

FireView Desktop

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FIREVIEW™ | Enterprise



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FireView Desktop Deployment for the Costa Mesa Fire Department
Establishing an Incident Response Analysis Capability for Planners and Analysts

- TARGET:** To deploy FireView Desktop to provide decision support, advanced analysis and customized mapping and reporting capabilities
- Provide one (1) license of FireView Desktop for advanced analysis
 - Configure FireView Desktop to interface with the Zoll FireRMS
 - Data sets include Incident Reports and Apparatus Reports
 - Onsite FireView Desktop training
 - Data/Design Discovery
 - Applied FireView Techniques
 - Network Modeling Tools
 - Unlimited capacity for historical data storage
 - Software maintenance and technical support
 - Phone and email customer support service
 - Provide Esri Software and Tom Tom Dynamap data
 - Provide Crystal Report templates

Executive Summary

The Omega Group delivers proactive fire response operations management solutions combining data, analytics, intelligence and mapping that enables new precision workflows which optimize daily fire response strategies while delivering more positive public safety outcomes at less cost to departments and risk to field personnel.

FireView Desktop

FireView enables you to address NFPA Standard 1710 compliance and ISO audits as well as Standards of Cover through the use of numerous data mining tools. Our solution can be used to locate new stations, redistribute response areas, analyze station coverage, determine first due areas and run orders in order to better serve your community.

Features

- Investigate FIRE/EMS calls for service within any response area, near or at an address or landmark such as an assisted living complex or retirement home.
- Query for incident activity by multiple categories such as call type, location type, unit, response time, date or time in order to assess existing deployment strategies.
- Create density, hot spot and repeat calls maps to help isolate problem areas
- Analyze response patterns
- Pinpoint the number of stations able to respond within a specific response time at any location
- Optimize the response capabilities of Fire/EMS stations. Determine the estimated response zones and incident coverage by drive time or distance.
- Depict the average response time or total calls per hour and DOW graphically

Cost Summary

FireView Desktop Deployment	Fees
FireView Desktop Software	\$8,700.00
<ul style="list-style-type: none"> • Two (2) FireView Desktop licenses • One (1) Import Wizard license 	
 Esri Software	
<ul style="list-style-type: none"> • One (1) Spatial Analyst 10, Single User License 	\$2,500.00
 Data	
<ul style="list-style-type: none"> • TomTom Dynamap Dataset, Orange County, Large dataset, 1 – 5 Users 	\$3,000.00
 Professional Service Package	 \$15,887.50
<ul style="list-style-type: none"> • Configuration for two (2) data connections <ul style="list-style-type: none"> ○ Incident Reports ○ Apparatus Reports • Application Configuration and deployment <ul style="list-style-type: none"> ○ Response data model configuration ○ Report configuration ○ Saved Query configuration • Training <ul style="list-style-type: none"> ○ On-site functionality training for end-users <ul style="list-style-type: none"> ▪ First Trip: Data/Design Discovery (6 hours) ▪ First Trip: Applied FireView Techniques (6 hours) ▪ Second Trip: Network Modeling Tools (4 hours) 	
 Travel	 \$950.00
Total Software/Professional Services/Travel:	\$31,037.50
Total Maintenance:	\$3,000.00

Maintenance Fees

Maintenance fees represent the cost of maintaining the enterprise solution module. Maintenance Program will commence on completion of installation and training of the system. See the Customer Support Program for additional details.

Payment Schedule

The payment schedule consists of four (4) payments and is due as follows:

Objective	Fee	Terms
FireView Desktop licenses, Esri licenses, Tom Tom data and travel costs	\$15,150.00	Payment due upon completion of Project Kick-Off Meeting (Task 1)
FireView Desktop 40% of Professional Services Costs	\$6,355.00	Payment due upon completion of FireView Desktop Application Deployment (Task 4)
FireView Desktop 40% of Professional Services Costs	\$6,355.00	Payment due upon completion of FireView Desktop Training (Task 5)
FireView Desktop 20% of Professional Service Costs	\$3,177.50	Payment due upon completion of FireView Desktop Finishing Application Review (Task 6)

Additional FireView Options

- Data Integration (per data set) Service \$2,500.00 (Simple) to \$7,400.00 (Complicated)
- FireView Desktop license Software \$1,850.00 per license/ \$150.00 per year
- Esri Software: ArcGIS 10 Software \$1,500.00 per license
- Esri Software: Spatial Analyst 10 Software \$2,500.00 per license
- Crystal Report Design Service \$500.00 per report

Scope of Work

1. Project Planning/Management

- 1.1. Prepare project plan and timelines
- 1.2. Software and database requirements
 - 1.2.1. Review deliverables by Omega
 - 1.2.1.1. Omega client software
 - 1.2.1.1.1. Omega Import Wizard
 - 1.2.1.1.2. FireView Desktop
 - 1.2.2. Review deliverables by Client
 - 1.2.2.1. Esri software: ArcGIS Desktop 10, Spatial Analyst
 - 1.2.2.2. Crystal Reports Software (for Reports)
- 1.3. System Architecture
 - 1.3.1. Identify hardware components and configuration.
 - 1.3.1.1. Import server
 - 1.3.1.2. Client Workstations
- 1.4. GIS map layers and design preferences
 - 1.4.1. Identify base map GIS data layers for geographic querying
 - 1.4.2. Identify reference data for geocoding
- 1.5. CAD/RMS/other source data
 - 1.5.1. Review import process and automation
 - 1.5.2. Identify fields to be imported
 - 1.5.3. Review database schema and tabular relationships
- 1.6. Desktop Design
 - 1.6.1. Review design options for baseline deployment
- 1.7. Determine remote connection method
- 1.8. Review roles and responsibilities

2. Omega Import Wizard Configuration

- 2.1. Client will install/license ArcGIS on import server or workstation
- 2.2. Client will install/license Import Wizard on import server or workstation
- 2.3. Omega will create import profiles for RMS data extraction
 - 2.3.1. Omega will create SQL Statement
 - 2.3.2. Omega will configure data processing steps
 - 2.3.3. Omega will work with the client to group incident types into one of the available standard Omega fire type categories (where applicable)
 - 2.3.4. Omega will configure geocoding process, review the sample data's geocoding rates and provide recommendations
 - 2.3.5. Omega will configure output dataset

3. FireView Application Configuration

- 3.1. Omega will add GIS layers to map document and design base map cartography, public safety symbology, labeling and layout template
- 3.2. Omega will create saved queries database
 - 3.2.1. Client will provide pick list values in tabular format
 - 3.2.2. Define saved queries (not to exceed 5 saved query categories per import dataset)

- 3.3. Create Cost Matrix for response analysis tools
- 3.4. Configure Crystal Report templates
 - 3.4.1. Incident Detail and Summary (Incident)
 - 3.4.2. Apparatus Detail (Apparatus)
 - 3.4.3. Incident Repeat Calls (Incident)
 - 3.4.4. Exception Report (Incident)
 - 3.4.5. Response Comparison Report (Apparatus)
 - 3.4.6. Apparatus Response Time (Apparatus)

Optional Reports, Client will select no more than five (5) from the following list:

- 3.4.7. Response Time Fractals (Incident)
 - 3.4.8. Response Time Percentiles (Incident)
 - 3.4.9. Stacked/Concurrent Calls (Incident)
 - 3.4.10. Incident Loss Value (Incident)
 - 3.4.11. Apparatus 1710 Response (Apparatus)
 - 3.4.12. Incident Audit (Incident)
 - 3.4.13. Call Frequency (Incident)
 - 3.4.14. Temporal Response Time (Apparatus)
 - 3.4.15. Resource Allocation (Apparatus)
 - 3.4.16. Response Reliability (Apparatus)
 - 3.4.17. Effective Response Force (Apparatus)
- 4. FireView Application Deployment (Remote)**
- 4.1.1. Client will install/license ArcGIS Desktop on each workstation
 - 4.1.2. Client will install/license FireView Desktop on each workstation
 - 4.1.3. Client/Omega will establish a centralized location for the GIS data and shared application resources
 - 4.1.4. Omega will test the import process and FireView Desktop application
 - 4.1.5. Omega will import up to three (3) months of historical data for each dataset; the client will be responsible for importing data beyond three (3) months
 - 4.1.6. Omega will configure the profile import automation with the client's assistance
- 5. FireView Application Training (At Client Site)**
- 5.1. FireView Desktop on-site training
 - 5.1.1. Up to six (6) computers for training; Recommended participants include the following:
 - 5.1.1.1. Public Safety analyst
 - 5.1.1.2. GIS manager
 - 5.1.1.3. Command staff representative
 - 5.1.1.4. IT representative
 - 5.1.1.5. Records or data entry clerk
 - 5.1.1.6. Database administrator
 - 5.1.2. One (1) Omega trainer will conduct the training session
 - 5.1.3. Training will be approximately twelve (12) hours over the course of two (2) days
 - 5.1.4. Client will ensure that the appropriate ESRI software is installed on the training workstations, prior to the arrival of Omega trainer
 - 5.2. Omega will provide FireView Desktop refresher tutorials

6. Final Application Review

- 6.1. Following FireView Desktop training, there will be a fourteen (14) day review period. The review period serves as quality assurance/control to ensure the project has been completed and the deliverables conform to the scope. Areas to review:
 - 6.1.1. FireView saved queries are working properly and the correct pick list values are included
 - 6.1.2. FireView saved queries return anticipated results (records)
 - 6.1.3. Data shown in the selection table and reports matches source data
 - 6.1.4. Omega Street network is accurately tuned
 - 6.1.5. Geocode process is configured properly
- 6.2. Omega will send the client a project completion sign-off form; the client will sign/date the form and e-mail/fax back to Omega and the project will be marked as complete.

Project Requirements

Software Specifications

For FireView Desktop the following software will be required for the deployment:

Omega Software	Esri Software	Other
Omega Import Wizard	ArcGIS (ArcView) v10	Crystal Reports XII
FireView Desktop	Spatial Analyst v10	

Data Specifications

FireView automates the import of source data via an application called the Import Wizard. Each FireView Desktop dataset (layer) is imported daily via Import Wizard profiles (licensed individually). The profile license contains configuration information for extracting data from a data source (via a SQL Statement), geocoding, data processing, & subsequently outputs/appends the result into a GIS feature class format. It is important to consider that source data originating from a relational database will be transposed into a de-normalized (flat file) format. As a result, there will be one “dot” on the map per record in the FireView dataset.

Dataset	Data Source	Dataset	Data Source
Incident Reports	Zoll RMS	Apparatus Reports	Zoll RMS

Please see the Data Schema Addendum for descriptions of proposed datasets.

GIS Data Specifications

Boundary and Landmark Features

The client shall provide files of relevant boundaries and landmarks within the area of interest. Typical features include:

- Boundaries and jurisdictions such as beats and reporting districts
- Landmark information such as schools, parks, and other locations of interest

Geocoding Reference Data

The client is responsible for providing accurate reference data that will be used to generate a geocoding service. Reference data may include the following geography: street centerline file, address points or a parcel layer.

Street Centerline File

The client must provide accurate reference data that will be used to generate a geocoding service. Typically the reference data is a street centerline file, address points or a parcel layer. **It is important that the street network file accurately support networking functions, including travel speeds, one-way streets, prohibited turns, overpasses, underpasses, and closed streets, where appropriate.** It will be the client’s responsibility at all times to ensure that the Street Network is accurate and compliant with the FireView application.

Application Specifications**Report Specifications**

Crystal Reports is the standard reporting tool for FireView Desktop. FireView includes a set of standard report templates. Omega can design additional reports at the request of the client (additional fees apply).

Symbology

All applications include standard Omega symbology for each data source.

Saved Queries

Saved queries are a set of pre-defined data queries organized in folders. Data queries are based on data available from the RMS or CAD system and vary in design from one application to another.

Geographic Queries

Geographic queries filter your data query by location, a known boundary, point of interest, address or intersection. This will limit your search results to those records occurring within the selected boundary, or within the specified radius of the point of interest, address or intersection.

Windows Specifications

A local administrator account is required for Omega use on all servers involved in the project. This account must be the same across all servers and must use the same, non-expiring password.

Remote Access Requirement

Establishing remote connection to the server(s)

- Data collection, installation and technical support will be performed through remote connection
- Omega recommends Citrix's GoToMyPC, GoToAssist, or a VPN for remote connections
 - Client must provide the necessary remote access details

If the client is unable to provide high speed remote access, a fee will be incurred based on the additional time required for data collection and application development

Hardware Specifications

Import Server

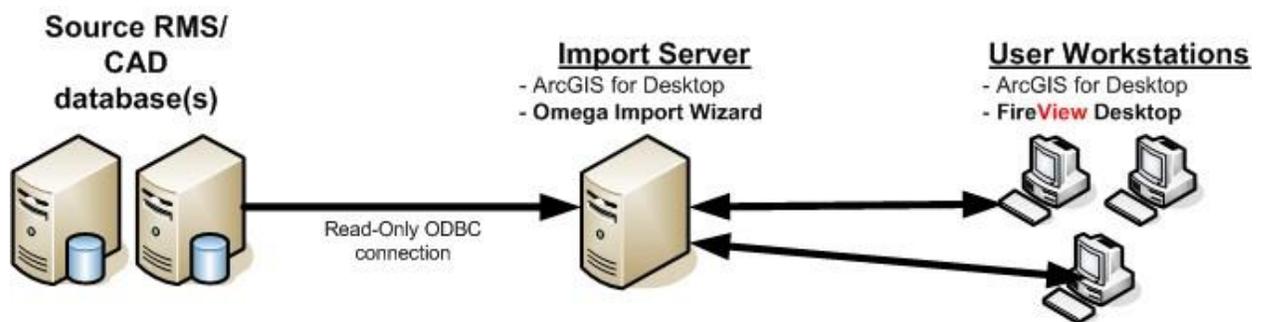
- Intel® Xeon® 5400-series (or later) Quad-core processor (2.0 GHz or faster)
- 8 GB RAM
- RAID 1 disk configuration using two (2) 146GB 15K RPM SAS disk drives
- 1000Mb Network Card
- Windows Server 2008 or 2008 R2 Standard (upon compatibility with ESRI’s ArcGIS software)

End-user Workstations

- Intel Core Duo or Intel i-Series processor (2.6 GHz or faster)
- 4 GB RAM
- 250 GB hard drive
- DVD drive
- Video/graphics card (256 MB RAM or better)
- Minimum monitor resolution of 1,280 x 1,024 px
- 100/1000Mb Network card
- Windows Vista or Windows 7 (upon compatibility with ESRI’s ArcGIS software)

Configuration Diagram

The diagram below depicts the data flow from the client databases to the FireView Desktop



Training

An Omega instructor-led course provides students with the knowledge and skills that are needed to operate manage and support the Omega modules. Each course offers a significant amount of hands-on practices, discussions, and assessments that assist students in becoming proficient in the skills that are needed to manage and execute the functions of each FireView module successfully. In addition to FireView Desktop Training, which is included in our services, the client will be expected to complete ArcGIS training (not included in our services) as described below.

FireView Desktop Training

Our FireView Desktop training session is equally personalized and interactive covering capabilities for the End-User. Training is broken down into a two (2) day, twelve (12) hour program.

End User Training

The end user FireView Desktop training package trains your end users on the FireView Desktop extension to ArcGIS Desktop software. The topics covered range from simple user interaction to more advanced ad hoc report, interactive data analysis and Esri software use relative to FireView Desktop functionality.

- Navigating/using the FireView Desktop
- On the fly query creation and report retrieval
- Response Analytics
- Threshold Alerts
- Cyclical Reports
- Interactive Data Analysis
- Response Matrix Development

ArcGIS Training Requirement

The Omega Group requires that all personnel who will be end users of the FireView software receive *Learning ArcGIS Desktop (for ArcGIS 10)* training prior to FireView training. At least one person, preferably the on-site FireView administrator, should have a solid understanding of ArcGIS (ArcMap and ArcCatalog). For more information on the ArcGIS Desktop 10 training, please visit:

<http://training.esri.com/gateway/index.cfm?fa=catalog.webCourseDetail&CourseID=1942>.

Roles and Responsibilities

Client Roles and Responsibilities

Critical to the success of every implementation is having the appropriate client staff prepared to be active participants and to understand what is expected from them for the duration of the implementation.

Client Project Manager

The client project manager is responsible for the timely coordination of assigned project tasks.

Database Administrator

The client database administrator is responsible for providing information about the CAD/RMS database and assisting with the collection of source data, including provision of an ODBC database connection when necessary.

IT Specialist

The client IT specialist is responsible for installing/licensing the Esri/Omega software, providing a method of remote access, and creating a sub-domain host header.

GIS Analyst

The client GIS analyst is responsible for providing and maintaining base map data in an ESRI compatible format.

Public Safety Analyst

The public safety analyst should have experience working with CAD/RMS data. The public safety analyst should provide input during the project's development.

Omega Roles and Responsibilities

Omega Project Manager/Lead

The Omega project manager/lead is responsible for the coordination, development and implementation of a project. A project manager/lead has both the technical proficiency and management skills to carry out all project tasks from inception to completion. Project managers will prioritize project tasks in accordance with project schedules and delegate work to project staff as necessary. Responsibilities include:

- Leading internal and/or external meetings on project kickoff, implementation, scheduling, project status and project evaluation
- Planning, executing, tracking and measuring all project activities required for the successful delivery of Omega application(s)
- Identifying priorities and managing the resources required to meet the project objectives
- Performing and/or managing the technical tasks involved in the GIS application development process to include, but not limited to: data collection, geocoding, queries, report writing, and map production
- Delivering project in compliance with both client and internal quality control standards and guidelines
- Conducting training

Customer Support Program

The Customer Support Program is covered under the annual maintenance fee. The customer support program is defined by the policies below.

Definitions

Customer Support Program: The software and application maintenance package.

Support Activation Date: The date support begins. This occurs on the installation date of the software application.

Term Date: The due date for annual payment of the Customer Support Program will be referred to as the Term Date. The Term Date is established as the day and month that the software is installed on.

Payment Guidelines

1. The cost of the Customer Support Program is calculated to be 20% the cost of software and data connections.
2. Payment for the Customer Support Program is collected annually on the Term Date. The first annual payment is due one (1) year after the Installation of software.
3. Approximately 45 days prior to the annual Term Date, The Omega Group will send notice of payment in the form of an invoice to the client by email.
4. After the first annual payment, all future payments for the Customer Support Program are subject to a 3% increase, annually.
5. The Software Maintenance for additional software licenses that are purchased after the Support Activation Date will be paid on the Customer Support Program's Term Date.
 - a. The first annual payment for the additional Software Maintenance will be prorated based on the number of days during the term that preceded the licensing of the additional software.
 - b. Following the first annual (prorated) payment, annual payments for additional Software Maintenance will be paid in full on the Customer Support Program's Term Date.

General Terms

To be eligible for Omega support services, users should be aware of, and adhere to the following terms:

1. The software license will be registered with The Omega Group. The Omega Project Manager may assist with software registration.
2. The Omega Group provides technical support for Omega software and the Omega Import Wizard interface(s) only. Specific items not included under technical support are provided below (Section: Limitations).

3. The initial Omega software application implementation and installation must be performed by an Omega Project Manager. This requirement assures that telephone support, future software service packs, and major version upgrades can be administered effectively.
4. By paying for support, the client agrees to receive support services from The Omega Group and accepts the terms and limitations of the Customer Support Program.
5. The Customer Support Program will automatically renew each term unless cancelled prior to the term date with 60 days written advance notice by sending an email to ap@theomegagroup.com.
6. Should there be a lapse in payment, all past due fees must be paid to restart service. Limited to three years of past due payments.

Limitations

Users should be aware of the following limitations regarding support services:

1. Omega's technical support is limited to unmodified, "off-the-shelf" Omega software technology. Any issues that arise from the client modifying the application's files, configuration, or environment without Omega approval will not be covered under this agreement. The client will be charged an additional fee per incident or per hour to troubleshoot and resolve the issue.
2. Technical support is not a replacement for training. Additional application training is available from Omega at an additional cost.
3. Technical support does not cover configuration changes to existing applications and/or additional development to the Omega application (i.e. building new profiles, reports, saved queries, etc.). These professional services can be provided for an additional cost.
4. Technical Support only covers issues with Omega software and excludes any issues with 3rd party applications that interface with Omega software.
5. Technical support does not cover issues that arise from changes/upgrades in the client's hardware, operating system, source databases (RMS, CAD and other Databases), source data (geographic layers: including streets, boundaries, points or any reference data) or network environment. The client will be charged an additional fee per incident or per hour to troubleshoot and resolve the issue.
6. The Omega Group is not responsible for maintaining back-up files of the client's software application. The Omega Group may have copies of the client's application files stored at our offices (acquired during the application building and testing process), however, this data is limited to the extractions or samples received during the application development and can quickly become out-of-date.
7. In the event of complete data loss due to a client's server crashing or other circumstances unrelated to the Omega software, The Omega Group can assist as resources permit, but will not

- be held financially responsible for reinstalling and reconfiguring the application. The Omega Group will provide these services at an additional charge for time, materials, and travel.
8. The Omega Group's Customer Support Program is not a replacement for ESRI's software Customer Support Program and does not include costs for ESRI's suite of software products, including costs to install/uninstall ESRI software components.
 9. The Omega Group's Customer Support Program includes software bug fixes and software enhancements for existing, unmodified applications. The Omega Group will contact the client to schedule updates to the application as they become available.
 10. Omega software is dependent upon specific versions of 3rd party software applications. Upgrades to 3rd party software used to run Omega software will require a new version of Omega software to be installed to remain compatible. Upgrades to Omega software are only provided for products that have not reached the "mature" or "retired" phase of the product lifecycle. Full-version upgrades of Omega software in support of upgrading 3rd party applications are not covered under support and will require additional charges for time and materials. Please contact The Omega Group before planning any upgrade to supporting 3rd party software applications.

Remote Connectivity

1. Technical Support will be performed through a remote connection.
2. Omega recommends a VPN or Citrix's GoToMyPC or GoToAssist for remote connections. Client must provide the necessary remote access details if a VPN is used.
3. If the client is unable to provide a high speed remote connection, a fee will be incurred based on the additional time required for troubleshooting the support request.

Support Hours

Technical support hours are Monday through Friday, from 7:00 AM to 5:30 PM Pacific. Technical support can be reached by calling (800) 228-1059 or by sending email to Support@theomegagroup.com. It is Omega's intent to respond to all technical support inquiries within twenty-four (24) hours of receiving the request, during normal business hours.

Addendum to Omega Maintenance Program: FireView Desktop Support Plan

The Basic Support Plan is intended to provide on-going software support for the original configuration of the Omega Desktop product. This support plan includes the following:

- Omega software updates (minor)
 - Compatibility with the current ArcGIS release
 - Updates for the Omega Desktop software routines / functionality
 - Hotfixes
- Assistance with the setup of Omega Desktop on a new server and/or user's computer.
- Provision of the current Omega Desktop tutorial (digital format)

- Diagnosis of Omega Desktop software issues¹
- Resolution of Omega Desktop software errors²
- Diagnosis of Configuration issues³
- Resolution of Configuration errors⁴
- Saved Query Updates
 - Clients are entitled to two (2) saved query updates annually
 - Saved Query updates are by client request when new query values are made available

The Basic Support Plan is NOT intended to provide services for the following tasks:

Under the Basic Support Plan, the following requests for service will incur an additional cost:

- Change RMS/CAD vendor(s)
- RMS/CAD database schema updates (field length, type, size... table name change, etc...)
- Lookup table updates (code/description)
- Crystal Report updates
- GIS source file updates
- Geocoding rate enhancement
- Re-import of historical data
- Assistance with the setup of Omega Desktop on a new server or user's computer.
- Change the GIS format (Shapefile, Personal Geodatabase, File Geodatabase, ArcSDE Geodatabase, etc...) of the reference data or Import Wizard output data.
- Add/remove Import Wizard profile fields
- GIS editing
- Other source file integration
- Additional profiles
- Consulting
- Street network & cost matrix updates (integrating new/updated street data into the cost matrices)

"Configuration Files" include the following:

1. The Omega Import Wizard's profile configuration
 - a. SQL Statement
 - b. Composite fields
 - c. OmegaGIS fields
 - d. Lookup fields
 - e. Data cleaning
 - f. Spatial query

¹ "Software issues" include technical questions that are directly related to the Omega Desktop software. "Software issues" do not include training-related questions.

² "Software errors" include software problems that impede the successful completion of an Omega Desktop routine (i.e. software bug and/or error message).

³ "Configuration Issues" include questions that are directly related to the Omega configuration files. "Configuration issues" do not include training-related questions.

⁴ "Configuration Errors" include any mis-configuration of the original Omega Desktop product that would impede the successful completion of an Omega Desktop routine (i.e. error message).

- g. Address locators
 - h. Standardization fixes
 - i. Geocoding steps
 - j. Preferences
 - k. Output steps
2. The Omega Import Wizard job configuration (including scheduled task)
 3. Crystal Reports
 4. GIS and/or other data
 5. Map configuration (.mxd & .mxt)
 6. Cyclical Reports
 7. Threshold Alerts

Professional Services Agreement

This Professional Services Agreement (this "Agreement") is entered into this ____ day of ____, 2013, to be effective as of [Effective Date] ("Effective Date"), by and between the **Costa Mesa Fire Department** ("Client"), with its principal place of business located at **77 Fair Drive, Costa Mesa, Ca 92626**, and **The Omega Group, Inc.** ("Omega"), a California Corporation, with its principal place of business located at **5160 Carroll Canyon Road, San Diego, CA 92121**.

1. Services

1.1 Professional Services. Omega shall provide services fully described in the FireView Desktop Proposal, which is attached hereto and incorporated in full herein by reference. Omega shall retain the right to perform work for others during the terms of this Agreement.

1.2 Conduct of Services. Client agrees to provide working space and facilities, and any other services and materials Omega or its personnel may reasonably request in order to perform the work assigned to them. All work shall be performed in a workmanlike and professional manner by employees or subcontractors of Omega having a level of skill in the area commensurate with the requirements of the scope of work to be performed. Omega shall make sure its employees or subcontractors at all times observe security and safety policies of Client.

1.3 Method of Performing Services. The parties acknowledge and agree that Client shall have no right to control the manner, means, or method by which Omega performs the services called for by this Agreement. Rather, Client shall be entitled only to direct Omega with respect to the elements of services to be performed by Omega and the results to be derived by Client. Client can review and assess the performance Omega services for the limited purposes of assuring that such services have been performed and confirming that such results were satisfactory.

2. Term of Agreement

2.1 Term. This Agreement shall commence on the date set forth above, and unless modified by mutual agreement of the parties or terminated earlier pursuant to the terms of this Agreement, shall continue until the documented satisfactory completion of the services set forth in Exhibit A (quote); or until it is terminated as set forth in Section 2.2.

2.2 Termination. This Agreement may be terminated by either party upon sixty (60) days prior written notice, if the other party breaches any term hereof and the breaching party fails to cure such breach within the 60-day period; provided that, notwithstanding the foregoing, the cure period for any failure of Client to pay fees and charges due hereunder shall be thirty (30) days from the date of receipt by Client of notice of delinquency.

2.3 Return Client Property. Upon termination of this Agreement for any reason, Omega shall promptly return to Client all copies of any Client data, records, or materials of whatever nature or kind, including all materials incorporating the proprietary information of Client. Omega shall also furnish to Client all work in progress or portions thereof, including all incomplete work.

3. Fees, Expenses and Payment

3.1 Fees. In consideration of the services to be performed by Omega, Omega shall be entitled to compensation in the total amount of \$ _____.

3.2 Additional Work. The fees and charges for any follow-on or additional work not described in Exhibit A shall be performed at Omega's current hourly rates.

4. Relationship Between Client and Omega

4.1 Independent Contractor Status. The parties are and shall be independent contractors to one another, and nothing herein shall be deemed to cause this Agreement to create an agency, partnership, or joint venture between the parties. Nothing in this Agreement shall be interpreted or construed as creating or establishing the relationship of employer and employee between Client and either Omega or any employee or agent of Omega.

4.2 Nonsolicitation. During the term of this Agreement and for a period of six (6) months after the expiration or termination of this Agreement, for any reason whatsoever, the parties covenant and agree not to hire or engage or attempt to hire or engage employees of the other party, except through advertisements directed to the general public or as expressly pre-approved by the other party.

4.3 Confidentiality. The parties agree not to disclose to any third party any proprietary information disclosed to it by the other party without the prior written consent of such disclosing party. The parties further agree to take the same care with the proprietary information as it does with its own, but in no event with less than a reasonable degree of care. This obligation of the parties shall survive beyond the effective termination date of this Agreement. These restrictions shall not be construed to apply to (1) information generally available to the public; (2) information released by either party generally without restriction; (3) information independently developed or acquired by either party or its personnel without reliance in any way on other protected information of the other party; or (4) information approved for the use and disclosure of either party or its personnel without restriction.

4.4 Indemnification. Omega shall defend, indemnify and hold Client harmless from and against any and all liabilities, losses, damages, fines, judgments, claims, suits, actions and expenses (including, but not limited to, attorneys' fees and costs) arising out of or relating to personal injury or death to persons, including Omega's employees, contractors, and agents or damage to personal or real property, including Client's property, arising out of or in connection with Omega's grossly negligent performance of this Agreement. Client agrees to give Omega prompt notice of any such claim, demand, or action and shall, to the extent Client is not adversely affected, cooperate fully with Omega in defense and settlement of said claim, demand, or action. However, Client agrees that Omega's liability hereunder for damages, regardless of the form of action, shall not exceed the total amount paid for services under this Agreement.

4.5 DISCLAIMER OF WARRANTY. EXCEPT AS EXPRESSLY PROVIDED IN THIS AGREEMENT, OMEGA DOES NOT MAKE ANY WARRANTY, EXPRESS OR IMPLIED, WITH RESPECT TO THE SERVICES RENDERED BY ITS PERSONNEL OR THE RESULTS OBTAINED FROM THEIR WORK, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

4.6 LIMITATION OF LIABILITY. OMEGA’S CUMULATIVE LIABILITY UNDER OR FOR BREACH OF THIS AGREEMENT SHALL BE LIMITED TO THE FEES PAID BY CLIENT TO OMEGA. OMEGA SHALL HAVE NO LIABILITY FOR LOSS OF DATA OR DOCUMENTATION, IT BEING UNDERSTOOD THAT CLIENT IS RESPONSIBLE FOR BACKUP PRECAUTIONS. IN NO EVENT SHALL OMEGA BE LIABLE FOR ANY LOSS OF PROFITS, ANY INCIDENTAL, SPECIAL, EXEMPLARY OR CONSEQUENTIAL DAMAGES, OR ANY CLAIMS OR DEMANDS BROUGHT AGAINST CLIENT, EVEN IF OMEGA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH CLAIMS OR DEMANDS. Omega shall not be liable to Client for any failure or delay caused by events beyond Omega's control, including, without limitation, Client's failure to furnish necessary information; sabotage; failure or delays in transportation or communication; failures or substitutions of equipment; labor disputes; accidents; shortages of labor, fuel, raw materials or equipment; or technical failures. THIS LIMITATION UPON DAMAGES AND CLAIMS IS INTENDED TO APPLY WITHOUT REGARD TO WHETHER OTHER PROVISIONS OF THIS AGREEMENT HAVE BEEN BREACHED OR HAVE PROVEN INEFFECTIVE.

5. Miscellaneous

5.1 Governing Law. This Agreement shall be governed and construed in all respects in accordance with the laws of the State of California as they apply to a contract executed, delivered, and performed solely in such State.

5.2 Insurance. To the extent that Omega's personnel may perform work at Client's premises, Omega shall maintain comprehensive general liability insurance, including broad form property damage coverage, with limits of at least \$1 million combined single limit for personal injury and property damage for each occurrence. Upon the request of Client, Omega shall provide Client with evidence satisfactory to Client of such insurance.

5.3 Remedies. All remedies available to either party for one or more breaches by the other party are and shall be deemed cumulative and may be exercised separately or concurrently without waiver of any other remedies. The failure of either party to act in the event of a breach of this Agreement by the other shall not be deemed a waiver of such breach or a waiver of future breaches, unless such waiver shall be in writing and signed by the party against whom enforcement is sought.

5.4 Notices. Any notices to be given hereunder by either party to the other may be effected either by email, personal delivery in writing or by first class mail. Mailed notices shall be addressed as listed below, but each party may change such address by written notice in accordance with this paragraph. Notices delivered personally will be deemed communicated as of actual receipt. Mailed notices will be deemed communicated as of two days after mailing.

Costa Mesa Fire Department
77 Fair Drive
Costa Mesa, CA 92626

The Omega Group
5160 Carroll Canyon Road, 1st Floor
San Diego, CA 92121

Attn: Accounts Payable

Attn: Accounts Receivable

Data Schema Addendum

The following data fields will be included within the standard offering of the FireView Desktop. If these fields are not readily available within the RMS database, this information will not be included in the Desktop. No substitutions will be made for other available fields unless identified in the sales process.

Incident Reports

ORDER	FIELD NAME	FIELD DESC	SAVED QUERY
1	AGENCY	AGENCY	YES
2	INCIDENT_NUM	INCIDENT NUMBER	
3	FV_LEGEND	INCIDENT CATEGORY	YES
4	INC_TYPE_CODE	INCIDENT TYPE CODE	
5	INC_TYPE_DESC	INCIDENT TYPE DESC	YES
6	SHIFT	SHIFT	YES
7	FV_ADDRESS	ADDRESS	
8	APT	APARTMENT	
9	AREA 1*	AREA 1*	
10	AREA 2*	AREA 2*	
11	AREA 3*	AREA 3*	
12	STATION	STATION	YES
13	RESP_TYPE_CODE	RESPONSE TYPE CODE	
14	RESP_TYPE_DESC	RESPONSE TYPE DESC/PRIORITY RESPONSE	YES
15	911_DATE	911 DATE	
16	NOTIFY_DATE	NOTIFY DATE	
17	ARRIVAL_DATE	ARRIVAL DATE	
18	CLEAR_DATE	LAST UNIT CLEAR DATE	
19	PROCESS_TIME	PROCESS TIME	YES**
20	DEPT_RESP_TIME	DEPT RESPONSE TIME	YES**
21	TOTAL_REFLEX_TIME	TOTAL REFLEX TIME	YES**
22	ACTION1_CODE	ACTION TAKEN CODE	
23	ACTION1_DESC	ACTION TAKEN DESC	YES
24	PROP_USE_CODE	PROPERTY USE CODE	
25	PROP_USE_DESC	PROPERTY USE DESC	YES
26	PROP_LOSS	PROPERTY LOSS	
27	PROP_VALUE	PROPERTY VALUE	
28	PROP_LOSS,PROP_VALUE	PROPERTY SAVED (percent value)	
29	MUTUAL_AID_CODE	MUTUAL AID CODE	
30	MUTUAL_AID_DESC	MUTUAL AID DESC	YES
31	CAUSE_IGN_CODE	CAUSE OF IGNITION CODE	
32	CAUSE_IGN_DESC	CAUSE OF IGNITION DESC	YES

33	FS_FATAL, FS_NONFATAL, OTHER_FATAL, OTHER_NONFATAL	INJURY_FATALITY***	YES
34	COMPLETED	REPORT COMPLETED	YES

*Each Area field may include one of the following: District, Zone, Atom, First Due, City, Zip Code, etc.

** Part of "Response Times" query group

*** If possible, created by using a formula to combine RMS/CAD fields into single Dashboard field.

Apparatus Reports

ORDER	FIELD NAME	FIELD DESC	SAVED QUERY
1	AGENCY	AGENCY	YES
2	INCIDENT_NUM	INCIDENT NUMBER	
3	UNIT	UNIT	
4	UNIT_STATION	UNIT NUMBER**	YES
5	UNIT_TYPE_CODE	APPARATUS TYPE CODE	
6	UNIT_TYPE_DESC	APPARATUS TYPE DESC	YES
7	ARRIVAL_ORDER_OVERALL	ARRIVAL ORDER	YES
8	FV_LEGEND	INCIDENT CATEGORY	YES
9	INC_TYPE_CODE	INCIDENT TYPE CODE	
10	INC_TYPE_DESC	INCIDENT TYPE DESC	YES
11	FV_ADDRESS	ADDRESS	
12	APT	APARTMENT	
13	AREA 1*	AREA 1*	
14	AREA 2*	AREA 2*	
15	AREA 3*	AREA 3*	
16	STATION	STATION	YES
17	SHIFT	SHIFT	YES
18	RESP_TYPE_CODE	RESPONSE TYPE CODE	
19	RESP_TYPE_DESC	RESPONSE TYPE DESC/PRIORITY RESPONSE	YES
20	911_DATE	911 DATE	
21	DISPATCH_DATE	NOTIFY/DISPATCH DATE	
22	ENROUTE_DATE	ENROUTE/ROLL DATE	
23	ARRIVAL_DATE	ARRIVAL DATE	
24	CLEAR_DATE	CLEAR DATE	
25	TURNOUT_TIME	TURNOUT TIME	YES***
26	TRAVEL_TIME	TRAVEL TIME	YES***
27	DEPT_RESP_TIME	DEPT RESPONSE TIME	YES***
28	TOTAL_REFLEX_TIME	TOTAL REFLEX TIME	YES***
29	PROP_USE_CODE	PROPERTY USE CODE	

30	PROP_USE	PROPERTY USE DESC	YES***
31	ACTION1_CODE	ACTION TAKEN CODE	
32	ACTION1_DESC	ACTION TAKEN DESC	YES
33	MUTL_AID_CODE	MUTUAL AID CODE	
34	MUTUAL_AID_DESC	MUTUAL AID DESC	YES

*Each Area field may include one of the following: District, Zone, Atom, First Due, City, Zip Code, etc.

** Part of "Response Times" query group

*** If possible, created by using a formula to combine RMS/CAD fields into single Dashboard field.