

AUTHORIZATION FORM



Originator:
Name Joel Burzynski Department Finance Ext. 7153 Date 11-26-24

Description of Request: CS2025-004 Superior/ Central Square for PD

Department Leave Form Check Request Form Acquisition Approval
Budget Transfer Grant Item Memorandum Service Authorization Approval
 Other (Please Specify) For Review and approval

Chief Procurement Officer: *Cygnus Pittaker*
Department Head Signature: _____
Finance Signature:(if request impacts budget) _____

Review Completed by Staff – Comments:

- RETURN TO ORIGINATOR FOR ADDITIONAL COMMENTS
- APPROVED FOR Chief Procurement Officer

TRACKING:
Returned to _____ Department for additional information on: _____
Forwarded to _____ Department for action on: _____



MEMORANDUM CITY STANDARD APPROVAL

TO: Laura Thezine, Interim Chief Financial Officer

FROM: Kristina Maricic, Administrative Services Manager, Police Department [K.M.#1068](#)

SUBJECT: City Standard Approval Request – Central Square/Superion (formerly SunGard)

DATE: November 25, 2024

Background: The City of Delray Beach Police Department has been utilizing ONESolution/OSSI public safety software with Central Square/ Superion (Formerly SunGard) for over thirteen years. The original contract is dated June 29, 2010, and there were numerous amendments over the years for either professional services or to add necessary new modules. The software is used daily by the Police Department personnel, to deliver concise and reliable information fast. It allows Communications specialists in Dispatch to instantly share knowledge of changing events with officers in the field, officers can leverage existing data on suspects and previous incidents, and command staff can strategize with detailed data on crime patterns. In short, software is utilized for majority of day-to-day PD operations through modules such as Records Management system, CAD mapping, computer-aided dispatch, property and evidence module, mobile citation module. A list of modules is noted below. The City requested the contract to be re-done because the original contract is over 500 pages long, there were multiple amendments (Over ten amendments over the years), the term does not have an end date, and the language is outdated. This will make it easier to review contract for future amendments if needed and makes it easier to enter into Tyler contract module for management purposes and annual maintenance payments.

- Computer Aided Dispatch System and Multi-jurisdictional dispatch option
- Mobile Citation Module
- Barcoding Hand-held client license and Barcoding Server license
- Quartermaster Module
- Mugshot display license and Mugshot Capture station software
- Accident Wizard base server license and workstation license client
- Client-Arrest Affidavit
- Crime Analysis Module
- MCT client and LAN client license for Message Switch
- MCT client digital dispatch
- State/NCIC Messaging Software
- MFR Client and MFR Client MOBLAN version
- Crime Analysis Plus Module
- E911 Interface

- Pictometry Visual Intelligence Interface
- Records Management System RMS
- RMS Map Display and PIN Mapping License
- Mobile Server Software
- Mobile Field Reporting Server
- State Livescan Interface
- CAD Map Display and Map maintenance license and additional CAD map display license for each call taker and dispatch console, as well as CAD Map Display software license
- Link Analysis Module
- Property & Evidence Modfule
- Basic Accident Module
- Mobile Client Maps
- RMS Training Module
- Notification Module
- RMS OPCenter
- Police to Citizen
- MFR Accident reporting
- MFR Client Arrest
- Freedom server and Freedom base
- CAD Client AVL license and MCT Client AVL license
- Field training online-Cloud
- AVL Server host license
- Motorola Astro 25 System Interface
- Intelligence module for 25 workstations
- Residential security watch
- Switch to Switch
- Bike registration Module
- CAD resource monitor display license with maps client
- Florida Accident Repository Interface
- CAD to CryWolf Interface
- CAD OpCenter
- Alpha Numeric Paging Module
- PageGate Interface

Justification: The City of Delray Beach Police Department has been utilizing ONEsolution/OSSI public safety software with Central Square/ Superior (Formerly SunGard) for over thirteen years. The system is utilized for majority of day-to-day PD operations through modules such as Records Management system, CAD mapping, computer-aided dispatch, property and evidence module, mobile citation module. The City requested the contract to be re-done because the original contract is over 500 pages long, there were multiple amendments (Over ten amendments over the years), the term does not have an end date, and the language is outdated. This will make it easier to review contract for future amendments if needed and makes it easier to enter into Tyler contract module for management purposes and annual maintenance payments. The City is required to pay annual maintenance/licensing fees as outlined in the original agreement. Central Square/Superior is the only vendor who can provide licensing/maintenance and necessary updates and support for the OneSolution/OSSI system. The system was acquired through RFP No. 2010-05.

Market Research: The City is required to pay annual maintenance/licensing fees as outlined in the original agreement. Central Square/Superion is the only vendor who can provide licensing/maintenance and necessary updates and support for the OneSolution/OSSI system.

Quote or Proposal is attached Yes No

Comments: _____

Approved This City Standard approval is valid for 60 months from date of approval. Attach this City Standard Approval to all Acquisition Approval Memos and/or requisitions for this item.

Need Additional Information Not Approved

Comments: _____

Carmen Aleman

Nov 26, 2024

Don Marrese

Nov 26, 2024

Chief Financial Officer

Date

Information Technology (IT) Director


Date



City of Delray Beach Finance Department

M E M O R A N D U M

TO: Terrence R. Moore, ICMA-CM, City Manager
Executive Leadership Team

FROM: Laura Thezine, Acting Chief Financial Officer 

DATE: November 8, 2024

SUBJECT: Out of Office Notice

As I will be on leave beginning Tuesday, November 12, 2024, Acting Assistant Finance Director Carmen Aleman will represent the Department of Finance until Monday December 2, 2024.

Please feel free to contact Mrs. Aleman should you require assistance or support during this time. Carmen can be reached at extension 7134 or by email at alemanc@mydelraybeach.com

Thank you,

Laura Thezine

| Delray Beach Police, FL | | Renewal Period(s) | | | | |
|--|-----|------------------------|------------------------|------------------------|------------------------|------------------------|
| | | 10/01/2024 - 9/30/2025 | 10/01/2025 - 9/30/2026 | 10/01/2026 - 9/30/2027 | 10/01/2027 - 9/30/2028 | 10/01/2028 - 9/30/2029 |
| Product: Product Name | Qty | | | | | |
| JMS-MS DISPLAY Annual Maintenance Fee | 1 | \$7,731.81 | \$8,118.40 | \$8,524.32 | \$8,950.54 | \$9,398.06 |
| ONESolution State Livescan Interface Annual Maintenance Fee | 1 | \$2,190.68 | \$2,300.21 | \$2,415.22 | \$2,535.99 | \$2,662.79 |
| ONESolution Police-to-Police Annual Subscription Fee | 1 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| ONESolution Motorola Astro 25 System Interface Annual Maintenance Fee | 1 | \$5,348.23 | \$5,615.64 | \$5,896.42 | \$6,191.24 | \$6,500.81 |
| ONESolution MCT Client AVL License Annual Maintenance Fee | 175 | \$3,743.76 | \$3,930.95 | \$4,127.50 | \$4,333.87 | \$4,550.56 |
| ONESolution AVL Server Host License Annual Maintenance Fee | 1 | \$3,594.01 | \$3,773.71 | \$3,962.40 | \$4,160.52 | \$4,368.54 |
| ONESolution Freedom Base Annual Maintenance Fee | 10 | \$320.89 | \$336.93 | \$353.78 | \$371.47 | \$390.04 |
| ONESolution Field Training Online-Cloud Annual Maintenance Fee | 1 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| ONESolution Field Training Online-Cloud Annual Access Fee | 1 | \$2,005.64 | \$2,105.92 | \$2,211.22 | \$2,321.78 | \$2,437.87 |
| ONESolution CAD Client AVL License Annual Maintenance Fee | 4 | \$1,283.57 | \$1,347.75 | \$1,415.14 | \$1,485.89 | \$1,560.19 |
| ONESolution Freedom Server Software Annual Maintenance Fee | 1 | \$748.76 | \$786.20 | \$825.51 | \$866.78 | \$910.12 |
| CryWolf I/F-ONESolution CAD: CAD (Alarm Incidents) to CryWolf License Fee | 1 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| ONESolution CAD to CryWolf Interface Annual Maintenance Fee | 1 | \$2,174.60 | \$2,283.33 | \$2,397.50 | \$2,517.37 | \$2,643.24 |
| ONESolution Alpha Numeric Paging Annual Maintenance Fee | 1 | \$2,174.60 | \$2,283.33 | \$2,397.50 | \$2,517.37 | \$2,643.24 |
| ONESolution OpCenter for CAD Annual Maintenance Fee | 1 | \$7,248.57 | \$7,611.00 | \$7,991.55 | \$8,391.13 | \$8,810.68 |
| ONESolution Pagegate Interface Annual Maintenance Fee | 1 | \$289.94 | \$304.44 | \$319.66 | \$335.64 | \$352.42 |
| ONESolution CAD Map Display & Map Maintenance Software License Annual Main | 1 | \$2,174.60 | \$2,283.33 | \$2,397.50 | \$2,517.37 | \$2,643.24 |
| ONESolution Computer-Aided Dispatch System Annual Maintenance Fee | 1 | \$37,315.66 | \$39,181.44 | \$41,140.52 | \$43,197.54 | \$45,357.42 |
| ONESolution Multi-Jurisdictional Dispatch Option Annual Maintenance Fee | 1 | \$1,449.71 | \$1,522.20 | \$1,598.31 | \$1,678.22 | \$1,762.13 |
| ONESolution MCT Client-Digital Dispatch Annual Maintenance Fee | 170 | \$49,041.99 | \$51,494.09 | \$54,068.79 | \$56,772.23 | \$59,610.85 |
| ONESolution MCT Client-MAPS Annual Maintenance Fee | 170 | \$9,858.51 | \$10,351.44 | \$10,869.01 | \$11,412.46 | \$11,983.08 |
| ONESolution MFR Client Annual Maintenance Fee | 139 | \$40,099.06 | \$42,104.01 | \$44,209.21 | \$46,419.67 | \$48,740.66 |
| ONESolution MFR Client-Accident Reporting Annual Maintenance Fee | 139 | \$20,149.92 | \$21,157.42 | \$22,215.29 | \$23,326.05 | \$24,492.35 |
| ONESolution MFR Client-Arrest Annual Maintenance Fee | 139 | \$12,091.19 | \$12,695.75 | \$13,330.54 | \$13,997.06 | \$14,696.92 |
| ONESolution MFR Client-Citation Annual Maintenance Fee | 139 | \$20,149.92 | \$21,157.42 | \$22,215.29 | \$23,326.05 | \$24,492.35 |
| ONESolution MFR Client-Arrest Affidavit Annual Maintenance Fee | 139 | \$5,372.49 | \$5,641.11 | \$5,923.17 | \$6,219.33 | \$6,530.30 |
| ONESolution MFR Client-MOBLAN Version Annual Maintenance Fee | 10 | \$1,449.64 | \$1,522.12 | \$1,598.23 | \$1,678.14 | \$1,762.05 |
| ONESolution OpCenter for RMS Annual Maintenance Fee | 1 | \$6,443.18 | \$6,765.34 | \$7,103.61 | \$7,458.79 | \$7,831.73 |
| ONESolution Police-to-Citizen Annual Maintenance Fee | 1 | \$4,349.14 | \$4,566.60 | \$4,794.93 | \$5,034.67 | \$5,286.41 |
| ONESolution CAD Resource Monitor Display License With Maps Annual Maintenanc | 10 | \$2,577.18 | \$2,706.04 | \$2,841.34 | \$2,983.41 | \$3,132.58 |
| ONESolution Intelligence Annual Maintenance Fee | 1 | \$1,406.94 | \$1,477.29 | \$1,551.15 | \$1,628.71 | \$1,710.14 |
| ONESolution Switch to Switch Annual Maintenance Fee | 1 | \$1,858.23 | \$1,951.14 | \$2,048.70 | \$2,151.13 | \$2,258.69 |
| ONESolution CAD Resource Monitor Display License With Maps Annual Maintenanc | 5 | \$1,288.59 | \$1,353.02 | \$1,420.67 | \$1,491.70 | \$1,566.29 |
| ONESolution Florida Accident Repository Interface Annual Maintenance Fee | 1 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| ONESolution Residential Security Watch Annual Maintenance Fee | 1 | \$875.78 | \$919.57 | \$965.55 | \$1,013.82 | \$1,064.52 |
| ONESolution Bike Registration Annual Maintenance Fee | 1 | \$850.76 | \$893.30 | \$937.96 | \$984.86 | \$1,034.10 |
| ONESolution CAD Map Display & Map Maintenance Software License Annual Main | 5 | \$5,798.91 | \$6,088.86 | \$6,393.30 | \$6,712.96 | \$7,048.61 |
| ONESolution E911 Interface Annual Maintenance Fee | 1 | \$2,174.60 | \$2,283.33 | \$2,397.50 | \$2,517.37 | \$2,643.24 |
| ONESolution Pictometry Visual Intelligence Interface Annual Maintenance Fee | 1 | \$2,174.60 | \$2,283.33 | \$2,397.50 | \$2,517.37 | \$2,643.24 |
| ONESolution Crime Analysis Plus Annual Maintenance Fee | 1 | \$7,216.35 | \$7,577.17 | \$7,956.03 | \$8,353.83 | \$8,771.52 |
| ONESolution Records Management System Annual Maintenance Fee | 1 | \$20,927.46 | \$21,973.83 | \$23,072.52 | \$24,226.15 | \$25,437.46 |
| ONESolution Notification Annual Maintenance Fee | 1 | \$3,659.72 | \$3,842.71 | \$4,034.84 | \$4,236.58 | \$4,448.41 |
| ONESolution Property & Evidence Annual Maintenance Fee | 1 | \$1,417.50 | \$1,488.38 | \$1,562.79 | \$1,640.93 | \$1,722.98 |
| ONESolution Barcoding Server License Annual Maintenance Fee | 1 | \$1,932.93 | \$2,029.58 | \$2,131.06 | \$2,237.61 | \$2,349.49 |
| ONESolution Barcoding Hand-Held Client License Annual Maintenance Fee | 2 | \$822.17 | \$863.28 | \$906.44 | \$951.76 | \$999.35 |
| ONESolution RMS Map Display & Pin Mapping License Annual Maintenance Fee | 1 | \$2,577.28 | \$2,706.14 | \$2,841.45 | \$2,983.52 | \$3,132.70 |
| ONESolution Accident Wizard Base Server License Annual Maintenance Fee | 1 | \$1,288.63 | \$1,353.06 | \$1,420.71 | \$1,491.75 | \$1,566.34 |
| ONESolution Accident Annual Maintenance Fee | 1 | \$1,417.50 | \$1,488.38 | \$1,562.79 | \$1,640.93 | \$1,722.98 |
| ONESolution Accident Wizard Annual Maintenance Fee | 139 | \$5,372.49 | \$5,641.11 | \$5,923.17 | \$6,219.33 | \$6,530.30 |
| ONESolution Crime Analysis Annual Maintenance Fee | 1 | \$3,221.59 | \$3,382.67 | \$3,551.80 | \$3,729.39 | \$3,915.86 |
| ONESolution RMS Training Module Annual Maintenance Fee | 1 | \$902.04 | \$947.14 | \$994.50 | \$1,044.22 | \$1,096.44 |
| ONESolution Quartermaster Annual Maintenance Fee | 1 | \$1,417.50 | \$1,488.38 | \$1,562.79 | \$1,640.93 | \$1,722.98 |
| ONESolution Mugshot Capture Station Software Annual Maintenance Fee | 1 | \$1,417.50 | \$1,488.38 | \$1,562.79 | \$1,640.93 | \$1,722.98 |
| ONESolution Link Analysis Annual Maintenance Fee | 1 | \$7,216.35 | \$7,577.17 | \$7,956.03 | \$8,353.83 | \$8,771.52 |
| ONESolution State/NCIC Messaging Software Annual Maintenance Fee | 1 | \$5,798.88 | \$6,088.82 | \$6,393.27 | \$6,712.93 | \$7,048.57 |
| ONESolution Mobile Server Software Annual Maintenance Fee | 1 | \$12,177.61 | \$12,786.49 | \$13,425.82 | \$14,097.11 | \$14,801.96 |
| ONESolution Mobile Field Reporting Server Annual Maintenance Fee | 1 | \$9,020.45 | \$9,471.47 | \$9,945.05 | \$10,442.30 | \$10,964.41 |
| ONESolution MCT Client License for Message Switch Annual Maintenance Fee | 70 | \$6,089.11 | \$6,393.57 | \$6,713.24 | \$7,048.91 | \$7,401.35 |
| ONESolution Computer-Aided Dispatch System Enterprise License Upgrade Annual | 1 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| ONESolution Records Management System Site License Upgrade Annual Maintenanc | 1 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| ONESolution Mobile Server Software Site License Upgrade Annual Maintenance Fee | 1 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| Total | | \$361,698.72 | \$379,783.66 | \$398,772.84 | \$418,711.48 | \$439,647.05 |

| Product: Product Name | Qty | 5/01/2024 - 4/30/2025 | 5/01/2025 - 4/30/2026 | 5/01/2026 - 4/30/2027 | 5/01/2027 - 4/30/2028 | 5/01/2028 - 4/30/2029 |
|--|-----|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| CryWolf Alarm Full Use Workstation Annual Maintenance Fee | 1 | \$4,795.89 | \$5,035.68 | \$5,287.47 | \$5,551.84 | \$5,829.43 |
| CryWolf Alarm Program Web Page Annual Maintenance Fee | 1 | \$1,598.72 | \$1,678.66 | \$1,762.59 | \$1,850.72 | \$1,943.25 |
| CryWolf Alarm Full Use Additional Workstation Annual Maintenance Fee | 1 | \$1,598.72 | \$1,678.66 | \$1,762.59 | \$1,850.72 | \$1,943.25 |
| Total | | \$7,993.33 | \$8,393.00 | \$8,812.65 | \$9,253.28 | \$9,715.94 |

Payment Terms:

- a. Support and Maintenance Fees are due prior to the beginning of the next Renewal Period and annually thereafter.
- b. Annual Subscription Fees are due prior to the beginning of the next Renewal Period and annually thereafter.
- c. Annual Software Maintenance Fees and Annual Subscription Fees shall increase by 5% year over year.

Invoice Terms:

CentralSquare shall provide an invoice for the items in the schedule above no less than thirty (30) days prior to the due date.

Ancillary Fees:

- a. Customer is responsible for paying all taxes relating to this Agreement. Applicable tax amounts (if any) are not included in the fees set forth in this Agreement. If Customer is exempt from the payment of any such taxes, Customer must provide CentralSquare valid proof of exemption; otherwise, CentralSquare will invoice Customer and Customer will pay to CentralSquare all such tax amounts.
- b. To the extent allowable by law, if Customer fails to make any payment when due, then CentralSquare may charge interest on the past due amount at the rate of 1.5% per month calculated daily and compounded monthly, or, if lower, the highest rate permitted under applicable law; and if such failure continues for 90 days following written notice thereof, CentralSquare may suspend performance or access until past due amounts have been paid.

EXHIBIT 2
Maintenance & Support

This Maintenance & Support Exhibit describes support and maintenance relating to technical support that CentralSquare will provide to Customer during the Term of the Agreement.

1. Product Updates and Releases

- 1.1. **Software Version.** "Software Version" means the base or core version of the Software that contains significant new features and significant fixes and is available to the Customer. Software Versions may occur as the Software architecture changes or as new technologies are developed. The nomenclature used for updates and upgrades consists of major, minor, build, and fix and these correspond to the following digit locations of a release, a,b,c,d. An example of which would be 7.4.1.3, where the 7 refers to the major release, the 4 refers to the minor release, the 1 refers to the build, and the 3 refers to a fix. All Software Versions are provided and included as part of this Agreement.
- 1.2. **Updates.** From time to time CentralSquare may develop permanent fixes or solutions to known problems or bugs in the Software and incorporate them in a formal "Update" to the Software. If Customer is receiving technical support from CentralSquare on the general release date for an Update, CentralSquare will provide the Customer with the Update and related Documentation at no extra charge. Updates for custom configurations will be agreed upon by the Parties and outlined in a Statement of Work or Change Order.
- 1.3. **Releases.** Customer shall agree to install and/or use any New or Major Release within one year of being made available by CentralSquare to avoid or mitigate a performance problem, ineligibility for Support and Maintenance Services or infringement claim. All modifications, revisions and updates to the Software shall be furnished by means of new Releases of the Software and shall be accompanied by updates to the Documentation whenever CentralSquare determines, in its sole discretion, that such updates are necessary.

2. Support

- 2.1. CentralSquare shall provide to Customer support via toll-free phone number 833-278-7877 or via the CentralSquare Support Portal. CentralSquare shall provide to Customer, commercially reasonable efforts in solving errors reported by the Customer as well as making available an online support portal. Customer shall provide to CentralSquare reasonably detailed documentation and explanation, together with underlying data, to substantiate errors and to assist CentralSquare in its efforts to diagnose, reproduce and correct the error. Should either Party not be able to locate the error root cause and Customer and CentralSquare agree that on-site services are necessary to diagnose or resolve the problem CentralSquare shall provide a travel estimate and estimated hours in order to diagnose the reported error.
- 2.2. If after traveling onsite to diagnose a reported error and such reported error did not, in fact, exist or was not attributable to a defect in the Software provided by CentralSquare or an act or omission of CentralSquare, then Customer shall pay for CentralSquare's investigation, travel, and related services in accordance with provided estimate. Customer must provide CentralSquare with such facilities, equipment and support as are reasonably necessary for CentralSquare to perform its obligations under this Exhibit, including remote access in accordance with the Remote Access Policy.

3. Online Support Portal

Online support is available via <https://support.centalsquare.com/s/contact-us>, offering Customer the ability to resolve its own problems with access to CentralSquare's most current information. Customer will need to enter its designated username and password to gain access to the technical support areas on CentralSquare's website. CentralSquare's technical support areas allow Customer to: (i) search an up-to-date knowledge base of technical support information, technical tips, and featured functions; and (ii) access answers to frequently asked questions (FAQ).

4. Exclusions from Technical Support Services

CentralSquare shall have no support obligations to provide Support or Maintenance for Solutions that are not kept current to one version prior to the then current version of the Solution. CentralSquare shall have no support obligations with respect to any third-party hardware or software product not licensed or sold to Customer by CentralSquare ("Nonqualified Product"). Customer shall be solely responsible for the compatibility and functioning of Nonqualified Products with the Software.

5. Customer Responsibilities

In connection with CentralSquare's provision of technical support as described herein, Customer acknowledges that Customer has the responsibility to do each of the following:

- 5.1 Provide hardware, operating system and browser software that meets technical specifications, as well as a fast, stable, high-speed connection and remote connectivity for accessing the Solution.
- 5.2 Maintain any applicable computer system and associated peripheral equipment in good working order in accordance with the manufacturers' specifications, and ensure that any problems reported to CentralSquare are not due to hardware malfunction;
- 5.3 For CentralSquare Solutions that are implemented on Customer Systems, maintain the designated

operating system at the latest code revision level reasonably deemed necessary by CentralSquare for proper operation of the Software;

- 5.4 Supply CentralSquare with access to and use of all information and facilities reasonably determined to be necessary by CentralSquare to render the technical support described herein;
- 5.5 Perform any test or procedures reasonably recommended by CentralSquare for the purpose of identifying and/or resolving any problems;
- 5.6 At all times follow routine operator procedures as specified in the Documentation or any error correction guidelines of CentralSquare posted on the CentralSquare website;
- 5.7 Customer shall remain solely responsible at all times for the safeguarding of Customer's proprietary, confidential, and classified information contained within Customer Systems; and
- 5.8 Reasonably ensure that the Customer Systems are isolated and free from viruses and malicious code that could cause harm before requesting or receiving remote support assistance.

6. Priorities and Support Response Matrix

The following priority matrix relates to software errors covered by this Agreement. Causes secondary to non-covered causes - such as hardware, network, and third-party products - are not included in this priority matrix and are outside the scope of this Exhibit. CentralSquare will make commercially reasonable efforts to respond to Software incidents for live remote based production systems using the following guidelines:

| Priority | Issue Definition | Response Time |
|----------------------------------|--|---|
| Priority 1 – Urgent | The software is completely down and will not launch or function. | Priority 1 issues must be called in via 833-278-7877 and will be immediately answered and managed by the first available representative. |
| Priority 2 – Critical | A high-impact problem that disrupts the customer's operation but there is capacity to remain productive and maintain necessary operations. | Priority 2 issues must be called in via 833-278-7877 and will be immediately answered and managed by the first available representative. |
| Priority 3 – Non-Critical | A Software Error related to a user function which does not negatively impact the User from the use of the system. This includes system administrator functions or restriction of user workflow but does not significantly impact their job function. | Priority 3 issues called in via 833-278-7877 will be immediately answered and managed by the first available representative. Non-Critical Priority 3 issues may also be reported via https://support.centalsquare.com/s/contact-us |
| Priority 4 – Minor | Cosmetic or documentation errors, including Customer technical questions or usability questions. | Priority 4 issues called in via 833-278-7877 will be immediately answered and managed by the first available representative. Minor Priority 4 issues may also be reported via https://support.centalsquare.com/s/contact-us |

7. Exceptions. CentralSquare shall not be responsible for failure to carry out its Support and Maintenance obligations under this Exhibit if the failure is caused by adverse impact due to:

- 7.1. defectiveness of the Customer's Systems (including but not limited to environment, hardware or ancillary systems), or due to Customer corrupt, incomplete, or inaccurate data reported to the Solution, or documented defect.
- 7.2. denial of reasonable access to Customer's System or premises preventing CentralSquare from addressing the issue.
- 7.3. material changes made to the usage of the Solution by Customer where CentralSquare has not agreed to such changes in advance and in writing or the modification or alteration, in any way, by Customer or its subcontractors, of communications links necessary to the proper performance of the Solution.
- 7.4. a Force Majeure event (as outlined in Section 12), or the negligence, intentional acts, or omissions of Customer or its agents.

8. Incident Resolution. Actual response times and resolutions may vary due to issue complexity and priority. For critical impact level and above, CentralSquare provides a continuous resolution effort until the issue is resolved. CentralSquare will make commercially reasonable efforts to resolve Software incidents for live remote based production systems using the following guidelines:

| Priority | Resolution Process | Resolution Time |
|------------------------------------|---|--|
| Priority 1 – Urgent | CentralSquare will provide a procedural or configuration workaround or a code correction that allows the Customer to resume live operations on the production System. | CentralSquare will work continuously to provide the Customer with a solution that allows the Customer to resume live operations on the production system. CentralSquare will either resolve the issue or provide a resolution plan as soon as possible and not later than twenty-four (24) hours after notification. |
| Priority 2 – Critical | CentralSquare will provide a procedural or configuration workaround or a code correction that allows the Customer to resume normal operations on the production System. | CentralSquare will work continuously to provide the Customer with a solution that allows the Customer to resume normal operations on the production System. CentralSquare will either resolve the issue or provide a resolution plan as soon as possible and not later than thirty-six (36) hours after notification. |
| Priority 3 – Non – Critical | CentralSquare will provide a procedural or configuration workaround that allows the Customer to resolve the problem. | CentralSquare will work to provide the Customer with a resolution which may include a workaround or code correction within a timeframe that takes into consideration the impact of the issue on the Customer and CentralSquare’s User base. Priority 3 issues have priority scheduling in a subsequent release. |
| Priority 4 – Minor | If CentralSquare determines that a reported Minor Priority error requires a code correction, such issues will be addressed in a subsequent release when applicable. | CentralSquare will work to provide the Customer with a resolution which may include a workaround or code correction in a future release of the software. Priority 4 issues have no defined resolution time. |

9. **Non-Production Environments.** CentralSquare will make commercially reasonable efforts to provide fixes to non-production environment(s). Non-production environments are not included under the response or resolution tables provided in this Exhibit.
- 9.1. Maintenance. All non-production environment resolution processes will follow the structure and schedules outlined above for production environments.
- 9.2. Incidents and service requests. Non-production environment incidents are considered priority 3 or 4, dictated by circumstances and will be prioritized and scheduled subordinate to production environment service requests.
10. **Training.** Outside the scope of training services purchased, if any, Customer is responsible for the training and organization of its staff in the operation of the Software.
11. **Development Work.** Software support and maintenance does not include development work either (i) on software not licensed from CentralSquare or (ii) development work for enhancements or features that are outside the documented functionality of the Software, except such work as may be specifically purchased and outlined in the Agreement. CentralSquare retains all intellectual property rights in development work performed and Customer may request consulting and development work from CentralSquare as a separate billable service.
12. **Technology Life Expectancy.** Customer understands, acknowledges and agrees that the technology upon which the Hardware, Solution and Third-Party Software is based changes rapidly. Customer further acknowledges that CentralSquare will continue to improve the functionality and features of the Solution to improve legal compliance, accuracy, functionality and usability. As a result, CentralSquare does not represent or warrant that the Hardware, Solution and/or Third-Party Software provided to Customer under this Agreement or that the Customer Systems recommended by CentralSquare will function for an indefinite period of time. Rather, CentralSquare and Customer may, from time to time, analyze the functionality of the Hardware, Solution, Third-Party Software and Customer Systems in response to changes to determine whether Customer must upgrade the same. Customer upgrades may include without limitation, the installation of a new Release, additional disk storage and memory, and workstation and/or server upgrades. Customer upgrades may also include the installation and/or removal of Third-Party Software. Customer is solely responsible for all costs associated with future resources and upgrades.

EXHIBIT 3
CentralSquare Access Management Policy

In order to provide secure, federally compliant connections to agency systems CentralSquare Technologies ("CentralSquare") requires BeyondTrust or SecureLink as the only approved methodology of connection. BeyondTrust and Securelink provide the necessary remote access in order to service and maintain CentralSquare products while adhering to the Federal Bureau of Investigations Criminal Justice Information Services requirements. Both solutions utilize two-factor authentication Federal Information Processing Standard Publication ("FIPS") 140-2 validated cryptographic modules and AES encryption in 256-bit strengths.

BeyondTrust and Securelink are addressed in turn via this Access Management Policy; Customers may choose which remote privileged access management solution will be utilized by CentralSquare.

BeyondTrust

The BeyondTrust remote support solution may be utilized via escorted session or a jump Customer. As for an escorted session, when an agency needs assistance from CentralSquare, the agency employee requesting assistance will receive verbal or email communication with a session key necessary to enable remote access. If a verbal key is provided, the user enters the session key after visiting <https://securesupport.centrsquare.com>.

Jump Customers are a Windows service that can be stopped/started to facilitate a support session. Connections made via jump Customer can be active or passive. An active jump Customer is always available. A passive connection is enabled for a specific purpose and then disabled when not used. Regardless of the option selected, CentralSquare's support team will arrange a BeyondTrust session to establish the jump Customer.

The jump Customer resides on the agency side on the installed device, where an agency administrator can manage. Instructions on how to enable/disable jump Customers can be provided upon request. A sample workflow of a passive jump Customer is provided below:

Should an agency require support from CentralSquare, a call would be placed and/or a support ticket opened in the portal on the CentralSquare customer support website. Before accessing the agency's system and/or environment, the CentralSquare representative would send a notice of connection from the CentralSquare support portal instance. This notice can be sent to the individual at the agency that the CentralSquare representative is working with or other designated contacts as necessary. Upon receipt of the notice of connection, the agency personnel would enable the BeyondTrust jump Customer. The CentralSquare representative would then be admitted to the agency's system and/or environment to perform the necessary task. Upon completion of the task, the CentralSquare representative sends a notice of disconnection from the CentralSquare support portal instance. Upon receipt of the notice of disconnection, the agency personnel would then disable the BeyondTrust jump Customer.

Securelink

Similar to BeyondTrust's escorted session, Securelink may be utilized via "quick connect". To enable a quick connect session when an agency needs assistance from CentralSquare, the Agency employee requesting assistance will enter a key code in order to connect for screen sharing on a device.

Similar to the jump Customer methodology, SecureLink may also be utilized via "gatekeeper". The sample workflow description for a jump Customer provided above is substantially similar to the workflow for gatekeeper.

Summation

BeyondTrust and Securelink allow customers the ability to monitor connectivity to the customer's network and maintain CJIS compliance while enabling CentralSquare to perform the necessary support functions.

EXHIBIT 4
Certificate of Insurance (Evidence of Coverage)



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
09/01/2023

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

| | | |
|---|--|-------|
| PRODUCER MARSH USA, LLC TWO ALLIANCE CENTER 3550 LENOX ROAD, SUITE 2400 ATLANTA, GA 30326 CN130114897-E0IC-GAWU-23-24 | CONTACT NAME: PHONE (A/C, No, Ext): F AX (A/C, No): E MAIL: ADDRESS: | |
| | INSURER(S) AFFORDING COVERAGE | |
| INSURED CentralSquare Technologies, LLC 1000 Business Center Drive Lake Mary, FL 32746 | INSURER A : The Charter Oak Fire Insurance Co. | 25615 |
| | INSURER B : Phoenix Insurance Company | 25623 |
| | INSURER C : Travelers Property Casualty Company Of America | 25674 |
| | INSURER D : Travelers Casualty And Surety Company | 19038 |
| | INSURER E : AIG Specialty Insurance Company | 26883 |
| | INSURER F : | |

COVERAGES **CERTIFICATE NUMBER:** ATL-005494481-01 **REVISION NUMBER:** 0

THIS IS TO CERTIFY THAT 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 CERTIFICATE 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.

| INSR LTR | TYPE OF INSURANCE | ADDL SUBR NSR | WVR | POLICY NUMBER | POLICY EFF (MM/DD/YYYY) | POLICY EXP (MM/DD/YYYY) | LIMITS |
|----------|---|---------------|-----|-----------------------|-------------------------|-------------------------|---|
| A | <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER: | | | H-630-65758660-COF-23 | 08/31/2023 | 08/31/2024 | EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COM/POP AGG \$ 2,000,000 |
| B | <input type="checkbox"/> AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY | | | BA-65783539-23-I3-G | 08/31/2023 | 08/31/2024 | COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ |
| C | <input checked="" type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> DED. <input checked="" type="checkbox"/> RETENTION \$ 10,000 | | | CUP-65801390-23-I3 | 08/31/2023 | 08/31/2024 | EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000 |
| D | <input type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below | Y/N | N/A | UB-65783668-23-I3-G | 08/31/2023 | 08/31/2024 | <input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000 |
| E | E&O/Cyber | | | 01-424-27-66 | 08/31/2023 | 08/31/2024 | Limit 5,000,000 SIR 1,000,000 |

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Evidence of Insurance

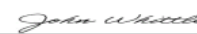
| | |
|--|---|
| CERTIFICATE HOLDER CentralSquare Technologies LLC 1000 Business Center Drive Lake Mary, FL 32746 | CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE of Marsh USA LLC  |
|--|---|



EXHIBIT 5
Service Level Commitments

The following applies to any non-OPS designated Software Subscriptions on Exhibit 1 as a cloud hosted Solution.

1. Service Level Commitments

- A. **Availability.** During any calendar month, the availability of the Solution shall be no less than 99.9%, excluding scheduled maintenance. CentralSquare shall provide Customer with prompt notification as soon as it becomes aware of any actual or potential unscheduled downtime of the Solution, as well as continual periodic updates during the unscheduled downtime regarding CentralSquare's progress in remedying the unavailability and estimated time at which the Solution shall be available.
- B. **Measurement.** Service availability is measured as the total time that the solutions are available during each calendar month for access by Customer ("Service Availability"). Service Availability measurement shall be applied to the production environment only, and the points of measurement for all monitoring shall be the servers and the internet connections at CentralSquare's hosted environment.
- C. **Calculation.** Service availability for a given month shall be calculated using the following calculation:
 - I. The total number of minutes which the service was not available in a given month shall be subtracted from the total number of minutes available in the given month. The resulting figure is divided by the total number of minutes available in the given month.
 - II. Service availability targets are subject to change due to the variance of the number of days in a month.
 - III. The total number of minutes which the service was not available in a given month shall exclude minutes associated with scheduled or emergency maintenance.
- D. **Remedy.** If the service period target measurement is not met, then the customer shall be entitled to a credit calculated as follows:

| Service availability | Credit percentage |
|--|-------------------|
| Less than 99.9% but greater than or equal to 99.0% | 5% |
| Less than 99.0% but greater than or equal to 95.0% | 10% |
| Less than 95% | 20% |

| Service Availability in the relevant Service Period | Percentage Reduction in Monthly Fee for the Subsequent Service Period |
|---|---|
| Less than 99.9% but greater than or equal to 99.0% | 5% |
| Less than 99.0% but greater than or equal to 95.0% | 10% |
| Less than 95% | 20% |

- E. Credit must be requested by the customer within sixty (60) days of the failed target. Any credit awarded shall be applied to the next applicable invoice. Customer shall not be eligible for credits where customer is more than thirty (30) days past due on their account.
- 2. **Server Performance & Capacity.** The standard provisioning of storage for the cloud solutions is 1 terabyte. If Customer requests to add additional Software, increase storage or processing requirements, and/or request additional environments, these requests will be evaluated and if additional resources are required to support modifications, additional fees may apply at per unit (gigabyte, hour, license, etc).
 - 3. **Non-Production Environments.** Included in the subscription fee is access to the training environment during the hours of 8:00am – 4:00pm EST, Monday through Friday. Should the Customer require extended access for items such as internal training, CentralSquare can make exceptions provided that Customer provide reasonable advance written notice. CentralSquare will then work with the Customer to enable access in accordance with an agreed upon schedule.












CS2025-004 Superion/Central Square

Final Audit Report

2024-11-26


| | |
|-----------------|---|
| Created: | 2024-11-26 |
| By: | Joel Burzynski (burzynskij@mydelraybeach.com) |
| Status: | Signed |
| Transaction ID: | CBJCHBCAABAAecW_F6wBdn_nP4mfv9Hn8EKKtbYumsn0 |

"CS2025-004 Superion/Central Square" History

-  Document created by Joel Burzynski (burzynskij@mydelraybeach.com)
2024-11-26 - 7:49:54 PM GMT
-  Document emailed to Jay Stacy (Stacy@mydelraybeach.com) for signature
2024-11-26 - 7:49:59 PM GMT
-  Joel Burzynski (burzynskij@mydelraybeach.com) replaced signer Jay Stacy (Stacy@mydelraybeach.com) with Don Marese (marese@mydelraybeach.com)
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-  Document emailed to Don Marese (marese@mydelraybeach.com) for signature
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-  Email viewed by Don Marese (marese@mydelraybeach.com)
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-  Document e-signed by Don Marese (marese@mydelraybeach.com)
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-  Document emailed to Eugene Bitteker (BittekerE@mydelraybeach.com) for signature
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-  Document e-signed by Eugene Bitteker (BittekerE@mydelraybeach.com)
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-  Document emailed to Carmen Aleman (AlemanC@mydelraybeach.com) for signature
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-  Email viewed by Carmen Aleman (AlemanC@mydelraybeach.com)
2024-11-26 - 9:12:17 PM GMT

 Document e-signed by Carmen Aleman (AlemanC@mydelraybeach.com)

Signature Date: 2024-11-26 - 9:13:47 PM GMT - Time Source: server

 Agreement completed.

2024-11-26 - 9:13:47 PM GMT