

Community Services Committee

Meeting Agenda

Wednesday, October 19, 2022, at 7:00 PM

Via Teleconference to allow public access, anyone may access a meeting by telephone, Zoom, and/or the City of Norwalk YouTube channel. Specific instructions and links can be found at www.norwalkct.org/meetings



Members of the public can call in and listen to a meeting. They will not be able to speak or see any of the meeting participants. Each meeting will use a unique Meeting/Webinar ID.



Members of the public who wish to provide "live comments" will need to register in advance and use the Zoom meeting platform. All participants will be muted upon entering the meeting. To speak, click the "raise your hand indicator" and you will be called on by the host of the meeting during the public comment section.



Members of the public who wish to view the meeting, but are not participating, can view a live stream on the City of Norwalk YouTube channel. This stream is delayed by approximately 20 seconds.



Members of the public who wish to provide public comment are encouraged to submit those via email in advance of the meeting. For these comments to be read into the record, they should be submitted at least three hours in advance of the meeting start time. Please email Lamond Daniels at ldaniels@norwalkct.org to provide written public comment prior to the meeting.

MEETING AGENDA

1. Call to order/ roll call
2. Public comments
3. Approval of minutes from meeting held on September 21, 2022
4. Discussion
 - a. Updates from the Health Department
 - Deanna D'Amore, Health Director
 - Brian Weeks, Epidemiologist
 - b. Guest Presentation – Norwalk Workforce Development Initiative
 - Jesse Buccolo, Director of Strategy & Operations, Norwalk ACTS
 - Rhea Henry, Workforce Development Coordinator
 - c. Updates from the Chief of Community Services, Lamond Daniels
 - Equity and Justice Initiative

5. Action Item

Authorize the Mayor, Harry W. Rilling, to execute any and all agreements, documents, instruments, or amendments as may be necessary to implement VEOCI's Veoci software and the services described in the relevant order form ("Order Form"), which is attached as Schedule D for Health and Human Services Departments for a term of one year in the amount of \$53,639.00 first year total. ARPA Account # 132010-5796-ACS02

6. Adjourn

The next regular meeting is scheduled for November 16, 2022.

cc: Mayor Harry W. Rilling
Irene Dixon, City Clerk
Mario Coppola, Corp Counsel

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**CITY OF NORWALK
COMMUNITY SERVICES COMMITTEE
VIA TELECONFERENCE
SEPTEMBER 21, 2022**

ATTENDANCE: Dominique Johnson, Chair; Heidi Alterman; Nicol Ayers; Greg Burnett

STAFF: Deanna D'Amore, Director of Health; Theresa Argondezzi Assistant Health Director of Community Health; Lamond Daniels, Chief of Community Services; Aniella Fignon, Public Health Program Associate; Brian Weeks, Epidemiologist

OTHERS: Yaprak Onat, Assistant Director of Research at CIRCA, University of Connecticut

1. CALL TO ORDER/ ROLL CALL

Ms. Johnson called the meeting to order at 7:01 p.m. and called the Roll as indicated above. A Quorum was present.

3. APPROVAL OF MINUTES FROM MEETING HELD ON JUNE 15, 2022

**** MR. BURNETT MOVED TO APPROVE THE MINUTES AS PRESENTED
** MOTION PASSED UNANIMOUSLY**

2. PUBLIC COMMENTS

Public participation comments are not verbatim and represent a summarization of statements unless otherwise noted.

Ms. Diane Lauricella talked about the Omicron variant and noted that it is more contagious than other variants and appears to lead to less deaths or hospitalizations. However, she urged the City, staff and the Common Council to use creative methods to reinforce the tools people can use to maintain safety. She said that no one should assume people know what to do. She added that she would like to see the members of the Common Council do a “dog and pony show” to remind people to use the tools in the toolbox. Ms. Lauricella said it is not fair to the public and she will continue to offer her ideas. She added that you can’t depend on people to look at the City’s website.

4. DISCUSSION

a. Updates from the Health Department

- Deanna D’Amore, Health Director

Ms. D’Amore reflected on Ms. Lauricella’s comments about covid outreach. She reviewed the outreach provided by the Health Department and said she was happy to report that the City of Norwalk Health workers engage with many residents. In addition, they work with City partners to provide vaccine opportunities in various locations throughout the City. The Health workers will also be hosting flu clinics at the Senior Center on October 20th and at Brien McMahon High School on November 3rd.

Ms. D’Amore reported that September is preparedness month and they are currently training new members of the Emergency Response Team. September is also suicide prevention month. They are sharing information on various platforms.

- Brian Weeks, Epidemiologist

Mr. Weeks updated the Committee members on the latest covid data. He noted that the covid data hub provides all guidance and information for the community.

Mr. Weeks reported that waster water monitoring is very helpful and the most recent data point shows a little dip in Fairfield County. He described how the information is extracted from the waste water.

Connecticut is on the higher end for influenza activity. They are keeping a close eye on monkey pox. Currently, Connecticut has 123 cases. Mr. Weeks reviewed the demographics and said that California and New York have the highest number of monkey pox cases.

There have been wastewater surveillance for polio, but none was detected in Norwalk. There was a health advisory for a respiratory virus. There were two human cases of west Nile virus.

- Theresa Argondezzi, Assistant Health Director of Community Health

Ms. Argondezzi updated the Committee on the mobile pantry. She thanked the members of this Committee for their support. The pantry will start operating on October 22nd and will be open every 4th Saturday of the month. The City's role is to support this pantry by getting the word out to the public.

Ms. Johnson expressed her thanks to the members of the Health Department.

Mr. Burnett asked if there was a suggested timeframe between getting the booster and getting the flu shot. Ms. Argondezzi said the flu vaccine and COVID booster are authorized to be given at the same time, but she recommended that people talk to their health care provider. They are authorized to be co-administered.

Ms. Johnson said she heard there are other food pantries and asked if they are on the community resource hub. Ms. Argondezzi explained that they update a flyer on the City's website on a quarterly basis. Mr. Daniels added that residents could call 203-854-7999 and that a Family Navigator could help. They speak English, Haitian Creole and Spanish.

Ms. Johnson thanked the members of the Health Department for all they do.

b. Guest Presenters on Heat Sensor Initiative:

- Yaprak Onat, Assistant Director of Research at CIRCA, University of Connecticut
- Aniella Fignon, Public Health Program Associate, Norwalk Health Department

Ms. Onat gave a presentation on the Resilient CT project. The project has three stages and they are in stage three. The focus of the project is to identify heat index variables and their impact on vulnerability.

Ms. Fignon presented Norwalk's heat vulnerability. Currently, there are 13 heat sensors throughout Norwalk. They are located 8-10 feet above street level. The project began on October 6, 2021 and will end in October 2022.

Ms. Onat presented that data dashboard. She said the dashboard will be made available to the public shortly.

Ms. Fignon explained how they will use the data they gather.

Ms. Johnson thanked Ms. Onat and Ms. Fignon for their presentations.

Mr. Burnett asked if they were aware of any similar municipalities that went through this level of data collection and what were some of the action plans they put in place. Ms. Onat said they are doing this in New Haven and Danbury, but there are no action items because they are still collecting data.

Ms. Johnson said this information will be very helpful to the residents. She asked if this data would allow them to figure out where to put more support for the community. Ms. Fignon said there are a lot of options that deal with public education and access.

A discussion took place about cool asphalt and a plan to plant tree canopies. It was noted that large urban parks are known to cool neighborhoods along with water features. Ms. Johnson said the City is going through a Zoning regulation rewrite and these will be game changers.

c. Updates from the Chief of Community Services, Lamond Daniels

- Equity and Justice Initiative

Mr. Daniels updated the Committee on the Equity and Justice initiative. He said they have interviewed several candidates and will continue that process.

- Community Resource HUB

The community resource hub was made public on August 25th. Mr. Daniels presented a map detailing “How We Can Help”. He said the Family Navigators help people find resources and help them fill out forms.

- Fair Rent Office

Mr. Daniels announced that an offer was made to a candidate for the Fair Rent position. He gave an overview of the services provided by that office.

5. ACTION ITEM

Mr. Daniels reviewed the following request.

**** MS. AYERS MOVED TO AUTHORIZE THE MAYOR, HARRY W. RILLING, TO EXECUTE ANY AND ALL AGREEMENTS, DOCUMENTS, INSTRUMENTS, OR AMENDMENTS AS MAY BE NECESSARY TO ACCEPT**

AND RECEIVE CHILD DAY CARE GRANT FUNDS ALLOCATED TO THE CITY OF NORWALK FROM THE STATE OF CONNECTICUT, OFFICE OF EARLY CHILDHOOD (OEC) FOR STATE FISCAL YEAR 2023 AND 2024.

Mr. Burnett said that it is fantastic that each year the City of Norwalk gets this funding for children as they enter the Norwalk Public School system. He asked if there is any data collected indicating the value of this program to the participants of this program verses the students who do not participate in this program.

Mr. Daniels said he can have his colleagues from Norwalk Acts provide that information. He added that all of the centers receiving funds have to go through a rigorous accreditation process and Ms. Oster is required to make site visits to ensure they meet those rigorous standards.

6. ADJOURN

**** MS. AYERS MOVED TO ADJOURN
** MOTION PASSED UNANIMOUSLY**

There was no further business, and the meeting was unanimously adjourned at 8:29 p.m.

Respectfully submitted,

Rosemarie Lombardi
Telesco Secretarial Services

The next regular meeting is scheduled for Wednesday, October 29, 2022

Veoci Master Services Agreement for City of Norwalk, CT



Prepared for: Brian Weeks & AnaVivian Estrella

Prepared by: Natalie Monnett - Account Executive

Date: September 12, 2022

Proposal number: GWS7722418952



September 12, 2022


City of Norwalk, CT
City of Norwalk Purchasing Department
Attn: Sharon Conners, Procurement
125 East Avenue, Norwalk, CT
06856-5125

Dear Ms. Conners:

Veoci Inc. ("VEOCI") is pleased to offer the City of Norwalk (the "Customer") this Master Services Agreement and schedules (this "Agreement") for the use of VEOCI's Veoci software and the services described in the relevant order form ("Order Form"), which is attached as Schedule D.

RECITALS

- (a) VEOCI is the owner of, or has the right to grant access according to the terms of this Agreement, to certain cloud-hosted software applications, namely the Veoci Platform (defined below) available for access and use by Customer via <http://veoci.com>, as well as any additional services relating to its use as are set forth in the applicable Order Form (collectively, the "Service"), as contemplated under this Agreement.
- (b) This Agreement sets out the contracting framework between VEOCI and Customer in relation to the provision of the Service.
- (c) VEOCI agrees to provide the Service under the terms of an Order Form, as contemplated under this Agreement.

Veoci Inc. Executed By its Authorized Representative	City of Norwalk Executed by its Authorized Representative
Signature: 	Signature:
Print Name: Christopher Ford	Print Name:
Title: VP of Sales & Partnerships	Title:
Date: 9-12-2022	Date:

MSA No. GWS7722418952
www.veoci.com | Natalie.monnett@veoci.com | 785.207.5227
Veoci Inc., 195 Church Street 14th Floor, New Haven, CT 06510





Agreement Structure, Order Form and Ordering

The Agreement is in four parts:

1. Schedule A: General Subscription Terms & Conditions
2. Schedule B: Service Level Agreement (SLA)
3. Schedule C: Support Agreement
4. Order Form.

The purpose of this Agreement is to:

- (a) establish a general contracting framework between the parties;
- (b) set out the terms governing the overall relationship between the parties under that contracting framework; and
- (c) set out the terms governing the provision of Service by VEOCI to Customer. In executing this Agreement and any Order Form, both parties have relied on certain supporting information provided, and representations made, by the other party prior to that execution.

Prior to commencing the provision of the Service, the parties must first execute an Order Form based on the template set out in Schedule D, or such other form or template that VEOCI provides to the Customer from time to time. Each Order Form

- (a) comes into force on the Term Start Date and continues until the Term End Date, as set out in the relevant Order Form, unless terminated in accordance with this Agreement or the relevant Order Form; and
- (b) constitutes a separate binding contract between Customer and VEOCI, for the Order Form Term.

An Order Form may include supplementary or additional obligations not otherwise set out in the Agreement. Unless the contrary intention is specifically expressed, if there is an inconsistency between the Agreement or an Order Form, the order of precedence shall be as follows: (a) the Agreement; (b) the Order Form.



SCHEDULE A. General Subscription Terms and Conditions

1. Definitions

"Agreement" means this agreement and schedules, which shall be effective as of the Effective Date (defined below).

"Confidential Information" means any information, maintained in confidence by the disclosing party, communicated in written or oral form, marked as proprietary, confidential or otherwise so identified, and any information that by its form, nature, content, or mode of transmission, a reasonable recipient would understand to be confidential or proprietary. Notwithstanding anything to the contrary, the Veoci Platform and related documentation and the Service are Confidential Information of VEOCI.

"Customer" means any customer who is party to an Order Form, contract, or agreement for Veoci SaaS with VEOCI.

"Customer Data" means all electronic data or information provided by Customer to the Service.

"Effective Date" means the date on which the Customer has signed this Agreement.

"Non-Users" means any individuals/persons who are not "Users" as defined below

"Order Form" means the order form for Service entered between VEOCI and Customer, including any exhibits or schedules thereto.

"Order Form Term" means the period from the "Term Start Date" to the "Term End Date", as set out in an Order Form.

"Primary Contact" means Customer's primary technical contact with VEOCI in-connection-with the Service.

"Service" means VEOCI's provision of the Veoci Platform for access and use by Customer via <http://veoci.com>, as well as any additional services relating to its use as are set forth in the applicable Order Form.

"Term End Date" for an Order Form, means the date specified as the "Term End Date" in that Order Form.

"Term Start Date" for an Order Form, means the date specified as the "Term Start Date" in that Order Form.

"User Guide" means the online Veoci Platform user manuals for the Service accessible via <http://veoci.com>, as updated by VEOCI.

"Users" means the individuals/persons who are authorized to access and use the Service and who have been provided individual user identifications and passwords by Customer (or by VEOCI at Customer's request). Users may be Customer employees, Customer third party consultants, contractors or agents. (Third parties may access and use the Service solely for the benefit of Customer's internal business purposes in accordance with the provisions of this Agreement.) Individuals using a common login or user ID, directly or through another system, are to be counted separately.

"VEOCI" means Veoci, Inc.

"Veoci Platform" means VEOCI's software-as-a-service platform (SaaS) for digital business processes.

"Virus" (i) any computer code designed to disrupt, disable, harm, or otherwise impede the operation of the Service, including Customer's access to the Service and processing of data using the Service, or the operation of any associated system or network, or (ii) any other similar harmful, malicious, or hidden procedures, routines, or mechanisms that would cause the Service to malfunction or cause damage to or corruption of data, storage media programs, equipment or communications, or otherwise interfere with operations.



2. Provision of Service

- (a) VEOCI will provide the Service to Customer in accordance with the terms of this Agreement and the applicable Order Form. VEOCI grants Customer a non-transferable and nonexclusive right to access and use the Service for the sole purpose of supporting the internal operations of Customer's business and to process Customer's own data.
- (b) The following procedures will apply to the Service:
 - (i) VEOCI will send an email to Customer's Primary Contact setting forth the information necessary for initial use of the Service. Customer shall provide the information requested in such email to VEOCI.
 - (ii) VEOCI will provide Service status and maintenance notifications by email to Customer's Primary Contact.
 - (iii) Customer will notify VEOCI via email at support@veoci.com with respect to any issues related to the Service.
- (c) From time to time, with respect to the Service and at an additional fee, VEOCI may offer additional functionality. Such additional functionality will be offered and agreed under a separate agreement between the parties. Customer hereby agrees that Customer's purchase of the Service pursuant to this Agreement is neither contingent on the delivery of any future functionality or features nor dependent on any oral or written public comments made by VEOCI regarding future functionality or features.
- (d) The Service may be accessed and used solely by a licensed User. Unless otherwise specified in the applicable Order Form between the Customer and VEOCI;
 - (i) Services are purchased as User subscriptions and may be accessed by no more than the specified number of Users;
 - (ii) additional User subscriptions may be added during the applicable subscription term at the same pricing as that for the pre-existing subscriptions thereunder, prorated for the remainder of the subscription term in effect at the time the additional User subscriptions are added; and
 - (iii) the added User subscriptions shall terminate on the same date as the pre-existing subscriptions. User subscriptions are for licensed Users only; User identification and passwords shared or used by more than one individual, will require user licenses for each individual.
- (e) A User subscription may only be reassigned to a new User replacing a former User
 - (i) is no-longer an employee, third-party consultant, agent, or contractor of Customer, or
 - (ii) has been reassigned to a new position within Customer's organization such that they no longer require ongoing use of the Services.For the avoidance of doubt, any individual registered as a User on Veoci shall be counted as a User for the full Term unless in the case of (i) or (ii) above.

3. Limitations and Processes

- (a) Third-party interfaces, software, hardware, or other services which are associated with, or otherwise available through the Service shall be accessed and used by Customer and Users in their sole discretion. VEOCI shall have no responsibility or liability with respect to Customer's or any Users' access to or use of any such items or for any act or omission of any such third-party provider.
- (b) VEOCI's performance under this Agreement shall be excused as a result of Customer's
 - (i) failure to comply with its obligations as set forth herein;
 - (ii) failure to provide VEOCI with information reasonably deemed by VEOCI to be necessary to assist VEOCI in its performance under this Agreement; or



- (iii) delay, prevention or interference with VEOCI's performance under this Agreement.
- (c) During normal business hours and no more than twice per year, on reasonable advance notice, describing the purpose and scope of the request and in a manner that does not unreasonably interfere with Customer's business operations, VEOCI or a VEOCI-designated third-party may audit Customer's use of and access to the Service to verify Customer's compliance with this Agreement.

4. Entries by Non-Users

- (a) As part of the Service Customer shall have the ability to create external facing forms and workflows that can be accessed and completed by both Users and Non-Users ("External Forms"). Form submissions ("Entries") in non-user forms may be created by Customer employees, consultants, contractors or agents, or by third parties. Customer shall be responsible for all activities that occur in or are related to their use of these External Forms. There is no limit to the number of External Forms a customer can create as part of their use of the Service, however the number of Entries created by Non-Users ("Non-User Entries") shall be limited as set forth in Section 4(b).
- (b) Each individual Entry made by a non-user in an External Form shall be counted as one Non-User Entry. The total number of Non-User Entries shall be counted as the sum of all Non-User Entries made in all Customer External Forms over the course of one (1) year. Entries in External Forms made by Users under this agreement shall not be counted as Non-User Entries. As part of the Service, Customer shall be allotted a set number of Non-User Entries in External Forms per Order Form Term. The number of Non-User Entries available to Customer each Order Form Term shall be equal to twice their total license costs in USD (after any credits or discounts) for that Order Form Term as specified in the applicable Order Form. Additional Non-User Entries may be purchased at the price set forth in the Optional Services Table in Schedule D or negotiated separately. Unused Non-User Entries will expire at the end of the Order Form Term and do not roll over. If Customer purchases additional licenses in the middle of their Order Form Term, they will be allotted additional Non-User Entries based on the cost of the additional licenses.
- (c) Once per year, VEOCI shall assess Customer's use of External Forms. If it is found that the number of Non-User Entries in Customer External Forms exceeds Customer's allotted number of Non-User Entries, then VEOCI may require customer to:
 - (i) purchase additional Non-User Entries for the following Term;
 - (ii) purchase additional User Licenses for the following Term; or
 - (iii) reduce their use of External Forms.

5. Use of Interfaces and APIs

- (a) Typically, customers integrate Veoci with their other applications using APIs. The license includes use of APIs in Veoci, and reasonable usage of APIs is included in VEOCI's standard pricing. VEOCI reserves the right to impose a reasonable fee for API usage on the transfer of data to and from Veoci if the usage is deemed excessive by VEOCI.

6. Customer Responsibilities

- (a) Customer will provide VEOCI with the contact details for its Primary Contact on the Effective Date of this Agreement and will notify VEOCI of any changes as necessary on an ongoing basis. Customer is responsible for having the hardware and software adequate for use of the Service.
- (b) Customer is responsible for all activities that occur in, or are related to, User accounts and for Users' compliance with this Agreement. Customer shall: (i) have sole responsibility for the accuracy,





- quality, integrity, legality, reliability, and appropriateness of all Customer Data; (ii) prevent unauthorized access to, or use of, the Service, and shall notify VEOCI promptly of any unauthorized access or use; and (iii) comply with all applicable local, state, federal and territorial laws and regulations ("Laws") in accessing and using the Service.
- (c) Customer shall use the Service solely for its internal business purposes as contemplated by this Agreement and shall not:
- (i) license, sublicense, sell, resell, rent, lease, transfer, assign, distribute, time share or otherwise commercially exploit or make the Service available to any third party, other than to Users or as otherwise contemplated by this Agreement;
 - (ii) send spam or otherwise duplicative or unsolicited messages in violation of applicable Laws;
 - (iii) send or store infringing, obscene, threatening, or otherwise unlawful material that is harmful to children or violates third party privacy rights;
 - (iv) interfere with or disrupt the integrity or performance of the Service or the data contained in the Veoci Platform;
 - (v) use the Service to store or transmit any Viruses;
 - (vi) attempt to gain unauthorized access to the Service or its related system or networks; or
 - (vii) monitor the availability, performance or functionality of the Services, or access the Services for any other benchmarking or competitive purposes.
- (d) Customer is responsible for its compliance with all applicable data protection and privacy protection Laws. Customer represents to VEOCI that:
- (i) it will provide only that personal data that it is authorized to provide to VEOCI, and will do so lawfully in compliance with applicable Laws;
 - (ii) VEOCI or its subcontractors may process such data for the purposes described in this Agreement; and
 - (iii) VEOCI may disclose such data to its subcontractors for this purpose.
- (e) Customer shall not access the Services, and VEOCI may immediately terminate this Agreement, if VEOCI determines, in its reasonable discretion, that Customer is a competitor of VEOCI.

7. Fees and Payment

- (a) Customer will pay VEOCI the fees set forth in the Order Form for setup of User access to the Veoci Platform, use of the Service and any other services or products described therein.
- (b) All payments are due within thirty (30) days from date of invoice. If Customer's account is thirty (30) days or more overdue, VEOCI may:
- (i) recover one and a half percent (1.5%) interest per month;
 - (ii) suspend the Service upon at least two (2) business days' notice to Customer without liability until any such amounts are paid in full; and
 - (iii) exercise any of its other rights or remedies.
- (c) Unless otherwise expressly provided, VEOCI's fees do not include any direct or indirect local, state, federal or foreign taxes, levies, duties or similar governmental assessments of any nature, including value added, use or withholding taxes (collectively, "Taxes"). Customer is responsible for paying all Taxes associated with Customer's purchases hereunder, excluding taxes based on VEOCI's net income or property.
- (d) The fees and pricing agreed upon between the Customer and VEOCI in the Order Form(s) assume that the Customer's labor force will remain substantially the same size during the term of this Agreement. Therefore, if (i) Customer's labor force experiences a material increase after the effective date of this Agreement, whether by acquisition, merger, consolidation, organic growth by



hiring, or otherwise, and such Customer has purchased an unlimited User Service, VEOCI may at its option terminate such Agreement and may offer the Service to the Customer on a per user basis at the rate indicated in the Veoci Platform price list at that time.

8. Customer Data

- (a) As between VEOCI and Customer, Customer exclusively owns all rights, title and interest in and to all Customer Data. Customer Data is Confidential Information of Customer. Recovery of any Customer Data deleted by Customer shall be Customer's responsibility.
- (b) Subject to VEOCI's responsibilities set forth in Section 9, VEOCI will not be responsible for any unauthorized access to or alteration, theft or destruction of Customer Data through accident, fraudulent means or devices, or any other method.

9. Confidentiality; Privacy

- (a) In the course of performance under this Agreement, one party (the "Disclosing Party") may disclose, deliver or permit access by the other party (the "Receiving Party") to its Confidential Information. The Receiving Party shall hold the Disclosing Party's Confidential Information in strictest confidence and shall not disclose or provide such Confidential Information to any third party except as expressly provided in this Section. The Receiving Party shall not make any use of the Confidential Information except such limited uses as are required or permitted under this Agreement, shall cause its employees, agents, financial advisors, attorneys, and Users to maintain such Confidential Information in complete confidence, and shall disseminate such Confidential Information only on a need-to-know basis. Upon expiration or termination of this Agreement, or at any time upon the Disclosing Party's request, the Receiving Party shall promptly return or, at the Disclosing Party's option, destroy all of the Disclosing Party's Confidential Information, and all copies of and other materials containing such Confidential Information. The Receiving Party shall have no obligation under this Section 9 with respect to any Confidential Information that the Receiving Party can demonstrate by reasonable written evidence:
 - (i) was already known to it at the time of its receipt without restriction on its disclosure;
 - (ii) is or becomes generally available to the public other than by breach of this Agreement;
 - (iii) is independently obtained from a third party whose disclosure to the Receiving Party does not violate a duty of confidentiality;
 - (iv) is independently developed without use or reference to any of the Disclosing Party's Confidential Information.

If the Receiving Party is required by a court or other body of competent jurisdiction to disclose the Confidential Information, the Receiving Party may disclose only so much Confidential Information as is legally required, and the Receiving Party will promptly notify such compelled disclosure to the Disclosing Party if permitted by Law to do so. In addition, Customer shall not, without the prior written consent of VEOCI, disclose publicly or to any third party (excluding employees of Customer with a need to know), the terms and conditions of this Agreement or any Order Form or any related negotiations between the parties, except to the extent required by law.

- (b) In the event of a breach of this Section 9, the Disclosing Party may not have an adequate remedy at Law. The Disclosing Party may seek temporary and/or permanent injunctions, specific performance or any other form of equitable relief. For the Veoci Platform, the Service and any other trade secrets, the obligations of this Section 9 shall continue for so long as the information remains a trade secret, and for all other Confidential Information, the obligations shall extend for five (5) years from the expiration or termination of this Agreement.





10. Proprietary Rights

- (a) VEOCI and its licensors (if any) shall retain all right, title, copyright, patent, trademark, trade secret and all other proprietary interests to the Veoci Platform, the Service and to all VEOCI intellectual property and any enhancements, modifications or derivatives of any of the foregoing. Customer may not distribute, promote, or otherwise use any information or materials relating to the Veoci Platform or the Service for any external use without VEOCI's prior written consent or as otherwise specifically permitted in this Agreement. No copyright, patent, trademark, trade secret or other right of intellectual property not expressly granted under this Agreement is exchanged between the parties. Subject to Customer's ownership of the Customer Data, VEOCI retains all rights to any related work product delivered under this Agreement and Customer acknowledges and agrees that it obtains no rights to such work product. Customer shall not:
- (i) modify, copy or create derivative works based on the Veoci Platform or the Service;
 - (ii) frame or mirror any content forming part of the Veoci Platform or the Service, other than on Customer's own intranets or otherwise for its own internal business purposes in accordance with this Agreement;
 - (iii) reverse engineer the Veoci Platform or the Service; or
 - (iv) access or use the Veoci Platform or the Service to build a competitive product or service, or copy any ideas, features, functions or graphics of the Veoci Platform or the Service.
- VEOCI shall own any and all rights to, and may use or incorporate into the Service, any suggestions, enhancement requests, recommendations or other feedback provided by Customer or its Users relating to the operation of the Service.

11. Warranty

- (a) Each party represents and warrants to the other that it has the power and authority to enter into and perform its obligations under this Agreement.
- (b) VEOCI represents and warrants to Customer that:
- (i) it owns or otherwise has sufficient rights in the Veoci Platform to grant to Customer the rights to access and use the Service granted in this Agreement; and
 - (ii) it has taken commercially reasonable steps to test the Service for Viruses.
- (c) VEOCI DOES NOT REPRESENT OR WARRANT THAT ALL ERRORS WILL BE CORRECTED OR THAT THE VEOCI PLATFORM WILL RUN ERROR FREE OR UNINTERRUPTED. EXCEPT AS EXPRESSLY SET FORTH ABOVE, TO THE EXTENT PERMITTED BY LAW, NO OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED THIRD-PARTY WARRANTIES OR IMPLIED WARRANTIES OF MERCHANTABILITY, SUITABILITY, SATISFACTORY QUALITY, OR FITNESS FOR A PARTICULAR PURPOSE, ARE MADE BY VEOCI AND VEOCI MAKES NO WARRANTIES WITH RESPECT TO ANY HARDWARE EQUIPMENT OR THIRD-PARTY SOFTWARE THAT VEOCI MAY USE TO PROVIDE THE SERVICE OR CUSTOMER MAY USE TO ACCESS THE SERVICE.
- (d) Customer represents and warrants to VEOCI that:
- (i) Customer has the right to transmit to VEOCI, and receive from VEOCI, all data, material and records, including the Customer Data that Customer provides to VEOCI and that are required to enable VEOCI to perform the Service and any other of its obligations under this Agreement; and
 - (ii) it will use reasonable commercial efforts to prevent the inclusion of Viruses while it and its Users access the Service.



12. Limitation of Liability

- (a) Except for death or personal injury and VEOCI's indemnity obligations in Section 13, VEOCI's liability for direct damages, loss or liability for any cause, and regardless of the form of action will be limited to the total amount of fees payable by Customer under this Agreement over the six (6) months prior to the date that the action arose.
- (b) THE REMEDIES PROVIDED IN THE AGREEMENT TO CUSTOMER ARE THE CUSTOMER'S EXCLUSIVE REMEDIES. EXCEPT WITH RESPECT TO ITS INDEMNIFICATION OBLIGATIONS IN SECTION 13, IN NO EVENT SHALL VEOCI BE LIABLE TO THE CUSTOMER OR ANY OTHER PARTY, WHETHER IN CONTRACT, TORT, OR OTHERWISE, FOR ANY INCIDENTAL, INDIRECT, PUNITIVE, EXEMPLARY, SPECIAL, CONSEQUENTIAL OR UNFORESEEABLE LOSS, DAMAGE OR EXPENSE, LOSS OF PROFITS, LOSS OF BUSINESS, LOSS OF OPPORTUNITY, LOSS OR CORRUPTION OF DATA, HOWEVER ARISING, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH LOSS OR DAMAGES BEING INCURRED.

13. Indemnification

- (a) VEOCI agrees to defend and indemnify Customer from and against, or at its option settle, any third-party claims (each a "Claim") that the Service or the Veoci Platform alone, and not in combination with any other product or program, infringes any third-party intellectual property rights. VEOCI may, at its option and at its own cost, procure for Customer the right to continue to use the Service; repair, modify or replace the Service or Veoci Platform so that it is no longer infringing; or provide a pro rata refund of the fees paid based on the then-current term. VEOCI shall have no liability under this Section if the allegation of infringement is a result of:
 - (i) a modification of the Veoci Platform by anyone other than VEOCI,
 - (ii) the Customer or any User not using the Service in accordance with the User Guide,
 - (iii) or a work product that was produced at Customer's specific direction.THE FOREGOING STATES VEOCI'S ENTIRE LIABILITY AND OBLIGATIONS REGARDING CLAIMS OF INFRINGEMENT, AND THE EXCLUSIVE REMEDY AVAILABLE TO CUSTOMER WITH RESPECT TO ANY ACTUAL OR ALLEGED INFRINGEMENT OF ANY INTELLECTUAL PROPERTY OR OTHER PROPRIETARY RIGHTS.
- (b) Customer, to the extent permitted by law, agrees to defend and indemnify VEOCI from and against, or at its option settle, all Claims made or brought against VEOCI:
 - (i) arising out of Customer's use of the Service;
 - (ii) alleging that the Customer Data, Customer's materials or records, or Customer's use of the Service in violation of this Agreement, infringes the intellectual property rights of, or has otherwise harmed, a third party; or
 - (iii) alleging that VEOCI's use of the Customer Data as contemplated in this Agreement is not authorized.
- (c) A party's indemnification obligation is contingent upon:
 - (i) the indemnified party providing prompt notice to the indemnifying party of any such Claim and assistance in its defense;
 - (ii) the indemnifying party's sole right to control the defense or settlement of any such Claim, except that any settlement requiring a payment or admission of liability on the part of the indemnified party is subject to the indemnified party's prior approval, not to be unreasonably withheld or delayed; and
 - (iii) that the indemnified party shall not take any action or omit to take action that hinders the defense or settlement process, as reasonably directed by the indemnifying party.



14. Term and Termination of Agreement and Order Form

- (a) This Agreement shall enter into effect on the Effective Date and shall continue until terminated in accordance with below. Notwithstanding (b) and (c) below, the terms of this Agreement shall continue to apply to any surviving Order Form for the duration of such Order Form Term.
- (b) As stated above, any Order Form shall start on the Term Start Date and end on the Term End Date. Such Order Form Term will automatically renew for additional periods equal to the expiring Order Form Term or one year (whichever is shorter) unless either party gives the other notice of non-renewal at least sixty days before the end of the relevant Order Form Term. The pricing during any automatic renewal will be the same as that during the immediately prior Order Form Term unless VEOCI gives Customer a written notice of a price increase at least sixty (60) days before the end of the prior Order Form Term, in which case the pricing increase will be effective upon renewal and thereafter. Any such pricing increase shall not exceed seven percent (7%) of the pricing for the prior year unless the pricing in the prior year was designated as promotional or special rate.
- (c) Either party shall have the right to terminate this Agreement and/or any Order Form:
 - (i) upon thirty (30) days written notice to the other party of a material breach of the terms of the Order Form and/or Agreement, and such breach remains uncured at the expiration of such period after which written notice is given to the breaching party;
 - (ii) subject to any applicable mandatory Law, if a party becomes insolvent or if bankruptcy or receivership proceedings are initiated by or against a party; or
 - (iii) upon the Customer exercising its right to terminate this Agreement and/or any Order Form for any reason in its sole discretion by giving a sixty (60) day written notice to VEOCI at any time during the Order Form Term.
- (d) If Customer gives VEOCI a notice of termination as described in this section, VEOCI will cease to perform the Services at the end of the Order Form Term using reasonable care in concluding its Provision of Services. Upon termination of the Order Form, however caused, Customer shall:
 - (i) Pay to VEOCI all outstanding invoices and sums owed which have accrued up to the end of the current term at the time of termination;
 - (ii) at VEOCI's option, either return to VEOCI or destroy all confidential information which it has obtained from VEOCI, and
 - (iii) have no claims for damages or compensation for loss of goodwill or like thereof against VEOCI
 - (iv) have no claims for the return any payment made prior to the time of termination

15. Waiver of Jury Trial and Choice of Law

- (a) THE PARTIES HEREBY IRREVOCABLY WAIVE, TO THE FULLEST EXTENT PERMITTED BY LAW, ALL RIGHTS TO TRIAL BY JURY IN ANY ACTION, PROCEEDING, OR COUNTERCLAIM RELATING TO THIS AGREEMENT. The Agreement shall be construed and governed in accordance with the laws of the State of Connecticut (excluding its conflict of laws provisions), unless Customer is a municipality or other government organization in the United States in which case Customer's local jurisdiction will apply.

16. Miscellaneous

- (a) Customer may not assign this Agreement, the use of the Service or any other of its rights and obligations under this Agreement without VEOCI's prior written consent. This Agreement shall be binding on the parties and their respective successors and assigns. VEOCI shall have the





unrestricted right to

- (i) assign all of its rights and obligations under this Agreement; and
- (ii) subcontract all or part of its performance under this Agreement.
- (b) Customer authorizes VEOCI to display Customer's name and logo in non-public presentations to prospective clients and also on its website, Veoci.com, to identify Customer as a user of Veoci. VEOCI shall not use the Customer's name and logo or any other identifying marks in any other way without Customer's prior written approval
- (c) Customer shall not export or use the Service in violation of applicable Laws.
- (d) The Services, other technology that VEOCI makes available, and derivatives thereof, may be subject to export laws and regulations of the United States and other jurisdictions. Customer represents that it is not named on any U.S. government denied-party list. Customer shall not permit Users to access or use Services in a U.S.-embargoed country or in violation of any U.S. export law or regulation.
- (e) Neither party is an agent or contractor of the other, and this Agreement does not confer or delegate upon a party any discretionary authority or control on behalf of the other party.
- (f) Each party shall be excused from performance of its obligations under this Agreement for any period and to the extent that it is prevented from performing such obligations, in whole or in part, as a result of delays caused by circumstances beyond its reasonable control, including an act of God, severe weather, hurricane, earthquake, flood, war, civil disturbance or civil commotion, terrorism, court order, or any other cause over which such party does not have control, including internet or communication problems (including an internet service provider's or hosting facility's failures or delays involving hardware, software or power systems not within VEOCI's possession or reasonable control), third-party hardware or software errors, Viruses or similar harmful programs or data, or unauthorized access or theft (any of the foregoing, a "Force Majeure Event").
- (g) This Agreement supersedes all other prior or contemporaneous agreements, letters, offers, quotations, proposals, purchase orders, representations and other understandings, whether oral or written, on the subject matter of this Agreement and, along with any executed Order Form(s), contains the entire agreement between the parties. No alteration or modification of this Agreement or Order Form will be valid unless made in a writing signed by the parties.
- (h) There shall be no third-party beneficiaries to this Agreement.
- (i) All notices required or permitted under this Agreement hereunder shall be delivered to the other party either personally, or by telefax, email, certified or registered mail (return receipt requested), or overnight courier. If delivered personally, notice shall be effective when delivered; if delivered by telefax or email, notice shall be effective upon electronic confirmation; and if delivered by mail or overnight courier, notice shall be effective upon confirmation of delivery.
- (j) The section headings in this Agreement are for informational purposes only and shall not affect the interpretation of any provision of this Agreement. When used in this Agreement, "including" and word(s) of similar import mean "including without limitation."
- (k) If any provision of this Agreement shall be held to be invalid, illegal or unenforceable, it shall be deemed severed from this Agreement and shall not affect in any respect the remainder of this Agreement.
- (l) The sections entitled "Warranty," "Limitation of Liability," "Customer Data," "Fees and Payment," "Indemnification," "Confidentiality; Privacy," "Proprietary Rights" and Customer's obligation to pay any outstanding fees due shall survive expiration or termination of this Agreement.



SCHEDULE B. Service Level Agreement

Capitalized terms that are not otherwise defined in this Schedule B shall have the meaning set forth in the Subscription Terms and Conditions.

1. Introduction

The measurements and service levels set forth in this Schedule B are designed to provide an objective measurement of VEOCI's performance of the Service (each an "SLA"; collectively, "SLAs"). The SLAs may be reviewed and adjusted as mutually agreed upon in writing by the parties.

2. Reporting

VEOCI agrees to provide to Customer, within sixty days of its receipt of a written request from Customer, a quarterly electronic report to verify VEOCI's performance against the SLAs. VEOCI agrees to investigate and correct failures to meet the SLAs by:

- (a) initiating investigations to determine the root cause of the failure;
- (b) using commercially reasonable efforts to correct the issue;
- (c) advising Customer as reasonably requested by Customer of the status of efforts being undertaken with respect to the issue; and
- (d) providing reasonable evidence to Customer that the cause of the issue is being corrected or will be corrected.

3. SLA Definitions and Measurements

"Minor Default" is deemed to occur when VEOCI's performance against an SLA falls in the range of performance in which a minimum SLA credit is granted to Customer.

"Major Default" is deemed to occur when VEOCI's performance against an SLA falls in range of performance in which a maximum SLA default credit is granted to Customer.

"Scheduled Downtime," means the planned downtime, of which VEOCI has notified Customer at least 72 hours in advance.

"Service Level Default" means that VEOCI's performance fell below the established SLA during a measurement period.

"Service Level Credit" means the amount of additional Service the Customer will be credited for the applicable Service Level Default during the measurement period.

"Target Service Level" means the expected performance range, within which no Service Level Default is assessed, and no Service Level Credit is granted.

Measurement periods are monthly, in arrears, with Service Level Defaults and Service Level Credits being calculated monthly. Any Service Level Credits shall be credited to the Customer annually in arrears, as applicable. The SLA's set forth in this Schedule shall be Customer's sole and exclusive remedy related to the SLA default and such Service Level Credits are in lieu of other available remedies such as damages for breach of contract.

4. Exceptions

The following items will not be considered as a part of the calculation of Service Level Credits and VEOCI will be relieved of responsibility for SLAs and associated Service Level Credits to the extent VEOCI's failure to meet the SLA(s) is determined by the parties, to be due to:

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- (a) Force Majeure Events as defined in the Agreement;
- (b) Outages resulting from Scheduled Downtime, including VEOCI's upgrading of data center infrastructure.
- (c) Outages arising from Customer's network being inaccessible.
- (d) Domain Name Server (DNS) issues outside of the control of VEOCI.
- (e) Customer's acts or omissions (including acts or omissions of a third party not acting on behalf of VEOCI), including, without limitation, custom configuration, scripting, coding, negligence, failure to timely perform or provide relevant assistance, information or infrastructure required of Customer or willful misconduct.
- (f) Internet outages, or other third-party infrastructure outages which hinder access to VEOCI's environment.
- (g) Outages requested by Customer.
- (h) Changes by Customer, or its agents, to Customer's environment which are not communicated to VEOCI and which adversely impact VEOCI's ability to perform the Service.
- (i) Inability of Customer to log in due to Customer's use of LDAP or other single sign-on methods to control authentication.

5. Service Level Measurement

- (a) **Service Area:** Production Uptime
- (b) **Objective:** VEOCI to provide 99.5% monthly uptime for Production Software Instances
- (c) **Measurement:** For Production availability, the Production downtime shall be measured as the aggregate number of minutes during the monthly measurement period in which the Service was unavailable, divided by the total number of minutes in the monthly measurement period. The period of unavailability shall be measured from the point-in-time that such unavailability is or reasonably should have been detected by VEOCI.
 - (i) (Uptime % = $[1 - (\text{downtime} / \text{Production}) * 100\%]$). For example, if hosting is unavailable for a total of 200 minutes in a 30-day month, then Production Uptime is $[1 - (200 / 43,200) * 100\%] = 99.5\%$
- (d) **Target Service Level:** Production Uptime is greater than or equal to 99.5%
- (e) **Minor Default:** Production Uptime is less than 99.5% but greater than or equal to 98%
- (f) **Major Default:** Production Uptime is less than 98%
- (g) **Measurement Period:** Measured on a monthly basis. VEOCI will measure the Production Uptime for each downtime event and in the aggregate each month during the Term, and, upon written request of Customer, report the results to Customer within ten (10) business days of the of the request.
- (h) **Service Level Credits:** Minor Default = credit of one (1) additional day of the Service as an extension of the term of the Agreement.
- (i) **Major Default** = credit of two (2) additional days of the Service as an extension of the term of the Agreement



SCHEDULE C. Support Agreement

1. Included Support:

- (a) **Support Center.** The VEOCI team will provide support from a support center via e-mail, an Internet based Client support tool (English version only), and telephone. All support services shall be provided in English language, unless otherwise specified in this Agreement.
 - (i) Phone: 203-782-5944
 - (ii) Internet based Client support tool: <https://support.veoci.com/>
 - (iii) Email: support@veoci.com
- (b) **Hours of Support Center Operation.** Support center is available twenty-four (24) hours per day, seven (7) days per week
- (c) **Requesting Support.**
 - (i) Customer will identify the severity level (defined below) of the incident when requesting support from the support center
 - (ii) If all support center representatives are busy with other calls, a message will be left on the voicemail response system, which will page appropriate support personnel
 - (iii) The VEOCI team will target to meet and exceed defined service level metrics defined in this Schedule
- (d) **Non-Critical Issue:** System performance or bug affecting some users that **does not** prevent a customer from using the software to respond to a crisis.
 - (i) Response Time: 2 business days
 - (ii) Channel: Email, web, or general support phone number.
- (e) **Critical Issue:** System performance or bug affecting all users that prevents a customer from using the software to respond to a crisis.
 - (i) Response time: 2 business hours
 - (ii) Channel: Email, web, or general support phone number
- (f) **Crisis Issue:** System outage or severe bug preventing customer from using the software during their response to a crisis.
 - (i) Response Time: 30 minutes (24x7)
 - (ii) Channel: Emergency phone number
- (g) **Crisis Support:** General questions, support, or assistance in the instance where: the Veoci Platform is fully operational, it is outside of VEOCI's normal business hours, but the customer is responding to a crisis and needs support.
 - (i) Response Time: 30 minutes (24x7). May be subject to \$200 hourly rate.
 - (ii) Channel: Emergency phone number
- (h) Business Hours: M-F 1:30AM -7PM Eastern Time



SCHEDULE D. Order Form

1. Term of this Order Form

The Service will be available to Customer from: **Term Start Date of October 3, 2022 to Term End Date of October 2, 2023** (the "Order Form Term") in exchange for the fees described in Section 3 below, and pursuant to the terms of the Agreement.

The fees and terms offered in the Agreement and herein are contingent upon execution and delivery to VEOCI of a signed acceptance of the Agreement and Order Form no later than thirty (30) days from the date of this Order Form. Otherwise, this Order Form shall be deemed null and void. In the event that VEOCI countersigns this Order Form, the foregoing sentence shall not be deemed to apply.

2. SaaS, Support and Training, and Implementation

2.1 Software as a Service ("SaaS")

2.1.1. Applications

Customer plans to use the Service for daily operations for the health department and community services.

2.1.2. Number of Users

During the Term of this Order Form, Customer is permitted to register a maximum of 46 standard identities as Service users.

2.1.3. Non-User Entries

Service includes the capability to create Non-User Entries in Forms. The number of Non-User Entries available to Customer during the Order Form Term is set forth in the Fee Table in Section 3.1. As needed, additional Non-User Entries may be purchased at VEOCI's standard rates specified in the Optional Services table in Section 3.2.

2.1.4. Document Storage

VEOCI will provide up to 200 GB (gigabytes) of online storage of documents, photos, and other electronic documentation ("Documents") to Customer. Additional storage can be purchased at VEOCI's standard rates specified in the Optional Services table in Section 3.2.

2.1.5. Integrated Telephone & SMS Capability

Service includes the capability to automatically send and receive SMS and to dial global phone numbers as needed and also use text to speech conversion to read out messages. The SMS and phone calls from the Veoci Platform connect with users who may not be on-line and whose participation is urgently needed. The Veoci Platform integrates this service from a 3rd party supplier and charges can vary based on target country and type of connection. Domestic service to the US is included in the pricing; international calling to other countries is excluded.

2.2 Support and Training

2.2.1 Software Enhancements

VEOCI will provide maintenance, support, and periodic enhancements to the Service pursuant to

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the Subscription Terms. Typically, VEOCI pushes enhancements out in a two-week cycle; these changes are small and designed to make their introduction easy.

2.2.2 Training Offerings

Definitions - Administrators & Users:

"Administrators" are staff who will design and edit the Veoci Platform to build or maintain solutions/applications.

"Users" means people who will be utilizing the system functionally.

Veoci is simple, intuitive, and easy to use, so most Users need only an introductory training to become familiar with basic navigation and functional use of a Veoci solution.

While several training options are available, they are only recommended for those who wish to expand their knowledge of Veoci, play an active role in customizing Veoci on their own and perhaps develop and add more applications; Veoci is sold by registered user and with some exceptions, there is no additional charge for applications that customers develop on their own.

- (a) Two-day Administrator training sessions (Boot Camp Training) are typically scheduled monthly at various locations throughout the US. The fee is \$950 per person. We recommend administrators attend Boot Camp Training, as they will be responsible for training End-Users and maintaining the Customer solution.
- (b) Remote Administrator Training is also available. These training sessions are similar to an on-site session but will exclude class exercises. Also, the content of Remote Training will vary slightly due to the changed medium and will be set up as multiple 90-minute sessions. These Remote Administrator Training sessions and additional training sessions both on-line and on-site, are available at VEOCI's standard professional service rates.
- (c) Administrators and Users generally benefit from participating in two (2) Veoci free online training offerings: Veoci Basics Webinar (1) is a 90-minute capabilities presentation that is offered every 2 weeks. Veoci Fundamentals Training (2) is a self-directed offering that is available every 2 weeks. Students are given 2 weeks to complete training that is expected to take about 5 hours if uninterrupted. In this fundamentals training, users learn Veoci communication features and basic navigation in the Veoci Interface.
- (d) Customers who purchase Business Continuity (BC) Solutions, Incident Management (IM) Solutions or Airport Solutions (AIR) are encouraged to take a Veoci Solutions training aligned with the purchased solution, although these training offerings are not considered essential for administrators. The solutions-specific training sessions are \$950 and offered online (3 days, 5 hours per day) and in person over 2, 8-hour days. The Veoci Fundamentals Training is a prerequisite for taking the solutions training.
- (e) Customer who purchases a Veoci solution other than BC, AIR, or IM are encouraged to take Level 1 Admin Boot Camp Training that gives a broad overview of using Veoci as an administrator to manage Veoci users, create workflows, Forms, Plans and Dashboards. The cost is \$950, and the training is offered on site over 2, 8-hour days and online over 3, 5-hour days. A Level 2 Admin Boot Camp is also available to provide instruction for additional technical features not covered in Level 1 Training. The Level 2 Admin Training is the same cost and duration(s) as level 1 Admin Boot Camp.



2.3 Implementation

Once the contact information of users is put into the Veoci Platform, Customer will be able to use the primary features of the system immediately out-of-the-box: real-time activity log, chat, maps, assigning and tracking tasks, general notification/response, file management, mobile access, etc. Some basic configuration of the data will be needed to make the Veoci Platform aware of the specific environment, resources, processes, plans and needs of Customer. This could include location and status of resources; dashboards for the EOC or management; workflows for processes; specific notification messages; pre-defined plans for various incidents, etc.

VEOCI will assist and provide knowledge transfer to the primary Customer administrators/power users, to get the Veoci Platform configured for the Customer environment and needs.

The details of any implementation and professional services to be provided under this agreement shall be set forth in an applicable SOW. As needed, additional training or professional services, both on-line and on-site, may be procured at VEOCI's standard rates below. Professional services and consulting hours must be used by the Term End Date set forth in Schedule D, Section 1; unused professional services and consulting hours do not roll-over to the following Term.

3. Financial Specifications

3.1 Fees & Term

Recognizing the value of the Customer's business, VEOCI offers the Customer the following fees for the term specified in Schedule D, Section 1 - Term of this Order Form:

QTY	DESCRIPTION	ANNUAL SUBSCRIPTION
46	Veoci Standard Named Licenses (T4)	\$15,939.00
1	Up to 32,000 Non-User Form Entries (External Forms) Included	\$0.00
1	Active Directory Integration Implementation	\$950.00*
1	Single Sign On (SSO) (SAML Based)	\$950.00*
	Support, Hosting	Included
	- Total - Annual	\$17,839.00

*Standard Integrations are \$950 per implementation, all other integrations must be scoped, priced, and documented in an SOW after a technical discovery call

QTY	DESCRIPTION	ONE-TIME FEE
1	Implementation of Veoci	\$24,300.00
48	Professional Services @\$200/hour	\$9,600.00
2	Administrator Training Credits - 3 days, 5 hours/day (per person)	\$1,900.00
2	Administrator Training Credits - 3 days, 5 hours/day (per person) 2 additional no charge	\$0
1	Sales Tax*	00.0*
	Total - One-Time	\$35,800.00
	First Year Total	\$53,639.00

*Plus, Applicable Sales Tax

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3.2 Optional Services if requested

Standard Training and Consulting for 2022 (Subject to change)		
Item	Unit	Price
Administrator Training Credits (offsite)	3 Days - Price per attendee	\$950
Client Hosted Bootcamp	2 Days - Price per attendee (Min 8)	\$950, client pays for trainer's travel and expense
SSO Integration	Implementation	\$950
Professional Services & Consulting	Hourly	\$180
Professional Services & Consulting - US Only	Hourly	\$250
Professional Services & Consulting - Enterprise/Finance	Hourly	\$200
Organization Branding	One-time Implementation	\$1,500
T&L (Without Air)	Per diem	\$300
Hosted Storage	Extra 20 GB per year	\$100
Non-User Entry (External Forms)	Single Entry	\$1.25
Conference Calling (Minutes)	Per Minute	\$0.05

The parties hereto, intending to be legally bound hereby, have each caused its duly authorized officers or representatives to sign this Order Form as of the date first set forth below.

Veoci Inc. Executed By its Authorized Representative	City of Norwalk Executed by its Authorized Representative
Signature: 	
Print Name: Christopher Ford	Print Name:
Title: VP of Sales & Partnerships	Title:
Date: 9-12-2022	Date:

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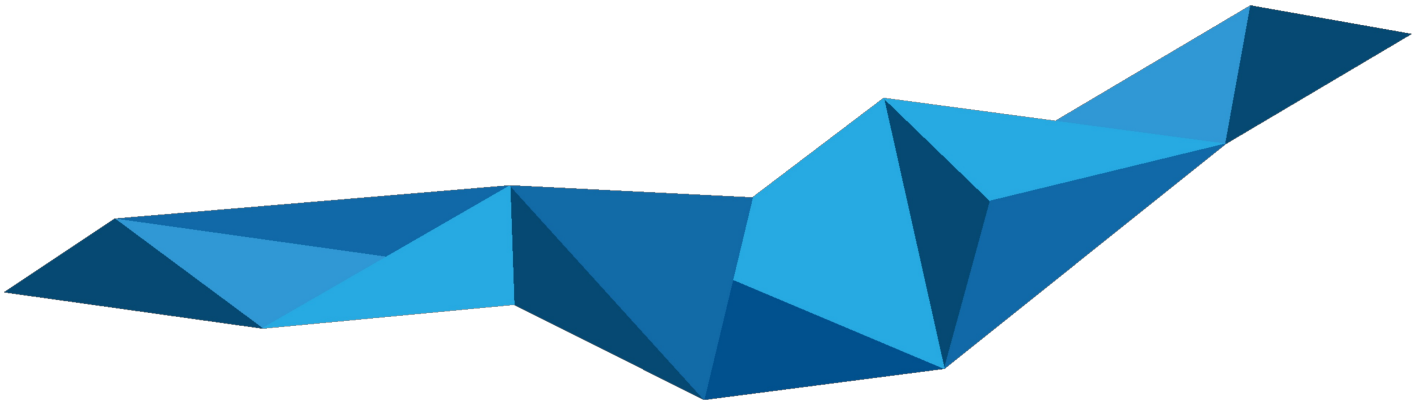


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Proposed Statement of Work (SOW)

Norwalk CT Public Health & Community Services



Primary Customer Contact:
Lamond Daniels
Chief of Community Services
ldaniels@norwalkct.org

Veoci
195 Church Street, 14th
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203-782-5944
natalie.monnett@veoci.com

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1. Scope Statement

Veoci will design and implement a process and platform for the following:

- Incident Management
- Contact Tracing
- Inventory Management
- Community Resource Hub
- Youth Services
- Summer Youth Employment Program
- Early Childhood

This SOW, including all services and deliverables described herein, is proposed subject to the terms and conditions of the RFP response between Veoci and Customer, numbered 61791.

2. Change Management & Governance Plan

Veoci utilizes Project Management tools that follow standard practices, such as the Project Management Body of Knowledge (PMBOK Guide), which describes established norms, methods, processes, and practices to ensure successful implementations and completion across all phases of the project life cycle.

Veoci also internally uses the system's tools (i.e., Task Management, Plans, Forms, Workflows, Reports, Dashboards, Rooms, and Calendars) to manage customer projects. These provide a venue for planning, controlling, and coordinating projects in collaboration with all stakeholders while also presenting a clear and consistent methodology for logging and sharing project data and metrics to Users with permissions. Veoci's tools facilitate updating project status information in real-time and allow for ongoing project reporting.

During project implementation, the customer may identify additional functionality. Any request that changes the scope of the project or the functionality beyond that identified in the SOW requires a change request and must be reviewed and approved by the project stakeholders. Change requests are entered into Veoci via a Workflow where the impact of the proposed change on scope, deliverables, schedule, and cost are evaluated. The project sponsor then approves or rejects the change, a new SOW (or an SOW addendum) detailing the approved changes is generated, and the entire process is recorded in the Change Management Log.

3. Veoci Implementation Plan

Veoci's approach to system implementation comprises five phases. The Veoci tools for Project Management will be available to manage the project following PMP standards during all the project phases. Individual project milestones may go through these phases independently and in parallel, completing one project milestone while others are still in progress.

Phase 1. Requirements and Planning

During this phase, the Customer Project Lead (and/or backup), other stakeholders identified by the customer, and the Veoci team work together to determine the project requirements, defining details about the implementation plan, identifying the material resources and staff (both from the customer and Veoci) needed to successfully complete the project, and creating the overall configuration plan.

The customer will be responsible for not only communicating requirements, but also gathering and organizing information from their internal stakeholders. The customer will provide the Veoci team with an understanding of its organization and processes, methods, and software applications in use that may need integration, as well as other information necessary to ensure a successful planning phase. As indicated throughout the proposal, Veoci will compile the requirements to implement the defined solution.

Both parties will also work together on the Planning phase when the customer's team will provide the information needed to the Veoci team for the creation of the overall plan for the configuration of the defined solution.

Phase 2. Configuring, Piloting, and User Feedback

During this phase, the assigned Veoci Solutions Engineers will build, configure, and test the new system as defined in the previous phase. The customer will assign personnel as required to work with Veoci on final testing and specify any changes needed. The Veoci team will also work with the customer's team to implement integrations with other systems if required. If development effort is needed, any additional cost associated with integration will be assessed.

Phase 3. User Acceptance and Go-Live

During this phase, the customer will accept the system implemented. Veoci provides technical support to the customer's Administrators and Users to complete all knowledge transfer activities prior to the following training phase. Employees will answer Veoci team members' questions, provide support and reviews, assist with migration and integration, and be available for UAT (User Acceptance Testing).

Phase 4. Training

Veoci is simple, intuitive, and easy to use, so most users need only an introductory formal training. Neither the end-users nor Administrators need a formal IT background or programming knowledge to learn Veoci.

Our training empowers Administrators to modify and change the solution and add processes and methods due to the no-code configuration. Veoci incorporates know-how from hundreds of thousands of Users and tens of thousands of processes over the past 11 years, during which time the core Veoci team trained thousands of Administrators.

The SOW outlines our proposed training structure and delivery mechanisms based on our understanding of a customer's solutions and needs. We below list possible selections for training options but these items are not specifically included in the SOW. Our team will propose a combination of the following:

- Remote orientation webinars recorded for later viewing
- Our online Help/Knowledge Base that is part of the Veoci platform
- Short Task and role-specific videos for end-users
- Train-the-trainer sessions
- Boot Camp training sessions for Administrators that are available in-person or online

If needed, our team can develop specific training manuals for the customer with screenshots and "How To" instructions.

An overview of Veoci knowledge resources, including webinars, Boot Camps, training courses, and downloadable training materials, can be found at veoci.com/knowledge-resources.

Phase 5: Maintenance & Technical Support

Once Veoci has completed the Implementation Phase and the customer verifies acceptance of the solution, the Maintenance and Technical Support Phase begins and remains in place for the duration of the associated software licenses. Maintenance includes updates to Veoci software, patches and fixes, and major upgrades to the platform to support operational effectiveness. Maintenance includes only minor changes to customer-specific solutions. Technical support includes access to Veoci resources along with continued monitoring and assistance from the Implementation team.

Regarding maintenance, the Veoci Development team follows the agile methodology and delivers a new version of software every few weeks. The team completes this process transparently, and Users generally do not notice changes until their Administrators decide to implement the new functionality. In a majority of releases, changes are small, designed to be readily apparent, and require no training. If a change will significantly affect how Users navigate within the platform, Veoci provides extensive advance notice and, as needed, provides pop-ups and introductory text to facilitate adapting to the new version. New tools, applications, or functionalities requested by the customer are not included in software updates. New versions of the software are available to customers at no additional cost.

Veoci's technical support encompasses access to the Veoci Knowledge Base, Help Desk, and community resources such as webinars and User groups. These resources dispense technical advice and innovative assistance to allow the customer to resolve problems with its solution.

A team of Veoci professionals, including Solutions Engineers and Customer Service Managers (CSMs), remain available to provide ongoing support and input as part of our commitment to helping customers maximize the value of their solution. If a customer requires additional features or significant changes to the existing solution, Veoci will respond to these requests and bill at our standing rate for professional service hours.

Engagement Model

The Veoci team will be engaged during implementation for an average of 5 hours per week until the implementation outlined in this SOW is complete with no additional fees beyond what is included in the MSA. Engagement includes weekly meetings plus offline work such as building solutions, project documentation, and completing software integrations. Should a customer need an implementation to be expedited, Veoci can be flexible if we have resources available.

The Veoci team will be available to perform the implementation, beginning at the agreed upon start date and continuing through the delivery of the completed solution. If implementation delays occur due to a lack of customer participation or cooperation, team resources may be removed from the implementation. Team resources would then be reassigned depending on availability.

Customer Participation Vital for Implementation Success

Veoci's implementation process is highly collaborative and includes regular participation from the customer's team. Successful delivery of an on-time solution requires that customers provide data and information and respond to requests in a timely manner, as well as attend regular project status meetings to provide input on the solution.

Implementations are managed from within the customer's Support and Collaboration room where task management, plans, forms and workflows, reports, dashboards, and calendars are integrated into the Veoci platform. These tools allow Veoci to plan, control, and coordinate projects in collaboration with all stakeholders involved. All communications, action items, tasks, and meeting minutes related to the project are logged and shared in Veoci rooms accessible and restricted to permissioned Users. The Room Dashboards provide project status information in real-time and allow for ongoing project reporting.

4. Verified Deliverables

Veoci uses the Deliverable Verification Workflow to automate the process of collecting customer acknowledgment and acceptance of each deliverable listed in the project plan. Once a deliverable has been built and undergone User Acceptance Testing (UAT) by the customer and no further additions or revisions are required to complete the deliverable, Veoci will request that the customer accept and acknowledge receipt of the deliverable. This is done through an automated Workflow process that generates an email notification for the Customer Project Manager to review and approve. The Project Management Dashboard displays the status of all project deliverables. As Deliverables are accepted and become part of the customer's Veoci solution, Veoci considers implementation complete and is available to provide ongoing support.

5. Milestones and Deliverables

5.1. Incident Logging

5.1.1. *After Action Report, Exercise Plan, and Improvement Plan*

Veoci will implement its best practice solutions for After Action Reports, Exercise Plans, and Improvement Plans, based on the HSEEP principles. These Reports and Plans can be completed through online Forms and each will have an output template that can be printed or saved as a PDF. A Dashboard will be created that displays Reports and Plans and a tool for tracking outstanding corrective actions will be available. Corrective actions can be assigned and notification alerts are delivered via the web, mobile app, email, and SMS if desired.

5.1.2. *Damage Assessment Form*

A Damage Assessment Form will be created that allows users to document damage that occurred at a property. This form captures critical information such as the address, property type, photos / videos, estimated damage amount, and contact information. A report will be created that shows all damage assessments completed and a second report will show the aggregate sum of estimated damage amounts. All Reports can be viewed in a tabular format, on a map, and on a dashboard.

5.1.3. *ICS Forms and Incident Action Plan*

Veoci provides comprehensive, dynamic, and FEMA and CPG 101 compliant ICS forms for all departments and divisions in a given jurisdiction. Veoci has successfully deployed these to meet all customers' reporting requirements. When populated, ICS forms can roll up or be independently printed and exported to PDF. ICS Forms included: 201, 202, 203, 204, 205, 205A, 206, 207, 208, 213RR, 214.

Veoci will implement its best practice IAP solution. The IAP combines the appropriate forms as selected by the Incident Commander or Administrator, and when populated, can be printed and exported to PDF.

Veoci will implement its best practice ICS and IAP Dashboard which provides easy access to complete or view ICS Forms and the IAP and can be integrated with all maps, timelines, and threads.

5.1.4. *Incident Logging*

Veoci will implement its best practice Form for logging incidents. Incident status can be tracked and related to Resource Requests and Mission Tasks. The following Reports will be created for incidents: All Incidents, Open Incidents, Incidents by Status, Incidents by Type, and if applicable Incidents by County and Incidents by Jurisdiction.

All Reports can be viewed in a tabular format, calendar, or map, or exported to PDF or Excel. The customer can create an unlimited number of additional reports using Veoci's point-and-click interface.

5.1.5. *Incident Management*

Whenever an organization is going to manage an all-hazards incident response, planned event, special event, exercises, situational awareness, or other collaboration is needed, it will create an Incident Room. All activity having to do with an incident or event is managed within a Room, which comes with a rich set of tools that are useful during the planning, response, recovery, and mitigation stages. There is no restriction on how many Rooms can be created or open at the same time. This means that multiple incidents, exercises, and daily operations can be run in parallel.

Veoci will create an all-hazards "Room Template" that can be launched on-demand. This template incorporates the following NIMS and ICS/Compliant functionality.

5.1.6. *Meeting Schedule and Battle Rhythm*

A Form will be created that allows the customer to create a meeting schedule, document agendas, and record minutes. The information will be available on a Dashboard and on a Room Calendar.

5.1.7. *Incident Briefing Form*

Veoci will implement its best practice Form for quick Incident Briefing. This Form keeps track of all incident briefings and includes a summary of the situation, objectives, key decisions, and date/time of the next Incident Briefing.

The latest entry is always displayed in the Events Dashboard.

5.1.8. *Resource Request Management*

Veoci will provide its best practice workflow for tracking resource requests. This workflow is based on the input fields and process outlined in ICS 213 RR. The following reports are included with this workflow: Requests by Status, Requests Initiated, Requests Awaiting Me, Resource Requests In Progress, Resource Requests Closed. All of these reports can be viewed in tabular format, calendar, or map, and can be exported to PDF or Excel.

Veoci will implement a Resource Request Dashboard which provides easy access to create, track or view all ICS 213 Resource Requests created for the incident/Room.

5.1.9. *Road Closures*

A Form will be created which allows the customer to document planned or unplanned road closures. The road closure data is available on a Dashboard, Calendar, and Map.

5.1.10. *Shelter Status Reports*

A Form will be created that allows the customer to record shelter information including their location, type, resources, accessibility, and guest counts. This information will be displayed on a Dashboard and Map.

5.1.11. *Windshield Survey*

A Windshield Survey Form will be created to report damage. The Form and it's reports can be accessed from the Events Dashboard. The Form includes a Veoci default Print Template and a general saved view.

5.2. Contact Tracing

5.2.1. *Case form*

A form for recording case identification

5.2.2. *Case Contact Form*

A form for recording contacts for that case

5.2.3. *Follow Up Form*

A form for recording follow-ups with contacts for that case

5.2.4. *Escalations*

Changes in status reported by a contact that require further action will be escalated to the appropriate people at the local level. These escalations can be by any combination of dashboard, or email.

5.2.5. *Dashboards*

Reporting dashboards which will include tabular data, charts, graphs, and embedded external data: process metrics (Throughput, number of calls per day), demographic information about index (cases by date), contacts tile (contacts reached, contacts not reached, symptomatic contacts, contacts upgraded to cases, etc.),

5.2.6. *Local Dashboards*

Local health department dashboard templates for contact tracing staff to provide instruction and easily accessible actions for following up with contacts.

5.3. Inventory Management

5.3.1. *Inventory Database*

A form to act as an inventory database to include:

- Item Type
- Item UID (Barcode)
- Item Name
- Current Quantity
- Par Level
- Reorder trigger
- Maintenance date
- Maintenance required trigger

- Expiration Dates
- Deployable units
- Deployable unit cost
- Transaction Links

5.3.2. *Inventory Transaction Form*

A form to add and remove from the inventory database and update the quantities on hand as needed

5.3.3. *Kit Form*

A form to create "Kits" from multiple inventory items and deploy/update them as a singular item

5.3.4. *Inventory Request Process*

A workflow to do the following:

- Request inventory item
 - Kit or singular item
- Approval Step for request
- Pick Up Step (Deployment)
- Return step (Demobilization)

5.3.5. *Inventory Dashboard*

A dashboard to manage inventory and inventory transactions to include:

- Links to perform actions above
- Current Inventory by Item
- Current Inventory by Location
- Current Inventory by Type
- Items Needing Reorder
- Kits
- Full Inventory Listing
- Open Inventory Requests (by status)
- Items removed by reason
-

5.4. Community Resource Hub

5.4.1. *Light Contact Form*

Form used by Community Resource Specialist for light contacts

5.4.2. *Program Needs Assessment Form*

Form used to assess needs

5.4.3. *My Cases Dashboard*

Dashboard used by case workers to see their own cases

5.4.4. *Agency Database*

Database of Agencies and Organizations that provide community resources

5.4.5. *Report Dashboard*

Dashboard to show all aggregate data.

5.4.6. *Case Management Dashboard*

Aggregate Dashboard used to manage current cases.

5.4.7. *Tutorials Dashboard*

Dashboard to show all tutorials and training materials

5.4.8. *Referral Form - Inbound*

Referral Form used to gather client information.

5.4.9. *Referral Form - Outbound*

Referral Form sent to outside agencies.

5.4.10. *Intake Form*

Form to be used to capture client intake information.

5.4.11. *Action Plan Form*

Form to be used to capture client's action plan.

5.4.12. *Requested Services Tracking*

Form to be used to capture and track client's requested services.

5.4.13. *Case Closure Form*

To be used to capture discharge and case closure details for each client.

5.4.14. *Solution Architecture and Requirements*

Following meetings with representatives of the various groups of customer stakeholders, Veoci will provide a solution architecture schematic and a summary of the solution requirements (provided in bullet point or tabular format). The process to develop the architecture may include data requests from Veoci, meetings to define specific requirements and discuss design ideas, and review of solution design and prototype.

5.5. Youth Services

5.5.1. *Intake Form*

Form to be used to capture client intake information.

5.5.2. *My Cases Dashboard*

Dashboard used by case workers to see their own cases

5.5.3. *Report Dashboard*

Dashboard to show all aggregate data.

5.5.4. *Case Management Dashboard*

Aggregate Dashboard used to manage current cases.

5.5.5. *Tutorials Dashboard*

Dashboard to show all tutorials and training materials

5.5.6. *Requested Services Tracking*

Form to be used to capture and track client's requested services.

5.5.7. *Case Closure Form*

To be used to capture discharge and case closure details for each client.

5.5.8. *Action Plan Form*

Form to be used to capture client's action plan.

5.5.9. *Referral Form - Outbound*

Referral Form sent to outside agencies.

5.6. Summer Youth Employment Program

5.6.1. *Applicant Information Form*

Form used to collect information about the applicant.

5.6.2. *Emergency Contacts Form*

To be used as a Subform in the Applicant Information Form.

5.6.3. *Employment Matching/Outcomes Form*

Used to match jobs with applicants and record outcomes

5.6.4. *Hours Worked Tracking*

Form used to track hours worked and hours left to work

5.6.5. *Assignment Information Form*

Database of available jobs

5.6.6. *Site Visit Form*

Form used to track site visits at job locations

5.6.7. *Performance Evaluations Form*

Form used to collect performance evaluation information

5.6.8. *Surveys*

Forms used to collect feedback from businesses and youth workers.

5.6.9. *Report Dashboard*

Dashboard to show all aggregate data.

5.6.10. *Applicant Management Dashboard*

Aggregate Dashboard used to manage applicants

5.6.11. *Tutorials Dashboard*

Dashboard to show all tutorials and training materials

5.6.12. *Job Site Management Dashboard*

Aggregate Dashboard used to manage job sites

5.7. Early Childhood

5.7.1. *Program Monitoring Form*

Form used to monitor programs

5.7.2. *Program Monitoring Dashboard*

Dashboard used to monitor programs

5.7.3. *Classroom Observation Form*

Form used for classroom observations

5.7.4. *Tutorials Dashboard*

Dashboard to show all tutorials and training materials

5.7.5. *Report Dashboard*

Dashboard to show all aggregate data.

5.8. Integrations

5.8.1. *Form to SFTP External Integration Setup*

Configuration for Form to SFTP integration.

6. Training

For the Statement of Work included here, Veoci recommends the training program described below. Based on the size and complexity of the customer's operation, additional training needs may be identified throughout the implementation and can be provided using Professional Service hours to tailor and deliver customized training.

End-User Training

Following the delivery of each of the milestones described in the SOW, Veoci will provide up to one (1) hour of end User training that covers basic navigation and use of that portion of the total solution.

Training Material Development Hours

We have allocated and priced out 15 hours for the development of training documents and materials specific to this implementation.

7. Professional Services for Solution Customizations

Veoci is extremely flexible and can be easily configured and reconfigured to adapt to changing business processes. Veoci Solutions Engineers tailor solutions to meet customers' specific business needs through the use of Professional Service Hours. Professional Service Hours can also be used by customers to finalize their solution at inception in order to have a completed solution that is available for use immediately.

50 hours of professional services are included in this SOW. The customer can direct these hours to be used for:

- Point-and-click customizations to solutions
- Building additional solutions using our point-and-click interface
- Creating/updating print templates for Forms, Workflows, and Task Types
- Developing custom training material
- Solution design consulting

8. Assumptions & Work Requirements

In addition to any other responsibilities or duties described in this SOW, set forth below is a list of the obligations for which the customer is responsible, and assumptions upon which Veoci has relied in creating this SOW.

- The customer will identify, and make available for the duration of this project, one primary contact to act as Project Lead.

- The Customer Project Lead will brief their project team on Veoci and the customer's goals and objectives prior to the kick-off call.
- The customer holds primary responsibility for data quality of sufficient standards to achieve customer goals.
- Customer data for migration must be in the format specified either in the Deliverable or as detailed by the Veoci implementation team following initial requirements gathering. Data to be migrated must be ready for upload, in addition to being in the specified format (CSV file, PDF, etc.). For example, if importing into a field that accepts blue/red/green as attributes, entries can not include lime green.

The customer will cooperate in good faith with Veoci in its performance of this SOW by:

- Allocating sufficient resources and time to perform any tasks reasonably necessary to enable Veoci to perform its obligations under the SOW.
- Delivering in a timely manner any customer collateral and other obligations required for each Milestone included in this SOW.
- Responding in a timely manner to Veoci's inquiries related to the SOW.
- Actively participating in scheduled project meetings, completing accurate and timely information, data and feedback all as reasonably required.

Integration Requirements

To successfully complete an integration, Veoci will require assistance and cooperation from the customer as well as the integrating vendor. Integrations often require access credentials, sample data, and testing before being completed.

Veoci exposes a REST API that can be used by other systems to send data to Veoci or query data from Veoci. Use of this API is included in this SOW.

Veoci also has a console for configuring connections with APIs exposed by other systems - specifically ones that are accessible via the web and output either XML or JSON data. An unlimited number of these connections can be established by the customer.

Veoci can also connect with a web-facing SFTP site or an AWS S3 bucket to run a scheduled import of either CSV or XLSX data. This functionality is not self-service and needs to be configured by the Veoci team at an additional cost.

For new integrations that Veoci has not yet implemented, Veoci will work to implement a direct integration through REST API call to this system. Veoci's API integrations are highly flexible and can be implemented easily; however successful integration is dependent on the application that is being integrated. Veoci will work with the customer and the application vendor to implement the integration to accomplish the goals specified by the vendor wherever possible. Should an API integration not be feasible other options such as flat file upload via a SFTP or S3 bucket can be explored as well.

Functionality related to non-standard integrations may require additional configuration by the Veoci team, which will be provided at an additional cost.

Data Migration Requirements

Customer data for migration must be in the format specified either in the Deliverable or as detailed by the Veoci implementation team following initial requirements gathering. Data to be migrated must also be ready for upload, in addition to being in the specified format (CSV file, xlxs). For example, if importing into a field that accepts blue/red/green as attributes, entries can not include lime green.

Legacy data provided to Veoci in a format other than that agreed upon will create an error in the system and not allow it to be uploaded. Veoci will not correct data errors, thus it is vital that the data provided to Veoci be in the exact format as agreed upon.

9. Veoci Solutions Building Blocks

Veoci tools are the elements that provide specific functionalities within Veoci solutions. During implementation, Veoci Solution Engineers select the tool or combination of tools to configure the solution based on the customer's goals, existing processes, and available data.

Alerts, Notifications, and Check-Ins

Alerts, Notifications, and Check-ins can be configured for individuals or groups based on actions or conditions. Notifications include phone calls, conference calls, text/SMS, email, and mobile app Alerts. Additional costs are associated with configuring and on-going fees for conference calls.

Custom Actions

Custom Actions allow Administrators to define additional events to be triggered after someone creates or updates a Form Entry, Workflow, or Task.

Dashboards

Dashboards provide a visual summary of key information and metrics in one easily accessed location.

Forms

Forms are used to collect data in a structured format. Forms also serve as databases, often replacing multiple spreadsheets, and as ways to populate fields on Maps and Dashboards. Veoci provides considerable flexibility to configure fields included in Forms, and entries can include text, numbers, email addresses, selection options, date, and time fields.

Lists

Lists allow individual members to be grouped together for common activities or notifications. Members can be both customer employees and outside stakeholders, such as local emergency responders. A robust system of permissions manages individual member access to ensure appropriate and secure access to the Veoci platform.

Mapping Capabilities

Veoci provides its own comprehensive mapping program and intuitive, real-time integration with other GIS software. Users can enable or disable layers of location data coming from Veoci content such as Forms, Workflows, and Tasks. Users can also add annotations (i.e., points, lines, polygons) and labels to Maps and enable or disable GIS layers.

Plans

Plans are repeatable Room Templates that can be launched when a Plan is triggered. Plans can be used to instantly create Rooms that are prepopulated with Dashboards, Workflows, contact lists, required documents, Tasks, and other Templates.

Print Views

Print Views are customized views of a Form or Workflow entry that can be printed, emailed, exported to PDF, or added to Veoci Dashboards to provide situational awareness. Many Veoci solutions include default Print Views, especially those needed for regulatory reporting or compliance. Customized Print Views can be created as needed. Print Templates are designed using a WYSIWYG or HTML.

Reports

Reports are created to capture and present information to stakeholders, both within and outside of Veoci. Reports are exported from Veoci using PDF print templates. Summary information from Reports is often displayed on Dashboards.

Rooms

A Room is a collaboration space in Veoci that contains tools for gathering information and making decisions. Rooms can have cascading or descendant Rooms—known as Side Rooms. Almost all end User activity occurs in a Room or Side Room.

Saved Views

Saved Views are customized views of Form or Workflow entries that are configured to show specific information in a distinct format. Saved Views are used to display information grouped by defined criteria. Saved Views can be created for Forms, Workflows, and Tasks.

Tasks

Tasks assign a specific responsibility or action to an individual. Tasks can be configured to include structured work requests, categories of Tasks, priorities, and Map locations.

Workflows

Workflows are used to automate work processes. The customer defines the people, data, and process involved, and Veoci manages the flow of information and provides transparency, reminders, escalations, and Reports. Workflows also include automatic conditional steps and assignments for those situations when processes follow alternative flows.