AMENDMENT #3 to
Radius Tactical Mapping Statement of Work (SOW)
between
RapidDeploy and NCT9-1-1

THIS AMENDMENT ("**Amendment**"), effective as of the last date of signature on this Amendment ("**Effective Date**"), is entered into by and between the **North Central Texas Emergency Communications District** ("**NCT9-1-1**"), a State of Texas political subdivision and non-profit corporation, with offices located at 616 Six Flags Drive, Arlington, Texas, 76011, and

RapidDeploy, Inc.
720 Brazos Street, Suite 110
Austin, Texas 78701
("Contractor").

ARTICLE I
INTRODUCTION

WHEREAS, the Parties entered into Radius Tactical Mapping Statement of Work ("SOW") on July 16, 2020 pursuant to NCTCOG Master Services Agreement #2020-052 for Dispatch Mapping Services ("Agreement"); and,

WHEREAS, the Parties desire to amend the SOW in accordance with the terms of the Agreement, which requires changes be set forth in writing and duly executed by both parties.

ARTICLE II
AMENDMENT(S)

NCT9-1-1 and Contractor mutually covenant and agree that the SOW is to be amended as follows:

Change 1:
Section B, Compensation, is amended as reflected below:

Milestone #2 - Phase 2 system in production.

This milestone is complete on the date all features and function due ~~six (6) months post Effective Date~~ in the following sections are functional in all PSAPs in NCT9-1-1's production environment:

- 5.5.4.2 Discrepancy Reporting Workflow
- 5.5.1.9 Creation of Manual Markup and
  5.5.1.8 Create, save for reuse or training, and share temporary annotation such as parade routes (that expire after a set time) or street closures (indefinite expiry)
- 5.5.1.3 2D Measurement Tool
- ~~Section 4.1 **Critical Items**~~
- ~~Section 4.2 **Other RFP Response Commitments**~~

Milestone #3 - Phase 3 system in production.

This milestone is complete on the date all features and function ~~due twelve (12) months post Effective Date~~ in the following sections are functional in all PSAPs in NCT9-1-1's production environment:

- 5.5.2.1.5 Ability to interface Google Streetview
- 5.5.1.10 Generate vehicular routing instructions to an event.
- 5.5.1.5 Basic map navigation—pan, zoom, and tilt, with undo up to 3 steps
- ~~Section 4.1 **Critical Items**~~
- ~~Section 4.2 **Other RFP Response Commitments**~~

Renewals per the MSA, Article III, Term, shall be at the then current Monthly Recurring Charge (MRC).

Change 2:
Section 4.1 Critical Item Commitments, including table 4, is to be replaced in its entirely with the following:

RapidDeploy designs, develops, and releases software using an agile development methodology. As new features for each of our products are considered, they are prioritized against the current backlog of priorities. As new features are designed, developed, and released into production, the next priority feature is then designed, developed, and released. In this way, RapidDeploy will continually enhance our products. The commitment from RapidDeploy is to prioritize the below features and work collaboratively with NCT9-1-1 on the following objectives for each feature:

1. Define the minimum viable user requirements for each feature. If this is not possible when attempted, a date will be set to review the requirement when more information is anticipated to be available or mutually agree to descope the requirement if additional information is not anticipated within the initial contract term.
2. Design the feature around those minimum viable requirements.
3. Commit to a delivery date for the feature.
4. Build the Feature
5. Test the Feature
6. Release the Feature into UAT for review.
7. Release the Feature into Production.
8. Repeat the process for the next, prioritized feature.

For each feature listed for development, RapidDeploy will conduct a requirements review session with NCT9-1-1 management two weeks prior to beginning development and will execute a written Change Order detailing the mutually agreed requirements for the feature. Any change or addition to the feature requirements and delivery expectation changes as a result will be managed through a Change Order subject to mutual acceptance by the parties. Additionally, any changes to third party connections that may result in feature requirement changes and delivery expectations, will be managed through a Change Order document and approval

The following table represents the features to be designed, developed and implemented with NCT9-1-1.
The features will be delivered by the due date; however, it is the intent of this process that RapidDeploy will provide interim delivery dates for each feature shown due on the same date. A feature has been delivered when it has been tested and functionally accepted against the agreed feature requirements by NCT9-1-1; and is available for deployment in the production environment; and such deployment is not being delayed by the Contractor. For the avoidance of doubt, the delivery is not considered late until after the date listed in the "Due Date" column.

In the event that Contractor is unable to provide one or more of the items in Table 4, Contractor shall provide an alternative solution at no additional cost to NCT9-1-1.

[RFP Reference] Description	Due Date
[5.5.4.2] Discrepancy Reporting Workflow	April 10, 2022
5.5.4.2a Missing call data - need call details (timestamp, type, ANI, pANI, Carrier) in order to cross reference the MSAG and ALI details with the discrepancy so GIS team can validate where the issue resides (GIS, MSAG). **Missing address/geodetic data - the GIS team needs to be able to pin point what geodetic element needs to be updated (which Main St in the county)**	April 10, 2022
[5.5.1.9] Creation of Manual Markup and **[5.5.1.8] Create, save for reuse or training, and share temporary annotation such as parade routes (that expire after a set time) or street closures (indefinite expiry)** *RapidDeploy Feature: Temporary Mark-ups*	June 29, 2022
[5.5.2.1.5] Ability to interface Google Streetview *RapidDeploy Feature: Google Streetview*	June 29, 2022
[5.5.1.3] 2D Measurement Tool	September 10, 2022
[5.5.1.10] Generate vehicular routing instructions to an event. *RapidDeploy Feature: Routing*	December 28, 2022
[5.5.1.5] Basic map navigation—pan, zoom, and tilt, with undo up to 3 steps *RapidDeploy Feature: Previous Extent*	December 28, 2022

Change 3:
The table within Section 4.2 Other RFP Response Commitments (Table 5) is to be replaced in its entirety with the following table. Step 1 of the process described above is to be initiated by RapidDeploy in a timeframe which provides ample time for Steps 2-8 to occur within the initial term of the contract.

The features will be delivered by the due date once committed, however it is the intent of this process that RapidDeploy will provide interim delivery dates for each feature due on the same date. For the avoidance of doubt, the delivery is not considered late until after the feature's committed due date.

[RFP Reference] Description	Due Date
[5.5.1.14] The mapping application shall automatically populate the map using ALI, PIDF-lo and/or geodetic coordinates via protocols sharing the CHE data.	Radius currently provides automatic location leveraging ALI in the Radius map. RapidDeploy will provide PIDF-lo mapping by June 30, 2023.
[5.5.1.17] All layers managed by NCT9-1-1 shall be searchable, including intersections. Search results will be returned based on the current map extent of the end user i.e. location-based searching.	June 30, 2023
[5.5.1.7] Allow for customizing symbology/icons for different service classes	Delivered February 2, 2022
[5.5.1.8] Zoom to current event at a **PSAP-level** customizable scale of a telecommunicator's active emergency call, with a configurable geographic extent timeout option after the call is released i.e., the map will zoom out to the full predetermined zoom extent of the relevant PSAP	Delivered February 2, 2022
[5.5.1.21] Ability to render vector and raster datasets in both 2D and 3D.	June 30, 2023
[5.5.1.25] Ability to do LoST queries and return a URI **RapidDeploy will deliver LoST requests with RapidDeploy telephony product integration.**	September 30, 2023
[5.5.1.26] Ability to do HELD requests for updates from LIS **RapidDeploy will deliver HELD requests with RapidDeploy telephony product integration.**	September 30, 2023
[5.5.4.1] System Report Contractor commits to deliver requirements via its Eclipse product currently in use by NCT9-1-1 under separate contract. Contractor further commits to delivery of said requirements via an alternate method should the aforementioned product is not available to deliver or incapable of delivering the requirements.	All calls based upon service class or equivalent is complete in Eclipse. At such time that RD may end the Eclipse product, we will provide an alternative. Remaining development will be completed by September 10, 2023
Inter-PSAP Data Sharing – Presentation of PSAP calls in neighboring PSAPs, call transfers, location history.	Delivered September 2021
~~Support for Edge Chromium (v79 or later)~~	~~Descoped~~

Change 4:
Clarify Section 3.2.2 (Breach) of the MSA. The last sentence of the paragraph is incomplete. Replace it with:
"The notice shall become effective at the end of the twenty (20) day period unless the breaching party cures such breach within twenty (20) days."

All other terms and conditions of the SOW remain unchanged and in full force and effect

IN WITNESS WHEREOF, the authorized representatives of the Parties hereby execute this Amendment #3 as of the Effective Date.

RapidDeploy, Inc.	**North Central Texas Emergency Communications District**

DocuSigned by: DocuSigned by:

Steve Raucher   3/24/2022   _Mike Eastland_   3/23/2022

Signature   Date   Signature   Date

Steve Raucher   Mike Eastland

CEO   Executive Director

Printed Name/ Title