



HEXAGON
SAFETY & INFRASTRUCTURE

STATEMENT OF WORK

Presented to:

DuPage County, IL

Presented by:

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INTRODUCTION

“This statement of work (“SOW” or “Statement of Work”), in conjunction with the Quote 2025-81287 is an Order made pursuant to that certain Master Agreement dated June 28, 2016, by and between DuPage County, IL (“Customer”) and Intergraph Corporation, through its Hexagon Safety, Infrastructure & Geospatial division (“Hexagon”) (collectively, the “Agreement”), defines the development services required to modify the existing Tablet Command Interface to add LSI (Location Specific Information) Data (the “Project”).

Unless specifically noted within this SOW, all software shall be standard commercial off-the-shelf (“COTS”) products. Functionality not identified in this SOW may be included at additional cost with appropriate revisions to the SOW.”

DELIVERABLES

The deliverables for this SOW will be as follows:

Services

- Hexagon Project Management Services as defined in the General Assumptions Section of this SOW
- Hexagon Development and Implementation Services as defined in the Project Tasks Section of this SOW.

GENERAL ASSUMPTIONS

- Pricing and execution of this SOW is contingent and predicated upon the Customer having a valid maintenance agreement in place with Hexagon prior to starting the Project and throughout the Project
- Hexagon and Customer will review the SOW and determine a mutually agreeable date for the services to be performed. Notwithstanding the foregoing services shall begin within six months of execution of the SOW. Note: The Customer must execute and issue a PO (if applicable) prior to any tentative dates being confirmed.
- Hexagon's pricing and level of effort is predicated upon its understanding of the Customer's current Hexagon software system (the "System") and its configurations are based upon configurations Hexagon made for the Customer during the latter of the initial implementation of the System or the most recent upgrade to the System. Configurations made by the Customer that affect the scope, schedule, or level of effort required to complete the project are not included in the scope of this SOW.
- Hexagon's resource who shall be responsible for the following: (1) maintaining Project communications with the Customer Project Manager; (2) managing the efforts of the Hexagon staff and coordinating Hexagon's activities with the Customer Project Manager; (3) conducting any meetings (if applicable) with the Customer Project Manager; and (4) preparing and submitting Project changes to the Customer Project Manager, as necessary (the "Hexagon Project Manager") will, at a minimum, direct the following activities:
 - Act as single point of contact for the Customer
 - Provide a mutually agreed-upon schedule in Microsoft Project format
 - Order Hexagon software (if applicable)
 - Verify Customer activities related to the Statement of Work have been completed in timely manner
 - Resolve any issues that arise during the Project implementation by coordinating with appropriate Hexagon or Customer resources
 - Process Change Orders (if applicable)
- Hexagon shall have timely access to Customer Project staff. The Customer shall make additional personnel available on a priority basis, as needed, to provide subject matter expertise to complete this Project.
- Customer shall assign a single duly-authorized Customer representative with the authority and/or responsibility to: (1) approve deliverables, changes, invoices, and other official Project documents; (2) allocate and schedule the necessary Customer resources and facilities required to work on and support the Project; (3) communicate with Hexagon's Project Manager; (4) coordinate any necessary efforts performed by Customer's third-party vendors; and (5) provide a single point of contact for coordination with the Hexagon Project Manager (the "Customer Project Manager") to the Project.
- Customer shall have at least one (1) designated person who is responsible for the upkeep, configuration, and reliable operation of computer systems, especially multi-user computers, such as servers (the "System Administrator") available to perform and/or support all Customer Responsibilities and respond to Hexagon requests.
- Customer shall have technical resource(s) and subject matter expert(s) ("SME") available with the skills necessary to perform and/or support all Customer Responsibilities and respond to Hexagon requests during working and non-working hours.
- Customer shall provide Hexagon with access to all data, documents, plans, reports, and analyses related to the scope of work and responsibilities of this Project.

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- Customer shall grant Hexagon personnel system administrator level access with unique log-in credentials to all servers, networks, databases, and workstations that will be involved in the Project. Unrestricted system and VPN access via SecureLink is required for Hexagon developers and implementers who will need to have access to multiple infrastructure platforms at the same time. Hexagon personnel will be provided individualized system access credentials by Customer. Customer shall allow Hexagon authorized resources VPN access 24 hours a day, seven days a week for the duration of the Project.
 - Customer shall provide Hexagon Project Manager with contact information for a Customer resource to resolve any issues that should arise from Hexagon's access of the Customer's System during working and non-working hours.
 - Customer shall schedule and coordinate with third party technical resources with the skills necessary to perform and/or support all Customer Responsibilities, respond to Hexagon requests, and support the testing of interfaces, as required.
 - Customer is responsible for conforming to Hexagon's supported environments, software requirements and the Hexagon Public Safety System Specifications, which are available upon request or at the Help Desk ("System Specifications").
 - Customer is responsible for the purchase, installation, configuration, and administration of its network infrastructure. The network infrastructure must meet the defined System Specifications, and the Customer must ensure connectivity between servers and clients.
 - Customer is responsible for having current backups of their System.
 - Customer is responsible for training users on all functionality.
 - All System Documentation and Training documentation, if any, provided by Hexagon under this SOW will be standard COTS documentation and Help Files, and the aforementioned documents will not be customized to Customer's site-specific configuration. All documentation provided by Hexagon will only be provided in electronic format.
 - Upon Customer request, Hexagon personnel may undergo a criminal background check consisting of biographical information necessary to initiate an NCIC query and fingerprinting. To the extent the Customer requires Hexagon personnel to undergo the criminal background check, the Customer shall arrange for such criminal background check and fingerprinting and be responsible for any and all costs associated with the criminal background check and fingerprinting. Any remote personnel shall only be required to provide biographical information necessary to initiate a NCIC query and a fingerprint card completed any law enforcement agency.
 - Once Hexagon provides the Customer a Project Deliverable Sign-Off Form for a task, Customer shall within five (5) business days either: (i) execute the same indicating the task is complete or accepted, or both, or (ii) identify in writing to Hexagon why Customer considers the task incomplete in light of the task completion criteria outlined herein. Hexagon shall acknowledge its receipt of such list of the identified deficiencies within five (5) business days and Hexagon will use commercially reasonable efforts to address those issues. If Customer fails to provide any written response to Hexagon within five (5) business days of receipt of the Project Deliverable Sign-Off Form, the task shall be deemed accepted.
 - After completion of this Project, Hexagon will VPN using SecureLink in to the live System only at the Customer's request and will follow the Customer's required VPN access procedures.

CAD XALT ASSUMPTIONS

- CAD Xalt functionality assumes Customer has I/CAD 9.4 version in Production.
- CAD Xalt functionality assumes Customer has Xalt 6.6 in Production
- Hexagon assumes that Customer will be utilizing IPS3042 Xalt Runtime for this project.
- Customer must have required security in place for all connections to the I/CAD systems and Servers.
- Assumes that Tablet Command will support LOI (Location of Interest/Special Situation) data as a separate request (i.e. after event payload is posted).
- Assumes that Tablet Command will provide the desired data element/payload format for LOI (Location of Interest/Special Situation) data.
- All software will be electronically delivered.
- All services will be delivered remotely.

SCOPE OF DEVELOPMENT SERVICES

Purpose

The existing I/CAD Interface to Tablet Command deployed at DuPage County shall be modified to include a query for Location of Interest/Special Situation data.

The interface shall query for LOI data based upon the creation/update of CAD Event record and incident location.

The results of the LOI/Special Situations query will be provided as text records via JSON payload.

The Interface shall provide a configuration value which will identify the maximum number of LOI/Special Situation records that will be sent to Tablet Command per Event.

- It is assumed that Tablet Command will support LOI data as a separate request (i.e. after event payload is posted).
- It is assumed that Tablet Command will provide the desired data element/payload format for LOI data.
- It is assumed that Images and Attachments will be excluded from this request.

PROJECT TASKS

Task Title	Project Kick-off Meeting	
Task Overview		
The objective of this task is to ensure that all Project assumptions are valid, and all requirements understood prior to beginning any significant work.		
Deliverables		
Kickoff meeting agenda. <ul style="list-style-type: none"> ● Project Schedule and/or Project plan. Kickoff meeting minutes, to include identified risks and action items. <ul style="list-style-type: none"> ● Project Deliverable Sign Off Form. 		
Task Assumptions and prerequisites		
<ul style="list-style-type: none"> ● Hexagon has assigned Hexagon Project Manager. ● Customer has assigned Customer Project Manager. ● Distribution of SOW to the Project Team. The Kickoff meeting will be conducted remotely via Microsoft Teams.		
Hexagon Responsibilities	Customer Responsibilities	
<ul style="list-style-type: none"> ● Review the Project organization, roles, and responsibilities with Customer. ● Conduct an overview of the Project, including a review of the SOW, to verify all aspects of the Project approach, per the topics listed above. Work with Customer to identify and document any potential Project risks. <ul style="list-style-type: none"> ● Provide meeting minutes, documented risks, and action items that affect Project Schedule, resources, and/or the SOW. ● Inform Customer of VPN requirements for Project implementation and continued System maintenance. 	<ul style="list-style-type: none"> ● Review the SOW and work with Hexagon to verify the Project approach. ● Provide SMEs and any other resources as recommended by Customer and Hexagon Project Managers. Provide Hexagon with VPN access and individualized user accounts to Customer's System as appropriate for this Project and continued software maintenance.	
Completion Criteria		
This Task is complete at the conclusion of the Project Kickoff Meeting and delivery of Project Kickoff Meeting minutes to the Customer.		

Task Title	Modification of Existing Tablet Command Xalt Interface Adding Location Specific Information Data – Test Environment	
Task Overview		
<p>The work performed in this task will be providing services to modify the existing I/CAD Interface to Tablet Command deployed at DuPage County to include a query for Location of Interest/Special Situation data.</p>		
Deliverables		
<ul style="list-style-type: none"> ● Project Deliverable Sign Off Form 		
Task Assumptions and prerequisites		
<ul style="list-style-type: none"> ● Hexagon has been provided with 24 x 7 VPN connectivity (including a logon and password), to all servers, mobile devices and workstations requiring installation/configuration by Hexagon ● Customer has a working connection to the Table Command system ● The interface shall query for LOI data based upon creation/update of CAD Event record and incident location. ● The results of the LOI/Special Situations query will be provided as text records via JSON payload. <p>The Interface shall provide a configuration value which will identify the maximum number of LOI/Special Situation records that will be sent to Tablet Command per Event.</p> <ul style="list-style-type: none"> ● It is assumed that Tablet Command will support LOI data as a separate request (i.e. after event payload is posted). ● It is assumed that Tablet Command will provide the desired data element/payload format for LOI data. ● It is assumed that Images and Attachments will be excluded from this request. 		
Hexagon Responsibilities	Customer Responsibilities	
<p>Remote install modifications of the Tablet Command Xalt Interface to support LSI data on Customer's existing Test Communications Server</p> <ul style="list-style-type: none"> ● Perform high level testing with the production application installations to: <ul style="list-style-type: none"> ● Ensure that the LOI data is being received as a separate request (after event payload is posted). ● Demonstrate that the desired data element/payload format for LOI data is being received properly. 	<ul style="list-style-type: none"> ● Must be able to obtain a live connection to the Tablet Command system for the duration of this Project ● Provide Hexagon with an adequate Test environment <p>Participate with Hexagon in performing the high-level testing of the Tablet Command Xalt Interface.</p>	
Completion Criteria		
<p>This task is complete once Hexagon implements the modifications of Tablet Command Xalt Interface to add LSI data and confirms the LSI data is being received properly in the Customer's Test Environment.</p>		

Task Title	Deploy Modified Tablet Command Xalt Interface with LOI Data – Production Environment	
Task Overview		
The work performed in this task will be providing services to deploy the modified Tablet Command Xalt Interface to the customers Production Environment.		
Deliverables		
Documented Tablet Command Xalt Interface Modifications		
<ul style="list-style-type: none"> ● Project Deliverable Sign Off Form 		
Task Assumptions and prerequisites		
<ul style="list-style-type: none"> ● Hexagon has been provided with 24 x 7 VPN connectivity (including a logon and password), to all servers, mobile devices and workstations requiring installation/configuration by Hexagon ● Customer has a working connection to the Table Command system 		
Hexagon Responsibilities	Customer Responsibilities	
Remote install modified Tablet Command Xalt Interface to support LSI data on Customer's existing Production Communications Server <ul style="list-style-type: none"> ● Perform high level testing with the production application installations to: <ul style="list-style-type: none"> ● Ensure that the LOI data is being received as a separate request (after event payload is posted). ● Demonstrate that the desired data element/payload format for LOI data is being received properly. 	<ul style="list-style-type: none"> ● Must be able to obtain a live connection to the Tablet Command system for the duration of this Project ● Provide Hexagon with an adequate Production environment Participate with Hexagon in performing the high-level testing of the Tablet Command Xalt Interface.	
Completion Criteria		
This task will be considered complete once Hexagon deploys the modified Tablet Command Xalt Interface and confirms the LSI data is being received properly in the Customer's Production Environment.		

ACCEPTANCE CRITERIA

The software development and implementation services contemplated by this SOW shall be considered accepted with either written acceptance by the Customer or upon installation of the modified Tablet Command Xalt Interface with Location Specific Information Data in the Customer's production environment, whichever comes first.

Note: If a delay in final acceptance is caused by another vendor or a state agency's ability to provide required deliverables and lasts for more than 30 days after the interface has been delivered by Hexagon, the Customer agrees to provide written acceptance of this Hexagon interface.

SCHEDULE

Scheduling of Hexagon's services will occur: (1) upon receipt of this executed document, (2) receipt of Customer's purchase order (if applicable), and (3) if Customer has no past due payments to Hexagon. Hexagon and Customer will determine a mutually agreeable schedule for completion of the deliverables as described in this SOW.

CONTRACT PRICE

Pricing for the SOW is in accordance with Hexagon's Quote 2025-81287 to which this SOW is attached.

TERMS OF PAYMENT

Payment for this SOW will be due according to the following payment schedule:

Payment Milestone	Payment Percentage
Upon completion of Task – Project Kick-off Meeting	50%
Upon acceptance as defined in Section: Acceptance Criteria	50%

Payment terms are set forth in the Master Terms

TERMS & CONDITIONS

The terms and conditions governing this SOW are set forth in the Master Terms