

**RESOLUTION NO. 2026- \_\_\_\_\_**

**A RESOLUTION APPROVING SERVICE SCHEDULE NO 4. BETWEEN VERSATERM PUBLIC SAFETY US, INC., (“VERSATERM”) AND THE CITY OF TAMPA RELATING TO THE PURCHASE OF A HEALTH AND WELLNESS PLATFORM KNOWN AS MINDBASE FOR USE BY THE TAMPA POLICE DEPARTMENT FOR \$60,237; AUTHORIZING EXECUTION THEREOF BY THE MAYOR OF THE CITY OF TAMPA AND ATTESTATION OF THE CITY CLERK; PROVIDING AN EFFECTIVE DATE.**

**WHEREAS**, Mindbase provides comprehensive mental health support for first responders by improving human health and well-being by bringing people, knowledge, and intelligent technology together; and

**WHEREAS**, Mindbase through Tampa Police Department CAD and other Versaterm RMS data will deliver a simple, fast, and data driven mental health and wellness platform as well as technology to take proactive care of real-time challenges facing first responders; and

**WHEREAS**, the City of Tampa, Florida by authority contained in Resolution No. 2024-976, passed and adopted by City Council on November 7, 2024, approved a Master Services Agreement and Service Schedule No. 1; and

**WHEREAS**, the Master Services Agreement with Versaterm Public Safety US was amended and extended as Schedule No. 2 contained in Resolution No. 2025-529 approved the amended Master Software and Services Agreement and Schedule No. 2; and

**WHEREAS**, the City of Tampa, Florida by authority contained in Resolution No. 2025-530 passed and adopted by City Council on Service Schedule No. 3 was passed and adopted on June 26, 2025; and

**WHEREAS**, identification of potential mental health needs will benefit officers and the public; and

**WHEREAS**, it would be in the best interest of the citizens of the City of Tampa to enter into the aforementioned Service Schedule No. 4 with Versaterm Public Safety US, Inc.

**NOW, THEREFORE,  
BE IT RESOLVED BY THE CITY COUNCIL  
OF THE CITY OF TAMPA, FLORIDA:**

Section 1. That the Service Schedule No. 4 between the City of Tampa and Versaterm Public Safety US, Inc., a copy of which is attached hereto and by reference made a part hereof, is hereby approved in its entirety.

Section 2. That the Mayor of the City of Tampa is authorized to execute, and the City Clerk is authorized to attest and affix the official seal to, said Agreement on behalf of the City.

Section 3. That all officers of the City of Tampa are authorized to do all things necessary and proper to carry out the provisions of this Resolution.

Section 4. That this Resolution shall take effect immediately upon adoption.

**PASSED AND ADOPTED** by the City Council of the City of Tampa, Florida, on

\_\_\_\_\_.

ATTEST:

\_\_\_\_\_  
CITY CLERK/DEPUTY CITY CLERK

\_\_\_\_\_  
CHAIR, TAMPA CITY COUNCIL

/s/ Mike Schmid  
Sr Assistant City Attorney

**Versaterm Public Safety US, Inc.**

(referred to hereafter as "Versaterm")

1 North MacDonald, Suite 500  
Mesa, Arizona USA  
85201

Email address for notices:

[legal@versaterm.com](mailto:legal@versaterm.com)

**SERVICE SCHEDULE**

Tampa Police Department (FL) R & F - Accounts Payable, PO Box 2000, Tampa, FL 33601, United States shar.ishee@tampagov.net <i>(referred to hereafter as "Customer")</i>	Invoices shall be sent to  R & F - Accounts Payable, PO Box 2000, Tampa, FL 33601, United States  Attention: Tampa Police Department (FL) Email: ap@tampa.gov  Is a purchase order required? Yes
Initial Subscription Term: 60 months commencing upon Provisioning	

Item	Quantity	Price per Unit	Discount	Net Total
Mindbase Professional Services	1	\$0.00		\$0.00
Initial Mindbase configuration and training. Includes standard CAD/RMS Interface.	1	\$2,750.00	10%	\$2,475.00
Mindbase subscription	1,285	\$48.00	10%	\$55,512.00
Mindbase base subscription per agency	1	\$2,500.00	10%	\$2,250.00

Total:	\$60,237.00
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*The amounts indicated above are exclusive of sales taxes*

## **INVOICING**

Versaterm shall invoice the Customer for the above Subscription Fees for the Subscription Services at the beginning of the Initial Subscription Term and annually on each anniversary date for the duration of the Subscription Term.

## **INVOICING TERMS FOR PROFESSIONAL SERVICES FEES**

Other :

If Professional Services are for a cloud-migration or adding additional license, Professional Services Fees shall be invoiced upon Provisioning.

## **SPECIFIC SUBSCRIPTION SERVICES/SERVICES**

The following terms apply to the software and service(s) identified above.

### **A. Mindbase**

#### **1. Definitions**

The following definitions apply to this Service Schedule and shall supersede any definitions defined in the MSA.

- A. **“Customer Contact Data”** means data Versaterm collects from Customer, its Authorized Users, and their end users for business contact purposes.
- B. **“Customer Data”** does not include Customer Contact Data, Service Use Data, or information from publicly available sources or other Third-Party Data or Versaterm Data.
- C. **“Process” or “Processing”** means any operation or set of operations which is performed on personal information or on sets of personal information, whether or not by automated means, such as collection, recording, copying, analyzing, caching, organization, structuring, storage, adaptation, or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.
- D. **“Service Use Data”** means data generated by Customer’s use of the Software and Subscription Services or by Versaterm’s support of the Software and Subscription Services including product performance and error information, activity logs and date and time of use.

#### **2. Modifications.**

- A. Versaterm may modify the Software and Subscription Services and any related systems so long as their functionality (as described in the applicable Ordering Document) is not materially degraded.

Documentation (as defined below) for the Subscription Software may be updated to reflect such modifications.

### **3. User Credentials.**

- A. If applicable, Versaterm will provide Customer with administrative user credentials for the Software, and Customer will ensure such administrative user credentials are accessed and used only by Customer's employees with training on their proper use. Customer will protect, and will cause its Authorized Users to protect, the confidentiality and security of all user credentials, including any administrative user credentials, and maintain user credential validity, including by updating passwords. Customer will be liable for any use of the Subscription Software through such user credential (including through any administrative user.-To the extent Versaterm provides Services to Customer in order to help resolve issues resulting from changes made to the Subscription Software through user credentials, including through any administrative user credentials, or issues otherwise created by Authorized Users, such services will be invoiced to Customer on a time and materials basis, and Customer will pay all invoices in accordance with the payment terms below.

### **4. Beta Services.**

- A. If Versaterm makes any beta version of a software application ("Beta Service") available to Customer, Customer may choose to use such Beta Service at its own discretion, provided, however, that Customer will use the Beta Service solely for purposes of Customer's evaluation of such Beta Service, and for no other purpose. Customer acknowledges and agrees that all Beta Services are offered "as-is" and without any representations or warranties or other commitments or protections from Versaterm. Versaterm will determine the duration of the evaluation period for any Beta Service, in its sole discretion, and Versaterm may discontinue any Beta Service at any time. Customer acknowledges that Beta Services, by their nature, have not been fully tested and may contain defects or deficiencies.

### **5. Support of Downloaded Clients.**

- A. Mindbase Wellness App is available in the iOS App Store and Google Play store for download. Authorized Users may install the app on their mobile device(s) or access content through a web browser. Versaterm may update the current version of its client at any time, including for bug fixes, product improvements, and feature updates.

### **6. Export Control.**

- A. Customer, its employees, and any other Authorized Users will not access or use the Software and Subscription Services in any jurisdiction in which the provision of such Software and Subscription Services is prohibited under applicable laws or regulations (a “Prohibited Jurisdiction”), and Customer will not provide access to the Software and Subscription Services to any government, entity, or individual located in a Prohibited Jurisdiction. Customer represents and warrants that (a) it and its Authorized Users are not named on any U.S. government list of persons prohibited from receiving U.S. exports, or transacting with any U.S. person; (b) it and its Authorized Users are not a national of, or a company registered in, any Prohibited Jurisdiction; (c) Customer will not permit its Authorized Users to access or use the Subscription Software or Services in violation of any U.S. or other applicable export embargoes, prohibitions or restrictions; and (d) Customer and its Authorized Users will comply with all applicable laws regarding the transmission of technical data exported from the U.S. and the country in which Customer, its employees, and the Authorized Users are located.

## **7. Customer-Provided Equipment**

- A. Certain components, including equipment and software, not provided by Versaterm may be required for use of the Software and Subscription Services (“Customer-Provided Equipment”). Customer will be responsible, at its sole cost and expense, for providing and maintaining the Customer-Provided Equipment in good working order. Customer represents and warrants that it has all rights in Customer-Provided Equipment to permit Versaterm/Mindbase to access and use the applicable Customer-Provided Equipment to provide the Software and Subscription Services under this Agreement, and such access and use will not violate any laws or infringe any third-party rights (including intellectual property rights). Customer (and not Versaterm) will be fully liable for Customer-Provided Equipment, and Customer will immediately notify the Minbase team of any Customer-Provided Equipment damage, loss, change, or theft that may impact Versaterm’s (through Mindbase) ability to provide the Software and Subscription Services under this Agreement, and Customer acknowledges that any such events may cause a change in the Fees or performance schedule under this Service Schedule.

## **8. Non-Versaterm Content.**

- A. In certain instances, Customer may be permitted to access, use, or integrate Customer or third-party software, services, content, and data that is not provided by Versaterm (collectively, “Non-Versaterm Content”) with or through the Software and Subscription Services. If Customer accesses, uses, or integrates any Non-Versaterm Content with the Software and Subscription Services, Customer will first obtain all necessary rights and licenses to permit Customer’s and its Authorized Users’ use of the Non-Versaterm Content in connection with the Software and Subscription Services. Customer will also obtain the necessary rights for Versaterm to use such Non-Versaterm Content in connection with providing the Software and Subscription Services,

including the right for Versaterm to access, store, and process such Non-Versaterm Content (e.g., in connection with the Subscription Software), and to otherwise enable interoperation with the Software and Subscription Services. Customer represents and warrants that it will obtain the foregoing rights and licenses prior to accessing, using, or integrating the applicable Non-Versaterm Content with the Software and Subscription Services, and that Customer and its Authorized Users will comply with any terms and conditions applicable to such Non-Versaterm Content. Customer acknowledges and agrees that Versaterm is not responsible for, and makes no representations or warranties with respect to, the Non-Versaterm Content (including any disclosure, modification, or deletion of Customer Data resulting from use of Non-Versaterm Content or failure to properly interoperate with the Software and Subscription Services). If Customer receives notice that any Non-Versaterm Content must be removed, modified, or disabled within the Software and Subscription Services, Customer will promptly do so. Versaterm will have the right to disable or remove Non-Versaterm Content if Versaterm believes a violation of law, third-party rights, or Mindbase's/Versaterm's policies is likely to occur, or if such Non-Versaterm Content poses or may pose a security or other risk or adverse impact to the Software and Subscription Services, Versaterm, Mindbase, Mindbase's/Versaterm's systems, or any third party (including other Versaterm customers).

## **9. Versaterm Materials**

- A. Customer acknowledges that Versaterm may use or provide Customer with access to software, tools, data, and other materials, including designs, utilities, models, methodologies, systems, and specifications, which Versaterm has developed or licensed from third parties (including any corrections, bug fixes, enhancements, updates, modifications, adaptations, translations, de-compilations or derivative works of the foregoing, whether made by Versaterm or another party) (collectively, "Versaterm Materials"). The Software and Subscription Services, Versaterm Data, Third-Party Data, and Documentation, are considered Versaterm Materials. Except when Versaterm has expressly transferred title or other interest to Customer by way of an Addendum or Ordering Document, the Versaterm Materials are the property of Versaterm or its licensors, and Versaterm or its licensors retain all right, title and interest in and to the Versaterm Materials (including, all rights in patents, copyrights, trademarks, trade names, trade secrets, know-how, other intellectual property and proprietary rights, and all associated goodwill and moral rights). For clarity, this Agreement does not grant to Customer any shared development rights in or to any Versaterm Materials or other intellectual property, and Customer agrees to execute any documents and take any other actions reasonably requested by Versaterm to effectuate the foregoing. Versaterm and its licensors reserve all rights not expressly granted to Customer, and no rights, other than those expressly granted herein, are granted to Customer by implication, estoppel or otherwise. Customer will not modify, disassemble, reverse engineer, derive source code or create derivative works from, merge with other software, distribute, sublicense, sell, or export the

Software and Subscription Services or other Versaterm Materials, or permit any third party to do so.

## 10. End User Licenses.

- A. Notwithstanding any provision to the contrary in the Agreement, certain software is governed by a separate license, EULA, or other agreement, including terms governing third-party software, such as open-source software, included in the Software and Subscription Service. Customer will comply, and ensure its Authorized Users comply, with such additional license agreements.

## 11. Processing Customer Data

- A. **Versaterm Use of Customer Data.** To the extent permitted by law, Customer grants Versaterm to use Customer Data to (a) perform Services and provide the Subscription Software under the Agreement, (b) analyze the Customer Data to operate, maintain, manage, and improve Versaterm products and services, and (c) create new products and services. Customer represents and warrants to Versaterm that Customer's instructions, including appointment of Versaterm as a processor or sub-processor, have been authorized by the relevant controller.
- B. **Collection, Creation, Use of Customer Data.** Customer further represents and warrants that the Customer Data, Customer's collection, creation, and use of the Customer Data (including in connection with the Software and Subscription Services), and Versaterm's use of such Customer Data in accordance with the Agreement, will not violate any laws or applicable privacy notices or infringe any third-party rights (including intellectual property and privacy rights). Customer also represents and warrants that the Customer Data will be accurate and complete, and that Customer has obtained all required consents, provided all necessary notices, and met any other applicable legal requirements with respect to collection and use (including Versaterm's and its subcontractors' use) of the Customer Data as described in the Agreement.
- C. **Data Retention and Deletion.** Except for anonymized Customer Data, as described above, or as otherwise provided under the Agreement, Versaterm will delete all Customer Data following termination or expiration of the Agreement or this Service Schedule, with such deletion to occur no later than ninety (90) days following the applicable date of termination or expiration, unless otherwise required to comply with applicable law. Any requests for the exportation or download of Customer Data must be made by Customer to Versaterm in writing before expiration or termination in accordance with Section 23 "Notices" of the MSA. Versaterm will have no obligation to retain such Customer Data beyond expiration or termination unless the Customer has purchased extended storage from Versaterm through a mutually executed Service Schedule.

- D. **Service Use Data.** Customer understands and agrees that Versaterm may collect and use Service Use Data for its own purposes, including the uses described below. Versaterm may use Service Use Data to (a) operate, maintain, manage, and improve existing and create new products and services, (b) test products and services, (c) to aggregate Service Use Data and combine it with that of other users, and (d) to use anonymized or aggregated data for marketing, research or other business purposes.
- E. **Third-Party Data and Versaterm Data.** Versaterm Data and Third-Party Data may be available to Customer through the Software and Subscription Services. Customer and its Authorized Users may use Versaterm Data and Third-Party Data as permitted by Versaterm and the applicable Third-Party Data provider, as described in the applicable Addendum. Unless expressly permitted in the applicable Addendum, Customer will not, and will ensure its Authorized Users will not: (a) use the Versaterm Data or Third-Party Data for any purpose other than Customer's internal business purposes; (b) disclose the data to third parties; (c) "white label" such data or otherwise misrepresent its source or ownership, or resell, distribute, sublicense, or commercially exploit the data in any manner; (d) use such data in violation of applicable laws; (e) remove, obscure, alter, or falsify any marks or proprietary rights notices indicating the source, origin, or ownership of the data; or (f) modify such data or combine it with Customer Data or other data or use the data to build databases. Additional restrictions may be set forth in an addendum to this Service Schedule. Any rights granted to Customer or Authorized Users with respect to Versaterm Data or Third-Party Data will immediately terminate upon termination or expiration of the MSA or this Service Schedule. Further, Versaterm or the applicable Third-Party Data provider may suspend, change, or terminate Customer's or any Authorized User's access to Versaterm Data or Third-Party Data if Versaterm or such Third-Party Data provider believes Customer's or the Authorized User's use of the data violates the Agreement, applicable law or Versaterm's agreement with the applicable Third-Party Data provider. Upon termination of Customer's rights to use any Versaterm Data or Third-Party Data, Customer and all Authorized Users will immediately discontinue use of such data, delete all copies of such data, and certify such deletion to Versaterm. Notwithstanding any provision of the Agreement to the contrary, Versaterm will have no liability for Third-Party Data or Versaterm Data available through the Software and Subscription Services. Versaterm and its Third-Party Data providers reserve all rights in and to Versaterm Data and Third-Party Data not expressly granted in an Addendum or Ordering Document.
- F. **Versaterm as a Controller or Joint Controller.** In all instances Mindbase acts as a controller of data, it will comply with the applicable provisions of our Mindbase Privacy Statement at <https://getmindbase.com/privacy-policy>, as may be updated from time to time. Mindbase holds all Customer Contact Data as a controller and shall Process such Customer Contact Data in accordance with the Mindbase Privacy Statement. In instances where Mindbase is acting as a joint controller with Customer, the Parties will enter into a separate Addendum to the Agreement to allocate the respective roles as joint controllers.

This "Service Schedule" is entered into as of the date of the last signature set forth on the signature page hereto (the "Effective Date"), by and between Versaterm Public Safety US, Inc. and Customer. The Service Schedule and its schedules (if applicable) are incorporated into that certain Master Software and Services Agreement between Customer and Versaterm ("MSA"). The terms and conditions that are specific to this Service Schedule are set forth herein. In the event of a conflict between the provisions of this Service Schedule and the Master Agreement, the provisions of the MSA shall control such conflict, notwithstanding any contrary provision under the MSA. Each person signing this Service Schedule has the full authority to execute this Service Schedule.

**Versaterm Public Safety US, Inc.:**

**Tampa Police Department (FL):**

**By:** \_\_\_\_\_  
(Signature)

**By:** \_\_\_\_\_  
(Signature)

**Name:** \_\_\_\_\_  
(Printed Name)

**Name:** Jane Castor  
(Printed Name)

**Title:** \_\_\_\_\_

**Title:** Mayor

**Date:** \_\_\_\_\_

**Date:** \_\_\_\_\_

Attest:

\_\_\_\_\_  
City Clerk/Deputy City Clerk

Approved as to form:

/s/ Mike Schmid  
Sr. Asst. City Attorney

The execution of this document was authorized  
by Resolution No. \_\_\_\_\_

\_\_\_\_\_  
 City Attorney  
 Assistant City Attorney

## **Schedule A**

### **Statement of Work**

#### **1. Introduction and Purpose**

The Mindbase solution provides comprehensive mental health support for first responders. We believe in improving human health and well-being by bringing people, knowledge, and intelligent technology together. Mindbase is changing the mental health landscape for public safety. We partner with federal, state, and local governmental and non-governmental agencies to provide their personnel support during challenging prevention, response, and recovery operations. Under the guidance and participation of Customer, Mindbase will facilitate the delivery and implementation of its integrated mental health and wellness platform, which includes all purchased products and services in the Purchase and License Agreement.

Together, the integrated software solutions are referred to as the “System.”

Versaterm is committed to building a lifelong partnership with Customer by providing professional project management, technical and training assistance through implementation. The Mindbase solution will provide Customer with engaging self-service and peer support tools, to accomplish its wellness goals.

This Statement of Work “SOW” guides the primary activities and responsibilities for the System’s implementation. It documents project implementation requirements, identifies each major task within the implementation process, sets expectations for each party, and identifies the criteria by which the Mindbase Team and Customer will consider a task complete.

#### **2. Summary of the major milestones**

- Agreement signing
- Mindbase HUB and Toolkit installation
- Project team training/Administration training complete
- Third party integrations
- Testing complete and issues resolved
- End user training complete
- Go-live and transition to Support complete

#### **3. Project Objectives**

##### **A. Ongoing objectives of the Health and Wellness Platform Implementation project:**

- Implement an extensive peer support and wellness technology solution aimed at cultivating a culture of wellness within the organization.
- Provide the software, technology and services necessary to take proactive care of real-time challenges facing first responders
- Deliver a simple, fast, and data-driven mental health and wellness platform, powered by Customer CAD and other data.

#### **4. Specific SOW objectives:**

- Complete the project implementation plan
- Install and configure Mindbase software applications, including setting up Peer Support Dashboard, provisioning users, and customizing and deploying the agency Wellness App

- Install and configure the external CAD/RMS Interfaces
- Provide remote system setup consultation and system and application administration training
- Provide remote end-user training and assistance
- Provide remote Go-live assistance

## 5. Project Assumptions and General Responsibilities

### A. Project Assumptions

- The Mindbase System will be implemented in an Android or iOS and Windows environment.
- Third-party CAD/RMS vendor(s) provide the required information for interface configuration.
- This engagement will begin on a mutually acceptable date after Mindbase is in receipt of a signed contract from Customer that covers the fees and expenses described therein.
- Customer will provide appropriate technical and management resources to participate in the implementation as identified in the project tasks and responsibilities.

### B. Customer Responsibilities

- Maintain effective communications with the Mindbase Project Manager
- Participate in project status meetings
- Respond to issues and concerns as communicated by the Mindbase Project Manager
- Facilitate installation (download) of Mindbase app on applicable personnel's android or iOS devices
- Gather and disseminate to Mindbase needed agency data as specified in the Interface Definitions document
- Ensure management and end-user personnel participate in training

### C. Mindbase Project Team Responsibilities

- Function as the liaison with Customer's designated project manager
- Manage all aspects of the implementation, including project communications
- Participate in the project planning, system setup and training
- Coordinate and schedule the delivery of all products and services including launch kit (internal advertising posters, lanyards, QR Coded Peer Support badges) provided by Mindbase
- Conduct project status meetings, training, and Go-live activities
- Provide responses and recommend resolutions to Customer issues
- Facilitate the configuration and Mindbase HUB system installation, and coordinate external interface installation

## 6. Project Tasks and Responsibilities

This section outlines all project phases, individual tasks, and responsible parties required to meet the goals and objectives of this SOW. Mindbase and Customer will perform their respective tasks through a combination of collaboration, coordination via Teams, phone, email communications, and other remote means, as appropriate.

Tasks may or may not be completed in the order in which they appear. Some tasks may be sequential while other tasks may be concurrent with other tasks.

Some tasks will involve 3rd party entities (government agencies, vendors, etc.) to successfully complete this project. Mindbase will cooperate and use good faith efforts to work effectively with all 3rd party representatives from other vendors or government agencies as may be necessary to ensure successful project completion.

## 7. Project Planning and Pre-In

### A. Task Description

Project Planning will consist of a series of tasks and activities to help prepare the Customer and Mindbase for the implementation process. Mindbase will conduct a brief project review session and product demonstration (if needed) for the core Customer project team. The Project review session will include a discussion of the contract documents, project timelines, goals and objectives, and roles and responsibilities of both parties. The Project review session will be designed to ensure the project managers and key personnel on both sides have the same understanding of the overall scope of the project and project approach.

### B. Deliverables

Upon completion of Project Planning, Mindbase and Customer will identify estimated Customer resources and estimated time requirements for Customer-related tasks. This information will be based on Mindbase’s previous experience in installing similar systems.

### C. Completion Criteria

This task will be considered complete following the project review session

Mindbase	Customer
<b>Responsibilities</b> Conduct kickoff meeting	<b>Responsibilities</b> Schedule personnel for kickoff Attend kickoff
<b>Required Staff</b> Project manager	<b>Required Staff</b> Project Sponsor (admin) Project team members (admin, peer support staff from agencies or departments)

## 8. Install/Configure Mindbase Application

### A. Task Description

Mindbase configures and makes available the System components including iOS or Android app, dashboard, and third-party CAD integration. Mindbase systems engineer will install the Mindbase HUB and Toolkit application and the Mindbase side of the third-party interface. The systems engineer will configure the database environments and create the initial administrative user accounts. Customer is responsible for providing a connection to third-party CAD/system. Mindbase will configure the third-party CAD and RMS integration and, together with Customer, will test to verify the correct data stream and format transfers to the Mindbase dashboard.

Mindbase will provide Customer with iOS and Android client applications. Customer is responsible for installing the client application on mobile devices.

### B. Deliverables

- Installation of Mindbase dashboard and app
- Installation of Mindbase components of external interfaces
- Configuration and Set-up of third-party CAD/RMS integration

### C. Prerequisites

- Connection to third-party CAD/RMS system
- Contact information for third-party CAD/RMS vendor

### D. Completion Criteria

This task will be complete when Mindbase has installed the Mindbase HUB and Toolkit applications, created the user accounts and administrative accounts, completed the installation of external interfaces, and performed the tests required for end-user training and Go-live.

Mindbase	Customer
<p>Responsibilities</p> <ul style="list-style-type: none"><li>Install Mindbase HUB and Mindbase Toolkit</li><li>Create admin user accounts</li><li>Installation of external interface to CAD system</li><li>Verify correct data stream/format to dashboard</li><li>Test and successfully demonstrate completion to Customer</li></ul>	<p>Responsibilities</p> <ul style="list-style-type: none"><li>Provide contact information for third-party CAD vendor</li><li>Provide connection to CAD system</li><li>Install Mindbase app on end-user iOS or Android devices</li><li>Verify correct data stream/format to dashboard</li></ul>

Required Staff Systems engineer Project manager Development (programmers)	Required Staff IT personnel Peer support/admin
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## 9. Conduct Project Team Admin Training

### A. Deliverables

- Project team training
- Set Impact levels for Incident Types

### B. Prerequisites

- Mindbase application installation complete

### C. Completion Criteria

This task will be complete once the Customer's project team has been trained on the Mindbase platform and configured the Impact levels portion of the dashboard application.

Mindbase	Customer
Responsibilities Project team training (system overview) Demonstrate Mindbase application	Responsibilities Ensure appropriate personnel attend project team training. Configure Indicators/Incident Types in the dashboard
Required Staff Project manager Trainer	Required Staff Project team

## 10. Conduct End User Training

### A. Task Description

Mindbase will conduct virtual end-user training for peer support and/or admin

### B. Deliverables

- Peer Support and/or Admin training
- End-user intro training video

### C. Prerequisites

- Mindbase application installed and configured

#### D. Completion Criteria

This task will be complete when Mindbase has provided all end-user training

Mindbase	Customer
Provide virtual peer support training Provide End-user intro video	Ensure appropriate personnel attend training class
Required Staff Trainer	Required Staff Peer Support End Users (watch intro video)

### 11. Go-Live

#### A. Task Description

Mindbase will ensure all tasks are completed and Customer personnel are prepared for cutover to live operations.

After cutover, Mindbase will assist Customer personnel with additional guidance and training as needed. Customer's project team shall be present to provide guidance to other Customer personnel needing additional assistance.

#### B. Deliverables

- Go-live assistance

#### C. Prerequisites

- Completion of all previous tasks

#### D. Completion Criteria

This task will be complete once live operation of the entire System has commenced and the other tasks described above have been completed and accepted.

Mindbase	Customer
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Facilitate Go-live kickoff Observe operations and troubleshoot any issues Make minor modifications as needed	Ensure appropriate personnel attend Go-live kickoff Provide guidance to individuals who need extra assistance Relay issues and concerns to Mindbase
Required Staff: Project manager Systems engineer Customer success	Required Staff: Project manager Peer Support/Admin All employees (end users)

12. Perform Remote Site Audit and Analysis

A. Task Description

2–4 weeks following cutover to live operation, Mindbase Customer Success will meet with Customer project team. Mindbase will be available remotely to answer any follow-up questions and provide additional training to enhance user capabilities. Mindbase will supply a starter program document to guide customer through engagement goals and objectives for the first year of program use.

B. Deliverables

- Analysis of System use
- Mindbase starter program

C. Prerequisites

- Go-live operations

D. Completion Criteria

This task will be complete after the Mindbase customer success team has conducted the site audit and analysis.

Mindbase	Customer
Responsibilities Answer follow-up questions Gather initial feedback Deliver starter program	Responsibilities Communicate questions or concerns Begin use of starter program
Required Staff Customer success	Required Staff Applicable staff