognized without requiring logging off and logging back on to the system	Yes
188	Operational Queries	Ability to query the state/NCIC system from within the CAD application	Yes
189	Operational Queries	Must Ability to attach Person query returns to the call for service record	Yes
190	Operational Queries	can run a standalone vehicle record check by license plate and state and see the response returns separated by State or Fed database. (i.e. NCIC, NLETS, DMV, etc.)	Yes
191	Operational Queries	Ability to populate the State/NCIC query mask with data in the Call for service:	Yes
192	Operational Queries	Person information	Yes
193	Operational Queries	Vehicle information	Yes
194	Operational Queries	Ability to query and view the following by any public safety boundary layer (e.g., beat, sector):	Yes
195	Operational Queries	Active calls	Yes
196	Operational Queries	Assigned calls	Yes
197	Operational Queries	Closed calls	Yes
198	Operational Queries	Priority calls	Yes
199	Operational Queries	Waiting (pending) calls	Yes
200	Operational Queries	Call source	Yes
201	Operational Queries	Call types	Yes
202	Operational Queries	Call priorities	Yes
203	Operational Queries	Dispositions	Yes
204	Operational Queries	Equipment	Yes
205	Operational Queries	Patrol and command area definitions	Yes
206	Operational Queries	Personnel, including emergency contact information and current assignment	Yes
207	Operational Queries	Unit status types	Yes
208	Operational Queries	Units	Yes
209	CAD System Admin	Admin/agency assigned users can access audit log details of any incident easily searching the incident and drilling down into the details including before and after status of all user actions	Yes
210	CAD System Admin	Ability to allow the agency to define the following:	--
211	CAD System Admin	Category codes for pull-down lists	Yes
212	CAD System Admin	Codes for each valid call disposition used when clearing a call	Yes
213	CAD System Admin	Codes for the methods the agency receives calls (e.g., 91, cell phone, etc.)	Yes
214	CAD System Admin	Dispatch codes	Yes
215	CAD System Admin	Priorities assigned to calls codes	Yes
216	CAD System Admin	Allow authorized users to define agency specific status codes for calls and units that are tracked and timestamped in the same manner as vendor defined status codes	Yes
217	CAD System Admin	Agency defined status codes should be configurable by agency administrators and be specific to each individual agency, not systemwide	Yes
218	CAD System Admin	Allow authorized users to define agency specific status codes for calls and units that are tracked and timestamped in the same manner as vendor defined status codes	Yes
219	CAD System Admin	Agency defined status codes should be configurable by agency administrators and be specific to each individual agency, not systemwide	Yes

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220	CAD System Admin	Ability to configure status code colors	Yes
221	CAD System Admin	Ability to create agency-defined data lists for all configurable drop-down menus	Yes
222	Premise History & Information	Ability to update/create CAD premise history files	Yes
223	Premise History & Information	Ability to capture the following information when creating premise history: Date/Time Stamp, Date of Call, Type of Call, Call number, Disposition, Narrative text with unlimited entries	Yes
224	Premise History & Information	Timestamp when/if premise history and information were viewed (along with the user ID) when associated to a CAD call for service	Yes
225	Premise History & Information	Can Update and expire Premise History	Yes
226	Premise History & Information	Ability to store premise information for a specific apartment unit/suite number	Yes
227	Premise History & Information	Ability to archive expired premise file information	Yes
228	Premise History & Information	Have ability to include if the expiration date was added or changed to premise information in the premise record	Yes
229	Premise History & Information	Ability to search premise history by Address and Phone Number	Yes
230	Premise History & Information	Ability to access files attached to a premise record in both the CAD & the Mobile environment	Yes
231	Premise History & Information	Ability to search Premise History by Address and Phone	Yes
232	Hazards & Alerts	Ability to enter as well as search for hazards and alerts associated with: Specific Locations, Address Ranges & Phone Numbers	Yes
233	Hazards & Alerts	Ability to configure Location Alerts leveraging Master Location(s) to provide consolidated place to keep all location alerts and history.	Yes
234	Hazards & Alerts	Master Location based Alerts for New Incidents: Leveraging Core Locations for any known addresses to ensure comprehensive and reliable location-based alerts on any new incidents.	Yes
235	Hazards & Alerts	Alerts must be visible in CAD and to responders on tablet with location addresses showing obviously badged alerts on screen	Yes
236	TAC Channel Management	TAC channel information must be assigned to CAD calls for all disciplines, law, fire and EMS and visible to CAD and Mobile users as part of the CAD call information	Yes

VEHICLE COMMUNICATION SYSTEM

Item Number	Category	Module/Description of Requirement	Comply
1	General Mobile	Ability to run NCIC checks on a tablet by following all FBI CJIS requirements	Yes
2	General Mobile	Ability to populate incident report fields with required information captured in CAD (e.g., in the event a user is completing an incident report in a desktop environment)	Yes
3	General Mobile	Mobile software upgrades are made available via the App Stores (Google Play tablet or Apple for mobile phones) which allow for software updates that do not require uninstall and full install of new version of software.	Yes
4	General Mobile	Ability to support mobile devices via:	--
5	General Mobile	Tablets	Yes
6	General Mobile	Smartphones - iOS	Yes
7	Logon/Logoff	Ability to require both user identification and password to logon	Yes
8	Logon/Logoff	Ability to meet and comply with all CJIS security requirements (including data encryption requirements per FIPS 140-2)	Yes
9	Logon/Logoff	Ability to support a single login to CAD, RMS, Mobile	Yes
10	Logon/Logoff	Ability to automatically notify Communications of logon/logoff	Yes
11	Logon/Logoff	Each unit is capable of having multiple individual users (for example an iPhone and a Tablet) logged in as part of the same dispatchable unit simultaneously - and visible to dispatch as part of the same unit.	Yes
12	Personnel Assignment	Ability for Fire and EMS users to assign personnel to specific units at the beginning of a shift.	Yes
13	Mobile App User Interface	Ability to support touch-screen functionality	Yes
14	Mobile App User Interface	The system has smart features that include touch screen and voice enabled features to reduce the amount of keystrokes needed with features such as command line to accomplish a task.	Yes
15	Mobile App User Interface	The mobile app has an intuitive touch screen enabled design	Yes
16	Mobile App User Interface	iOS Phone application is capable of scanning a license plate to initiate a local vehicle search	Yes
17	Mobile App User Interface	View of incidents, incident reports, and record searches automatically carries over between devices without the user needing to reconfigure between devices.	Yes
18	Data Entry	Ability to accelerate routine data entry tasks (e.g., workflow functionality) with the following:	--
19	Data Entry	Code-driven drop-down menus (e.g., BRO = Brown)	Yes
20	Data Entry	leverages an easy-to-use touch screen enabled user interface that attempts to avoid the need for officers to memorize shortcut keys to work the software.	Yes
21	Data Entry	Ability to provide user entering a name with a list of potential existing master name records based on a variety of criteria, including:	--

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22	Data Entry	Exact spelling	Yes
23	Data Entry	Partial name	Yes
24	Data Entry	Ability to support the population of data fields from query returns (e.g., Master Name Index, NCIC)	Yes
25	Data Entry	Ability to query RMS records upon entry of a name	Yes
26	Messaging	Ability to send messages between Tablet Devices to individual users, or groups of users.	Yes
27	CAD - Mobile Integration	Ability to support a real-time data transmission between the CAD system and Mobile device	Yes
28	CAD - Mobile Integration	Ability to continually receive call for service updates from Dispatch following initial dispatch	Yes
29	CAD - Mobile Integration	Ability to log onto the CAD system from the Mobile.	Yes
30	CAD - Mobile Integration	Ability to support a single password sign-on to CAD, the Mobile and the operating system	Yes
31	CAD - Mobile Integration	System sets all "On Duty" units to a status of "Available" by default, but allows the change of the status as the dispatcher / officer sees fit (based on agency configuration)	Yes
32	CAD - Mobile Integration	Ability to view all call information available in CAD on the Mobile	Yes
33	CAD - Mobile Integration	The CAD mobile and RMS mobile applications are in the same application.	Yes
34	CAD - Mobile Integration	Mobile users are able to update Incident Priority, and Incident type for the CAD call for service where allowable by their agency, and also able to update incident comments.	Yes
35	CAD - Mobile Integration	Each comment entered into the system indicates the source of entry (tablet user with unit indicated, or dispatcher with user initials indicated)	Yes
36	CAD - Mobile Integration	The mobile application includes case report queues that are searchable and filterable.	Yes
37	CAD - Mobile Integration	Ability to show command staff and supervisors multiple call information from the field	Yes
38	CAD - Mobile Integration	The system allows configuration by the agency on what statuses allow a unit to transition to another status allowing the agency control over the unit's ability to clear themselves / make themselves available from an incident.	Yes
39	CAD - Mobile Integration	Ability to change the dispatch location if that information is incorrect (e.g., called to a residence regarding a break-in at a business)	Yes
40	CAD - Mobile Integration	Ability to give turn by turn directions using the agency's GIS information	Yes
41	CAD - Mobile Integration	Ability to log all mobile activities (e.g., chats, queries, uploads/downloads of field reports) with the following information:	--
42	CAD - Mobile Integration	Agency	Yes
43	CAD - Mobile Integration	Date/time of transmission	Yes
44	CAD - Mobile Integration	Call number	Yes

45	CAD - Mobile Integration	Mobile Workstation ID	Yes
46	CAD - Mobile Integration	User ID/name	Yes
47	CAD - Mobile Integration	Vehicle ID	Yes
48	CAD - Mobile Integration	Ability to provide a visual alert if Mobile is receiving negative response from CAD system (no connection to CAD)	Yes
49	CAD - Mobile Integration	Ability to provide a visual alert if Mobile is disconnected from GPS/AVL	Yes
50	CAD - Mobile Integration	Ability to continuously attempt to reconnect to CAD system in the event connectivity is lost	Yes
51	Mobile Dispatch	Ability for dispatches to open automatically upon receipt in the mobile application	Yes
52	Mobile Dispatch	Ability for Mobile users to self-dispatch themselves to CAD Call for Service based on agency defined configuration	Yes
53	Mobile Dispatch	Allow authorized mobile users to self initiate their own traffic stops from their mobile	Yes
54	Mobile Dispatch	Allow authorized mobile users to self-initiate their own call for service based on agency defined specific call types	Yes
55	Mobile Dispatch	Must include a dedicated comments screen that displays updates in real time	Yes
56	Mobile Dispatch	Ability to view previous call history for a location.	Yes
57	Mobile Dispatch	Ability to view associated queries run within the Mobile system (e.g., if another user ran a identical plate earlier in the shift) pertaining to Names & License Plates	Yes
58	Mobile Dispatch	Dispatchers can view the the unit has confirmed en route to indicate that the dispatch was received successfully and confirmed by the officer.	Yes
59	Mobile Dispatch	Ability for mobile screen to update automatically as new information is added to a call (e.g., without user intervention)	Yes
60	Mobile Dispatch	Ability to transmit status information to the CAD system in real time	Yes
61	Mobile Dispatch	Ability for agency to define the types of calls that can be initiated by a field unit from a mobile device	Yes
62	Unit Status & Call Information	Ability to display the following information on the screen during normal operations:	--
63	Unit Status & Call Information	Connected or disconnected from the mobile application	Yes
64	Unit Status & Call Information	GPS data being transmitted	Yes
65	Unit Status & Call Information	Call status	Yes
66	Unit Status & Call Information	Current unit	Yes
67	Unit Status & Call Information	Current unit status	Yes
68	Unit Status & Call Information	Date and time	Yes
69	Unit Status & Call Information	Call number	Yes

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70	Unit Status & Call Information	Call status	Yes
71	Unit Status & Call Information	Message information	Yes
72	Unit Status & Call Information	Unit ID	Yes
73	Unit Status & Call Information	Individuals assigned to unit (e.g., multiple personnel in a patrol car)	Yes
74	Unit Status & Call Information	Ability to update unit status from the Mobile application via On-screen buttons (e.g., touch screen)	Yes
75	Unit Status & Call Information	A very intuitive touch screen system that prevents the need for memorization of shortcut keys and function keys to complete tasks.	Yes
76	Unit Status & Call Information	Ability to define unit statuses by:	--
77	Unit Status & Call Information	Agency-Wide	Yes
78	Unit Status & Call Information	Ability to view multiple calls simultaneously	Yes
79	Unit Status & Call Information	Ability to open any call to view dispatch data, units and call notes	Yes
80	Unit Status & Call Information	Ability for Mobile user to view the following:	--
81	Unit Status & Call Information	Assigned Unit Status	Yes
82	Unit Status & Call Information	Active calls	Yes
83	Unit Status & Call Information	Allow users to view other units status information to include:	--
84	Unit Status & Call Information	Unit ID	Yes
85	Unit Status & Call Information	Unit status	Yes
86	Unit Status & Call Information	Call for service number	Yes
87	Unit Status & Call Information	Call for service location	Yes
88	Unit Status & Call Information	Unit location	Yes
89	Unit Status & Call Information	Ability to display call status based on call priority	Yes
90	Unit Status & Call Information	Units are displayed with meaningful color based on their status that also corresponds to an icon to ensure this feature is fully accessible	Yes
91	Unit Status & Call Information	Ability to identify other units assigned to same call	Yes
92	Unit Status & Call Information	Ability for Mobile user to add to call comments	Yes
93	Unit Status & Call Information	Must display location alerts on Incident Summary, Confirm En Route, and Incident Details page with count and list of all individual location alerts.	Yes

94	Unit Status & Call Information	Must display person alerts on Incident Summary, Incident Detail, and Involvement page with count and list of all individual person alerts.	Yes
95	Multiple Discipline/ Multiple Agency	Fire Users receive notification of alarm level changes on the Tablet	Yes
96	Multiple Discipline/ Multiple Agency	System allows for support and handling of EMS agency users and viewing of navigation bar items accessible to EMS users.	Yes
97	Multiple Discipline/ Multiple Agency	Incident Queues (Focused and All) are limited by discipline Match: modification to the Incident Queues (Focused Incidents and All Incidents) to limit the display of incidents to only those incidents who have a corresponding Discipline (for example: Law, EMS, or Fire) that matches the User's Discipline.	Yes
98	Multiple Discipline/ Multiple Agency	Self-Dispatch Workflow (Multi-Agency Support): Self-Dispatch Incident Type Selection is now streamlined to display only the incident types that match the user's agency.	Yes
99	Multiple Discipline/ Multiple Agency	Regardless of the Incidents displayed on the map, the Units displayed on the map should be inclusive of all agencies and disciplines.	Yes
100	Multiple Discipline/ Multiple Agency	The incident details should allow Grouping of Units by Agency, and Display of Agency Abbreviation	Yes
101	Mobile Mapping	Ability to provide users with the following map navigation functionality:	--
102	Mobile Mapping	Pan from given area to adjacent area	Yes
103	Mobile Mapping	Rotate map for heads-up driving directions or return to north-up view	Yes
104	Mobile Mapping	Zoom in on area for enhanced detail	Yes
105	Mobile Mapping	Zoom out of an area	Yes
106	Mobile Mapping	Move up and down	Yes
107	Mobile Mapping	Move left and right	Yes
108	Mobile Mapping	Turn by turn directions can be enabled / disabled by the user if desired	Yes
109	Mobile Mapping	Ability to utilize color, text, and/or symbols to distinguish status of unit:	--
110	Mobile Mapping	Call Type	Yes
111	Mobile Mapping	Unit Status	Yes
112	Mobile Mapping	Ability to center map display on:	--
113	Mobile Mapping	CAD call location	Yes
114	Mobile Mapping	Specified geographic area	Yes
115	Mobile Mapping	Specified vehicle/unit	Yes
116	Mobile Mapping	Ability to view map and mobile application on the screen at the same time	Yes
117	Mobile Mapping	Ability to view other unit locations and last known locations in real time	Yes
118	Mobile Mapping	Automatic refresh of vehicle locations in increment of ten second increments or if the vehicle has moved more than 10 meters total	Yes
119	Mobile Mapping	Ability to update map with:	--
120	Mobile Mapping	Unit locations	Yes
121	Mobile Mapping	Call locations	Yes

122	Mobile Mapping	Ability to click (or double click) on an incident's location to display information associated with that location	Yes
123	Mobile Mapping	Fire users are shown hydrant information and law users are shown maps without hydrants	Yes
124	Mobile Mapping	Ability to click on a unit or call in the call queue or unit status bar and have it displayed on the map	Yes
125	AVL Integration	Ability to support AVL/GPS functionality	Yes
126	AVL Integration	Ability to display other field units on mobile map (assuming AVL and sufficient bandwidth)	Yes
127	AVL Integration	The system will display all active incidents in the agency as zoomed in / centered as possible based on all of the data, avoiding the need for users to center or filter to find active incidents at any given point in their shift.	Yes
128	AVL Integration	All units view is provided for supervisor users on the tablet; but all units are shown at all times regardless of status (on the map).	Yes
129	AVL Integration	Ability to display vehicle and/or mobile device location on a map and view progress toward the call location	Yes
130	AVL Integration	Ability to send the AVL location for calls initiated from the mobile computer	Yes
131	AVL Integration	Ability to automatically calculate directions from user's current location (on Mobile using AVL) to dispatched location	Yes
132	AVL Integration	Ability to support quickest-time routing for all dispatches	Yes
133	AVL Integration	Ability to recalculate directions to a call/specified location on the fly	Yes
134	AVL Integration	Turn by Turn directions have an option to provide audible information that can be turned on or off by the user on an incident.	Yes
135	AVL Integration	In addition to audible turn by turn directions, the turn-by-turn directions also provide visual indicators and text for readability while in vehicle.	Yes
136	AVL Integration	Ability to provide closest cross streets provided from GIS data	Yes
137	AVL Integration	Ability to highlight on the map the recommended route from current location to a dispatched call site	Yes
138	AVL Integration	Ability for Mobile user to turn recommended route ability on/off	Yes
139	Call Dispositions	Ability to clear calls from the Mobile	Yes
140	Call Dispositions	Ability to provide a drop-down menu for call dispositions	Yes
141	Call Dispositions	Ability for each of the following to have unique Disposition codes:	--
142	Call Dispositions	Agency (e.g., universal)	Yes
143	Call Dispositions	Agency Type (Fire vs. Law)	Yes
144	Call Dispositions	Ability to provide a text field for disposition comments	Yes
145	Call Dispositions	Ability to add comments to an active call	Yes
146	Call Dispositions	Ability for field personnel to clear from call	Yes
147	Call Dispositions	Ability to require a Mobile user to enter a disposition prior to clearing the last unit from the Mobile	Yes

148	Queries	Ability to query and view active calls	Yes
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149	Queries	Ability to view previous calls from incident reports generated upon incident closure.	Yes
150	Queries	Ability to query and view unit status by:	--
151	Queries	Geographic area (beat)	Yes
152	Queries	Individual unit/apparatus	Yes
153	Queries	Ability to query and retrieve premise information for an address not associated with a call for service	Yes
154	Queries	Ability to query the following systems from the mobile computer, assuming appropriate permissions:	--
155	Queries	CAD	Yes
156	Queries	Law Enforcement RMS	Yes
157	Queries	3rd Party Transactions from state/NCIC	Yes
158	Queries	A person name or vehicle license plate query shall spawn queries to all available systems including RMS, state, DMV, warrants, etc. from a single query transaction	Yes
159	Queries	A unit's associated ORI must be predetermined by specific unit, area and/or agency	Yes
160	Queries	Ability to search and query all appropriate databases with one query request	Yes
161	Queries	Ability to support a query system that does not require information to be re-entered when searching across multiple databases	Yes
162	Queries	Ability to save all query returns until user clears data	Yes
163	Queries	Ability to produce an alert when a query return contains a record marked as potentially hot (e.g., flagged information in RMS or Transaction Information Management of Enforcement System):	--
164	Queries	Audible alert	Yes
165	Queries	Visual alert	Yes
166	Queries	Ability to drill down into query returns regarding a potentially hazardous subject, vehicle, and/or location to find the details of that hazard	Yes
167	Queries	Record Searches use a smart grouping process to ensure that results are easy to navigate and involve less manual filtering and searching to find relevant results quickly and easily.	Yes
168	System Configuration & Integration	Ability to require both user identification and password to logon to the reporting application.	Yes
169	System Configuration & Integration	Ability to populate report fields with call information captured in CAD.	Yes
170	System Configuration & Integration	Ability to provide query functionality with DMV / NCIC from the field reporting application for persons and vehicles.	Yes
171	System Configuration & Integration	Ability to provide query functionality with RMS from the field reporting application for persons and vehicles.	Yes
172	System Configuration & Integration	Location of dispatch is automatically provided for the field report with associated longitude and latitude if a geo validated address.	Yes

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173	System Configuration & Integration	Ability to update data in the relevant RMS module(s) as soon as the report approval process is completed.	Yes
174	System Configuration & Integration	The code tables are automatically mirrored to the code tables in RMS	Yes
175	System Configuration & Integration	Ability to enter reports either:	--
176	System Configuration & Integration	On a desktop or laptop through a web browser	Yes
177	System Configuration & Integration	On a tablet and phone	Yes
178	System Configuration & Integration	Ability to support input via touch screen & voice dictation	--
179	Report Writing (Incident, Case, and Arrest Reports)	Ability for multiple users to simultaneously provide input to a single case report after a case report number is assigned.	Yes
180	Report Writing (Incident, Case, and Arrest Reports)	Ability to capture location information for:	--
181	Report Writing (Incident, Case, and Arrest Reports)	Involved persons	Yes
182	Report Writing (Incident, Case, and Arrest Reports)	Involved call / incident locations	Yes
183	Report Writing (Incident, Case, and Arrest Reports)	Ability to validate location information at time of data entry.	Yes
184	Report Writing (Incident, Case, and Arrest Reports)	Ability to indicate unverified locations.	Yes
185	Report Writing (Incident, Case, and Arrest Reports)	Ability to capture name information for:	--
186	Report Writing (Incident, Case, and Arrest Reports)	Suspects	Yes
187	Report Writing (Incident, Case, and Arrest Reports)	Witnesses	Yes
188	Report Writing (Incident, Case, and Arrest Reports)	Victims	Yes
189	Report Writing (Incident, Case, and Arrest Reports)	Other persons	Yes

190	Report Writing (Incident, Case, and Arrest Reports)	Auto-population based on matches on identification fields within the master name record (e.g., name, social security number, driver's license number).	Yes
191	Report Writing (Incident, Case, and Arrest Reports)	Ability to provide users entering a name with a list of potential existing master name records based on a variety of criteria, including:	--
192	Report Writing (Incident, Case, and Arrest Reports)	Exact spelling	Yes
193	Report Writing (Incident, Case, and Arrest Reports)	Partial name	Yes
194	Report Writing (Incident, Case, and Arrest Reports)	Ability to provide word processing capabilities on narrative and comment fields, including, but not limited to:	--
195	Report Writing (Incident, Case, and Arrest Reports)	Copy and paste	Yes
196	Report Writing (Incident, Case, and Arrest Reports)	Ability for drop down lists to incorporate offense codes where applicable.	Yes
197	Report Writing (Incident, Case, and Arrest Reports)	Ability to translate offenses codes into IBR codes.	Yes
198	Report Writing (Incident, Case, and Arrest Reports)	Ability for offense codes to include state and local ordinances.	Yes
199	Report Writing (Incident, Case, and Arrest Reports)	Ability to support multiple charges per individual.	Yes
200	Report Writing (Incident, Case, and Arrest Reports)	Ability to visually distinguish between mandatory and optional fields.	Yes
201	Report Writing (Incident, Case, and Arrest Reports)	Ability to prompt users to complete any mandatory fields that are not completed.	Yes
202	Report Writing (Incident, Case, and Arrest Reports)	Ability to dynamically change report fields based on previously entered data (e.g., crime type).	Yes
203	Report Writing (Incident, Case, and Arrest Reports)	Ability to attach files such as photos and videos to a report.	Yes
204	Report Writing (Incident, Case, and Arrest Reports)	Ability to capture property information from the field.	Yes
205	Report Writing (Incident, Case, and Arrest Reports)	Ability to enter an unlimited number of:	--
206	Report Writing (Incident, Case, and Arrest Reports)	Persons	Yes

207	Report Writing (Incident, Case, and Arrest Reports)	Property	Yes
208	Report Writing (Incident, Case, and Arrest Reports)	Vehicles	Yes
209	Report Writing (Incident, Case, and Arrest Reports)	Offenses	Yes
210	Report Writing (Incident, Case, and Arrest Reports)	Ability to enter narratives of unlimited length in all report types.	Yes
211	Report Writing (Incident, Case, and Arrest Reports)	Ability for dictation capability for narratives.	Yes
212	Report Writing (Incident, Case, and Arrest Reports)	Ability to populate data between multiple report forms to eliminate redundant data entry.	Yes
213	Report Writing (Incident, Case, and Arrest Reports)	Must display errors and warnings on each page of Case Report	Yes
214	Report Writing (Incident, Case, and Arrest Reports)	Ability to Add/Edit Offense and include NCIC Code drop down selection related to the Offense selection, Bias Motivation, Criminal Activity, Location Type, Cargo Theft, Number of Premises Entered, Method of Entry, Weapon Force, Offender Suspected of Using, Gang Information	Yes
215	Report Writing (Incident, Case, and Arrest Reports)	Case Report Attachments Conveniently select photos from the iPhone gallery within the application for upload to a Case Report.	Yes
216	Field Interviews /Field Contacts	Ability to automatically query the master's name index upon entering a field contact.	Yes
217	Field Interviews /Field Contacts	Ability for field interview names to be added to the MNI.	Yes
218	Field Interviews /Field Contacts	Ability to automatically update master indices upon submittal of a field contact, including but not limited to:	--
219	Field Interviews /Field Contacts	Names	Yes
220	Field Interviews /Field Contacts	Vehicles	Yes
221	Field Interviews /Field Contacts	Locations	Yes
222	Report Workflow	Ability for each member agency to define call types that require an incident report to be written	Yes
223	Report Workflow	Ability for CAD incident data to automatically populate a report template.	Yes
224	Report Workflow	All main CAD Incident information including caller, location, incident date and time, the responding agency and other details are all automatically populated in every incident report without the need for configuration.	Yes
225	Report Workflow	Ability for each agency to define the call types and dispositions that require an incident report to be written.	Yes

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226	Report Workflow	Receive Reports	Yes
227	Report Workflow	Review a log of reports requiring approval (e.g., pending report approval queue)	Yes
228	Report Workflow	Review a specific report	Yes
229	Report Workflow	Ability to track the status of reports (e.g., unwritten, incomplete, awaiting approval, approved).	Yes
230	Report Workflow	Ability to save reports in progress.	Yes
231	Report Workflow	Ability to automatically save incomplete reports at the network level so that a user can access the report at a later time from a computer other than the one used to start the original report.	Yes
232	Report Workflow	Ability to display the following field reporting information upon logon to the field reporting system:	--
233	Report Workflow	Rejected reports	Yes
234	Report Workflow	Reports not completed	Yes
235	Report Workflow	New reports	Yes
236	Report Workflow	Ability to notify users of rejected reports.	Yes

RMS

Item Number	Category	Module/Description of Requirement	Current
1	General RMS	Ability to access the RMS system from multiple platforms including browser, Mobile (phone or tablet), and Desktop/Laptop	Yes
2	General RMS	Have a system upgrade methodology with no downtime and includes the ability to apply bug fixes/patches without requiring a full upgrade.	Yes
3	General RMS	Ability to support simultaneous access to records	Yes
4	General RMS	Have the vendor provide code tables compliant as specified in the "Standard functional Specifications for law Enforcement RMS" by the IJIS Institute.	Yes
5	General RMS	Ability to support the reuse of previously stored information when entering new records to reduce duplicate entry.	Yes
6	General RMS	Ability to support the population of fields in RMS from data in other application components. (e.g., Field reporting software, CAD, etc.)	Yes
7	General RMS	Ability to limit available values in subsequent code tables based on previously entered data (e.g., crime type)	Yes
8	General RMS	Ability to visually distinguish between mandatory and optional fields.	Yes
9	General RMS	Ability to prompt the user to complete any mandatory fields not completed.	Yes
10	General RMS	Allow setting the sensitivity of the record based on levels as described below:	--
11	General RMS	Level 1 - All data may be shared	Yes
12	General RMS	Provide the ability to restrict access to records internally based on user and user groups.	Yes
13	General RMS	Provide a full audit log indicating all personnel that have accessed a particular record, what was accessed or changed with before and after, and if anything was printed or emailed	Yes
14	General RMS	Provide direct access to each module (e.g. training, personnel, specialized units)	Yes
15	General RMS	Use the NCIC format for entry of date of birth to provide consistency in data entry	Yes
16	General RMS	Provide consistent results when running reports (i.e., report results will not change unless there have been underlying changes to the data)	Yes
17	General RMS	Provide validation on data entry (i.e., logical edits, edit checks for all fields)	Yes
18	General RMS	Provide the user with the ability to reuse and/or import data returned from external sources to eliminate redundant data entry.	Yes
19	Data Validation	Ability to perform data validation at the time of data entry and again at the time of submission (NIBRs\E-Citation\E-Crash) and any other submission module error checking)	Yes
20	Data Validation	Ability to validate data to ensure that only valid codes\choices have been used.	Yes
21	Data Validation	Ability to validate any data field that includes master index data master indices.	Yes
22	Data Validation	Ability for corrected/updated data in a field (e.g., address) to auto populate across related modules.	Yes
23	Data Validation	Ability to validate location information against the CAD local geofile at the time of data entry.	Yes

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24	Data Validation	Ability to indicate unverified locations and allow for override if needed.	Yes
25	CAD/RMS Integration	Ability to share master name indices with photos / mugshots across the RMS	Yes
26	CAD/RMS Integration	Ability to query any data captured in the mobile from both RMS and CAD	Yes
27	CAD/RMS Integration	Allow call-takers and dispatchers to perform an automatic transfer of CFS data from CAD to the RMS when needed. This transfer should not be a one- time transfer but should be kept up to date as the CFS progresses	Yes
28	CAD/RMS Integration	Should automatically transfer pre-booking information into a pre-booking form as data entry occurs into RMS or Mobile as specified in the "Standard functional Specifications for law Enforcement RMS" by the IJIS Institute.	Yes
29	CAD/RMS Integration	Ability to transfer CAD data either when a report number is assigned or when the call is closed.	Yes
30	CAD/RMS Integration	Ability to link CAD data to:	--
31	CAD/RMS Integration	Records/Reports	Yes
32	CAD/RMS Integration	Ability to transfer basic CFS data from CAD (e.g., initial call time, assigned law Enforcement personnel, nature, assisting law Enforcement personnel, location, and call disposition) shall be available in the RMS to facilitate the creation of an incident report	Yes
33	CAD/RMS Integration	Ability to allow the CFS data imported into the incident report to be modified, whether or not the CFS has been closed, to reflect the latest information known regarding the incident.	Yes
34	CAD/RMS Integration	Ability to support correlations to show a relationship between a offender and an offense. The correlations may be made by using any number of selected criteria in which a unique and distinguishing characteristic, physical identifiers, M.O. and various other common traits of offenders are known.	Yes
35	General Indices	Master Ability to maintain the following master indices:	--
36	General Indices	Master People	Yes
37	General Indices	Master Locations	Yes
38	General Indices	Master Property	Yes
39	General Indices	Master Vehicles	Yes
40	General Indices	Master Organizations (including businesses and gangs)	Yes
41	General Indices	Master Ability to automatically query master indices upon entry of information in a master index category (e.g., enter name system queries MNI).	Yes
42	General Indices	Master Ability to maintain historical information upon entry of updated information into a master record (previous address, phone etc.)	Yes
43	General Indices	Master Ability to automatically update master indices upon entry of information into the RMS (or transfer from a field report).	Yes

44	General Indices	Master	Ability for user to decide whether to link information to an existing master index record or add a new record.	Yes
45	General Indices	Master	Ability for user to create a new entry if it is determined a master record does not exist.	Yes
46	General Indices	Master	Ability to support linkages among any information.	Yes
47	Master Name Index (MNI)		When a record or report is added to the RMS, and a person is linked (i.e., indexed) to that event, the system shall perform a matching function	Yes
48	Master Name Index (MNI)		Ability to give a master name record to every person associated with an event.	Yes
49	Master Name Index (MNI)		Ability to link a new event to an existing master name record if the person is involved in the new event.	Yes
50	Master Name Index (MNI)		Ability to provide a matching algorithm that will provide the ability to search the name file by a variety of criteria, such as sound-alike searching, phonetic replacement, diminutive first names (e.g., James/Jim/Jimmy, Elizabeth/Beth/Betty, and Jack/John), and other static demographic information, such as age, sex, SSN, and race	Yes
51	Master Name Index (MNI)		Ability to capture the following information in the master name index as specified in the "Standard Functional Specifications for law Enforcement RMS" written by IJIS	Yes
52	Master Name Index (MNI)		Ability to capture identification information as specified in the "Standard Functional Specifications for law Enforcement RMS" written by IJIS	Yes
53	Master Name Index (MNI)		Ability to track changes for an individual over time for pieces of information that are subject to change (e.g., weight address, phone number)	Yes
54	Master Name Index (MNI)		Have the system should Ability to provide the user entering a name with a list of potential existing master name records based on a variety of criteria and to define the criteria, as specified in the "Standard Functional Specifications for law Enforcement RMS" written by IJIS.	Yes
55	Master Name Index (MNI)		Ability to identify an individual as a juvenile and reflect that information upon visual of that record	Yes
56	Master Vehicle Index (MVI)	Vehicle	Ability to give a master vehicle record to every vehicle associated with an event.	Yes
57	Master Vehicle Index (MVI)	Vehicle	Ability to link a new event to an existing master vehicle record if the vehicle is involved in the new event.	Yes
58	Master Vehicle Index (MVI)	Vehicle	Ability to capture information as specified in the "Standard Functional Specifications for law Enforcement RMS" written by IJIS with NCIC/NIBRS drop downs as applicable.	Yes
59	Master Vehicle Index (MVI)	Vehicle	Ability capture the vehicle description as specified in the "Standard Functional Specifications for law Enforcement RMS" written by IJIS with NCIC/NIBRS drop downs as applicable.	Yes
60	Master Vehicle Index (MVI)	Vehicle	Ability to provide user entering a vehicle with a list of potential existing master vehicle records based on a variety of criteria as specified in the "Standard Functional Specifications for law Enforcement RMS" written by IJIS	Yes
61	Master Property Index (IBR Property) (MPI)	Property	Provide a Master Property Index (MPI), the central access point that links all property records entered into the RMS. Each record should be catalogued by using unique property characteristics, such as make, model, brand, description, distinguishing characteristics, and serial number	Yes

62	Master Property Index (IBR Property) (MPI)	Enforce that Industry property coding standards, such as NCIC and NIBR property codes, be used during the entry of property records into RMS	Yes
63	Master Property Index (IBR Property) (MPI)	Ability to give a master property record to every piece of property associated with an event.	Yes
64	Master Property Index (IBR Property) (MPI)	Ability to link a new event to an existing master property record if the property is involved in the new event.	Yes
65	Master Property Index (IBR Property) (MPI)	Ability for property fields to incorporate conditional logic in which subsequent fields are determined by previous entry.	Yes
66	Master Property Index (IBR Property) (MPI)	Ability for the information in the property table central to the system in order to eliminate duplicate entry of property information.	Yes
67	Master Property Index (IBR Property) (MPI)	Ability for property information to be easily accessible from other system tables as part of an involvement.	Yes
68	Master Property Index (IBR Property) (MPI)	Ability to capture property information including the NIC # and OAN.	Yes
69	Master Property Index (IBR Property) (MPI)	Ability to provide for a custody record for each property item, showing a history of custody transfers for the item, (such as a firearm sold to someone)	Yes
70	Master Property Index (IBR Property) (MPI)	Ability to accommodate NIBRS mandated amount recovered and accumulative amount recovered for each item.	Yes
71	Master Property Index (IBR Property) (MPI)	Ability for the owner name to be an integrated part of the master names table.	Yes
72	Master Property Index (IBR Property) (MPI)	Ability to clearly display why the property item is in the system (e.g. stolen, recovered, lost, found, evidence, attached by civil law Enforcement personnel, etc.) and document any notes regarding that item.	Yes
73	Master Property Index (IBR Property) (MPI)	Ability for a modification to be made to the property record with the system preserving the previous data from fields in a history record.	Yes
74	Master Property Index (IBR Property) (MPI)	Ability to allow property be entered prior to case info/details being completed.	Yes
75	Master Location Index (MLI)	Provide a Master Location Index (MLI) providing a means to aggregate information throughout the RMS based on a specific address, a range of addresses, an area (i.e., as defined in the agency geofile), and/or locations based on latitude/longitude/altitude coordinates	Yes
76	Master Location Index (MLI)	Allow the MLI to store and provide access to additional premise information, such as occupancy, elevation (e.g., floor), and premise type (e.g., residence versus business)	Yes
77	Master Location Index (MLI)	Ability to give a master location record to every location associated with an event.	Yes
78	Master Location Index (MLI)	Ability to link a new event to an existing master location record if the location is involved in the new event.	Yes

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79	Master Location Index (MLI)	Ability to parse address fields as specified in the "Standard Functional Specifications for law Enforcement RMS" written by IJIS	Yes
80	Juvenile Contact	Ability to document information about the juvenile including the youth's full name, age, address, contact (i.e., family) information, physical description, sex, and name of the school they attend, as well as information about incidents that occur on campus	Yes
81	State & Federal NIBRS	Ability to comply with state and Federal NIBRS standards.	Yes
82	State & Federal NIBRS	Ability to maintain compliance with State and Federal reporting changes as they are modified.	Yes
83	State & Federal NIBRS	Ability to associate local classifications/statute numbers to NIBRS classification.	Yes
84	State & Federal NIBRS	Ability to perform monthly NIBRS audits and presents the error in simple terms.	Yes
85	State & Federal NIBRS	Ability to support online submission of monthly reports.	Yes
86	State & Federal NIBRS	Ability to provide an easy-to-understand error message describing corrections that need to be made and take the user to those errors in the software.	Yes
87	State & Federal NIBRS	Ability to prevent reports from being submitted to NIBRS until all errors have been corrected.	Yes
88	State & Federal NIBRS	Ability to clearly identify NIBRS mandatory fields based on the offense code entered	Yes
89	State & Federal NIBRS	Ability to prompt user to complete mandatory fields.	Yes
90	State & Federal NIBRS	Ability to submit a "final" version of case information for NIBRS review.	Yes
91	State & Federal NIBRS	Ability to flag any data elements that are edited by an authorized user other than the original author (e.g., IBR review personnel change a data element from the original report).	Yes
92	State & Federal NIBRS	Ability to maintain a version history of each case that identifies any edits to a case report over time.	Yes
93	State & Federal NIBRS	Ability for subsequent submissions for NIBRS review to include any case changes in the cases where a monthly submission was re-submitted for whatever reason	Yes
94	State & Federal NIBRS	Ability to perform NIBRS error checking and validation on the case report, including detailed error messages.	Yes
95	State & Federal NIBRS	Ability to provide for reporting State IBRS and federally-approved NIBRS consistent with federal and State requirements.	Yes
96	State & Federal NIBRS	Ability for the NIBRS program to automatically pull from information routinely entered through the application software and not require special data entry immediately prior to NIBRS report generation.	Yes
97	State & Federal NIBRS	Ability to update periodically to meet required changes mandated by the FBI and/or State.	Yes
98	State & Federal NIBRS	Ability to perform an audit/validation on each case entered for errors.	Yes
99	State & Federal NIBRS	Ability to generate a monthly audit/validation report, searching offenses and arrests for errors.	Yes
100	State & Federal NIBRS	Ability to have an alert for potential incorrect errors (e.g. Reported date is prior to the date of incident) during the data entry process in simple terms	Yes

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101	State & Federal NIBRS	Automatically re-flag a report for submission if something is changed or added to the report that would cause it to be sent to the FBI (such as closure of a case, new name, new property, recovered property etc.)	Yes
102	State & Federal NIBRS	Ability to create monthly IBR reports for the user so they can maintain a copy of what was sent to the state.	Yes
103	Digital Media Management	Ability to search digital media directly from associated records	Yes
104	Digital Media Management	Ability to distinguish between evidentiary and non-evidentiary digital media.	Yes
105	Arrest	Ability to support multiple charges for a given person on a single arrest form.	Yes
106	Arrest	Ability to allow to add multiple counts of each statute on the arrest forms	Yes
107	Arrest	Ability to allow arrests show multiple clearances automatically as specified for IBR reporting and link several cases to one arrest in the instance of multiple clearances	Yes
108	Arrest	Ability to allow users to add an arrest form to a case report at the time of the original incident or any time after that.	Yes
109	Arrest	Ability to allow users to add supplemental arrest narratives to the original case report in the event of an arrest at a later date.	Yes
110	Arrest	Ability to record all of the steps taken in an arrest including but not limited to:	–
111	Arrest	Mugshot	Yes
112	Arrest	Arrest date/Time	Yes
113	Arrest	Arresting law Enforcement personnel	Yes
114	Arrest	Offender	Yes
115	Arrest	Case number	Yes
116	Arrest	Incarcerated location	Yes
117	Arrest	Arrest location	Yes
118	Arrest	Court date	Yes
119	Arrest	Charge(s)	Yes
120	Case/ Incident Reports	Provide the ability for a primary law Enforcement personnel to be assigned with overall responsibility for completing the report.	Yes
121	Case/ Incident Reports	Allow multiple law Enforcement personnel to provide input to a single incident report once it is created and an incident number assigned	Yes
122	Case/ Incident Reports	Allow the primary responsibility assignment to be shifted to other law Enforcement personnel's during the life of the report	Yes
123	Case/ Incident Reports	Allow the incident report to contain sufficient information to comply with state and national reporting standards.	Yes
124	Case/ Incident Reports	Allow the incident report to contain factual information pertaining to the incident, including offense information, suspect information, and case status, as well as information pertaining to perpetrators, witnesses, victims, complainants, property and vehicles	Yes
125	Case/ Incident Reports	Allow for Incident reports to have free-text fields that allow the collection of an unlimited amount of narrative information	Yes

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126	Case/ Reports	Incident	Allow supervisors to review incident reports and supplemental reports for accuracy prior to their permanent, non-editable storage in the local RMS database	Yes
127	Case/ Reports	Incident	Support all required reviews and corrections prior to locking down the incident report	Yes
128	Case/ Reports	Incident	highlight incident report fields that are mandatory and should be completed.	Yes
129	Case/ Reports	Incident	Provide online supervisory notification when an incident report is ready for review, online review and approval, processing for records (paperless process)	Yes
130	Case/ Reports	Incident	Default to the logged-on law Enforcement personnel when entering reports	Yes
131	Case/ Reports	Incident	Provide validation error messages in plain English, that describe what needs to be corrected and how	Yes
132	Case/ Reports	Incident	Incident reporting function should collect sufficient information to satisfy existing local, county, or state reporting requirements, as well as the reporting standards of the National Incident-Based Reporting System (NIBRS) program, the Uniform Crime Reporting (UCR) program, and the N-DEx program if applicable	Yes
133	Case/ Reports	Incident	Display the CFS record in the RMS Case Report	Yes
134	Case/ Reports	Incident	The ability to configure NCIC codes for each offense & if the offense only maps to one NCIC code, the system will auto populate the NCIC code. For instances where there are offenses mapped to multiple NCIC codes, then the system will give the user a short list of NCIC codes to select from.	Yes
135	Case/ Reports	Incident	Have the ability to attach various media and documents to the case that are NOT digital evidence. Examples: Tow Receipt, signed copy of Victim's Rights, paperwork returned from Court.	Yes
136	Case/ Reports	Incident	The Case Printout displays the same Narrative formatting and line breaks as seen within the UI. Victim Details Arrestee Details and Property Involvement details are displaying/printing.	Yes
137	Case/ Reports	Incident	The RMS should have the ability to generate a case report narrative using AI technology & allows the user to review the narrative before submission	Yes
138	Investigations/Case Management/Case Assignment		Ability to limit modification rights to a case as specified in the "Standard Functional Specifications for law Enforcement RMS" written by IJIS	Yes
139	Investigations/Case Management/Case Assignment		Ability to provide a way to associate the person's name record with all information related to that person and not require the user to back out of the name record to reach related information.	Yes
140	Investigations/Case Management/Case Assignment		Ability to visually distinguish case status (e.g., by color, font, underline, italics, etc.).	Yes
141	Daily Activity Log		Ability to capture and maintain agency-defined law Enforcement personnel activity information including but not limited to:	–
142	Daily Activity Log		Arrests	Yes
143	Daily Activity Log		Felony	Yes
144	Daily Activity Log		Misdemeanor	Yes
145	Daily Activity Log		Traffic Stops	Yes
146	Daily Activity Log		Self-initiated activity	Yes

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147	Daily Activity Log	Dispatched activity	Yes
148	Daily Activity Log	Directed patrol activity	Yes
149	Daily Activity Log	Reports filed (including type of report)	Yes
150	Daily Activity Log	Role in response efforts (primary or backup)	Yes
151	Daily Activity Log	Ability to track the call information by law Enforcement personnel as specified in the "Standard Functional Specifications for law Enforcement RMS" written by IJIS	Yes
152	Employee	Ability for each personnel member to capture the following information at a minimum:	--
153	Employee	Name	Yes
154	Employee	Agency	Yes
155	Employee	Mobile Phone Number	Yes
156	Employee	Address	Yes
157	Employee	Sex	Yes
158	Employee	Race	Yes
159	Employee	Rank	Yes
160	Employee	Employment Status	Yes
161	Employee	Email Address	Yes
162	Employee	Ability to assign an employee a "role"	Yes
163	Employee	Ability to track all changes to personnel information (e.g., promotions, transfers), including but not limited to:	--
164	Employee	Date of change	Yes
165	Employee	Person making change	Yes
166	Employee	Before/After values	Yes
167	Employee	Ability to maintain history of personnel information that may change over time (e.g. address, phone, etc.)	Yes
168	Property & Evidence	Provide digital evidence archive and reflect in the evidence record	Yes
169	Property & Evidence	Allow property and evidence items to be entered into the system with descriptors and tracking identifiers (e.g., date/time received, contributing and receiving law Enforcement personnel's, and location) being recorded for both inventory control and chain-of-custody purposes	Yes
170	Property & Evidence	Allow for property to be checked against internal and external databases for matches	Yes
171	Property & Evidence	Link property/evidence information with the case report	Yes
172	Property & Evidence	Support the entry of all identifying information for each of these vehicle types: boats, cars, motorcycles, airplanes, and other items used for transportation upon impound	Yes
173	Property & Evidence	Provide an interface with a mobile computing system enabling the vehicle information to be captured at the scene and made available at the time the vehicle arrives at the impound lot	Yes

174	Property & Evidence	Allow the owner and driver information, as well as vehicle identification and description information, to be validated or entered at the impound facility, and the specific location within the facility added to the record	Yes
175	Property & Evidence	Allow an initial estimate of the vehicle's value to be entered	Yes
176	Property & Evidence	Ability to capture If the vehicle has evidentiary value, that it is subjected to the rules for chain of custody and shall be protected and tracked by the system like other tangible evidence.	Yes
177	Property & Evidence	The RMS shall treat the vehicle and most of its contents as one piece of evidence. However, if additional evidence is found during the impoundment process, the system shall allow it to be processed as a stand-alone piece of evidence	Yes
178	Property & Evidence	Have no limits on physical property entry, no restriction on number of physical evidence records and / or the order in which it is entered	Yes
179	Property & Evidence	Provide flexibility in how property is entered, user defined criteria and standardized through check boxes and drop-down lists	Yes
180	Property & Evidence	Provide standard property values as default	Yes
181	Property & Evidence	Provide a user configurable drop-down list with the evidence destruction location	Yes
182	Property & Evidence	Allow law enforcement personnel to access property data to view detailed information about the item and historical information about the custody and control of the item, including the current status and location	Yes
183	Property & Evidence	Allow personnel to follow links to related property items tracked in the system	Yes
184	Property & Evidence	Provide the ability to accurately track all property items and verify that the evidentiary chain-of-custody requirements are met	Yes
185	Property & Evidence	Track property that has been impounded or stored in remote facilities	Yes
186	Property & Evidence	Link property or evidence to either a case file or a report that describes the circumstances under which the property was received by the department	Yes
187	Property & Evidence	Maintain the disposition history for a specified time period or may be retained indefinitely for future investigative purposes	Yes
188	Property & Evidence	Ability to identify property and evidence for multiple agencies.	Yes
189	Property & Evidence	Ability for the system to generate a unique number for each case.	Yes
190	Property & Evidence	Ability to designate property/evidence type for the following:	--
191	Property & Evidence	Evidence	Yes
192	Property & Evidence	Found Property	Yes
193	Property & Evidence	Safekeeping	Yes
194	Property & Evidence	Lost	Yes
195	Property & Evidence	Stolen	Yes
196	Property & Evidence	Recovered	Yes
197	Property & Evidence	Agency defined	Yes
198	Property & Evidence	Ability to associate IBR/UCR codes with property	Yes
199	Property & Evidence	Ability to link a property record to an incident report.	Yes

200	Property & Evidence	Ability for each member agency to define storage locations	Yes
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201	Property & Evidence	Ability for each member agency to capture storage types (shelf, refrigerator, etc.)	Yes
202	Property & Evidence	Ability for each member agency to capture storage location identifiers (e.g., shelf, bin, bag, garage)	Yes
203	Property & Evidence	Ability to capture data including but not limited to the following for a bar code label:	--
204	Property & Evidence	Ability to support multiple dates of evidence collection per case.	Yes
205	Property & Evidence	Ability to import property information from the incident report into the property record.	Yes
206	Property & Evidence	Ability to associate an unlimited number of property items to a case.	Yes
207	Property & Evidence	Ability to query the RMS to determine the appropriate incident with which to link property.	Yes
208	Property & Evidence	Ability for a user to enter a storage location (e.g. location suggestions that are not generated)	Yes
209	Property & Evidence	Ability to capture the following information related to a drug seizure:	--
210	Property & Evidence	Drug Type	Yes
211	Property & Evidence	Quantity	Yes
212	Property & Evidence	Weight	Yes
213	Property & Evidence	Estimated Value	Yes
214	Property & Evidence	Ability to capture the information related to a vehicle impounding as specified in the "Standard Functional Specifications for law Enforcement RMS" written by IJIS	Yes
215	Property & Evidence	Ability to capture the following information related to a weapon:	--
216	Property & Evidence	Type	Yes
217	Property & Evidence	Description	Yes
218	Property & Evidence	Owner Information	Yes
219	Property & Evidence	Size	Yes
220	Property & Evidence	Make	Yes
221	Property & Evidence	Caliber	Yes
222	Property & Evidence	Serial Number	Yes
223	Property & Evidence	Manufacturer	Yes
224	Property & Evidence	Ability for agency to create property types.	Yes
225	Property & Evidence	Ability to track forfeited currency.	Yes
226	Property & Evidence	Ability for property and evidence intake law Enforcement personnel to add information to the property record, as specified in the "Standard Functional Specifications for law Enforcement RMS" written by IJIS	Yes
227	Property & Evidence	Ability to track chain of custody for blood kits:	--
228	Property & Evidence	Date kit is mailed to state	Yes
229	Property & Evidence	Date results are received	Yes
230	Property & Evidence	Ability to track viewing of a property item, including but not limited to:	--
231	Property & Evidence	Start and end time of viewing	Yes
232	Property & Evidence	Evidence viewed	Yes

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233	Property & Evidence	Location of Viewing	Yes
234	Property & Evidence	Persons present during viewing (multiple)	Yes
235	Property & Evidence	Reason for viewing	Yes
236	Property & Evidence	Ability classify property for disposal through:	--
237	Property & Evidence	Return to owner	Yes
238	Property & Evidence	Destruction	Yes
239	Property & Evidence	Agency Defined Method(s)	Yes
240	Property & Evidence	Retention Files	Yes
241	Property & Evidence	Auction	Yes
242	Property & Evidence	Ability to capture approving party of disposition (name, date/time, etc.) for the following:	--
243	Property & Evidence	Member agency Representative	Yes
244	Property & Evidence	District Attorney	Yes
245	Property & Evidence	Ability for agency to configure disposition types.	Yes
246	Property & Evidence	Ability to maintain property records after property disposal.	Yes
247	Property & Evidence	Ability to notify investigators of items that require review:	--
248	Property & Evidence	Manually	Yes
249	Property & Evidence	Ability to alert property and evidence personnel of items that require review.	Yes
250	Property & Evidence	Ability to add disposal information to property record, as specified in the "Standard Functional Specifications for law Enforcement RMS" written by IJIS	Yes
251	Property & Evidence	Ability to track the information associated with property destruction in a report as specified in the "Standard Functional Specifications for law Enforcement RMS" written by IJIS	Yes
252	Property & Evidence	Ability to track the information associated with property released to an owner, as specified in the "Standard Functional Specifications for law Enforcement RMS" written by IJIS	Yes

INTERFACES

Description of interface requirement	Current
Axon Evicence.com	Integration - More details are needed to understand the requesting party's technical requirements. Oracle is willing to work with the requesting party and their third party to understand, scope, and develop the requested integration. Integrations must meet modern software security standards and have proper network connectivity. In addition, third parties must provide a license for Oracle to fulfill the requested integration.
Lexus Nexus Coplogic Ethos	Integration - More details are needed to understand the requesting party's technical requirements. Oracle is willing to work with the requesting party and their third party to understand, scope, and develop the requested integration. Integrations must meet modern software security standards and have proper network connectivity. In addition, third parties must provide a license for Oracle to fulfill the requested integration.
Rapid SOS	Integration - More details are needed to understand the requesting party's technical requirements. Oracle is willing to work with the requesting party and their third party to understand, scope, and develop the requested integration. Integrations must meet modern software security standards and have proper network connectivity. In addition, third parties must provide a license for Oracle to fulfill the requested integration.
Leads Online	Integration - More details are needed to understand the requesting party's technical requirements. Oracle is willing to work with the requesting party and their third party to understand, scope, and develop the requested integration. Integrations must meet modern software security standards and have proper network connectivity. In addition, third parties must provide a license for Oracle to fulfill the requested integration.
Motorola Avigilon	Integration - More details are needed to understand the requesting party's technical requirements. Oracle is willing to work with the requesting party and their third party to understand, scope, and develop the requested integration. Integrations must meet modern software security standards and have proper network connectivity. In addition, third parties must provide a license for Oracle to fulfill the requested integration.
Miami Dade County Arrest Form	Integration - More details are needed to understand the

Oracle Confidential – Trade Secret Information as defined under Fla. Stat. § 812.081(1)(f), exempt from disclosure under Fla. Stat. §§ 815.04(3) and 815.045.

	requesting party's technical requirements. Oracle is willing to work with the requesting party and their third party to understand, scope, and develop the requested integration. Integrations must meet modern software security standards and have proper network connectivity. In addition, third parties must provide a license for Oracle to fulfill the requested integration.
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Tab G – Insurance

Proposers must provide evidence of insurance currently in place that meets or exceeds the specifications herein or a commitment from an insurance company that such insurance coverage may be obtained by the Proposer prior to entering into an agreement with the Village. The successful Proposer(s) must submit, prior to signing of a contract, a Certificate of Insurance naming the Village as an additional insured and meeting the requirements set forth in the form attached to this RFP as Attachment “B.”

Oracle believes that it carries adequate amounts of insurance. If awarded a contract, Oracle would be glad to discuss your specific insurance requirements, as applicable to the products and services offered.

We have included a Memorandum of Insurance at the end of this section.

[Click here](#) for a printer-friendly version of this document. [click](#)

MEMORANDUM OF INSURANCE					DATE 03-Sep-2024	
This Memorandum is issued as a matter of information only to authorized viewers for their internal use only and confers no rights upon any viewer of this Memorandum. This Memorandum does not amend, extend or alter the coverage described below. This Memorandum may only be copied, printed and distributed within an authorized viewer and may only be used and viewed by an authorized viewer for its internal use. Any other use, duplication or distribution of this Memorandum without the consent of Marsh is prohibited. "Authorized viewer" shall mean an entity or person which is authorized by the insured named herein to access this Memorandum via https://marshdigital.marsh.com/marshconnect/viewMOLaction?clientId=149137216. Marsh USA LLC dba Marsh USA Risk & Insurance Services The information contained herein is as of the date referred to above. Marsh shall be under no obligation to update such information.						
PRODUCER Marsh USA LLC dba Marsh USA Risk & Insurance Services ("Marsh")				COMPANIES AFFORDING COVERAGE Co. A National Union Fire Insurance Co. of Pittsburgh Co. B Safety National Casualty Corp Co. C Co. D Co. E Co. F		
INSURED Oracle Corporation / Oracle America, Inc. 2300 Oracle Way Austin Texas 78741 United States						
COVERAGES						
THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS MEMORANDUM MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS						
CO LTR	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE	POLICY EXPIRATION DATE	LIMITS LIMITS IN USD UNLESS OTHERWISE INDICATED	
A	GENERAL LIABILITY Commercial General Liability Occurrence	GL1728969	01-Aug-2024	01-Aug-2025	GENERAL AGGREGATE	5000000
					PRODUCTS - COMP/OP AGG	5000000
					PERSONAL AND ADV INJURY	5000000
					EACH OCCURRENCE	5000000
					FIRE DAMAGE (ANY ONE FIRE)	5000000
					MED EXP (ANY ONE PERSON)	25000
A	AUTOMOBILE LIABILITY Any Auto	AL4594403	01-Aug-2024	01-Aug-2025	COMBINED SINGLE LIMIT	5000000
					BODILY INJURY (PER PERSON)	
					BODILY INJURY (PER ACCIDENT)	
					PROPERTY DAMAGE	
	EXCESS LIABILITY				EACH OCCURENCE	
					AGGREGATE	
B B	WORKERS COMPENSATION / EMPLOYERS LIABILITY	LDM05000082 PS0500081	01-Aug-2024 01-Aug-2024	01-Aug-2025 01-Aug-2025	WORKERS COMP LIMITS	Statutory
					EL EACH ACCIDENT	1000000
					EL DISEASE - POLICY LIMIT	1000000
					EL DISEASE - EACH EMPLOYEE	1000000
The Memorandum of Insurance serves solely to list insurance policies, limits and dates of coverage. Any modifications hereto are not authorized.						

MEMORANDUM OF INSURANCE					DATE 03-Sep-2024	
This Memorandum is issued as a matter of information only to authorized viewers for their internal use only and confers no rights upon any viewer of this Memorandum. This Memorandum does not amend, extend or alter the coverage described below. This Memorandum may only be copied, printed and distributed within an authorized viewer and may only be used and viewed by an authorized viewer for its internal use. Any other use, duplication or distribution of this Memorandum without the consent of Marsh is prohibited. "Authorized viewer" shall mean an entity or person which is authorized by the insured named herein to access this Memorandum via https://marshdigital.marsh.com/marshconnect/viewMOLaction?clientId=149137216. The information contained herein is as of the date referred to above. Marsh shall be under no obligation to update such information.						

PRODUCER Marsh USA LLC dba Marsh USA Risk & Insurance Services ("Marsh")	INSURED Oracle Corporation / Oracle America, Inc. 2300 Oracle Way Austin Texas 78741 United States
ADDITIONAL INFORMATION CGL Additional Insured - Any person or organization that you are obligated pursuant to a written contract or agreement executed prior to a loss.	
The Memorandum of Insurance serves solely to list insurance policies, limits and dates of coverage. Any modifications hereto are not authorized.	



Appendix A: Attachments

Please find these files included with our response on the following pages:

- General Terms and Conditions for Oracle's Proposal
- Public Sector Agreement for Oracle Cloud Services
- Oracle Public Safety Suite Ordering Document (CPQ-3331889 & CPQ-3413820)
- Oracle Professional Services Ordering Document (US-OD-16995355)

GENERAL TERMS AND CONDITIONS FOR ORACLE'S PROPOSAL

Oracle America, Inc ("Oracle") is pleased to have the opportunity to provide the Village of Key Biscayne, FL ("you") with a proposal response for RFP # 2024-09 - Key Biscayne Law Enforcement Computer Aided Dispatch, Record Management and Mobile Platform System, "the proposal" via your Third-Party Portal Provider, Demand Star (the "Third-Party Portal Provider").

The proposal is subject to the below general terms and conditions (these "general terms and conditions"). **These general terms and conditions will prevail in the event of any inconsistencies with any terms and conditions of the RFP, or any terms and conditions provided by your Third-Party Portal Provider.**

Evaluation

- The proposal is for your evaluation purposes only. The proposal is not for incorporation into any contract that may result between you and Oracle for products and/or services, nor does it act to amend any existing agreements or orders. Neither you nor Oracle shall be obligated in any way until the parties have executed a final agreement for the applicable Oracle products and/or services. **Oracle disclaims and takes exception to any terms or statements contained in or with the RFP, or any terms or conditions provided by your Third-Party Portal Provider, that (i) seek to impose legal or operational requirements on Oracle with regards to its products or the delivery of its services or (ii) conflict with these general terms and conditions.**
- The proposal (and all Oracle statements and responses contained herein), as well as any related demonstrations, are provided on an "AS-IS" basis, and shall not be construed as creating any representation or warranty including, but not limited to, implied warranties of fitness for a particular purpose, satisfactory quality or merchantability, representations, or warranties as to performance, or product or service availability. All representations and warranties will be as stated in the executed final agreement for the applicable Oracle products and/or services.
- The proposal is based upon information that you have provided to Oracle. You are solely responsible for determining if the Oracle products and/or services described in the proposal meet your requirements, including any regulatory or legal obligations. Any "Yes/No" / "Compliant/Non-Compliant" / "In place" or like indicators provided by Oracle in the proposal, such as in technical and functional matrices, must be read in the context of Oracle's explanations and assumptions provided in the proposal.

Ownership

- Oracle's proposal materials are owned or licensed by Oracle, and are Oracle's or its licensors' copyrighted property. You do not acquire any intellectual property rights in materials or property provided by Oracle under the proposal.

Confidentiality

- Oracle confidential information is provided to you as Oracle proprietary and confidential information under these general terms and conditions.

For purposes of the proposal, Oracle confidential information and where technically possible, individual Oracle responses have been marked as will include anything Oracle identifies as **"Oracle Confidential –Trade Secret Information as defined under Fla. Stat. § 812.081(1)(f), exempt from disclosure under Fla. Stat. §§ 815.04(3) and 815.045., or "Oracle Confidential."** as part of the proposal, as well as any information and responses in the following categories ("Confidential Categories"): functional/technical matrices and/or narrative responses and/or customized screenshots or product

Use or disclosure of information contained in the proposal is subject to these general terms and conditions.

graphics, consulting services methodology or plans, product roadmaps or statements of future plans, customer references and / or Oracle employee resumes.

- In addition, all responses included by Oracle in any tabs or text boxes of the proposal, including any Yes/No responses, that fall under the foregoing Confidential Categories are considered Oracle confidential information, whether or not marked as such.
- Subject to these general terms and conditions, you may use Oracle confidential information solely for the purpose of evaluating your potential acquisition of the applicable Oracle product and/or services discussed in the proposal, and you may not disclose such information outside the government or your organization (as the case may be). You further may not disclose the confidential information in this proposal to any third party without Oracle's prior written consent. In addition, [to the extent permitted by the Confidentiality Provisions,] you may disclose confidential information only to those employees, agents and subcontractors who have a "need to know" such information in connection with the evaluation of the proposal; provided that, their use remains limited to the foregoing purpose and subject to confidential treatment of the proposal pursuant to a written agreement with you that contains terms that are no less protective than those included hereunder; you are responsible for ensuring that your employees, agents and subcontractors comply with these general terms and conditions. Notwithstanding the foregoing, you agree that the Third-Party Portal Provider may access the proposal solely for purposes of providing you with the proposal's content through the portal, subject to these general terms and conditions; you are responsible for Third-Party Portal Provider's compliance with such terms and conditions.
- If there is a request to disclose Oracle confidential information, including under open records laws, Oracle requests prompt notice from you so that Oracle may have the opportunity to defend its confidential information against such a request, including seeking judicial protection, if appropriate.

Contract Terms

- Any Oracle program licenses ("programs"), hardware ("hardware"), technical support services, consulting services, cloud service or other services (collectively "services") will be provided in accordance with the terms of your new Oracle Cloud Services Agreement as may be amended by you and Oracle following award of the contract to Oracle (the "Agreement") and one or more Oracle ordering document(s) governed by such Agreement.
- You may not rely on any future availability of any program(s) or program/computer hardware/operating system combination in evaluating Oracle's proposal or awarding a contract to Oracle.

Specific Exceptions

- Without limiting the foregoing, Oracle takes specific exception to the following term(s) in the RFP, but would be pleased to enter into further discussions with you should it be the successful bidder:

Validity

- Oracle's proposal is valid until December 31, 2024, unless otherwise mutually agreed in writing by you and Oracle.



PUBLIC SECTOR AGREEMENT FOR ORACLE CLOUD SERVICES

This Public Sector Agreement for Oracle Cloud Services (this "Agreement") is between Oracle America, Inc. ("Oracle," "we," "us," or "our") and the entity that has executed this Agreement as identified in the signature block below ("You" or "Your"). This Agreement sets forth the terms and conditions that govern orders placed under this Agreement.

1. USE OF THE SERVICES

1.1. We will make the Oracle services listed in Your order (the "Services") available to You pursuant to this Agreement and Your order. Except as otherwise stated in this Agreement or Your order, You have the non-exclusive, worldwide, limited right to use the Services during the period defined in Your order, unless earlier terminated in accordance with this Agreement or Your order (the "Services Period"), solely for Your internal business operations. You may allow Your Users (as defined below) to use the Services for this purpose, and You are responsible for their compliance with this Agreement and Your order.

1.2. The Service Specifications describe and govern the Services. During the Services Period, we may update the Services and Service Specifications to reflect changes in, among other things, laws, regulations, rules, technology, industry practices, patterns of system use, and availability of Third Party Content (as defined below). Oracle updates to the Services or Service Specifications will not materially reduce the level of performance, functionality, security or availability of the Services during the Services Period of Your order.

1.3. You may not, and may not cause or permit others to: (a) use the Services to harass any person; cause damage or injury to any person or property; publish any material that is false, defamatory, harassing or obscene; violate privacy rights; promote bigotry, racism, hatred or harm; send unsolicited bulk e-mail, junk mail, spam or chain letters; infringe intellectual or other property rights; sell, manufacture, market and/or distribute any product or service in violation of applicable laws; or otherwise violate applicable laws, ordinances or regulations; (b) perform or disclose any benchmarking or availability testing of the Services, except as permitted in the Service Specifications; (c) perform or disclose any performance or vulnerability testing of the Services without Oracle's prior written approval, except as permitted in the Service Specifications, or perform or disclose network discovery, port and service identification, vulnerability scanning, password cracking or remote access testing of the Services; or (d) use the Services to perform cyber currency or crypto currency mining ((a) through (d) collectively, the "Acceptable Use Policy"). In addition to other rights that we have in this Agreement and Your order, we have the right to take remedial action if the Acceptable Use Policy is violated, and such remedial action may include removing or disabling access to material that violates the policy.

2. FEES AND PAYMENT

2.1. All fees payable are due within 30 days from the invoice date. Once placed, Your order is non-cancelable and the sums paid nonrefundable, except as provided in this Agreement or Your order. You will pay any sales, value-added or other similar taxes imposed by applicable law that we must pay based on the Services You ordered, except for taxes based on our income. Fees for Services listed in an order are exclusive of taxes and expenses, unless expressly stated otherwise in Your order.

2.2. If You exceed the quantity of Services ordered, then You promptly must purchase and pay fees for the excess quantity.

2.3. You understand that You may receive multiple invoices for the Services. Invoices will be submitted to You pursuant to Oracle's Invoicing Standards Policy, available at <https://www.oracle.com/contracts/cloud-services>.

3. OWNERSHIP RIGHTS AND RESTRICTIONS

3.1. You or Your licensors retain all ownership and intellectual property rights in and to Your Content (as defined below). We or our licensors retain all ownership and intellectual property rights in and to the Services, derivative works thereof, and anything developed or delivered by or on behalf of us under this Agreement.

3.2. You may have access to Third Party Content through use of the Services. Unless otherwise stated in Your order, all ownership and intellectual property rights in and to Third Party Content and the use of such content is governed by separate third party terms between You and the third party.

3.3. You have the authority to and do grant us the right to host, use, process, display and transmit Your Content to provide the Services pursuant to and in accordance with this Agreement and Your order. You have sole responsibility for the accuracy, quality, integrity, legality, reliability, and appropriateness of Your Content, and for obtaining all rights related to Your Content required by Oracle to perform the Services.

3.4. Except as permitted by this Agreement or Your order, You may not, and may not cause or permit others to: (a) modify, make derivative works of, disassemble, decompile, reverse engineer, reproduce, republish, download, or copy any part of the Services (including data structures or similar materials produced by programs); (b) access or use the Services to build or support, directly or indirectly, products or services competitive to Oracle; or (c) license, sell, transfer, assign, distribute, outsource, permit timesharing or service bureau use of, commercially exploit, or make available the Services to any third party.

4. NONDISCLOSURE

4.1. By virtue of this Agreement, the parties may disclose to each other information that is confidential ("Confidential Information"). Confidential Information shall be limited to the terms and pricing under this Agreement and Your order, Your Content residing in the Services, and all information clearly identified as confidential at the time of disclosure.

4.2. A party's Confidential Information shall not include information that: (a) is or becomes a part of the public domain through no act or omission of the other party; (b) was in the other party's lawful possession prior to the disclosure and had not been obtained by the other party either directly or indirectly from the disclosing party; (c) is lawfully disclosed to the other party by a third party without restriction on the disclosure; or (d) is independently developed by the other party.

4.3 Subject to applicable law, each party agrees not to disclose the other party's Confidential Information to any third party other than as set forth in the following sentence for a period of five years from the date of the disclosing party's disclosure of the Confidential Information to the receiving party; however, we will protect the confidentiality of Your Content residing in the Services for as long as such information resides in the Services. Each party may disclose Confidential Information only to those employees, agents or subcontractors who are required to protect it against unauthorized disclosure in a manner no less protective than required under this Agreement, and each party may disclose the other party's Confidential Information in any legal proceeding or to a governmental entity as required by law.

4.4 The parties acknowledge and agree that You and this Agreement are subject to applicable freedom of information or open records laws. Should You receive a request under such law for Oracle's Confidential Information, You agree to give Oracle adequate prior notice of the request and before releasing Oracle's Confidential Information to a third party, in order to allow Oracle sufficient time to seek injunctive relief or other relief against such disclosure.

5. PROTECTION OF YOUR CONTENT

5.1. In order to protect Your Content provided to Oracle as part of the provision of the Services, Oracle will comply with the applicable administrative, physical, technical and other safeguards, and other applicable aspects of system and content management, available at <https://www.oracle.com/contracts/cloud-services>.

5.2. To the extent Your Content includes Personal Information (as that term is defined in the applicable data privacy policies and the Data Processing Agreement (as defined below)), Oracle will furthermore comply with the following:

- a. the relevant Oracle privacy policies applicable to the Services, available at <http://www.oracle.com/us/legal/privacy/overview/index.html>; and
- b. the applicable version of the Data Processing Agreement for Oracle Services (the "Data Processing Agreement"), unless stated otherwise in Your order. The version of the Data Processing Agreement applicable to Your order (i) is available at <https://www.oracle.com/contracts/cloud-services> and is incorporated herein by reference, and (ii) will remain in force during the Services Period of Your order. In

the event of any conflict between the terms of the Data Processing Agreement and the terms of the Service Specifications (including any applicable Oracle privacy policies), the terms of the Data Processing Agreement shall take precedence.

5.3. Without prejudice to Sections 5.1 and 5.2 above, You are responsible for (a) any required notices, consents and/or authorizations related to Your provision of, and our processing of, Your Content (including any Personal Information) as part of the Services, (b) any security vulnerabilities, and the consequences of such vulnerabilities, arising from Your Content, including any viruses, Trojan horses, worms or other harmful programming routines contained in Your Content, and (c) any use by You or Your Users of the Services in a manner that is inconsistent with the terms of this Agreement and/or Your order. To the extent You disclose or transmit Your Content to a third party, we are no longer responsible for the security or confidentiality of such content outside of Oracle's control.

5.4. Unless otherwise specified in Your order (including in the Service Specifications), Your Content may not include any data that imposes specific data security, data protection, or regulatory obligations on Oracle in addition to or different from those specified in the Data Processing Agreement, Service Specifications or this Agreement. If Your Content includes any of the foregoing data (e.g., certain regulated health or payment card information), Oracle will process such data only pursuant to the terms of Your order, the Data Processing Agreement, Service Specifications and this Agreement. You are responsible for complying with Your specific regulatory, legal or data security obligations which may apply to such data. If available for the Services, You may purchase additional services from us (e.g., Oracle Payment Card Industry Compliance Services) designed to address specific data security, data protection or regulatory requirements applicable to such data.

6. WARRANTIES, DISCLAIMERS AND EXCLUSIVE REMEDIES

6.1. Each party represents that it has validly entered into this Agreement and that it has the power and authority to do so. We warrant that during the Services Period we will perform the Services using commercially reasonable care and skill and in all material respects as described in the Service Specifications (the "Services Warranty"). If the Services provided to You were not performed as warranted, You must promptly provide us with a written notice that describes the deficiency in the Services (including, as applicable, the service request number notifying us of the deficiency in the Services).

6.2. WE DO NOT WARRANT THAT THE SERVICES WILL BE PERFORMED ERROR-FREE OR UNINTERRUPTED, THAT WE WILL CORRECT ALL SERVICES ERRORS, OR THAT THE SERVICES WILL MEET YOUR REQUIREMENTS OR EXPECTATIONS. WE ARE NOT RESPONSIBLE FOR ANY ISSUES RELATED TO THE PERFORMANCE, OPERATION OR SECURITY OF THE SERVICES THAT ARISE FROM YOUR CONTENT OR THIRD PARTY CONTENT OR SERVICES PROVIDED BY THIRD PARTIES.

FOR ANY BREACH OF THE SERVICES WARRANTY, YOUR EXCLUSIVE REMEDY AND OUR ENTIRE LIABILITY SHALL BE THE CORRECTION OF THE DEFICIENT SERVICES THAT CAUSED THE BREACH OF WARRANTY, OR, IF WE CANNOT SUBSTANTIALLY CORRECT THE DEFICIENCY IN A COMMERCIALY REASONABLE MANNER, YOU MAY END THE DEFICIENT SERVICES AND WE WILL REFUND TO YOU THE FEES PAID FOR THE DEFICIENT SERVICES FOR THE PERIOD OF TIME DURING WHICH THE SERVICES WERE DEFICIENT.

6.3. TO THE EXTENT NOT PROHIBITED BY LAW, THESE WARRANTIES ARE EXCLUSIVE AND THERE ARE NO OTHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS, INCLUDING FOR SOFTWARE, HARDWARE, SYSTEMS, NETWORKS OR ENVIRONMENTS OR FOR MERCHANTABILITY, SATISFACTORY QUALITY AND FITNESS FOR A PARTICULAR PURPOSE.

7. LIMITATION OF LIABILITY

7.1. IN NO EVENT WILL EITHER PARTY OR ITS AFFILIATES BE LIABLE FOR ANY INDIRECT, CONSEQUENTIAL, INCIDENTAL, SPECIAL, PUNITIVE, OR EXEMPLARY DAMAGES, OR ANY LOSS OF REVENUE, PROFITS (EXCLUDING FEES UNDER THIS AGREEMENT), SALES, DATA, DATA USE, GOODWILL, OR REPUTATION.

7.2. IN NO EVENT SHALL THE AGGREGATE LIABILITY OF ORACLE AND OUR AFFILIATES ARISING OUT OF OR RELATED TO THIS AGREEMENT OR YOUR ORDER, WHETHER IN CONTRACT, TORT, OR OTHERWISE, EXCEED THE TOTAL AMOUNTS ACTUALLY PAID UNDER YOUR ORDER FOR THE ORACLE

PRODUCTS OR SERVICES GIVING RISE TO THE LIABILITY DURING THE TWELVE (12) MONTHS IMMEDIATELY PRECEDING THE DATE OF THE EVENT GIVING RISE TO SUCH LIABILITY.

8. INDEMNIFICATION

If a third party makes a claim against either You or Oracle ("Recipient," which may refer to You or us, depending upon which party received the Material), that any information, design, specification, instruction, software, service, data, hardware, or material (collectively, "Material") furnished by either You or us ("Provider," which may refer to You or us depending on which party provided the Material) infringes the third party's intellectual property rights, the Provider, at the Provider's sole cost and expense, will, to the extent not prohibited by law, defend the Recipient against the claim and indemnify the Recipient from the damages, liabilities, costs and expenses awarded by the court to the third party claiming infringement or the settlement agreed to by the Provider, if the Recipient does the following:

- a. notifies the Provider promptly in writing, not later than 30 days after the Recipient receives notice of the claim (or sooner if required by applicable law);
- b. gives the Provider sole control of the defense and any settlement negotiations to the extent permitted by law; and
- c. gives the Provider the information, authority and assistance the Provider needs to defend against or settle the claim.

8.1. If the Provider believes or it is determined that any of the Material may have violated a third party's intellectual property rights, the Provider may choose to either modify the Material to be non-infringing (while substantially preserving its utility or functionality) or obtain a license to allow for continued use, or if these alternatives are not commercially reasonable, the Provider may end the license for, and require return of, the applicable Material and refund any unused, prepaid fees the Recipient may have paid to the other party for such Material. If such return materially affects our ability to meet obligations under the relevant order, then we may, upon 30 days' prior written notice, terminate the order and refund any unused, prepaid fees for the Services under the terminated order. If such Material is third party technology and the terms of the third party license do not allow us to terminate the license, then we may, upon 30 days' prior written notice, end the Services associated with such Material and refund any unused, prepaid fees for such Services.

8.2. The Provider will not indemnify the Recipient if the Recipient (a) alters the Material or uses it outside the scope of use identified in the Provider's user or program documentation or Service Specifications, or (b) uses a version of the Material which has been superseded (and the Recipient has been notified in writing of the new version), if the infringement claim could have been avoided by using an unaltered current version of the Material which was made available to the Recipient. The Provider will not indemnify the Recipient to the extent that an infringement claim is based upon any material not furnished by the Provider. We will not indemnify You to the extent that an infringement claim is based on Third Party Content or any material from a third party portal or other external source that is accessible or made available to You within or by the Services (e.g., a social media post from a third party blog or forum, a third party web page accessed via a hyperlink, marketing data from third party data providers, etc.).

8.3. This Section 8 provides the parties' exclusive remedy for any claims or damages under Section 8.1.

9. TERM AND TERMINATION

9.1. Unless this Agreement is terminated earlier, You may place orders governed by this Agreement for a period of five years from the date You accept this Agreement. Even if terminated, this Agreement will continue to govern any order for the duration of the Services Period of such order.

9.2. Services shall be provided for the Services Period defined in Your order. Notwithstanding anything to the contrary in the Service Specifications, the Services You order will not be automatically renewed.

9.3. We may suspend Your and/or Your Users' access to, or use of, the Services if we believe that (a) there is a significant threat to the functionality, security, integrity, or availability of the Services or any content, data, or applications in the Services; (b) You or Your Users are accessing or using the Services to commit an illegal act; (c) there is a violation of the Acceptable Use Policy; or (d) You provided false account or payment information or Your digital payment method is refused. When reasonably practicable and lawfully permitted, we will provide You with advance notice of any such suspension. For Services with the applicable operational capability, Oracle will

use reasonable efforts to limit any suspension only to the portion of the Services related to the issue causing suspension. We will use reasonable efforts to re-establish the Services promptly after we determine that the issue causing the suspension has been resolved. During any suspension period, we will make Your Content (as it existed on the suspension date) available to You. Any suspension under this Section shall not excuse You from Your payment obligations.

9.4. If either of us breaches a material term of this Agreement or any order and fails to correct the breach within 30 days of written specification of the breach (provided in accordance with Section 16.1 below), then the breaching party is in default and the non-breaching party may terminate (a) in the case of breach of any order, the order under which the breach occurred; or (b) in the case of breach of this Agreement, this Agreement and any orders that have been placed under this Agreement. If we terminate any orders as specified in the preceding sentence, You must pay within 30 days all amounts that have accrued prior to such termination, as well as all sums remaining unpaid for the terminated order(s) plus related taxes and expenses. Except for nonpayment of fees, the non-breaching party may agree in its sole discretion to extend the 30 day period for so long as the breaching party continues reasonable efforts to cure the breach. You agree that if You are in default under this Agreement and/or Your order, You may not use those Services ordered.

9.5 You may terminate this Agreement at any time without cause by giving Oracle 30 days prior written notice of such termination. Termination of the Agreement will not affect orders that are outstanding at the time of termination. Those orders will be performed according to their terms as if this Agreement were still in full force and effect. However, those orders may not be renewed or extended subsequent to termination of this Agreement.

9.6 At the end of the Services Period, we will make Your Content (as it existed at the end of the Services Period) available for retrieval by You during a retrieval period specified in the Service Specifications. Following the retrieval period, and except as may be required by law, we will delete any of Your Content that remains in the Services. Our data deletion practices are described in more detail in the Service Specifications.

9.7 Provisions that survive termination or expiration of this Agreement are those relating to limitation of liability, indemnification, payment and others which by their nature are intended to survive.

10. THIRD PARTY CONTENT, SERVICES AND WEBSITES

10.1. The Services may enable You to link to, transfer Your Content or Third Party Content to, or otherwise access, third parties' websites, platforms, content, products, services, and information ("Third Party Services"). Oracle does not control and is not responsible for Third Party Content or Third Party Services. You are solely responsible for complying with the terms of access and use of Third Party Services, and if Oracle accesses or uses any Third Party Services on Your behalf to facilitate performance of the Services, You are solely responsible for ensuring that such access and use, including through passwords, credentials or tokens issued or otherwise made available to You, is authorized by the terms of access and use for such services. If You transfer or cause the transfer of Your Content or Third Party Content from the Services to a Third Party Service or other location, that transfer constitutes a distribution by You and not by Oracle.

10.2. Any Third Party Content we make accessible is provided on an "as-is" and "as available" basis without any warranty of any kind. We disclaim all liabilities arising from or related to Third Party Content.

10.3. You acknowledge that: (a) the nature, type, quality and availability of Third Party Content may change at any time during the Services Period, and (b) features of the Services that interoperate with Third Party Services, such as Facebook™, YouTube™ and Twitter™, etc., depend on the continuing availability of such third parties' respective application programming interfaces (APIs). We may need to update, change or modify the Services under this Agreement as a result of a change in, or unavailability of, such Third Party Content, Third Party Services or APIs. Any change to Third Party Content, Third Party Services or APIs, including their unavailability, during the Services Period does not affect Your obligations under this Agreement or the applicable order, and You will not be entitled to any refund, credit or other compensation due to any such changes.

11. SERVICE MONITORING, ANALYSES AND ORACLE-PROVIDED SOFTWARE

11.1. We continuously monitor the Services to facilitate Oracle's operation of the Services; to help resolve Your service requests; to detect and address threats to the functionality, security, integrity, and availability of the Services as well as any content, data, or applications in the Services; and to detect and address illegal acts or violations of the Acceptable Use Policy. Oracle monitoring tools do not collect or store any of Your Content residing

in the Services, except as needed for such purposes. Oracle does not monitor, and does not address issues with, non-Oracle software provided by You or any of Your Users that is stored in, or run on or through, the Services. Information collected by Oracle monitoring tools (excluding Your Content) may also be used to assist in managing Oracle's product and service portfolio, to help Oracle address deficiencies in its product and service offerings, and for license management purposes.

11.2. We may (a) compile statistical and other information related to the performance, operation and use of the Services, and (b) use data from the Services in aggregated form for security and operations management, to create statistical analyses, and for research and development purposes (above clauses (a) and (b) are collectively referred to as "Service Analyses"). We retain all intellectual property rights in Service Analyses.

11.3. We may provide You with the ability to obtain certain Oracle-provided Software (as defined below) for use with the Services. Unless we specify that separate terms will apply to Oracle-provided Software, any Oracle-provided Software is provided as part of the Services and You have the non-exclusive, worldwide, limited right to use, and allow Your Users to use, such Oracle-provided Software, subject to the terms of this Agreement and Your order, solely to facilitate Your authorized use of the Services. Your right to use any Oracle-provided Software will terminate upon the earlier of our notice (by web posting or otherwise) or the end of the Services associated with the Oracle-provided Software. Your right to use any part of the Oracle-provided Software that is licensed under the separate terms is not restricted in any way by this Agreement.

12. HARDWARE DEVICES

The terms in this Section 12 (Hardware Devices) only apply to an order which includes a Hardware Device.

12.1. Your order may include a Hardware Device (as defined below), which You may use with the applicable Services as described in the Service Specifications. The terms of this Agreement and Your order (including those terms that refer to Services) govern Hardware Devices, the Operating System and Integrated Software (both as defined below), unless expressly stated otherwise in this Section 12, or if the terms by their nature would be inapplicable to Hardware Devices.

12.2. We provide a limited warranty for Hardware Devices as described in the Oracle Hardware Warranty available at <http://www.oracle.com/contracts/hardware>. Any changes to the Oracle Hardware Warranty will not apply to Hardware Devices ordered prior to such change.

12.3. We provide technical support services for Hardware Devices as described in the Service Specifications and/or Oracle's Hardware and Systems Support Policies in effect at the time the technical support services are provided (available at <http://www.oracle.com/contracts/hardware>), as applicable.

12.4. With respect to our indemnification for Hardware Devices under Section 8, notwithstanding the provisions of Section 8.2, if we believe or it is determined that the Hardware Device (or portion thereof) may have violated a third party's intellectual property rights, we may choose to either replace or modify the Hardware Device (or portion thereof) to be non-infringing (while substantially preserving its utility or functionality) or obtain a right to allow for continued use, or if these alternatives are not commercially reasonable, we may remove the applicable Hardware Device (or portion thereof) and refund the net book value for the Hardware Device.

12.5. "Hardware Device" is defined as hardware that meets both of the following requirements: (a) the hardware is managed by or used as part of the Services, and (b) the hardware is designated as a Hardware Device by Oracle. Title to Hardware Devices will transfer to You upon delivery to You unless otherwise specified in Your order.

12.6. "Operating System" refers to the software that manages the Hardware Device. You have the right to use the Operating System delivered with the Hardware Device (and any updates acquired through our technical support services) only as incorporated in, and as part of, the Hardware Device and subject to the terms of the license agreement(s) delivered with or on the Hardware Device. Current versions of the license agreements are located in the documentation for the Hardware Device.

12.7. "Integrated Software" refers to any software or programmable code that is embedded or integrated in a Hardware Device and enables the functionality of the Hardware Device. Integrated Software does not include and You do not have rights to (a) code or functionality for diagnostic, maintenance, repair or technical support services; or (b) separately licensed applications, development tools, or system management software or other code that is separately licensed by us or a third party. You have the limited, non-exclusive right to use Integrated Software

delivered with a Hardware Device (and any updates acquired through our technical support services) only as incorporated in, and as part of, the Hardware Device and subject to any terms delivered with or on the Hardware Device and/or in the applicable documentation.

12.8. We or our licensors retain all ownership and intellectual property rights in and to the Operating System and Integrated Software. The Hardware Device may contain or require the use of third party technology that is provided with or pre-installed on the Hardware Device. Third party technology is licensed under terms which we may provide to You (i) with or on the Hardware Device, (ii) in the applicable product documentation, (iii) in the readme files, or (iv) in the notice files. Your right to use this third party technology under separate license terms are not restricted in any way by this Agreement. We do not warrant or provide any technical support services for this third party technology.

12.9. The Operating System or Integrated Software may include separate works, identified in a readme file, notice file or the applicable documentation, which are licensed under open source or similar license terms; Your rights to use the Operating System and Integrated Software under such terms are not restricted in any way by this Agreement. The appropriate terms associated with these separate works can be found in the readme files, notice files or in the documentation accompanying the Operating System and Integrated Software. For software (i) that is part of the Operating System or Integrated Software and (ii) that You receive from us in binary form and (iii) that is licensed under an open source license that gives You the right to receive the source code for that binary, You may obtain a copy of the applicable source code from <https://oss.oracle.com/sources/> or <http://www.oracle.com/goto/opensourcecode>. If the source code for the software was not provided to You with the binary, You may also receive a copy of the source code on physical media by submitting a written request pursuant to the instructions in the "Written Offer for Source Code" section of the latter website.

13. EXPORT

13.1. Export control and economic sanctions laws and regulations ("export laws") of the United States and any other relevant local export laws apply to the Oracle Products and Services ordered under this Agreement. Such export laws govern use of the Oracle Products and Services (including technical data) and any Oracle products or services deliverables provided under this Agreement, and You and we each agree to comply with all such export laws (including "deemed export" and "deemed re-export" regulations). You agree that no data, information, software programs and/or materials resulting from the Oracle products or services (or direct product thereof) will be exported, directly or indirectly, in violation of these laws, or will be used for any purpose prohibited by these laws including, without limitation, nuclear, chemical, or biological weapons proliferation, or development of missile technology.

13.2. You acknowledge that the Services are designed with capabilities for You and Your Users to access the Services without regard to geographic location and to transfer or otherwise move Your Content between the Services and other locations such as User workstations. You are solely responsible for the authorization and management of User accounts across geographic locations, as well as export control and geographic transfer of Your Content.

14. FORCE MAJEURE

Neither You nor we shall be responsible for failure or delay of performance if caused by: an act of war, hostility, or sabotage; act of God; pandemic; electrical, internet, or telecommunication outage that is not caused by the obligated party; government restrictions (including, without limitation, an embargo, economic sanction or the denial or cancelation of any export, import or other license); or other event outside the reasonable control of the obligated party. Both You and we will use reasonable efforts to mitigate the effect of a force majeure event. If such event continues for more than 30 days, either of You or we may cancel unperformed Services and affected orders upon written agreement. This Section does not excuse either party's obligation to take reasonable steps to follow its normal disaster recovery procedures or Your obligation to pay for the Services.

15. UCITA

The Uniform Computer Information Transactions Act does not apply to this Agreement or to orders placed under it.

16. NOTICE

16.1. Any notice required under this Agreement shall be provided to the other party in writing. If You have a legal dispute with us or if You wish to provide a notice under the Indemnification Section of this Agreement, or if You become subject to insolvency or other similar legal proceedings, You will promptly send written notice to: Oracle America, Inc., 500 Oracle Parkway Redwood Shores, CA 94065, Attention: General Counsel, Legal Department.

16.2. We may give notices applicable to our Services customers by means of a general notice on the Oracle portal for the Services, and notices specific to You (a) by electronic mail to Your e-mail address on record in our account information or (b) by written communication sent by first class mail or pre-paid post to Your address on record in our account information.

16.3. You may register to receive notice of updates to the Oracle Cloud Hosting and Delivery Policies and the Data Processing Agreement (and certain other Service Specifications made available by Oracle) at <http://www.oracle.com/contracts/cloud-services>.

17. ASSIGNMENT

You may not assign this Agreement or give or transfer the Services or any interest in the Services to another individual or entity.

18. OTHER

18.1. We are an independent contractor, and each party agrees that no partnership, joint venture, or agency relationship exists between the parties.

18.2. Our business partners and other third parties, including any third parties with which the Services have integrations or that are retained by You to provide consulting services, implementation services or applications that interact with the Services, are independent of Oracle and are not Oracle's agents. Even if recommended by us, we are not liable for, bound by, or responsible for any problems with the Services or Your Content arising due to any acts or omissions of any business partner or third party, unless the business partner or third party is providing Services as our subcontractor or is otherwise engaged by Oracle in connection with performance of its obligations under this Agreement, and, if so, then only to the same extent as we would be responsible for our resources under this Agreement.

18.3. If any term of this Agreement is found to be invalid or unenforceable, the remaining provisions will remain effective and such term shall be replaced with another term consistent with the purpose and intent of this Agreement.

18.4. Except for actions for nonpayment or breach of Oracle's proprietary rights, no action, regardless of form, arising out of or relating to this Agreement may be brought by either party more than two years after the cause of action has accrued.

18.5. Prior to entering into an order governed by this Agreement, You are solely responsible for determining whether the Services meet Your technical, business or regulatory requirements. Oracle will cooperate with Your efforts to determine whether use of the standard Services are consistent with those requirements. Additional fees may apply to any additional work performed by Oracle or changes to the Services. You remain solely responsible for Your regulatory compliance in connection with Your use of the Services.

19. ENTIRE AGREEMENT

19.1. You agree that this Agreement and the information which is incorporated into this Agreement by written reference (including reference to information contained in a URL or referenced policy), together with the applicable order, is the complete agreement for the Oracle Products and Services ordered by You and supersedes all prior or contemporaneous agreements, proposals, negotiations, demonstrations or representations, written or oral, regarding such Oracle Products and Services.

19.2. It is expressly agreed that the terms of this Agreement and any Oracle order shall supersede the terms in any purchase order, procurement internet portal, or other similar non-Oracle document, and no terms included in

any such purchase order, portal, or other non-Oracle document shall apply to Your order. In the event of any inconsistencies between the terms of an order and the Agreement, the order shall take precedence; however, unless expressly stated otherwise in an order, the terms of the Data Processing Agreement shall take precedence over any inconsistent terms in an order. This Agreement and orders hereunder may not be modified and the rights and restrictions may not be altered or waived except in a writing signed or accepted online by authorized representatives of You and of Oracle; however, Oracle may update the Service Specifications, including by posting updated documents on Oracle's websites. No third party beneficiary relationships are created by this Agreement.

20. AGREEMENT DEFINITIONS

20.1. **"Oracle-provided Software"** means any software agent, application or tool that Oracle makes available to You specifically for purposes of facilitating Your access to, operation of, and/or use with, the Services.

20.2. **"Program Documentation"** refers to the user manuals, help windows, readme files for the Services and any Oracle-provided Software. You may access the documentation online at <http://oracle.com/contracts> or such other address specified by Oracle.

20.3. **"Service Specifications"** means the following documents, as applicable to the Services under Your order: (a) the Oracle Cloud Hosting and Delivery Policies, the Program Documentation, the Oracle service descriptions, and the Oracle Corporate Security Practices; (b) Oracle's privacy policies; and (c) any other Oracle documents that are referenced in or incorporated into Your order. The following do not apply to any non-Cloud Oracle service offerings acquired under Your order, such as professional services: the Oracle Cloud Hosting and Delivery Policies and Program Documentation. The following do not apply to any Oracle-provided Software: the Oracle Cloud Hosting and Delivery Policies.

20.4. **"Third Party Content"** means all software, data, text, images, audio, video, photographs and other content and material, in any format, that are obtained or derived from third party sources outside of Oracle that You may access through, within, or in conjunction with Your use of, the Services. Examples of Third Party Content include data feeds from social network services, rss feeds from blog posts, Oracle data marketplaces and libraries, dictionaries, and marketing data. Third Party Content includes third-party sourced materials accessed or obtained by Your use of the Services or any Oracle-provided tools.

20.5. **"Users"** means, for Services, those employees, contractors, and end users, as applicable, authorized by You or on Your behalf to use the Services in accordance with this Agreement and Your order. For Services that are specifically designed to allow Your clients, agents, customers, suppliers or other third parties to access the Services to interact with You, such third parties will be considered "Users" subject to the terms of this Agreement and Your order.

20.6. **"Your Content"** means all software, data (including Personal Information), text, images, audio, video, photographs, non-Oracle or third party applications, and other content and material, in any format, provided by You or any of Your Users that is stored in, or run on or through, the Services. Services under this Agreement, Oracle-provided Software, other Oracle Products and Services, and Oracle intellectual property, and all derivative works thereof, do not fall within the meaning of the term "Your Content." Your Content includes any Third Party Content that is brought by You into the Services by Your use of the Services or any Oracle-provided tools.

21. CLOUD SERVICES AGREEMENT EFFECTIVE DATE

The Effective Date of this Cloud Services Agreement is _____. (DATE TO BE COMPLETED BY ORACLE)

THE REMAINDER OF THIS PAGE IS INTENTIONALLY LEFT BLANK. THE SIGNATURE BLOCK FOR THIS AGREEMENT FOLLOWS IMMEDIATELY ON THE NEXT PAGE.

Company Name: _____

Oracle America, Inc.

Authorized Signature: _____

Authorized Signature: _____

Name: _____

Name: _____

Title: _____

Title: _____

Signature Date: _____

Signature Date: _____

Agreement No.: _____ *[to be completed by Oracle]*



ORDERING DOCUMENT

Oracle America, Inc.
500 Oracle Parkway
Redwood Shores, CA 94065

Your Name	Village of Key Biscayne	Your Contact	Francis Sousa
Your Location	88 W McIntyre Street Key Biscayne, Miami-Dade, FL 33149	Phone Number	(305) 365-5503
		Email Address	fsousa@kbpd.net

Ship to Address:

Your Name	Village of Key Biscayne	Your Contact	Francis Sousa
Your Location	88 W McIntyre Street Key Biscayne, Miami-Dade, FL 33149	Phone Number	(305) 365-5503
		Email Address	fsousa@kbpd.net

New Subscription
CPQ-3331889

Services Period: 36 months

Cloud Services	Data Center Region	Quantity	Term	Unit Net Price	Net Fee
B95766 - Oracle Public Safety Dispatch Command Center System - Workstation	US Government	1	36 mo	184.00	6,624.00
B95768 - Oracle Public Safety Personal Communication System - Phone	US Government	6	36 mo	9.20	1,987.20
B95885 - Oracle Public Safety Records Management System - Sworn Officer	US Government	38	36 mo	32.20	44,049.60
B109338 - Oracle Public Safety Tablet Communication System - Tablet	US Government	10	36 mo	50.00	18,000.00
B96459 - Oracle Public Safety Vehicle Communication System - Vehicle Outfitted	US Government	28	36 mo	75.00	75,600.00
B96542 - Oracle Public Safety Interface, AXON, Evidence.com - Interface	US Government	1	36 mo	73.60	2,649.60
B96562 - Oracle Public Safety, GIS powered by ESRI, Basemaps Location Service from ArcGIS Platform - Interface	US Government	1	36 mo	550.00	19,800.00
B96563 - Oracle Public Safety, GIS powered by ESRI, Geocoding and Routing Location Services from ArcGIS Platform up to 10 workstations total - Interface	US Government	1	36 mo	320.00	11,520.00
B96646 - Oracle Public Safety Interface, RapidSOS, LEI - Interface	US Government	1	36 mo	0.00	0.00
B96667 - Oracle Public Safety Interface, LeadsOnline - Interface	US Government	1	36 mo	36.80	1,324.80
B96691 - Oracle Public Safety Interface, LexisNexis, Coplogic Ethos - Interface	US Government	1	36 mo	73.60	2,649.60
B97241 - Oracle Public Safety Interface, Motorola, Avigilon - Interface	US Government	1	36 mo	73.60	2,649.60
B97269 - Oracle Public Safety Interface, Kologik, Miami-Dade County, Arrest Forms - Interface	US Government	1	36 mo	73.60	2,649.60
B98174 - Oracle Public Safety, NCIC powered by Datamaxx, (Up to Quantity) - Sworn Officer	US Government	100	36 mo	4.00	14,400.00
B98175 - Oracle Public Safety, NCIC powered by Datamaxx, Cloud Connector - Each	US Government	1	36 mo	250.00	9,000.00

Services Period: 36 months					
Cloud Services	Data Center Region	Quantity	Term	Unit Net Price	Net Fee
Subtotal					212,904.00

Hardware Device CPQ-3413820						
Item	Part Number	Hardware Device Description	Quantity	List Fee	Discount %	Net Fee
1.0	7605786	Oracle Public Safety Tablet 110 with 8 GB RAM, 256 GB storage, and 12.4-inch display, for Vehicle Communication System only	38	0.00	0.0	0.00
2.0	7605787	Customer Spare: Oracle Public Safety Tablet 110 with 8 GB RAM, 256 GB storage, and 12.4-inch display	2	1,960.00	0.0	1,960.00
3.0	7607024	Car seat rail mount for Oracle Public Safety tablets for 2020+ Ford Explorer Interceptor vehicles and other models, for Vehicle Communication System only	28	0.00	0.0	0.00
4.0	7607026	Dock kit for Oracle Public Safety tablets with tablet casing, dock and cabling, for Vehicle Communication System only	28	0.00	0.0	0.00
5.0	7607027	Vehicle mount kit for Oracle Public Safety tablets, for Vehicle Communication System only	28	0.00	0.0	0.00
Total Hardware and Hardware-Related Service Offerings Fees						1,960.00

Other Fees	Quantity	
Hardware Device Freight Fee	2	0.00
Shipping Method: HARDWARE - STANDARD		Other Fees 0.00

Fee Description	Net Fee
Cloud Services Fees	212,904.00
Hardware Device Fees	1,960.00
Other Fees	0.00
Total Fees	214,864.00

A. TERMS OF YOUR ORDER

1. Applicable Agreement

a. This order incorporates by reference the terms of the Public Sector Agreement for Oracle Cloud Services US-CSA-CPQ-3331889 by and between Village of Key Biscayne and Oracle America, Inc. ("Oracle"), and all amendments and addenda and supplemental terms thereto, including the CJIS STCs specified in section A.2 below, (the "Agreement"). The defined terms in the Agreement shall have the same meaning in this order unless otherwise specified herein.

b. **Linking Language.** You acknowledge and agree that the terms and conditions of this ordering document are contingent upon the execution of the Agreement between the parties on or prior to the last signature date of this ordering document. If the parties do not execute the Agreement on or prior to the last signature date of this ordering document, then this ordering document shall be deemed to have no legal effect, even if executed.

2. Applicable Supplemental Terms

Criminal Justice Information Services Supplemental Terms and Conditions ("CJIS STCs") which are attached to the Service Specifications applicable to Cloud Services.

You acknowledge and agree that you have read and understand the CJS STCs which are attached to the Services Specifications for the products and services being purchased hereunder and which may be accessed at: <http://www.oracle.com/contracts>.

3. Service Specifications

The Service Specifications applicable to the Services ordered may be accessed at <http://www.oracle.com/contracts>.

4. Payment Terms

Net 30 days from invoice date

5. Pricing, Invoicing, and Payment Options

a. In addition to the prices listed in the table(s) above section A, Oracle will invoice you for any applicable freight charges or applicable taxes, and you will be responsible for such charges and taxes notwithstanding any express or implied provision to the "Incoterms" referenced in the Order and Delivery Policies. The Order and Delivery Policies may be accessed at <http://oracle.com/contracts>.

b. You understand that you may receive multiple invoices for the products and/or services you ordered.

c. Invoices will be submitted to you pursuant to Oracle's Invoicing Standards Policy, which may be accessed at <http://oracle.com/contracts>.

6. Currency

US Dollars

7. Offer Valid through

31-DEC-2024

8. Territory

a. You have ordered Hardware Device and/or Cloud Services specified in the table(s) above section A for use in the United States.

b. The Hardware Device (including but not limited to Public Safety Suite Hardware Components) included on this ordering document shall be installed only in the United States.

9. Non-Appropriation

In the event funds are not appropriated for a new fiscal year period, You may terminate this order immediately without penalty or expense; provided, however, that: (a) for each of the 12-month terms of the order, You must provide a purchase order, and (b) Your issuance of each 12-month purchase order shall signify to Oracle that all funds for the given 12-month term have been fully appropriated and encumbered. Notwithstanding the foregoing, You agree to pay for all services performed by Oracle prior to Oracle's receipt of Your notice of non-appropriation.

B. TERMS FOR CLOUD SERVICES

The following terms and conditions apply to the Cloud Services specified in the tables above section A.

1. Services Period

The Services Period for the Services commences on the date stated in this order. If no date is specified, then:

- the "Cloud Services Start Date" for each Service will be the date that you are issued access that enables you to activate your Services.

2. Payment Frequency

Cloud Services Payment Frequency: Quarterly in Arrears

3. No Auto-Renewal

Notwithstanding any statement to the contrary in the Service Specifications, the parties expressly agree that the Services acquired under this order will not Auto-Renew.

4. Optional Renewal Period

You shall have the option to renew the same services listed in the cloud services (CPQ-3331889) table above section A at the same usage limits for one (1) additional 36-month renewal period ("Option Renewal Period") for the total net fee of \$234,912.95, which shall be the sum of the following annual amounts:

- Option Year 1 \$78,304.32
- Option Year 2 \$78,304.32
- Option Year 3 \$78,304.32

Professional Services are not included in the Option Renewal Period.

The cloud services listed in the tables above section A may not be renewed at the Option Renewal Period pricing specified above if (i) Oracle is no longer making such cloud services generally available to customers, or (ii) You are seeking to cancel or reduce the number of user licenses of the cloud services specified in this ordering document.

C. TERMS FOR PUBLIC SAFETY SUITE HARDWARE COMPONENTS, HARDWARE DEVICES

You have ordered Hardware Device. The following terms and conditions apply to the Public Safety Suite Hardware Components, and Hardware Devices specified in the tables above section A.

1. Public Safety Suite Hardware Components and Hardware Device

a. The Public Safety Suite Hardware Components consist of the Cloud Services components included as part of the suite that are specified in the "Hardware Device" table above section A (the "**Public Safety Suite Hardware Components**").

b. You are solely responsible for exercising control and management of the location of each of the Hardware Device (including but not limited to Public Safety Suite Hardware Components). Oracle expressly disclaims any liability or responsibility for (i) the loss or misappropriation of Your Content that is stored on any Hardware Device, regardless of whether such Hardware Device is lost or otherwise misplaced; and (ii) the storage or disposal of the Hardware Device. You must take appropriate measures to securely store and sanitize the Hardware Device prior to releasing such Hardware Device from Your control. In addition, You must ensure the Hardware Devices are securely disposed of by authorized personnel in accordance with the Criminal Justice Information Services Security Policy guidelines, any applicable state laws, local E-waste regulations, state regulations, and guidelines for safe disposal of devices containing lithium batteries.

c. You acknowledge that to operate certain Hardware Devices (including but not limited to Public Safety Suite Hardware Components), the vehicle in which such components are installed must meet a minimum set of requirements as described in the applicable Hardware Device documentation. Such requirements may change from time to time, as communicated by Oracle in the applicable Hardware Device documentation.

2. Commencement Date

For the Hardware Devices (including but not limited to Public Safety Suite Hardware Components), the commencement date shall be the date the applicable Hardware Device is delivered.

3. Payment Frequency

Hardware Device: One time in full, as of the commencement date

4. Delivery, Installation and Acceptance of Hardware Device

a. Oracle will deliver the Hardware Device (including but not limited to Public Safety Suite Hardware Components) to the ship to address, the location specified in the table located above Section A; and acceptance of the Hardware Device (including but not limited to Public Safety Suite Hardware Components) occurs on delivery.

b. The Hardware Device You have ordered will be delivered: DDP; Freight prepaid and charged back via delivery method **HARDWARE - STANDARD**.

c. You are responsible for installation of the Hardware Device unless You purchase installation services from Oracle for that Hardware Device.

Village of Key Biscayne	Oracle America, Inc.
Signature _____	Signature _____
Name _____	Name _____
Title _____	Title _____
Signature Date _____	Signature Date _____

BILL TO / SHIP TO INFORMATION

Bill To		Ship To	
Customer Name	Village of Key Biscayne	Customer Name	Village of Key Biscayne
Customer Address	88 W McIntyre St KEY BISCAYNE FL 33149	Customer Address	88 W McIntyre St KEY BISCAYNE FL 33149
Contact Name	Francis Sousa	Contact Name	Francis Sousa
Contact Phone	+1 (305) 365-5503	Contact Phone	+1 (305) 365-5503
Contact Email	fsousa@kbpd.net	Contact Email	fsousa@kbpd.net


**PROFESSIONAL SERVICES
ORDERING DOCUMENT**
Ordering Document Number: US-16995355

Oracle America, Inc. 500 Oracle Parkway Redwood Shores, CA 94065	Your Name: Village of Key Biscayne Your Address: 88 West McIntyre Street Key Biscayne, FL 33149
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Oracle Representative:	Jonathan Appel	Your Billing Contact:	Francis Sousa
Address:	2300 Oracle Way Austin, TX 78741	Address:	88 West McIntyre Street Key Biscayne, FL 33149
Phone Number:	954-994-5042	Phone Number:	305-365-5503
Email Address:	jonathan.appel@oracle.com	Email Address:	fsousa@kbpd.net

You have ordered the Services listed in the table below and detailed in the attached exhibit(s), which are incorporated herein by reference.

Services	Reference	Fees	Estimated Expenses	Total Fees and Estimated Expenses
Time and Materials Services	Exhibit 1	\$89,397.00	\$18,630.00	\$108,027.00
Total Fees and Estimated Expenses				\$108,027.00

A. TERMS

- Applicable Master Agreement:** This order incorporates by reference the Master Agreement US-CSA-CPQ-3331889 and all amendments and addenda thereto (collectively, the "Master Agreement"). You acknowledge and agree that the terms and conditions of this ordering document are contingent upon the execution of the Agreement between the parties on or prior to the last signature date of this ordering document. If the parties do not execute the Agreement on or prior to the last signature date of this ordering document, then this ordering document shall be deemed to have no legal effect, even if executed.
- Professional Services Delivery Policies:** The Oracle Professional Services Delivery Policies ("Policies") available at <https://www.oracle.com/a/ocom/docs/corporate/professional-services-delivery-policies.pdf> apply to and are incorporated into this order.
- Payment Terms:** Net 30 days from invoice date.
- Currency:** US Dollars.
- Offer Valid through:** 29-NOV-2024.
- Service Specifications:** The Service Specifications shall include any exhibit(s) attached to this order (including referenced or incorporated Oracle documents) and the Policies.
- Order of Precedence:** In the event of any inconsistencies, priority shall be established in the following descending order: (a) any exhibit(s) attached to this order; (b) this order; (c) the Policies; and (d) the Master Agreement.
- Rights Granted:** Upon payment, You have the non-exclusive, non-assignable, royalty-free, worldwide, limited right to use the services and anything developed and delivered by Oracle under this order ("services and deliverables") for Your internal business operations. You may allow Your agents and contractors to use the services and deliverables for Your internal business operations, and You are responsible for their compliance in such use. The services and deliverables may be related to Your right to use cloud or hosted/managed services or Products owned or distributed by Oracle which You acquired under a separate order. The agreement referenced in that order shall

govern Your use of such services or Products, and nothing in this order is intended to grant a right to use such services or Products in excess of the terms of that order, such as the services period or number and type of environments specified in a cloud or hosted/managed service order.

You retain all ownership and intellectual property rights to Your confidential and proprietary information that You provide to Oracle under this order.

B. ADDITIONAL ORDER TERMS

1. When services will be performed on-site at customer location in the US, as required by US Department of Labor regulations (20 CFR 655.734), You will allow Oracle to post a notice regarding Oracle H-1B employee(s) at the work site prior to the employee's arrival on-site.

Village of Key Biscayne	Oracle America, Inc.
_____ {{*_es_signer1_signature_}} Authorized Signature: _____ _____ {{*_es_signer1_fullname_}} Name: _____ _____ {{*_es_signer1_title_}} Title: _____ _____ {{*_es_signer1_date}} Signature Date: _____ _____ {{*_efdate_es_signer2}} Ordering Document Effective Date: _____	_____ {{*_es_signer2_signature_}} Authorized Signature: _____ _____ {{*_es_signer2_fullname_}} Name: _____ _____ {{*_es_signer2_title_}} Title: _____ _____ {{*_es_signer2_date}} Signature Date: _____ _____ _____ {to be completed by Oracle}



TIME AND MATERIALS EXHIBIT

Your Name: Village of Key Biscayne
Ordering Document Number: US-16995355
Exhibit Number: 1

1. Description of Services.

Oracle will provide You with up to sixty-eight (68) person days of technical and functional assistance with the following activities related to the enablement of Oracle Public Safety: Dispatch Command Center System, Vehicle Communications System, Tablet Communications System, Personal Communications System, and Records Management System ("RMS"), collectively referred to hereafter as Oracle Public Safety Suite ("OPSS") (the "Services").

A. Engage Phase:

1. Conduct one remote (1) project kick-off workshop for up to two (2) hours, to review the project including:
 - a. Scope management;
 - b. Risk management;
 - c. Project overview;
 - d. Collaboration portal; and
 - e. Communication plan.
2. Create and provide an initial project work plan, to include the following:
 - a. Tasks, estimated task start and end dates, and estimated task durations;
 - b. Assigned resources from both parties; and
 - c. Known dependencies.
3. Conduct up to one (1) remote workshop for up to two (2) hours to review the scope and plan for each implementation area specified below:
 - a. Information technology/networking and security;
 - b. Configuration;
 - c. Data migration;
 - d. Interfaces;
 - e. Training; and
 - f. Hardware.

B. Focus Phase:

1. Conduct one (1) workshop for up to two (2) hours for each of the functional areas specified below, to review current processes and workflows:
 - a. System administration;
 - b. Dispatch;
 - c. Geographic information system ("GIS");
 - d. Mobile / devices;
 - e. Records management; and
 - f. Reporting and dashboards.

C. Refine Phase:

1. Guide You through the configuration of the following functional areas, based upon results from workshop in section 1.B.1, for up to thirty (30) person days as outlined in the project plan:
 - a. System administration;
 - b. Dispatch;
 - c. GIS;
 - d. Vehicle Communications System;
 - e. Tablet Communications System;
 - f. Personal Communications System;
 - g. RMS; and
 - h. Reporting and dashboards.
2. Assist You with installation and configuration of Vehicle Communications System for the following:
 - a. Outfit up to twenty-eight (28) vehicles / apparatuses with Hardware for Vehicles.

3. Assist You with the configuration of Tablet Communications System for up to ten (10) tablets.
4. Guide You through data migration configuration and completion of field mapping for the following third-party applications:

Source System	Product Area	Functional Description	Data Format
OSSI	Dispatch	Dispatch data, core indices	American Standard Code for Information Interchange ("ASCII") datafile
OSSI	Records	Record management data, core indices	ASCII datafile
USA Software	Records	Record management data, core indices	ASCII datafile

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2. Rates, Estimated Fees and Expenses, and Taxes.

- A. The Services are performed on a time and materials ("T&M") basis; that is, You shall pay Oracle for the actual time spent performing the Services, plus materials, taxes, and expenses.

- B. Rates. For a period of eighteen (18) months from the ordering document effective date, the Services will be provided at the rates set forth below. Thereafter, unless otherwise agreed by You and Oracle in an amendment, the Services will be provided at Oracle's consulting rates in effect when the Services are performed.

Standard Rates	
Price Level	Hourly Rate
Managing Consultant	\$183.75
Advanced Consultant	\$131.25

At Oracle's discretion, Oracle may retain third-party subcontractors to perform some of the Services at Your site or remotely ("Subcontractors"). For a period of eighteen (18) months from the ordering document effective date, the Services performed by Subcontractors will be provided at the rate of \$131.25 per hour. Thereafter, You and Oracle must agree in an amendment to rates for the Services performed by Subcontractors.

- C. Estimated Fees and Expenses. All fees and expenses will be invoiced monthly. The fee and expense estimates specified in Your order are intended only to be for Your budgeting and Oracle's resource scheduling purposes, and may exceed the specified totals; these estimates do not include taxes. Once fees for Services reach the estimate, Oracle will cooperate with You to provide continuing Services on a T&M basis.
3. Project Management. You and Oracle each agree to designate a project manager who shall work together to facilitate an efficient delivery of the Services.
4. Your Cooperation.
- A. Modify Your processes as necessary to align with the standard processes and standard functionality of OPSS.
 - B. Conduct all organizational change management activities including, but not limited to, corporate communications, business process changes, procedural or policy changes, and business user readiness training.
 - C. Prior to the commencement of Services, designate and identify a project sponsor and a project manager that will be responsible for coordinating Your participation in this project and provide on-going support for Your implementation of the OPSS. Responsibilities include but are not limited to:
 - 1. Provide user feedback during configuration and validation.
 - 2. Be available as needed during the project to answer Oracle's questions, provide business decisions and other items as required.
 - 3. Provide on-going support to Your internal users following the implementation.
 - 4. Assign adequate resources from Your organization during the project to participate, support, and respond to Oracle project efforts on behalf of Your goals and interests.
 - 5. Facilitate the necessary distribution of documentation or correspondence within Your organization.
 - 6. Document issues, assign ownership within Your organization, and coordinate with the Oracle project manager to ensure tasks are completed within project timeline.
 - D. Ensure the Services will not be adversely impacted by other projects or initiatives underway at Your agencies/facilities. Oracle is not responsible for adverse impact to the Services arising from other concurrently scheduled projects or initiatives.
 - E. Identify the participants and schedule discovery and implementation planning sessions with Your project team members.
 - F. Enable administrator access for the Oracle project team to allow provisioning of Your OPSS instance prior to the commencement of Services.
 - G. Provide any necessary hardware and user credentials to support the performance of Services.
 - H. Administer all the hardware (networks, servers, storage, etc.) owned by You, software, middleware, and any other infrastructure required to perform the Services.
 - I. Be responsible for addressing and resolving functional and/or compatibility issues in Your environments that are not expressly included in the Services to be performed by Oracle.
 - J. Configure vehicle global position system ("GPS") signal to connect to the Oracle Cloud Infrastructure.
 - K. Configure network connectivity from Oracle Vehicle Communications System to Oracle Cloud Infrastructure in accordance with the project plan.
 - L. Ensure vehicles identified for Oracle Vehicle Communications System replacement are available to designated vehicle outfitter for installations of Oracle Vehicle Communications System in accordance with the project plan.
 - M. Provide Oracle with access to base-layer maps and all map layers, addresses, and points agreed upon.

- N. Allow access to dispatch and RMS data as mutually agreed in the project plan.
- O. You are responsible for all source and destination data validation.
- P. You are responsible for completing all code mapping, data translations, and queries required for data migration.
- Q. Assist Oracle in resolving technical concerns regarding legacy data structure, linkages, and formatting.
- R. Provide the necessary, appropriate, and clean data (ex: test data, configuration data) required by Oracle for the performance of Services.
- S. Make required change requests to Your state department for state switch connectivity.
- T. You are responsible for ensuring that You are permitted to store criminal justice information data in OPSS.
- U. Engage with third party vendors required to interface with OPSS to facilitate the signing of the Oracle Confidentiality Disclosure Agreement (“CDA”) and the Oracle Interoperability Agreement (“IOA”) required to build Your interfaces.
- V. You are responsible for the contractual relationships with agents and third parties that You engage to assist with the Services, and You shall ensure that such agents and third parties provide full and timely cooperation to the Oracle project team.
- W. You are responsible for planning, executing, and managing all aspects of, training readiness, and OPSS system reviews, including preparing and executing test cases and plans, and reviewing test results.
- X. You will not film or record any of Oracle’s delivery of Services, Oracle resources, or any Oracle materials.
- Y. Ensure Your existing procedure and business process documentation is made available to Oracle prior to the configuration workshops.
- Z. Develop any necessary end-user documentation, including, but not limited to, documenting specific business practices, data examples and organization/end-user specific policies and procedures.
- AA. Notify Oracle within two (2) business days about any inaccuracies or incomplete information in project documentation provided by Oracle.
- BB. You will accept all OPSS release updates.

5. Project Assumptions.

- A. A person day is defined as one (1) resource working up to eight (8) hours.
- B. The implementation methodology for this implementation will be Oracle’s True Cloud Method (“TCM”).
- C. All project documentation, presentations, and project communication will be in the U.S. English language.
- D. Oracle staffing will be all onshore, will be shared with other projects, and will work remotely as much as possible with any onsite work being mutually agreed by all parties.
- E. Normal working hours are 8:00 AM to 5:00 PM, in the time zone local to where Services are performed, Monday to Friday, excluding holidays.
- F. OPSS will be configured to make use of the base application capabilities as defined in the applicable Oracle product documentation. Oracle’s attempt to address any gaps will be identified by proposing current system based or business process workarounds.
- G. All interfaces will be performed utilizing configurations included within OPSS.
- H. Data migrations will be managed through the Oracle Migration Center.
- I. Product issues will be reported using the Oracle Service Cloud (“OSvC”) portal and will be addressed in accordance with Oracle Support policies.
- J. Issues with the OPSS environment will require a ticket to be created by You through the OSvC portal to allow the Oracle team to address it.
- K. The following are not included in the scope of, or fees for, Services under this exhibit:
 - 1. Performance testing, tuning, or any management of performance.
 - 2. Agency information technology, networking, and other hardware activities.
 - 3. Integrations beyond what is explicitly described in this exhibit.
 - 4. Code customizations to OPSS.
 - 5. Data migration assistance beyond the activities described in this exhibit.
 - 6. Training and Go Live assistance beyond the activities described in this exhibit.
 - 7. Post Go Live Support beyond the activities described in this exhibit.
 - 8. Anything not expressly identified in Section 1 above.