



Chatham County, Georgia

Request for Information (RFI) for CAD/RMS Solutions, from RapidDeploy, Inc.

June 25, 2019

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Ms. Peggy Joyner, Purchasing Director
1117 Eisenhower Dr. Suite C
Savannah, Georgia 31406

RE: Request for Information CAD/RMS System, Solicitation Number 19-00622019-02

Dear Ms. Joyner,

RapidDeploy submits this response to notify the Chatham County of RapidDeploy, Inc's intent to participate in the RFI process for CAD/RMS Solutions to support emergency call taking and public safety dispatch functions of multiple Public Safety Answering Points (PSAPS) with in Chatham County.

Jason Fuqua will be our main point of contact for the purposes of this RFI and can be reached at:

- Address: 119 Nueces Street Suite 402 Austin, TX 78701
- Phone Number: 850-528-1964
- Email: jason.fuqua@rapiddeploy.com

Thank you for this opportunity to participate in the RFI process.

Sincerely,



Steven Raucher CEO

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Introduction to RapidDeploy, Inc.

RapidDeploy was founded by public safety first-responders in 2013, with the aim to deliver appropriate, effective, and high-impact solutions to solve real problems facing public safety services. As a cloud-native organization, the aim was and continues to be to leverage the most advanced features and benefits of cloud and leading web technologies.

- Our team maintains a deep passion for delivering transformational technology solutions to solve the key challenges faced by Public Safety and Emergency Response agencies.
- Through market innovation, industry leadership, and use of best practices and methodologies, RapidDeploy will continue to push the boundaries of what a dispatching platform should be capable of.
- As a cloud-native platform, we can easily and rapidly deploy our platform for our clients. Furthermore, this platform provides dynamic elasticity to expand to client scale as and when required.
- RapidDeploy will continue to disrupt an industry that has historically been poorly served by vendors who have lacked innovation, drive, and have been slow in adapting to change. RapidDeploy is taking Computer Aided Dispatch (CAD) to the next level, which we have branded Cloud Aided Dispatch.
- Founded by First Responders, our current staff has well over 200 years of combined public safety service. Our platform is intended to democratize public safety and put a tier 1 CAD platform into every PSAP in the country, irrespective of size, population served, or budget.
- Through our concurrent usage SaaS subscription model, we provide the ability for any size agency to access leading technologies that historically has been limited to larger centers due to the unnecessary up-front costs to implement.

RapidDeploy remains passionate about using technology-based solutions to solve public safety challenges. With many staff members still active in the field as volunteer first responders and using our platform, the drive remains as appropriate as ever.

RapidDeploy Team:

The company has built a reputation for hiring industry leaders in 911 and GIS technology. Since early 2018, RapidDeploy has been focused on expanding our US presence, including moving our Company Headquarters to Austin, Texas and have expanded our team to support our customer implementations across the country, as well as supporting implementation of our complementary products for the State of California and North Central Texas 9-1-1 Emergency Communications District.

RapidDeploy has invested in bringing experienced technologists and leading public safety industry veterans on board to drive innovation with our platform and services to help our customers and their stakeholders benefit from the best available technology. RapidDeploy's team is led by Steven Raucher – CEO and Co-Founder, Reinhard Ekl - COO, and Brett Meyerowitz – CTO.

RapidDeploy's mission is to reduce response times for all and improve first responder safety by increasing situational awareness.

RapidDeploy Nimbus is a unique cloud-based, cloud-native Call Taking and Cloud Aided Dispatch platform that assists public safety agencies in reducing response times and improving situational awareness when responding to time-critical incidents. RapidDeploy solves the challenge of effective

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119 Nueces Street Austin, Texas 78701
t + 1 415 417 2743 | info@rapiddeploy.com | rapiddeploy.com

real-time multi-agency communication between Call-Takers, Dispatchers and First Responders.

Our platform is delivered via a web browser and/or smartphone/tablet and is both device and connectivity agnostic, allowing agencies to re-use their existing technology purchases with low/minimum cost to be compatible with RapidDeploy's platform. Further, since this a cloud-native platform, the connection requirements for internet (VPN or via HTTPS) are very manageable for responders in the field as well as mobile dispatchers, should the need arise. Finally, through our SaaS delivery model, we maintain a single and unified codebase for all of our customers. Upgrades and new features and functions are rolled out continuously and our clients and the citizens they serve will get the most up to date platform available with no time-consuming or risky forklift upgrades.

The RapidDeploy Nimbus CAD is augmented with deep and comprehensive capabilities to serve the needs of the primary verticals of Law Enforcement, Fire, and EMS within both the government and private sectors. This solution also meets the operational needs of other allied verticals such as Military / DoD, Sea Rescue, dedicated 9-1-1 Call Taking Centers, Private Security, and Joint Operations Centers (JOCs) for Emergency Operations and Sports Events. The RapidDeploy solution is hosted within the Microsoft Azure Government Cloud and leverages many of the embedded, progressive and mature technical capabilities and services within the Azure infrastructure stack.

RapidDeploy has leveraged the power of the cloud to deliver innovative features that legacy CAD products may take months or even years to implement. Through the power of the cloud and our SaaS implementation model, we can bring the technical implementation time down to days or weeks.

The following highlights RapidDeploy's Nimbus platform key features and differentiators:

- **Tactical Map Display**
An easy to use multi-layered mapping that leverages all ESRI capabilities and your agency's authoritative GIS data. Turn layers on and off, as needed with the click of a button.
- **Intelligent Call Handling**
Unbelievable accuracy and time saving integrations allow precise incident location discovery. Assistance scripts, integration with industry standard call-taking protocols and dynamic forms allow capturing of specific information for First Responders in the field.
- **Bulk Dispatch**
Multi-agency, multi-service drag-and-drop ability to dispatch Responders in Police, Fire and EMS.
- **End-to-End Tracking**
Track the event from end-to-end. Be in the know at all times with real-time data and save any changes that occurred for data compliance tracking.
- **Business Intelligence (BI)**
Collect Business Intelligence (BI) and analytics to make data-driven decisions today and prevent problems tomorrow utilizing BI data.
- **Mobile Workforce Management**
Full Field Service capabilities with Dynamic Forms, Artificial Intelligence, License Plate Scanning, Driver's License Scanning, Scene Photos and Signatures. Assign Status and Beats through integrated Workflow Status Monitor.
- **Route Optimization**
Get there faster, using the most efficient route. Integration with Mapping Services allows accurate routing of vehicles.
- **Event Scheduling**
Schedule your special events, from Game Day to festivals in the platform.

- **RapidDeploy... Cloud-Native, Configurable, Secure, Resilient**

As a cloud-native platform, we have emphasized configurability, flexibility, and integration-first with all of our platform features and functions across every one of our products.

RapidDeploy has been designed, from the ground up, to be tightly integrated with Microsoft's Azure Government services and hosted on the Azure highly available Web Apps infrastructure which allows scaling up and outwards when demand increases reducing operating costs while maintaining a resilience which emergency services demand.

The RapidDeploy Integration Partner Ecosystem has native inter-agency operability with the ability to network any two or more Implementations together that allows the ability to seamlessly transmit information digitally between agencies.

Leveraging Microsoft Azure Cloud (Government Azure Cloud for US Government Agencies), the RapidDeploy platform is both resilient and scalable for dynamic workloads. Cloud deployment means RapidDeploy is less costly to operate than when compared to on-premises solutions. Data-loss is mitigated as the platform is deployed in geographically diverse and redundant data centers functioning in an active-active configuration. What this means in practice is redundancy both within a data center as well as redundancy between data centers.

Other features of RapidDeploy include role-based security allows for tailored levels of Platform Functions, Telematics and Fleet Tracking allowing RapidDeploy to integrate with several telematics and GIS platforms for real-time vehicle, vessel and aircraft tracking such as Tracker, TomTom Webfleet, KeyTelematics, Globalstar and SilverEye Aviation.

What makes RapidDeploy different includes integration to third-party panic button apps, precise incident location identification, accurate information capture using customizable scripts and prompts, effective incident management and Dispatch with LIVE Vehicle and Personnel ETAs, streamlined and seamless case communication between dispatch operator and vehicles, smart dispatch of Responders to most relevant secondary location, comprehensive, secure and auditable time-stamped case history, detailed reviews, reports and analytics, expedited billing processes, fully integrated Business Intelligence Analytics Suite allowing benchmarking of performance down to key process steps.

1. CAD/Mobile/RMS System Integration

RapidDeploy Response:

RapidDeploy is a unique cloud-based Call Taking and CAD platform that assists public safety agencies in reducing response times and improving situational awareness when responding to time critical incidents. RapidDeploy solves the challenge of effective real-time multi-agency communication between Call-Takers, Dispatchers and First Responders. Our solution delivers a robust set of capabilities and ease of integration to other solutions on a single platform. RapidDeploy delivers unparalleled integration capabilities to external solutions. These interfaces are provided as part of our out-of-the-box solution rather than charging each individual for custom integrations.

In addition, RapidDeploy has an established partnership and integration Optimum's SWIFTPROTECT Cloud-Based RMS Platform. The SWIFTPROTECT RMS application is field-proven, intuitive and user friendly. It boasts a single-page design for incident entry, making it easy for police officers to complete reports. Built on the latest Microsoft technologies, SWIFTPROTECT can be hosted at agency locations or in the Microsoft Azure Government Cloud and is **NIBRS**, **NIEM** and **N-Dex** compliant.

SWIFTPROTECT provides the following benefits and features:

- Developed with patrol officers' and detectives' input
- Deliver incident data and capabilities to any mobile device
- Solution simplifies officer reporting
- Flexible, scalable, easy to maintain
- Only displays the information officers need to capture
- Highly configurable
- Web-based: Can be installed and accessed on your network

Case Management:

Fully integrated, comprehensive case management (module). Investigator can link multiple reports to a single case. Includes leads tracking, case expense tracking, relationship entity diagrams, unlimited case attachments, global report clearance functionality, investigator narratives and global search functionality with a user dashboard to track report activity.

Admin Center:

Easily manage and configure the RMS to meet your agency's needs. It's highly flexible. You set agency preferences, configure security roles and profiles, create users, and manage fields, codes and preferences. You set up the configuration for incident reports. You create different values for drop-down menus. You set up agencies' NIBRS configurations here.

Intelligence Reports:

This module collects information from a variety of sources involving illegal drug activity, missing persons, human trafficking, terrorism and others, and centralizes the reporting of those tips.

Incident Reports:

Our solution gives you the power to manage incident reports. Simply toggle a switch to utilize supplemental reports for follow-up incident work.

Property Room:

Fully customizable property room—barcode scanning, digital signature chain and digital chain of custody, including signature, tracks entire lifecycle of property. Allows property to be quickly impounded, tracked, transferred and audited.

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t + 1 415 417 2743 | info@rapiddeploy.com | rapiddeploy.com

RapidDeploy has invested heavily in our integration partner ecosystem, our ability to integrate with third-party systems, including discipline specific RMS platforms is enabled by our cloud-native approach to deployments that legacy CAD vendors struggle to deliver and typically charge customers to implement, RapidDeploy will never charge to integrate with commercially available platforms.

2. Functionality of Each Major System:

RapidDeploy Response:

RapidDeploy currently offers the following products globally:

- **Nimbus Cloud-Aided-Dispatch:** a comprehensive **dispatch platform for Call-Takers, Dispatchers and First Responders** that offers all features of Tier 1 CADs and much more, including artificial intelligence workflows and unprecedented situational awareness
- **Radius Mapping:** a best in class **tactical mapping solution** that leverages a deep ESRI integration and a variety supplemental location data sources, optimized for use by 9-1-1 call-takers for incident location determination and accuracy
- **Edge Analytics:** a future-proof **cloud analytics solution** that ingests your phone and CAD data into the cloud and generates unique insights and reports, including predictive and prescriptive analytics supported by artificial intelligence

In addition, RapidDeploy can include Optimum's SWIFTPROTECT to a comprehensive CAD and RMS solution, however we maintain our ability to integrate with Chatham's existing RMS systems and RapidDeploy delivers commercially available interfaces at no additional costs to the customer.

3. Modules of each major application:

RapidDeploy Response:

Nimbus Cloud-Aided Dispatch

RapidDeploy Nimbus Cloud-Aided Dispatch is a unique cloud-based CAD platform that assists public safety agencies in reducing response times and improving situational awareness while responding to time critical incidents. RapidDeploy solves the challenge of effective real-time multi-agency communication between Call-Takers, Dispatchers and First Responders.

Feature Set Includes:

- Business Function: CAD System Administration
- Call Incident / Event Management
- Call Handling / CAD Event Creation
- Dispatch Support
- Dispatch Innovation Features
- Incident Disposition

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t + 1 415 417 2743 | info@rapiddeploy.com | rapiddeploy.com

- Incident / Event / Unit Status Monitoring
- Tactical CAD Map
- Responder MDC and Mobile Maps
- Reporting and Monitoring
- Resource / Unit Management
- Supplemental Resource Request and Tracking
- System Functions

The RapidDeploy CAD is augmented with deep and comprehensive capabilities to serve the needs of the primary verticals of Law Enforcement, Fire and EMS, both within the government and private sectors. This solution also meets the operational needs of other allied verticals such as Military / DoD, Search and Rescue (SAR), dedicated 9-1-1 Call Taking Centers, Private Security, and JOCs for Emergency Operations and Large Events. Being cloud based, the RapidDeploy solution is hosted within the Microsoft Azure Government cloud infrastructure stack and leverages many of its embedded, progressive and mature technical capabilities and services.

What sets RapidDeploy apart is our ability to transcend traditional CAD features and architectures and provide a platform to improve outcomes in the following ways:

Data Integration Platform

The ability to consume information, external data, and GIS data easily and effectively to support the Call-Taker, Dispatcher and First Responders with critical real-time situational and operational awareness. RapidDeploy delivers unparalleled integration capabilities to external solutions and service providers. This capability and underlying interfaces are provided as part of our platform, mitigating extensive integration implementation fees.

Dashboards and Analytics

The ability to deliver information to Call-Takers, Dispatchers and command staff is essential. Our RapidDeploy web-based CAD Dashboards and Microsoft PowerBI Dashboards empower these with users with easily digestible information and insights to make key decisions and take corrective action where needed. This also supports capacity planning for staffing such that resource distribution can be adjusted appropriately.

Efficient Call Processing

The ability to quickly and efficiently enter an event into CAD manually or via an external signal, and then process the event for response is essential. Demonstrating how quickly and efficiently the RapidDeploy CAD platform handles this is a key focal point.

Innovation

The ability to leverage new, innovative technology is key as these will continue to impact communications center staff and First Responders at an increasingly faster rate. Industry experts, consultants and professional groups such as APCO and NENA recognize that technologies such as IoT and NG-911 will impact dispatch operations significantly. RapidDeploy demonstrates through its native NG-911 capabilities how to embrace and simplify this adoption.

Mobility

The ability to leverage a native iOS or Android App on a smartphone or tablet device is a key, cost effective solution for agencies. App-based mobility expands the accessibility to key operational resources that historically were disconnected from CAD. These focus on First Responders, but also include Vice/Narcotics, Investigations, Supervisors, and Command Staff. Our Mobile Data Computer (MDC) solution provides agencies needing a mobile PC based solution to leverage their existing mobility investment. Often times, these are expensive, ruggedized computers (e.g. Panasonic Toughbooks).

RapidDeploy offers **Nimbus** as our **Cloud Aided Dispatch** solution for Public Safety Call-Takers, Dispatchers and First Responders. RapidDeploy's products are cloud-native and optimized to leverage the benefits of cloud computing:

- **Easy and fast to deploy** and configure to Milwaukee's needs – no more multi-year implementation and customization projects, RapidDeploy emphasizes configurability over customization
- **Affordable for agencies of all sizes** – no more expensive hardware and on-premise infrastructure that breaks the bank for smaller agencies
- **Rich in features**, interfaces and integrations and always up to date – no more scheduled downtime for patches and coin-operated interface fees
- **Highly resilient** with best-in-class cybersecurity – no more reliance on single point of failure and vulnerable infrastructure

a. Radius Tactical Mapping

RapidDeploy Radius Mapping is the future of 9-1-1 Tactical Mapping. It was designed to leverage not just traditional location services such as ALI Phase 1 & Phase 2, but also supplemental location services such as RapidSOS, Google's Android ELS and Apple's EED.

- **Reduce response times across the board.** Radius lets you compare locations from different sources to determine the real incident location and efficiently track locations for callers in motion.
- **Intuitive Searching.** Radius allows you to perform searches for addresses, points of interests and place names in addition to all common geodetic formats such as latitude/longitude/altitude, What3Words and Google plus codes.
- **Increased Situational Awareness.** Radius also provides you with additional situational awareness tools such as real-time traffic and incident data from TomTom and Waze, as well as real-time Weather data from DarkSky.
- **Unprecedented GIS Tools.** Like all RapidDeploy products, Radius is powered by a NG911 GIS platform that leverages all ESRI capabilities and your own authoritative GIS data. In addition to countless base layers and standard feature layers, you'll be able to easily configure custom map layers, geocoding and other services in real time.

b. Edge Analytics

RapidDeploy's Edge Analytics platform takes advantage of cloud-based business intelligence platforms, machine learning capabilities and visualization and mapping features to provide unparalleled visibility into communications data for PSAPs.

- **Real-Time Data.** RapidDeploy Edge Analytics processes your 911 phone and CAD incident data in the cloud in real-time to derive actionable insights
- **Data-Driven History.** Consolidates data sources distributed across various systems and locations into master data for "single version of the truth" analysis

- **Data Dashboards & Visualizations.** Interactive reports and visualizations provide you with unique insights into patterns, trends and performance issues of your communications center
- **AI Capable.** Edge provides advanced statistical and pattern matching capabilities using machine learning and artificial intelligence technology services

4. Technical Architecture Information – uptime, dependability, performance, continuity of operations, hot/fail-over disaster recovery.

RapidDeploy Response:

As a cloud-native platform, we have emphasized configurability, flexibility, and integration-first with all of our platform features and functions across every one of our products.

RapidDeploy has been designed, from the ground up, to be tightly integrated with Microsoft Azure services and hosted on the Azure highly available Web Apps infrastructure which allows scaling up and outwards when demand increases reducing operating costs while maintaining a resilience which emergency services demand.

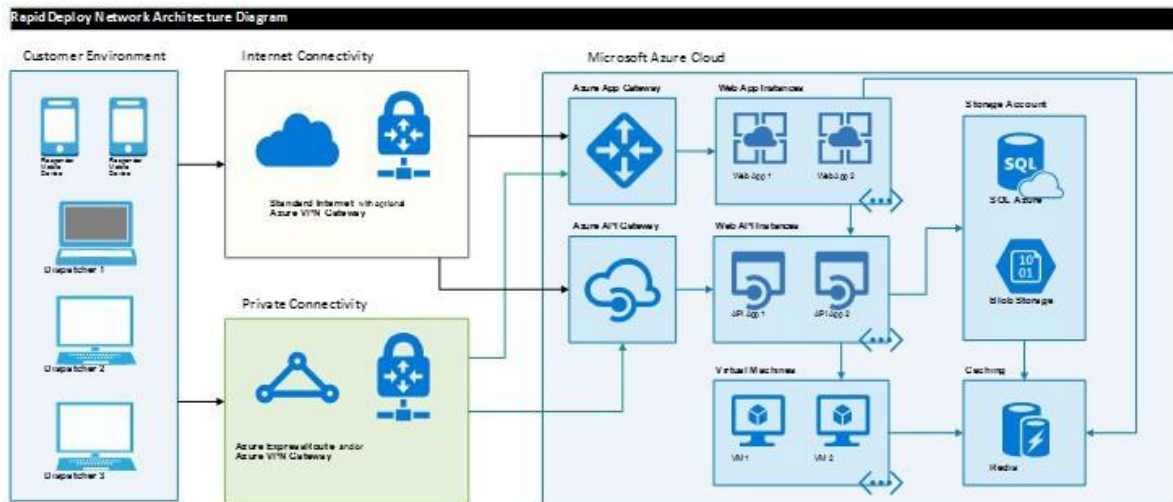
The RapidDeploy Integration Partner Ecosystem has native inter-agency operability with the ability to network any two or more Implementations together that allows the ability to seamlessly transmit information digitally between agencies.

Leveraging Microsoft Azure Cloud (Government Azure Cloud for US Government Agencies), the RapidDeploy platform is both resilient and scalable for dynamic workloads. Cloud deployment means RapidDeploy is less costly to operate than when compared to on-premises solutions. Data-loss is mitigated as the platform is deployed in geographically diverse and redundant data centers functioning in an active-active configuration. What this means in practice is redundancy both within a data center as well as redundancy between data centers.

As a cloud-native platform, RapidDeploy requires only a web-browser and an internet connection to run our call-taking and dispatching platform. We also offer a tablet/laptop mobile data computer browser-based platform as well as native Android and iOS applications. In order to connect to our platform, we recommend the following:

- Access to public and FirstNet internet services. Support at minimum 3g wireless speeds and recommended 4G/LTE for mobile devices.
- Access to LAN networks with 10/100 Mbps for CAD Workstations. Public and FirstNet internet services may also be utilized at minimum 3g wireless speeds and recommended 4G/LTE for remote CAD workstations.
- It is recommended to have approximately 5mbps per workstation for call-taking and dispatching.
- Our cloud-based solution has a high tolerance for latency and thus permitting operation on as little as a 3G wireless network.
- Routing and failover/backup paths are mitigated by utilizing the Microsoft Government Azure cloud.
- RapidDeploy currently supports two-factor authentication by leveraging Duo.

Figure 1: Network Architecture Diagram



Loss of network connectivity will need to be addressed in advance with multiple, redundant, diverse network connectivity options as we are a 100% cloud-based solution. As a cloud-native solution, our platform has redundancy, failover and disaster-recovery built-in to the Azure Government cloud services. Our platform delivers unparalleled “defense-in-depth” for restoration and data recovery across the following:

- Leading Azure supported application redundancy and resiliency.
- Hot backup and failover for disaster management / disaster recovery.
- Seamless software releases / rollbacks without user interruption.

RapidDeploy has defined a platform architecture on which to provide our products that solves the problems of secure access via commodity hardware and browsers from anywhere, maintainability and accessibility through our SaaS model for any size client, a cost-effective usage model, and an integration platform to connect our clients to powerful and appropriate real-time sources of data.

The RapidDeploy back-end service implementation is provisioned using highly-available virtual machines, backed up using the Azure vault function for business continuity. No localized data storage or processing occurs, with all transactional data processed on and saved to the cloud instantaneously. This results in optimized central processing performance (non-batch oriented), as well as minimal data loss due to unexpected network or hardware failure. Furthermore, data-loss is mitigated due to cloud data center backups running to geographically diverse DR sites in real time.

Level of availability is determined through connectivity. We can operate in an environment with a minimum of 3G speeds. If the primary location loses connectivity, the system can be utilized fully at any remote site with a data connection via a web-browser, smartphone or tablet.

5. System Interface Information – Federal, State and Local databases plus third-party application including Power Phone Electronic Medical Dispatch

RapidDeploy Response:

RapidDeploy delivers unparalleled integration capabilities to external solutions and service providers. This capability and underlying interfaces are provided as part of our platform, mitigating extensive integration

RapidDeploy, Inc.
119 Nueces Street Austin, Texas 78701
t + 1 415 417 2743 | info@rapiddeploy.com | rapiddeploy.com

implementation fees. We offer unlimited interfaces to third-party commercially available interfaces as a standard feature on the platform instead of charging extra for each additional interface. RapidDeploy believes in a modern, intuitive user interface that minimizes your training needs, instead of trying to replicate complicated workflows from legacy CAD products. A collaborative and agile development process means the platform is ever evolving and our customer feature requests make it stronger every day.

A fundamental principle with RapidDeploy's approach to integration is to push the limits of what information can be integrated and offered to Call-Takers, Dispatchers, and First-Responders to enhance situational awareness when seconds matter most. Over the past 20 years, the amount of information available at our collective fingertips due to the explosive growth of the internet, the internet of things, and the advent of big data, is increasing with every passing second. The challenge then becomes, what to do with that data. Put simply, the ability to ingest, collate, and present it to those that need it and do so with agility is where our platform truly shines. The very definition of CAD is to help with dispatching via computer. Bottom line, if the systems that are intended to help dispatchers are not capable of adapting to the pace of today's technology and data, then agencies must be progressive and embrace the information available and move beyond "walled" systems by moving to the cloud.

In addition, RapidDeploy asserts that the ability to integrate with other systems should be something a CAD system does as a matter of course and shouldn't be cost-prohibitive for an agency. As such, our approach to integrations is to develop and deliver platform integrations at no-cost, collectively we aim to remove the barriers put in place by legacy CAD providers to integrate with other systems.

RapidDeploy is the only titanium integration partner with ProQA across all 3 disciplines which demonstrates our continued commitment to integrate with third-party systems, if Chatham County has an alternative call-taking protocol such as Power Phone, we will integrate with that third-party platform at no additional cost to Chatham County.

6. System Dashboard and Reporting Capabilities

RapidDeploy Response:

The ability to deliver information to Call-Takers, Dispatchers and command staff is essential. Our RapidDeploy web-based CAD Dashboards and Microsoft PowerBI Dashboards empower these with users with easily digestible information and insights to make key decisions and take corrective action where needed. This also supports capacity planning for staffing such that resource distribution can be adjusted appropriately.

7. Business Intelligence solution options if different then above reporting capabilities

RapidDeploy Response:

RapidDeploy's Edge Analytics platform takes advantage of cloud-based business intelligence platforms, machine learning capabilities and visualization and mapping features to provide unparalleled visibility into communications data for PSAPs.

- **Real-Time Data.** RapidDeploy Edge Analytics processes your 911 phone and CAD incident data in the cloud in real-time to derive actionable insights
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- **Data Dashboards & Visualizations.** Interactive reports and visualizations provide you with unique insights into patterns, trends and performance issues of your communications center
- **AI Capable.** Edge provides advanced statistical and pattern matching capabilities using machine learning and artificial intelligence technology services

8. System Configuration Capabilities

RapidDeploy Response:

RapidDeploy's platform is designed to be configurable rather than customized, what that means in practice is that your system administrators will be trained on how to configure and maintain the platform and our approach to customer success is to provide a self-service model and empower our clients to maintain their CAD, our subscription-based SaaS model means that all of those benefits are included in our annual subscription cost, including platform updates, which will be configured to be used at agency discretion.

RapidDeploy will conduct working sessions in collaboration with the County to review product requirements and business processes/workflows, using the Nimbus CAD Features List as a baseline for discussion. This activity is aimed at identifying product feature/function, workflow, and integration (i.e. 3rd party interfaces) requirements that will require development and/or configuration outside of the normal implementation scope of services. The RapidDeploy Product Management team is engaged directly to facilitate these discussions and analyze customer requirements in order to effectively and accurately understand and document the scope of development and/or configuration required to achieve production readiness.

9. Approach regarding legacy CAD/RMS System Data Conversion and/or access to legacy CAD/RMS system data

RapidDeploy Response:

RapidDeploy's approach to transitioning from a legacy CAD system will vary based on the environment and risk profile of the client. RapidDeploy will work with the county during the contracting and planning phase to define the Statement of Work (SOW) and evaluate the risk factors and mitigation strategies specific to your environment in order to determine the appropriate cutover approach.

To support County requirements for the conversion and loading of historical CAD data into the RapidDeploy Nimbus CAD platform, we leverage a template-based data conversion approach and will provide those templates and expected data exceptions to the county during the implementation to assist with development of data extracts from legacy systems. The county will lead the required data extraction activities and will perform the pre-load of data into a staging environment. Our team will execute mock conversions to identify any required data cleanup, which will be performed by the county. We will work closely with the county to validate data conversion outputs and to achieve mutually-agreed data readiness for loading into the platform. Loading of the historical data in the production platform will occur as part of the go-live and cutover process.

The RapidDeploy team will conduct evaluations of the legacy CAD data. RapidDeploy will provide an assessment of the existing data and deliver migration recommendations and costs. This assessment may result in a recommendation consisting of no data conversion, partial migration of recent historical incident data, or a full migration of all historical data.

10. Support and Warranty Information:

RapidDeploy Response:

Since we are offering Software as a Service, there is no on-premise hardware that requires any warranty or support.

RapidDeploy will provide technical support and system maintenance services for the Nimbus CAD Platform. This includes 24/7 live technical support via phone and email. Additional details will be provided as requested and as a part of our service level agreement.

Additional information and pricing are published on our website for transparency and easy access, please visit us at www.rapiddeploy.com for further information. Pricing can be found at <https://www.rapiddeploy.com/pricing>.