

THE ACJC CRIME VICTIMS' NOTIFICATION SYSTEM AND VERSATERM SPIDR TECH ACKNOWLEDGMENT AGREEMENT (the "Agreement") made by and between: Versaterm Public Safety US, INC ("Versaterm" or "we")) and the City of Yuma, on behalf of the Yuma Police Department, ("Agency") THE TERMS OF THE SPIDR MASTER TERMS OF SOFTWARE AND SERVICES AGREEMENT SIGNED BETWEEN THE AGENCY AND VERSATERM SHALL APPLY TO THIS AGREEMENT.

1. PREMISE

Versaterm Public Safety US, Inc. ("Versaterm") has partnered with Appriss, an Equifax company, to deliver the Arizona Criminal Justice Commission (ACJC) Crime Victims Notification System ("CVNS") by integrating the Versaterm SPIDR software with the Appriss VINELINK system to provide victim notifications from incident to incarceration. ACJC holds the contract for an Arizona-wide CVNS.

This Agreement sets out high-level functionality that your Agency will get by integrating with the CVNS, along with expectations of the Agency and of Versaterm.

The SPIDR software is the only end-to-end customer service management solution designed specifically for public safety. The software allows agencies to provide a level of transparency. The solution enables your Agency to gather and analyze feedback from reporting parties and crime victims regarding the service provided by your entire Agency.

The SPIDR software provides your Agency with a solution that allows the department to automatically communicate with any individual that contacts your Agency for service via Short Message Service (SMS), text and email. Message flexibility allows you to use trusted templates crafted from best practices or design your own customized messages. The software reduces the number of callbacks the department receives.

2. VERSATERM SPIDR TECH OVERVIEW

2.1. PATROL MODULE

The SPIDR Patrol Module is designed to provide immediate, automated follow-up messages to reporting parties via text messaging. These messages are triggered by interfacing with your Computer Aided Dispatch (CAD) system. The Patrol Module can be configured to send up to three different message types:

- CAD ACKNOWLEDGEMENT MESSAGE
- DELAYED ARRIVAL MESSAGE
- CALL DISPOSITION MESSAGE

2.2. INVESTIGATIONS MODULE

The SPIDR Investigations Module is designed to provide ongoing, proactive follow-up messages to victims of crime and other material parties. Once a police report is filed in the Records Management System (RMS) or once reviewed and approved, the SPIDR Platform can send three types of messages to the crime victim.

- VICTIM ACKNOWLEDGEMENT MESSAGE
- ARREST NOTIFICATION MESSAGE
- INVESTIGATION UPDATE MESSAGE

2.3. VICTIM INFORMATION PORTAL

The Victim Information Portal (VIP) provides community members with a 24/7 on-demand web portal where they can check their case status and sign up for additional updates. This portal is accessible directly from a website link, minimizing walk-ins and callbacks. The portal provides the victim with their current case status, information related to personnel assigned to their case, and any other information that the Agency wants to provide. Crime victims that view their case in the VIP can opt-in to Arrest Notification Messages regarding their case. The VIP can be white labeled to a domain that reflects your Agency. Please note that this feature is not provided by Versaterm.

2.3.1. CONVERSATIONAL AI POWERED CASE INFORMATION

Along with the VIP implementation, a conversational AI powered solution can be provided as another solution for victims to stay informed about cases of interest.

2.4. VINELINK INTEGRATION

Providing end-to-end victim notifications is a critical goal of House Bill 2482, codified at Arizona Revised Statutes § 41-2414. SPIDR Tech offers the only integration with VINELINK to provide notifications from initial call to incarceration.

2.5. INSIGHTS MODULE

The SPIDR Insights Module automatically sends web-based, mobile-friendly surveys integrating with the Patrol and Investigations Modules. The Insights Module can be configured to send surveys out at various stages throughout the call and investigation process. Surveys are fully customizable, including branding, authorized web site address and email addresses.

These surveys enable you to benchmark and track community perception and satisfaction. This is different from public sentiment surveys, which include survey responses from individuals who have not interacted with your Agency.

FEEDBACK BOARD

The Feedback Board provides a way for Agency leadership, officers, and the community to view select department satisfaction scores and positive survey responses. Positive survey responses are selected based on the presence of high scores on the other survey questions and can be accessed through the SPIDR platform or via a public link. Additionally, admins can share feedback directly with Agency staff and leadership.

REPORTING

By surveying your community regularly, you can include monthly survey trends in your statistics model, relay officer/dispatcher commendations, etc. SPIDR provides the Agency with survey responses, as well as more in-depth survey analysis reports on a periodic basis. Survey response data can be viewed by area, crime type, call type and date. The data is available via an API so that Agency analysts can import survey data to leverage your data analytics tools.

2.6. MULTI-LANGUAGE SUPPORT

SPIDR Software can support nearly any language. Included in the state contract is English plus 2 languages of your choice, this includes the translation services required during implementation. Additional languages can be added at additional cost.

3. SECURITY

Agency acknowledges that the ACJC AZRAMP controls are the standard that Versaterm is held to. Details of security and compliance are detailed in the agreement with the ACJC. The ACJC AZRAMP controls are found in the contract with ACJC.

User role security can be optimized by using the Agency's Single Sign On (SSO) provider which can include multi-factor authentication.

All data collected from the CAD and RMS systems is owned by the Agency.

4. STATEMENT OF WORK

The SPIDR team will host a pre-kickoff meeting to review the implementation process with the Agency's team and will then schedule a kickoff meeting. The typical SPIDR implementation timeframe from kickoff to launch is approximately 30 to 60 days depending on the availability of the required resources. With a focused and dedicated Agency team we can deploy in 14 days. There are two concurrent phases to the SPIDR Tech deployment process: technical deployment and the non-technical deployment.

4.1. SPIDR TECH PROJECT ROLES AND RESPONSIBILITIES

SPIDR Tech's project team will include an implementation manager ("IM"), deployment engineer ("DE"), and a partner success manager ("PSM"). SPIDR's project team will provide services remotely via teleconference, web-conference, or other remote method in filling its commitments as outlined. The personnel role descriptions noted below provide an overview of typical project team members.

4.1.1. IMPLEMENTATION MANAGER

An Implementation Manager will be assigned as the principal SPIDR Tech representative and point of contact for your Agency. The IM's responsibilities include:

- All non-technical tasks over the course of the deployment process.
- Manage the SPIDR Tech responsibilities related to implementation.
- Maintain the project schedule and coordinate Agency resources.
- Report project status and risks.
- Conduct status meetings.

4.1.2. DEPLOYMENT ENGINEER

The Deployment Engineer is responsible for the delivery of the technical elements of the solution, meeting contracted requirements. DE's will support your Agency in a technical capacity throughout the project duration.

4.1.3. PARTNER SUCCESS MANAGER

A Partner Success Representative will be assigned to your Agency at the start of the project to be the Agency's trusted advisor post deployment. Responsibilities include:

- Assist the Agency with maximizing the value of their SPIDR Tech.
- Manage, escalate, and log issues with Support, Product Management, and Sales.
- Conduct business reviews and share information on product features.

4.2. AGENCY PROJECT ROLES AND RESPONSIBILITIES

Successful implementation relies on a committed project team participating in project activities. It is critical these resources are empowered to make decisions based on the Agency's operational and administrative needs. The

Agency project team should be engaged from project initiation through beneficial use of the system. The continued involvement in the project and use of the system will convey the required knowledge to maintain the system post completion of the project. In some cases, one person may fill multiple project roles.

4.2.1. PROJECT MANAGER/AGENCY CHAMPION

The project manager (“PM”) will act as the primary Agency point of contact for the duration of the project. The PM’s responsibilities include:

- Communicate and coordinate with other project participants including the IM.
- Manage the Agency project team, including vendors and subcontractors.
- Consolidate all project-related questions from Agency staff.
- Evaluate progress against the project schedule.
- Attend status meetings.
- Respond to issues related to project progress.
- Ensure network access and other technical details are available for the DE.
- Signoff on milestone certifications.

The PM will likely need support from operational decision makers including subject matter experts in police operations related to 911 response, crime reporting, and investigations. Other key resources likely needed during implementation are:

- Technical Points of Contact- network, database, system, or domain administrators
- Public Information Officer – responsible for branding, media releases, etc.
- Training Officer - A representative who will serve as the internal Agency trainer.

4.2.2. INTERFACE IMPLEMENTATION

The SPIDR interfaces are flexible and can be tailored to meet the specific requirements of your Agency.

4.2.2.1. REPORTING

Versaterm limits the use of Agency’s data to the data needed to power and monitor the system to provide optimal value to our Agency partners and the victims of crimes.

For CAD interfaces, the platform requires basic CAD event metadata, examples include CAD event number, timestamps, call type, reporting party phone number.

For RMS interfaces, the platform requires basic case data, examples include case report number, report date & time, division/beat, case management information, involved parties.

Other data that may be collected as mandated or requested by ACJC: victim name, reporting party name and phone number, incident number, case number, incident location, etc.

4.2.2.2. CONFIGURATION

The software is highly configurable and modular, allowing for customization to match your Agency’s policy. Configuration options include:

- Call types & offense codes that send messages and those that won’t
- Content of each message
- Time to delay before sending a message
- Time windows for “Do Not Disturb”
- Maximum age of data to act on

4.2.2.3. USER ACCEPTANCE

User acceptance and quality assurance is the last step before you go live. SPIDR will work with the Agency to ensure messages are flowing properly with the correct content. Once verified a go-live will be set.

4.2.2.4. CONDUCT

Versaterm makes the SPIDR software easy to realize its full capabilities. The implementation team conducts Train-the-Trainer sessions, and we provide online training and training materials for your Agency throughout the life of the partnership.

4.2.2.5. SUPPORT

Details of the Service Level Agreement can be found in the contract established with the ACJC. Support requests can be raised via email (support@spidrtech.com) or phone (877-746-8276).

4.2.2.6. FEEDBACK

If Agency provides any feedback, comments, suggestions, ideas, descriptions of processes, or other information to Versaterm about or in connection with any SPIDR software/services, including any ideas, concepts, know-how or techniques contained therein (collectively, “Feedback”), then Agency hereby grants Versaterm and its affiliates a worldwide, fully paid-up, royalty-free, non-exclusive, perpetual and irrevocable license to use, copy, modify and otherwise exploit the Feedback for any purpose, without any compensation to Customer or any restriction or obligation on account of Intellectual Property Rights or otherwise. Without limiting the generality of the foregoing, nothing in this Agreement limits Versaterm’s right to independently use, develop, evaluate, or market products, whether incorporating Feedback or otherwise.

5. SIGNATURES

By signing, each party acknowledges that it has carefully read and fully understood this Agreement. The individuals signing represent that they have the authority to bind the respective parties to the terms of the Agreement.

By signing this Agreement, the Agency agrees that Versaterm will share your data as described in Section 4.2.2.1 of this Agreement with ACJC for the purpose of analytics.

By signing this Agreement, the Agency agrees that Versaterm will share your data as defined above in section 4.2.2.1 of this Agreement with VINE for the sole purpose of victim notifications.

By signing this Agreement, the Agency agrees that Versaterm will collect usage data and anonymous statistics for Versaterm’s internal use and marketing.

[SIGNATURES ON FOLLOWING PAGE]

<p>CITY OF YUMA</p> <p>_____</p> <p>John D. Simonton City Administrator</p> <p>Date: _____</p>	<p>VERSATERM PUBLIC SAFETY US, INC.</p> <p>_____</p> <p>Adam Schwartz Chief Revenue Officer</p> <p>Date: _____</p>
<p>YUMA POLICE DEPARTMENT</p> <p>_____</p> <p>Thomas Garrity Chief of Police</p> <p>Date: _____</p>	
<p>ATTEST:</p> <p>_____</p> <p>Lynda L. Bushong City Clerk</p>	

Date: _____	
APPROVED AS TO FORM: _____ Richard W. Files City Attorney Date: _____	