PulsePoint Statement of Work

Prepared for: Jason Culberson - Rapid City Fire & Rescue

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To accept this solution/Statement of Work (SOW), please sign and date the last page and return with your Purchase Order.

Solution Overview

PulsePoint Respond is an enterprise-class, pre-arrival solution designed to support public safety agencies working to improve cardiac arrest survival rates through improved bystander performance and active citizenship. Sudden Cardiac Arrest (SCA) can happen to anyone, at any time, but PulsePoint Respond empowers cardiopulmonary resuscitation (CPR) trained citizens to help improve patient outcomes and save lives by reducing collapse-to-CPR and collapse-to-defibrillation times.

When adopted, PulsePoint Respond empowers everyday citizens to provide lifesaving assistance to victims of sudden cardiac arrest. Application users who have indicated they are trained in CPR and willing to assist in case of an emergency can now be notified if someone nearby is having a cardiac emergency and may require CPR. If the cardiac emergency is in a public place, the location-aware application will alert trained citizens in the vicinity of the need for bystander CPR simultaneous with the dispatch of advanced medical care. The application also directs these citizen rescuers to the exact location of the closest publicly accessible Automated External Defibrillator (AED). User notification only occurs after 9-1-1 has been called.

Project Implementation Steps

As the implementing agency we will rely on you to assist the Physio-Control Project Manager and PulsePoint Interface Group. As the customer you agree to have all equipment, connections and facilities prepared and ready for implementation in accordance with the mutually agreed upon schedule. Cooperation by you and your IT team will be essential to a successful implementation. Delivery will include the *PulsePoint Connect* application, remote project management, marketing materials, implementation assistance, training and testing. The following steps will be taken to assist you with the implementation of PulsePoint:

STEP 1. Starting your implementation

Now that your agency is committed to a PulsePoint implementation, your first step is to complete the online registration form (http://developer.pulsepoint.org/signup.php). Completing the registration marks the formal start of your implementation with PulsePoint and gives your Physio-Control Implementation Manager the information needed to begin supporting you. This step begins after receipt of a formal Purchase Order or a signed Sandbox Evaluation Form.

STEP 2. Establishing your Real-Time Incident data upload with *PulsePoint Connect*

A key step in the implementation process is connecting to your CAD data-warehouse or database. You will work with the PulsePoint Interface Group who will create the real-time incident data upload to PulsePoint with *PulsePoint Connect*.

Successful completion of this step occurs when *PulsePoint Connect* can upload real-time incident data from your production environment to the PulsePoint sandbox (test) server. Extensive details on this process are included in the '*PulsePoint Connect* Technical Project Guide' section.

STEP 3. Integrating local AED location information and optional components

Accurate and complete public AED location information is required to realize the potential of this feature. Using the PulsePoint AED app and the PulsePoint Registry is essential in your agency's implementation process.

The PulsePoint AED app will also help you with the ongoing tasks to find new and missing AEDs. Your project manager will assist you with using the app and maintaining the integrity of the registry on an ongoing basis.

STEP 4. Testing and acceptance

Your project manager will provide you with a formal test plan to verify that your PulsePoint interface meets its design specifications and other agency requirements. Along with this plan, we will provide both a browser-based tool and a special 'debug' app version for end-to-end testing. Using these tools you will be able to verify that incidents are properly displaying and that event notifications are functioning as intended before public release.

Testing is complete when both PulsePoint and your agency are satisfied with the capabilities of the interface and all other required elements are in place (logos, agency profile, jurisdiction cities, AED locations, etc.). When both parties are satisfied, your project manager will move your project into production bringing your agency into the public app.

STEP 5. Internal training and orientation (soft launch)

When appropriate, your project manager will redirect the interface from the sandbox (testing) environment to a production (live) environment. This enables final testing and verification of the deployment in the actual environment that end users will experience. This soft launch period is the final end-to-end validation before the public go-live. It provides a brief period for agencies to educate and train internal stakeholders and personnel ahead of the public announcement. An effective soft launch helps ensure a well-supported and surprise-free public rollout.

STEP 6. Announcing PulsePoint to your community

For the app to be successful it must be embraced by the community. Effective implementation requires a comprehensive community outreach strategy to be planned and executed. Physio-Control and the PulsePoint Foundation provide extensive resources for this effort including a suite of professionally developed print ready community launch materials that are customized for your agency, template media advisories and press releases, and a Public Service Announcement video.

A typical launch event includes a wide variety of tools including press releases, a press conference, and extensive use of agency community outreach initiatives, public relations, web and social media resources. Complete details will be provided separately in the 'PulsePoint Launch Guide'.

Project Management

During the implementation phase your project manager (PM) will become the primary point of contact for all PulsePoint items related to the solution's deployment. The PM will perform the following tasks as part of the project implementation:

- Review the scope of work (SOW) and the business goals of the customer.
- Make preliminary contact with the customer and review next steps.
- Conduct a remote project kickoff call.
- Assist with the PulsePoint administrative set-up and agency training.
- Provide information and training to integrate AED locations within the customer's community.
- Provide information regarding additional features for the PulsePoint Respond app, including streaming radio and in-app photos.
- Provide the customer with a comprehensive test plan to ensure the application is functioning as designed.
- Provide the customer with a design portfolio of customized marketing materials.
- Assist with ideas and logistics for the public launch, including sample media releases, launch day activities, community outreach campaigns, contests and long term adoption activities.
- Engage the customer post launch with information, ideas and updates to keep the community engaged.

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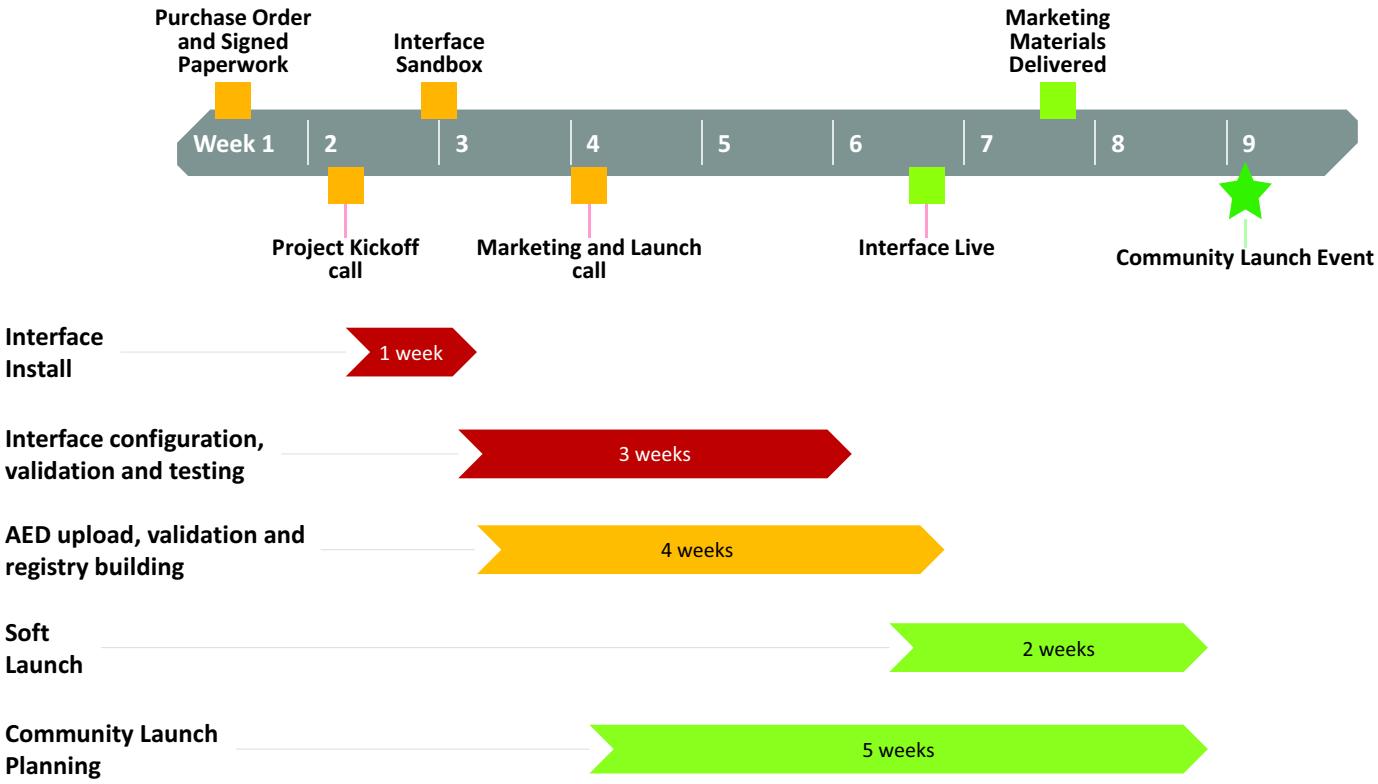
Sample Project Timeline



Customer Project Responsibilities

- Assign an agency project lead responsible for managing the implementation on the agency side.
- Assign a technical contact who is familiar with the IT environment that can work directly with the interface team.
- Provide customer project contact list.
- Schedule and coordinate customer and customer vendor resources as needed.
- Attend and actively participate in all mutually scheduled project meetings.
- Provide final acknowledgment of project completion.

Training

The following training will be provided:

- PulsePoint Respond administrator setup, configuration and maintenance training.
- PulsePoint AED and Registry training.
- Additional features for the PulsePoint Respond app, including streaming radio and incident photo upload.

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Pricing Overview

The attached quote set forth the Terms & Conditions and costs for the implementation and licensing of PulsePoint. Explanation of the costs are summarized below.

Physio Control Implementation Services (One-Time Cost):

Physio-Control assigns a dedicated PulsePoint Project Manager (PM) to manage all aspects of the implementation, from interface timeline tracking and AED registry organization to planning and executing your community launch. This resource is with you from early stages to post-implementation follow-up.

PulsePoint Connect interfaces to a real-time CAD data-warehouse or database and then uploads this data to the PulsePoint Cloud for display in the PulsePoint app. This implementation includes all the work necessary to make sure appropriate information is displayed in the PulsePoint app for your agency. Your agency will work with the PulsePoint Interface Group to set-up, test and validate the interface.

PulsePoint Annual Licensing (Yearly Costs):

Tiered annual fee is based on population served. These fees help ensure the long-term sustainability of the app and are used to directly benefit our users in several ways including consistent performance, reliable and timely technical support, and a steadily improving product.

This fee also covers 24/7 technical support, background monitoring of functionality, and support for future agency CAD upgrades.

Change Management

Change control will be managed by the Physio-Control PulsePoint Project Manager to ensure customer expectations are aligned with the project scope.

If a dispatch center serves multiple agencies, and not all served agencies are initially implemented, the addition of the remaining agencies will be supported. However, if the addition of new population moves the agency into the next tier (Tier 1 – <300,000; Tier 2 – 300,000-750,000; Tier 3 – 750,000-1,500,000; Tier 4 – 1,500,000+) appropriate fees based on total population served will apply.

Agencies joining after initial implementation will be provided with generic marketing materials at no additional cost. If the joining agencies desire a public launch with customized marketing material additional fees may apply.

Project Closure

Project closure occurs the first business day after completion of the implementation process, unless otherwise specified. The PM will review the status of tasks on the project plan and verify the completion of implementation. The project checklist will document any remaining action items to complete as part of the project.

Post-Implementation Support

PulsePoint interface monitoring occurs 24/7 and if we detect a problem with the interface we will contact the appropriate technical contact at your agency.

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PulsePoint Connect Technical Project Guide

PulsePoint Interface Group Roles and Responsibilities

The role of the interface group is to design, build, implement and provide technical support for the *PulsePoint Connect* interface between the agency Computer-aided Dispatch (CAD) data-warehouse or database and the PulsePoint application.

Your Agency's Real-Time CAD Incident Data

PulsePoint is able to interface to any real-time CAD Incident data source (data-warehouse or database) from any vendor. Having insight into the topics below will allow us to present the most accurate timeline for your implementation:

- Dispatch environment:
  - Is your CAD operated by your agency or part of a county/multi-jurisdictional dispatch center?
  - If your CAD is multi-jurisdictional we will ask for contact information for that center and a list of all of the agencies that will be part of the PulsePoint implementation.
- Database environment:
  - Does your CAD data reside in a SQL database?
  - Is this SQL database capturing real-time Incident data?
  - Does your CAD data contain Police calls?
- Dispatch workflow:
  - Do you use ProQA?

Real-Time CAD Data Access

PulsePoint Connect requires real-time, read-only access to CAD data. *PulsePoint Connect* can be configured to use either a true real-time CAD data warehouse or the live CAD system. Real-time in this case means that *PulsePoint Connect* can reliably access CAD data within 30 seconds from when an event occurred (e.g., Call Received Date/Time).

CAD Database Linked SQL Server Connection

The preferred method of accessing a CAD data-warehouse or database is through the *PulsePoint Connect* linked SQL Server connection. *PulsePoint Connect* linked server uses SQL Server 2012 Express, installed on the *PulsePoint Connect* server, to access a remote CAD data source.

The agency's CAD Database Administrator will need to provide the server name or server IP address, CAD database user ID and password. With these three items, a linked server can be added to an existing local SQL Server installation.

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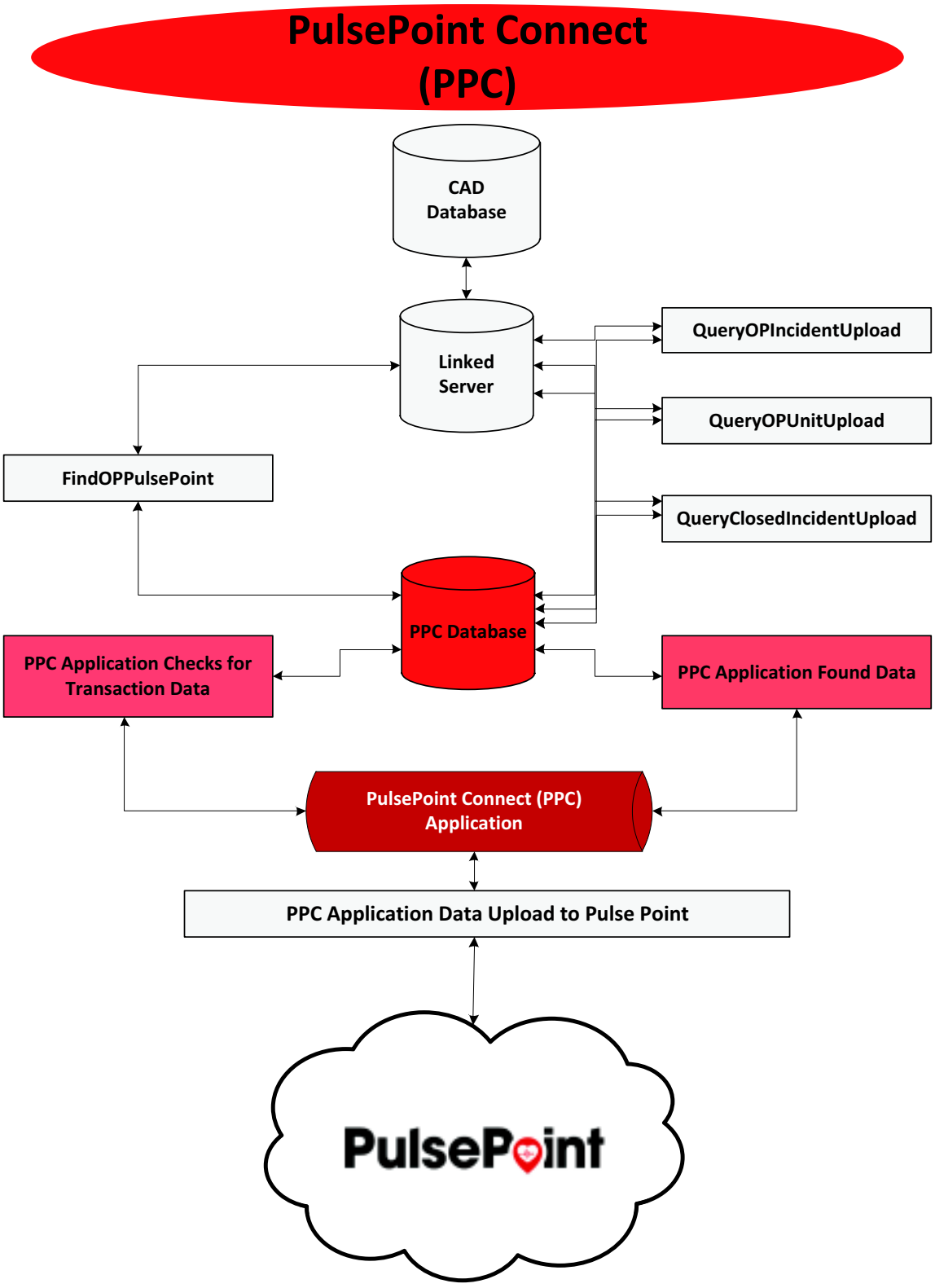
PulsePoint Connect Infrastructure Drawing



PulsePoint Connect Server Requirements

PulsePoint Connect runs on a server that your agency will furnish and maintain. The interface sends outbound only (https) messages to PulsePoint. **This server should be dedicated to running *PulsePoint Connect*, if possible.**

The server requirements are:

- Windows® Server 2008 R2 or Windows Server 2012 R2
- 4 GB of RAM
- 40 GB disk space
  - *PulsePoint Connect* does not store data, so the disk space requirement remains fixed
- Dual-core CPU at a minimum
- Server can be a VMWare session
- Server needs access to real-time CAD data (read-only)
- Administrator rights on the provided server to install and configure the *PulsePoint Connect* application and service
- Enabled CAD Server data access (read-only) from the *PulsePoint Connect* server
- Microsoft .NET 3.5.1 or higher Framework Feature
  - This can be found under Server Manager/Features/Add Features/.Net Framework 3.5.1
- Fully patched (Windows Update process run) *PulsePoint Connect* server
- Access to the Internet to communicate with PulsePoint over https

Note: Complete technical implementation details will be discussed and finalized during a technical call.

Incident Data Used by *PulsePoint Connect*

Incident Data	Description
AgencyDeterminantCode	EMD Determinant code (Medical Code)
AgencyIncidentCallSubType	Incident/call subtype acronym
AgencyIncidentCallSubTypeDescription	Incident/call subtype text description
AgencyIncidentCallType	Incident/call type acronym
AgencyIncidentCallTypeDescription	Incident/call type text description
AlarmLevel	Alarm level numerical value
AmbulanceArrivalDateTime	Date/time of Ambulance arrival Incident scene
Battalion	Battalion geographically assigned to Incident location
Building	Building identification numerical value
CallReceivedDateTime	Date/time of Call received
CallSource	Source of call origination acronym
CaseNumber	Additional incident reference numerical value
CityOrLocality	City, town or locality text description
ClosedDateTime	Incident Closed time
CommandName	Assigned Incident name, alphanumeric value
CommonPlaceName	Text description of Incident location, *Plaza Hotel Parking Lot*
County	County of Incident location text description

Incident Data (cont.)	Description (cont.)
CrossStreet1	Cross street name and suffix in relation to incident location or CrossStreet2
CrossStreet2	Cross street name and suffix in relation to incident location or CrossStreet1
DispatchDateTime	Date/time of Incident dispatch
Elevation	Height in feet of Incident location, numerical value
EMDDeterminantCompleteDateTime	Date/time EMS determinant code was entered
EMDIncidentNumber	Additional cross–referencing Incident numerical value
EnrouteDateTime	Date/time first Unit was Enroute to Incident
EntryDateTime	Date/time call was created in CAD
EventNumber	Event number, value used to connect Incidents across agencies
FireManagementZone	Geographic reference number
FirstDueStation	Geographic reference number to primary fire station
Floor	Building floor number/descriptor of Incident location
IncidentNumber	Agency Incident Number
Jurisdiction	Incident location Jurisdictional area
Latitude	Numerical North-South geographic coordinate
LocationComment	Textual description of Incident location or directions
Longitude	Numerical East-West geographic coordinate
OnSceneDateTime	Date/time first Unit was onscene at Incident
PatientSideDateTime	Date/time agency personnel arrived at patient
PopulationDensity	Population per unit area definitions; Urban, Rural
PostalCode	Five (5) digit Zip Code number or Country Postal Code
Postdirectional	Compass directional suffix of a Street Name; NW
Predirectional	Compass direction prefix of a Street Name; SW
Priority	Alpha or numeric code referencing Incident severity
StateOrProvince	Incident location State or Province
StreetName	Primary physical street name of Incident location
StreetNumber	Numeric component of physical street address that may contain an alpha character suffix; 2459B
StreetSuffix	Word following street name; *Lane, Way, Court*
Suite	Suite or Apartment number
TacticalChannel	Assigned radio channel for incident
UnderControlDateTime	Date/time Incident was declared “Under Control”
WorkStationID	Dispatcher workstation identifier

Unit Data Used by *PulsePoint Connect*

Unit Data	Description
AgencyDispatchStatus	Current dispatch status of Unit using agency codes (not normalized)
IncidentNumber	The assigned nine (9) digit NFIRS Incident number
IncidentYear	Call received year
Jurisdiction	Code identifying Incident location Jurisdictional area
ResponsePriority	Response Priority at Dispatch time

Unit Data (cont.)	Description (cont.)
TransportLocation	Name of destination hospital
TransportMileageEnd	Ending mileage for use when transport ends at receiving facility
TransportMileageStart	Starting mileage for use when transport begins
TransportPriority	User-defined transport priority
UnitAcknowledgeDateTime	Date/time Unit acknowledged dispatch
UnitAvailableDateTime	Date/time Unit became available while remaining on event
UnitClearedDateTime	Date/time Unit was cleared from incident
UnitDispatchDateTime	Date/time Unit was dispatched
UnitDispatchNumber	Unique identification number or key value associated with a dispatched Unit
UnitEnrouteDateTime	Date/time Unit was enroute to incident
UnitID	Radio, dispatch, or “known as” identifier of Unit, such as E31
UnitInQuartersDateTime	Date/time last Unit arrived in quarters
UnitOnSceneDateTime	Date/time Unit was onscene at incident
UnitTransportArrivalDateTime	Date/time unit arrived at hospital
UnitTransportStartDateTime	Date/time unit began transport to hospital
VehicleNumber	Vehicle identification or maintenance number

Minimum Incident Type Requirements

To offer a consistent user experience agencies must supply no less than the incident types indicated in the *PulsePoint Respond* app Settings page.

Customer Project Technical Responsibilities

- Send contact list of participating agency personnel.
- Configure and make available a *PulsePoint Connect* server.
- Create an account on the *PulsePoint Connect* server with Administrator privileges and provide the username and password of this account to PulsePoint.
- Identify and make available your Production and Test CAD data warehouse or CAD database. A Test CAD is not a requirement and is only used if requested by your agency.
- Ensure an outbound port 443 connection is allowed from the *PulsePoint Connect* server.
- Provide hostname, port number, username, password and database schema name of your CAD data warehouse or CAD database to PulsePoint.
- Either provide PulsePoint with VPN access to the *PulsePoint Connect* server or designate a technical staff member(s) to assist in establishing GoToAssist (http://www.gotoassist.com/) sessions.
- Once in the sandbox testing environment assign a small test team to verify your PulsePoint interface meets its design specifications and other requirements.

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PulsePoint Interface Team Responsibilities

- Initial *PulsePoint Connect* install.
- Establish the initial PulsePoint connection to the CAD data warehouse/CAD database.
- PulsePoint analysis of CAD data warehouse/database tables and columns to determine which incident and unit data will be used.
- PulsePoint will collaborate with your agency to determine how incident codes will be translated and used.
- Test incident upload to PulsePoint.
- Tests system and works with agency to resolve any issues.

Technical Support

interface@pulsepoint.org

(866) 669-0706

Additional Terms

This Statement of Work shall remain in effect for the term of the PulsePoint subscription specified in the quote or order. Subscriptions commence upon implementation or 60 days after order submission in the event implementation is delayed due to Customer's delay. Either party may terminate this agreement with thirty (30) days written notice for a material breach that remains unresolved by the other party.

This Statement of Work and the applicable Quote constitutes the entire agreement between the parties with respect to the subject matter hereof and supersedes all prior and contemporaneous agreements, whether written or oral, of the parties, relating to such subject matter. The parties acknowledge that any terms on a Customer purchase order shall be deemed deleted and of no effect whatsoever.

Name: _____

Signature: _____

Title: _____

Date: _____

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