

***This document is a draft Scope of Services/Technical Specifications for a future non-competitive contract Miami-Dade County anticipates entering into. Scope of Services/Technical Specifications is subject to change without notice.***

***This is not an advertisement.***

Miami-Dade County, Florida

Project Title: Carbyne c-Live Universe Video-To-911 Platform

## **SCOPE OF SERVICES**

### **A. Introduction**

The Carbyne c-Live Universe Video-To-911 Platform is critical to the Miami-Dade Police Department (MDPD) as it significantly enhances emergency response services. Initiated in 2022, through a successful pilot program, the existing contract demonstrated its capability to save lives and improve situational awareness for both dispatchers and first responders. The need for the c-Live Universe platform arises from the ongoing demands of MDPD's Communications Bureau, the busiest 911 Center in the southeastern United States. This platform, offered by Carbyne, uniquely allows dispatchers to access the camera on a call-taker's mobile device, providing real-time assessment of emergency situations.

The Miami-Dade Police Department (MDPD) is a critical law enforcement agency operating in one of the largest and busiest counties in the United States. With a substantial force of sworn officers and civilian staff, MDPD serves a vast population, providing essential police services throughout the County. The Communications Bureau, functioning as the primary Public Safety Answering Point (PSAP), handles an annual average of over 2 million calls for service, including a significant portion of 911 calls.

Carbyne Inc., the incumbent vendor, enables emergency call center dispatchers to seamlessly turn regular calls into live video interactions, fostering improved communication with callers. This solution provides real-time situational awareness, precise location data, and multi-modal communication options, enhancing the public's access to timely and accurate emergency responses. MDPD experiences several benefits from using Carbyne Inc. services including decreased response time for critical information transmission, enhanced life-saving capabilities in the PSAP, and improved overall response efficacy.

The purpose of this purchase is to continue using Carbyne's proprietary solution, promoting life safety through the c-Live Universe platform. The unique features, including the ability to access the caller's mobile device camera, make this solution critical for real-time situational awareness.

### **B. Services to be Provided**

The power of the c-Live Universe solution is that it is a cloud native solution. Therefore, it can simply be installed on any computer having internet connection with zero interruption to existing working products, whether it be 9-1-1, 3-1-1, or any ECC.

c- Live Universe solution has three core panes:

- Device based location with mapping
- Live video and photo sharing/capture
- Instant messaging capability

#### Project Approach

A Project will consist of the County deploying Contractor's c-Live Universe Public Safety solution which will be configured and operated from the Miami-Dade County's Public Safety Answering Point (PSAP).

During the project period, the County will use the c-Live Universe solution as part of its normal operations. The solution resides within Contractor's Cloud which does not require integration into any existing 9-1-1 call handling, computer aided dispatch (CAD), or other, third-party application.

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Carbyne's development of the wallboard solution includes functionality designed to allow the County's RTCC staff to view up to 6 videos at a time on a video wallboard that is displayed on a large screen TV. The live videos are displayed in a grid with a unique identifier that allows the RTCC member to further review via the Universe Core product. Carbyne began development of the video wallboard feature upon the original execution of the Contract and delivered the fully functioning feature.

Distinguishing Features

1. Contractor c-Live Universe is delivered as Software-as-a-Service (SaaS), and sits on top of any Call Center workstation and / or laptop as a typical software icon until opened, default to local map screen, minimized to a very small "Carball" and can be deployed quickly and remotely, if required.
2. c-Live Universe displays any incoming wireless calls, (9-1-1 or administrative) with data-rich features including real-time video from the caller's device, advanced device-based location, and silent-instant chat.
3. Events History provides Domain Awareness via a user interface which presents the PSAP data via customizable reports and views including heat maps for incidents. These incidents can be filtered to see concentrated areas of geography per incident type.

Additional Features

- Precise, persistent, and accurate location of the caller
- The ability to initiate a short message service (SMS) text to the calling party for approval to share their location as well as live video stream for on-scene situational awareness. This provides the Telecommunicator / Agency with a higher level of confidence regarding incident response and field resource support & safety.
- Two-way Instant Silent Chat Dropped-Call protection - backup data connection if voice call drops for any reason. The Telecommunicator can continue to communicate / instant chat and / or check on the Caller should the voice call end unexpectedly.
- Instant Chat delivery confirmation via the graphical user interface (GUI)
- Event History - Jurisdictional Map view
- Wallboard

Solution Overview

**c-Live Universe**

Contractor's c-Live Universe is delivered as Software-as-a-Service (SaaS) and sits as an unobtrusive icon on the client's screen until activated. Even then, it can be minimized to a small 'floating' icon that can be moved anywhere on the display until needed and allow the full use of other applications when not in use. All windows are configurable and can be minimized / maximized at any time during the telecommunicator's workflow. c-Live Universe requires no integration with existing systems and can be run using commercially available, custom-off-the-shelf (COTS) hardware and software. The c-Live Universe is uniquely poised to help agencies minimize response time and maximize efficiency while empowering the way callers communicate with emergency services in crisis situations, as well as in nonemergency situations.

**Next Gen Features**

AML: Contractor can activate Advanced Mobile Location (AML) to provide 9-1-1 calls with precise location from the operating system.

Device Based Location: To deliver location services for every call without an app (non-emergency, 3-1-1, 10-digit, etc.) – Contractor partnered with SMS providers offering enterprise level services to send an automatic

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link to a caller. This ensures that the Caller is in full control of their data and information they consent to share without the need to download any app.

Live Video: The Live Video feature allows telecommunicators to activate a video session with a caller (once accepted). This enhances situational awareness through interaction between the caller, the telecommunicator & first responders, for the first time. Viewing live video, while optional, is a powerful tool to address incidents where the caller's communications are not clear or visual images can help the telecommunicator gain additional information not available. At any time, the video session can be viewed by the telecommunicator. Likewise, the video screen can be closed at any time, or reopened as desired, without interference of recording the full video session. The video session is in-bound only, and at no point can the Caller see the telecommunicator.

Photo Capture: Once a c-Live session has been initiated the caller has the ability to take photos from their device in standard or selfie mode. Additionally, the telecommunicator has the ability to remotely take photos using the caller's smartphone camera. These pictures are transmitted directly to the chat session in Universe and not retained on the caller's device.

Text Communications: Silent Instant Chat (similar to WhatsApp, iMessage) is an effective tool to communicate with non-verbal callers in order to overcome environmental factors and / or compromising factors that could impede verbal communication. Silent Instant Chat capabilities by Contractor also provides effective communications with the deaf and hard of hearing community. Telecommunicators will see an indicator on the Chat window validating that their message was delivered to the Caller.

Instant Implementation: Contractor's interactive communication platform is cloud native. As such, it allows for immediate implementation with zero interruption to existing emergency communications platforms and infrastructure. Contractor's intuitive user interface is currently being used throughout seven countries requiring minimal training due to the simplicity of use. It follows the familiar mobile interface experience most citizens have grown accustomed to.

Citizen Data Protection: The rich data that a citizen has consented to share with an agency is securely stored within the AWS GovCloud and FEDRAMP certified facilities. This data can only be accessed by authorized administrative role-based users that each agency appoints. This data is accessible and downloadable only by those defined users for evidentiary purposes per the agency legal process.

Audit and Tracking: The c-Live Universe platform collects citizen (consented) rich data on a per-incident basis which can then be compared and analyzed across the jurisdiction of the PSAP over user-defined time periods.

Carbyne Call: c-Live Universe creates a Contractor data-rich session between the caller, the telecommunicator & first responders from any smartphone and does NOT require an application to be installed on the caller's device.

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Contractor "Carball" simulated on a call taking screen.

Carbyne c-Live Universe solution adds the following enhanced components:

1. Precise, persistent, and dynamic device location of the Caller and can also include network-based and / or sensor-based location as applicable.
2. The 9-1-1 telecommunicator receives the caller's consent to enable their camera presenting an on-scene video stream providing situational awareness between the caller's wireless device and the ECC. This is a one-way multi-media path where the telecommunicator can see what the caller's camera is seeing, receive photos and take photos through the Caller's device. During the session, the Caller does not see the telecommunicator. Once the session has ended, the telecommunicator / agency has no access to the original callers' device without initiating a new session and gaining consent.
3. Two-way silent instant chat with no audible notifications provides an extra level of security for the caller for situations where their personal safety is a concern.
4. Dropped-Call Protection; c-Live Universe provides a backup data connection to the caller's wireless device, meaning that the 9-1-1 telecommunicator can continue to communicate with the caller as well as track their current location should the voice call end unexpectedly.
5. Network Outage Mitigation: Should there be a network outage and calls are being routed to local administrative lines you would still have the ability to manually initiate a session with Caller's and receive precise location information, as well as multimedia communications such as video, photos, and chat.
6. Profile information is securely stored in the AWS Gov-Cloud about the Caller, precise location breadcrumbs to include in motion /moving devices with all incident details. PSAP personnel defined with Admin level roles can access this data via the c-Live Events History platform. Historical records of all video chat sessions and location information captured during a session are recorded and stored in the cloud utilizing Contractor's Event History platform.

#### **How c-Live Universe Works**

c-Live Universe appears as an icon on a computer / laptop within any deployed center. It is unobtrusive, easily moved, taking up minimal real estate on a telecommunicator's GUI. The c-Live Universe solution is risk-free in that it requires no integration to your existing Call Handling Equipment, CAD or any workstation within your center. The investment in the County's existing system is preserved and c-Live Universe enhances the County's existing call-taking application with true Next Gen feature functionality and rich data providing not only situational awareness but can also provide a full domain awareness at any level required (Local PSAP, Agency, Government, State). The incoming caller's number is captured via a Serial-to-IP converter connected in line with the ANI / ALI spill similar to how CAD and mapping systems typically receive information.

Additionally, telecommunicators can enter a telephone number manually and initiate a c-Live Universe session. **This capability is especially crucial in times such as the recent outage where 9-1-1 calls were being**

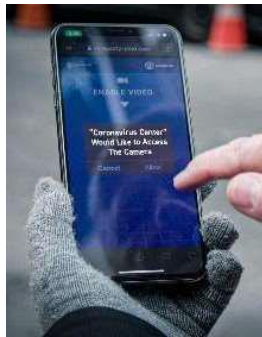
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routed to local administrative lines. With c-Live Universe, the agency could initiate a c-Live Universe session and get the exact device location, as well as all the features and functionality of c-Live Universe.

Either method will produce a SMS message to the Caller, requesting consent to share their device location and camera for the purpose of video and capturing still pictures.



#### **Caller Consent Required**

At this point, the caller will need to open the text message (SMS) notification, as shown in the graphic. This will open the mobile device's web browser and will request the relevant permissions / consent to proceed with the Contractor enhanced call. Telecommunicators should guide the caller accordingly, as needed. Once the caller clicks on the permissions link within the text message, telecommunicators will then be able to open (3) windows that provide them:

1. Enhanced Device Location
2. Live video from the phone
3. Two-way silent instant chat

Click on the appropriate icon to open location, video, and chat windows. Another click on the same icon closes the corresponding window enabling the telecommunicator to have opened only the windows (location, video, chat) that are relevant at that time. The graphic below shows the c-Live Universe icon in open mode displaying all three open customizable windows.



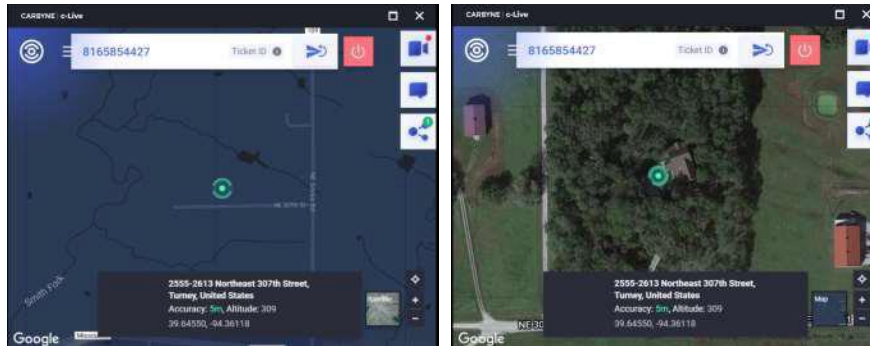
**Location  
Map & Satellite Land Views (zoom +/- for situational awareness)**

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Contractor provides agencies with instant and accurate caller device location, as shown in the graphic. Telecommunicators can view locations in a map view or satellite view providing immediate situational awareness. In addition, Contractor's dynamic location feature provides live tracking while callers are on the move both on land and water (boats). All tracking requires approval / consent of the caller in compliance with General Data Protection Regulation (GDPR) regulations.



#### **Video / Picture**

For live video stream and / or pictures (up to 100 per incident) to be sent from the caller's phone, a link is sent to the caller and the caller must grant permission / consent to see their phone camera view. Once permission is granted, the camera is automatically activated and the video from the phone begins streaming to the telecommunicators' c-Live Universe video window. Video is always being recorded in the cloud even if the telecommunicator opts to hide the video from view. A supervisor monitoring the call can see the video on their screen for support and / or call escalation assistance. The video is also available within the Events History application (discussed later in this document).

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### **Chat Window**

Silent Instant Chat (similar to WhatsApp and iMessage with no audible notification) is an effective tool to communicate with Callers who cannot communicate or are in compromised situations (hiding), or to overcome sound barriers that sometimes occur in phone conversations. Silent Instant Chat capabilities by Contractor also enable effective communications with the Deaf and Hard of Hearing Community.

### **Dropped Call Protection**

When a Contractor session is established, it creates an additional, non-audible communication path using Wi-Fi or cellular data which will remain in session even if the original voice connection fails. C-Live Universe's added Next Gen features (video, location, and silent instant chat) will remain active if the Caller doesn't disconnect their device. Should the call end unexpectedly, the telecommunicator can continue viewing video and location of the Caller from the scene while communicating via the Chat feature.

### **Events History**

c-Live Universe comes with an Events History module which stores the complete history of each incident reported in the cloud. Event history provides the PSAP with a valuable tool to analyze incidents and events happening in their jurisdiction.

### **Event History Features**

- Caller profile information (but not limited to)
  - Caller number
  - Time of call
  - Call duration
  - Incident ticket number
  - Home Address
  - Work Address
  - Email
  - Gender, Age
  - Allergies, Medical Info, Disabilities, etc.
  - Event / Incident locations (a breadcrumb depiction of movement is updated approximately every 3 seconds which is extremely valuable when the Caller is in a moving vehicle or a boat on the water and requires assistance)
- Video and pictures (if applicable)
- Full chat dialogue with confirmed receipt icons
- 

In addition to comprehensive incident information, c-Live Universe allows:

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- All information to be accessible from a browser without any on-premises installation required.
- Events History is customizable to add descriptions or comments when necessary (auditable actions showing who added info and when). It provides clear, simple to use, configurable list and map view options such as Heat maps allowing PSAPs, Regional Emergency Management Agencies & State level Emergency Management the opportunity to proactively forecast resources: Police; Fire; & EMS Mobile units, etc. before and as crises occur and as situations escalate.
- Records will be stored with redundancy and encryption within the Microsoft U.S. Government Cloud. Events log will be displayed by configurable filters to provide reports either by lists and / or multiple map views to provide situational awareness and / or Domain Awareness for any level of Agency your center grants permissions for.

**Ticket Table**

ID	Date	Status	Priority	Assignee	Category	Resolution	Comments	Created By	Updated By	Created At	Updated At	Is Resolved	Is Closed
1754362	4/27/2022 9:16	Open	Low	...	...	...	...	...	...	...	...	Yes	Yes
1754363	4/27/2022 9:16	Open	Low	...	...	...	...	...	...	...	...	Yes	Yes
1754364	4/27/2022 9:16	Open	Low	...	...	...	...	...	...	...	...	Yes	Yes
1754365	4/27/2022 9:16	Open	Low	...	...	...	...	...	...	...	...	Yes	Yes
1754366	4/27/2022 9:16	Open	Low	...	...	...	...	...	...	...	...	Yes	Yes
1754367	4/27/2022 9:16	Open	Low	...	...	...	...	...	...	...	...	Yes	Yes
1754368	4/27/2022 9:16	Open	Low	...	...	...	...	...	...	...	...	Yes	Yes
1754369	4/27/2022 9:16	Open	Low	...	...	...	...	...	...	...	...	Yes	Yes
1754370	4/27/2022 9:16	Open	Low	...	...	...	...	...	...	...	...	Yes	Yes
1754371	4/27/2022 9:16	Open	Low	...	...	...	...	...	...	...	...	Yes	Yes
1754372	4/27/2022 9:16	Open	Low	...	...	...	...	...	...	...	...	Yes	Yes
1754373	4/27/2022 9:16	Open	Low	...	...	...	...	...	...	...	...	Yes	Yes
1754374	4/27/2022 9:16	Open	Low	...	...	...	...	...	...	...	...	Yes	Yes
1754375	4/27/2022 9:16	Open	Low	...	...	...	...	...	...	...	...	Yes	Yes
1754376	4/27/2022 9:16	Open	Low	...	...	...	...	...	...	...	...	Yes	Yes
1754377	4/27/2022 9:16	Open	Low	...	...	...	...	...	...	...	...	Yes	Yes
1754378	4/27/2022 9:16	Open	Low	...	...	...	...	...	...	...	...	Yes	Yes
1754379	4/27/2022 9:16	Open	Low	...	...	...	...	...	...	...	...	Yes	Yes
1754380	4/27/2022 9:16	Open	Low	...	...	...	...	...	...	...	...	Yes	Yes
1754381	4/27/2022 9:16	Open	Low	...	...	...	...	...	...	...	...	Yes	Yes
1754382	4/27/2022 9:16	Open	Low	...	...	...	...	...	...	...	...	Yes	Yes
1754383	4/27/2022 9:16	Open	Low	...	...	...	...	...	...	...	...	Yes	Yes
1754384	4/27/2022 9:16	Open	Low	...	...	...	...	...	...	...	...	Yes	Yes
1754385	4/27/2022 9:16	Open	Low	...	...	...	...	...	...	...	...	Yes	Yes
1754386	4/27/2022 9:16	Open	Low	...	...	...	...	...	...	...	...	Yes	Yes
1754387	4/27/2022 9:16	Open	Low	...	...	...	...	...	...	...	...	Yes	Yes
1754388	4/27/2022 9:16	Open	Low	...	...	...	...	...	...	...	...	Yes	Yes
1754389	4/27/2022 9:16	Open	Low	...	...	...	...	...	...	...	...	Yes	Yes
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1754393	4/27/2022 9:16	Open	Low	...	...	...	...	...	...	...	...	Yes	Yes
1754394	4/27/2022 9:16	Open	Low	...	...	...	...	...	...	...	...	Yes	Yes
1754395	4/27/2022 9:16	Open	Low	...	...	...	...	...	...	...	...	Yes	Yes
1754396	4/27/2022 9:16	Open	Low	...	...	...	...	...	...	...	...	Yes	Yes
1754397	4/27/2022 9:16	Open	Low	...	...	...	...	...	...	...	...	Yes	Yes
1754398	4/27/2022 9:16	Open	Low	...	...	...	...	...	...	...	...	Yes	Yes
1754399	4/27/2022 9:16	Open	Low	...	...	...	...	...	...	...	...	Yes	Yes
1754400	4/27/2022 9:16	Open	Low	...	...	...	...	...	...	...	...	Yes	Yes

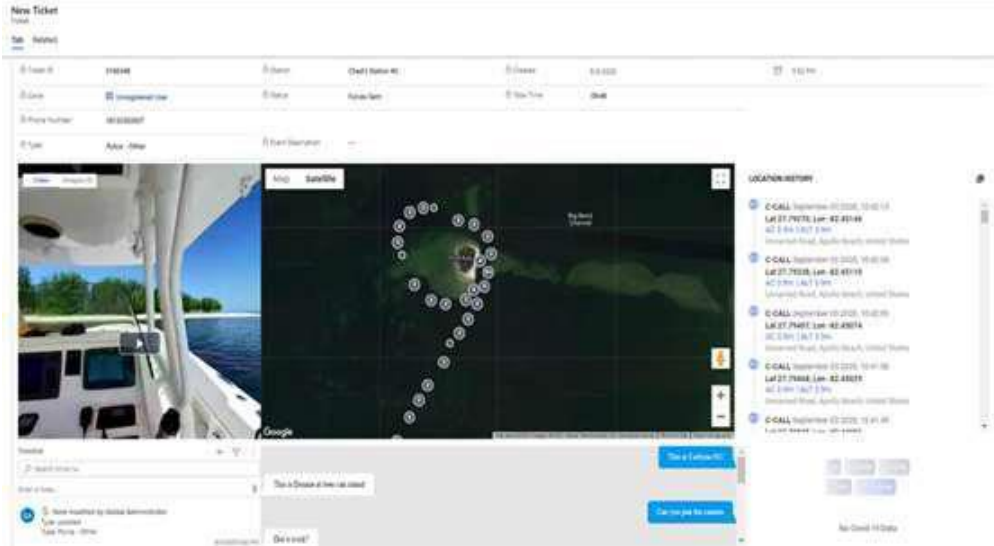
**Event Information**

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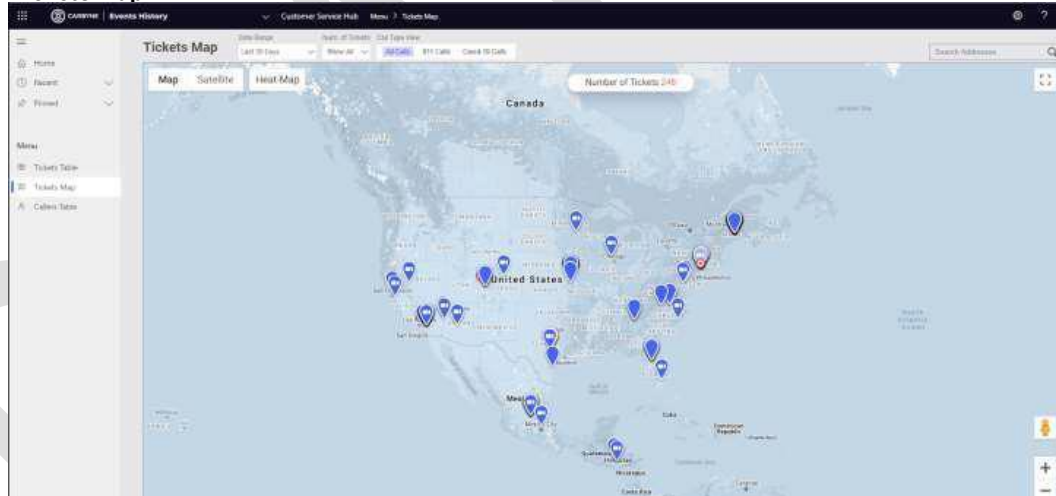
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**Tickets Map**



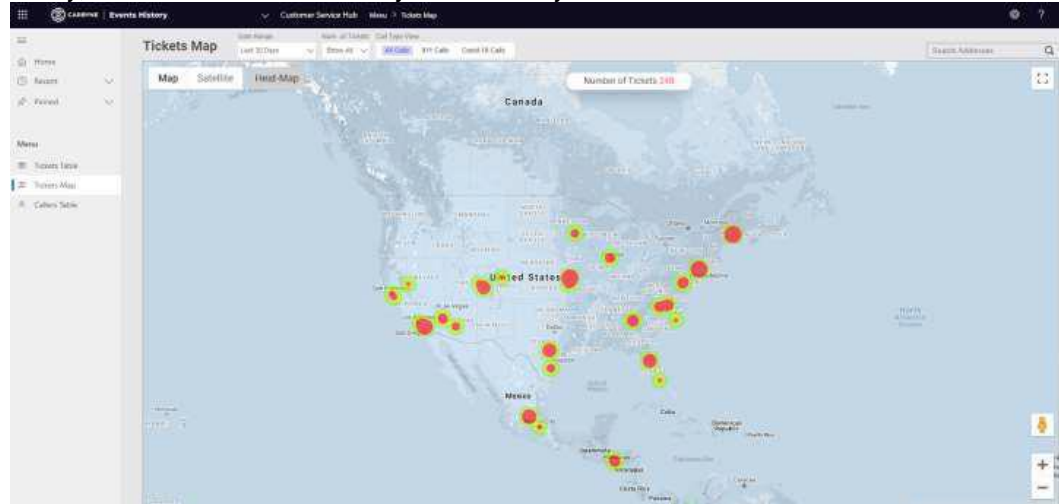
**Tickets Map Heat View**

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#### **Additional Features Responder Connect**

Responder Connect is an optional feature of the c-Live platform that extends the enhanced multimedia capabilities to Field Responders, Incident Commanders, and Emergency Operations Centers (EOC) personnel. Responder Connect is integrated with a CAD system, such as CentralSquare's Enterprise CAD, for optimized workflow and secured access. The process for connecting the 9-1-1 caller to the Field Responder includes:

- The Emergency Communications Specialist answers the wireless smartphone call in c-Live Universe and enhances the call for service with device-based location, live video streaming, picture / image sharing, and instant chat messaging.
- The Emergency Communications Specialist creates an incident in the CAD system.
- At the discretion of the Emergency Communications Specialist, the Responder Connect link is created and attached to the CAD incident.
- The Emergency Communications Specialist at the dispatch position assigns Field Responder units to the incident.
- Field Responders access the assigned incident using their Mobile Data Terminal (MDT) or agency-assigned smartphone.
- Attached to the incident is the c-Live Responder Connect link. Upon clicking the link, the Responder Connect browser application is launched and automatically begins to receive precise location, live streaming video, shared pictures / images, and the instant chat dialog from the 9-1-1 caller.

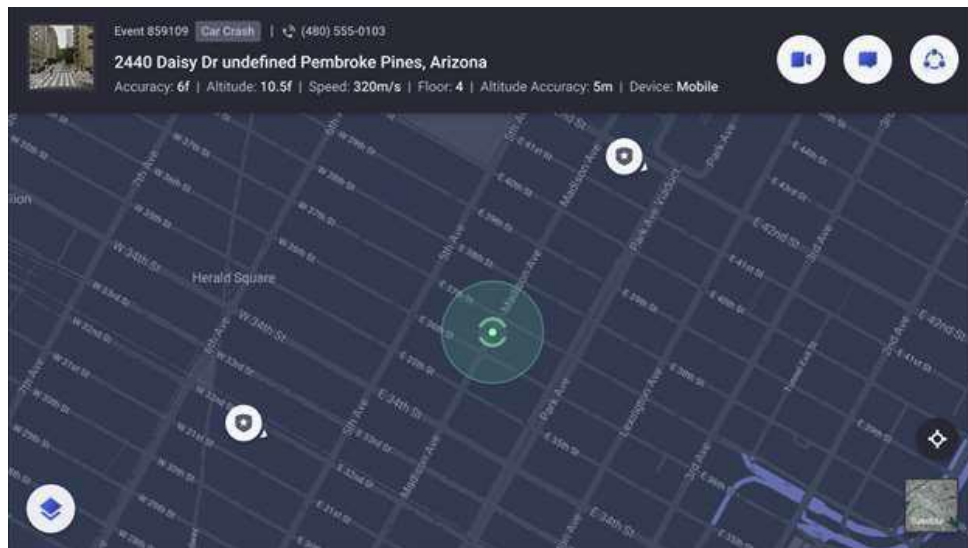
Field Responders can access Responder Connect at any time during the response, including while the 9-1-1 caller is connected to the PSAP and after the call has been terminated to review multimedia playback of the call for service. This capability enhances situational awareness of Field Responders before they arrive on scene or after they arrive and before engaging. Incident Commanders can receive Responder Connect information and multimedia from multiple calls for service about the same major incident to better direct and assign support units as they arrive on scene. Emergency

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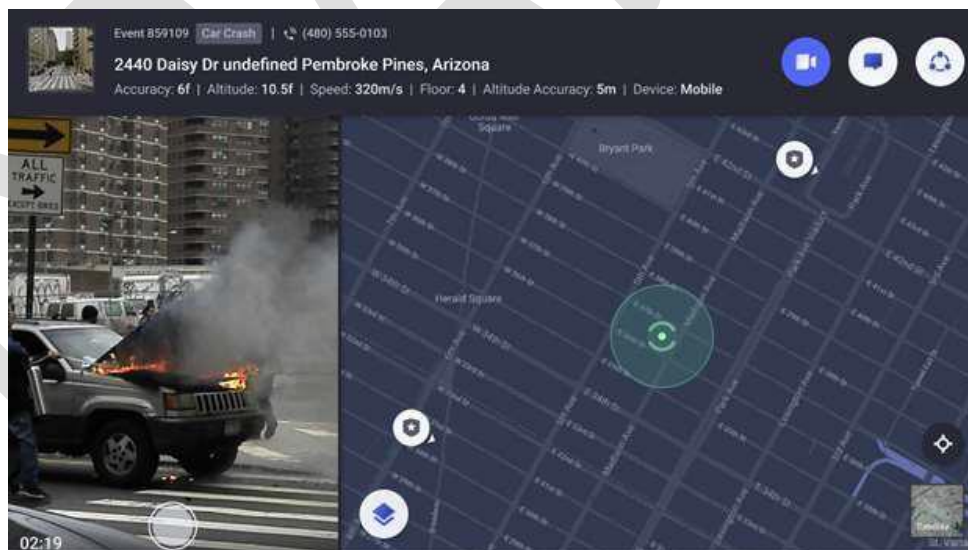
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Operations Center personnel can receive Responder Connect information and multimedia from within a geographic map boundary to increase situational awareness for large, long-running major incidents that require responses from multiple agencies.



Responder Connect Location of Caller



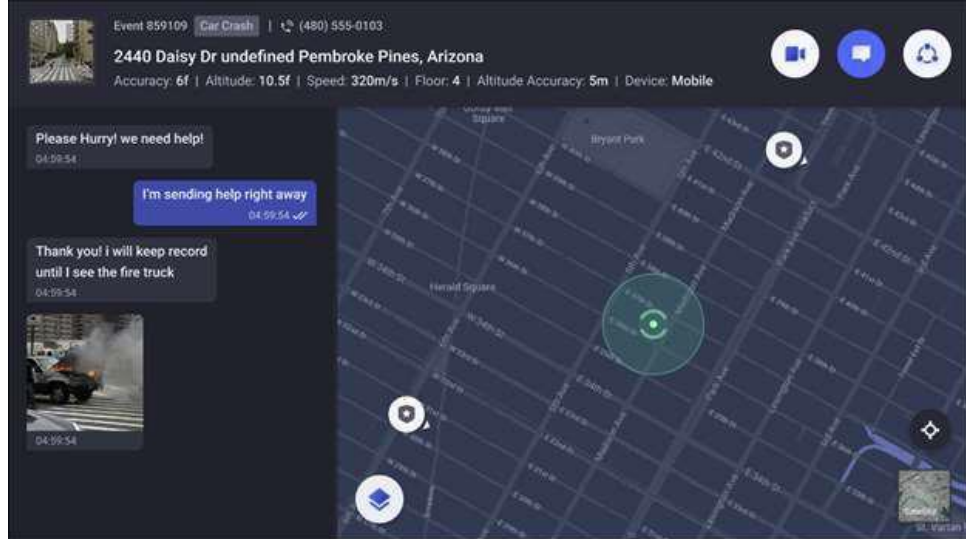
Responder Connect Live Streaming Video

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Responder Connect Picture Sharing and Chat Dialog

### **Fallback Voice Path**

Creating an independent live communications channel brings unprecedented situational awareness and drop call protection. Enabling text activated calls, phone conversations can now be initiated when ringing is not a safe option. This “fall back” audio capability is the perfect solution when traditional call handling is not an option. Ultimately, c-Live Universe triples the possible communication channels between callers and PSAPs.

### **Additional Features**

#### **Wallboard: Video Board**

The video board wallboard enables site administrators and RTCC detectives to view up to six videos simultaneously, streamed from the Caller Interface to the communications center.

Depending on the user role, the wallboards can be displayed in these ways:

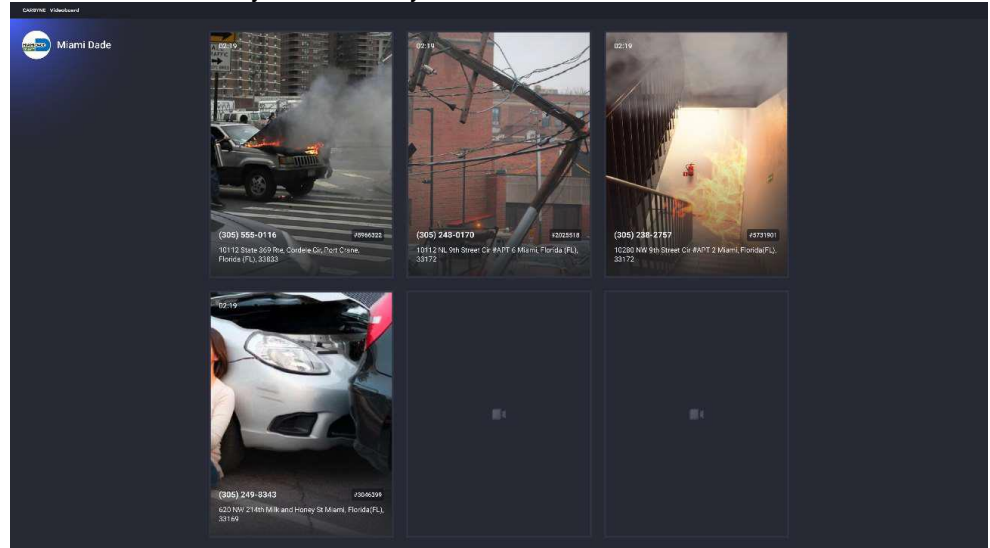
- **Wallboard User**  
This role is intended for use of a stand-alone display screen that is not connected to an active station. A Wallboard user is not logged out automatically. The wallboards remain permanently active.
- **Admin Role**  
The wallboards are displayed in the user's Control Center, such as that of a supervisor, as one of the side menu tabs. For enhanced security, an Admin user is automatically logged out after 8.5 hours and the user is redirected to the Login screen.

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This example of a video board shows four videos. There are two empty slots on the Board, as there are currently no additional videos streaming.

Up to ten users can view the video board at the same time.

Videos play in silent mode, without any accompanying audio track.

When the video board opens, up to six of the most recent ongoing video streams in your communications center are shown. The videos initially display in the order their calls entered the communications center, starting from the top-left of the screen.

The event Ticket ID, length of time the video has run, phone number and civic address of the event location (if available) are displayed at the bottom of each video.

These alerts notify viewers when a new video is displayed on the video board:

- Audio: An audio alert notifies viewers when a new video is displayed.
- Visual: If a video slot is available on the video board and a new video starts to stream, the new video temporarily has a white border and then a red label to identify it.

<b>Following Services Included in Pricing</b>	
AWS GovCloud Storage Included	Included
Emergency Location Service – Integration of c-Live Universe with RapidSOS (9-1-1 Calls) – Unlimited	Included
Auto Detect - Will automatically queue the caller's number within c- Live Universe and present the Advanced Mobile Location, (AML) / Emergency Location Services (ELS) – Unlimited.	Included (depending on the customer hardware / ALI spill access on site. If not, manual AML / ELS available)

***This document is a draft Scope of Services/Technical Specifications for a future non-competitive contract Miami-Dade County anticipates entering into. Scope of Services/Technical Specifications is subject to change without notice.***

***This is not an advertisement.***

*Miami-Dade County, Florida* *Project Title: Carbyne c-Live Universe Video-To-911 Platform*

Dynamic device location (For All calls) - Pinpoint location (SMS/ WhatsApp) – Unlimited.	Included
Live Streaming - Caller Video (one-way from the caller to the telecommunicator) – Unlimited.	Included
Two-Way Chat - Silent chat overlay – Unlimited.	Included
Photos from the Caller Device & From the c-Live Universe – Unlimited.	Included
Events History is an incident logging functionality ensuring that all available information such as caller details, location, video, photos, chat, etc., are stored and can be easily retrieved for evidence etc.	Included
The video board wallboard enables site administrators and RTCC detectives to view up to six videos simultaneously, streamed from the Caller Interface to the communications center.	Included
<b>Services</b>	
c-Live Universe system set-up, on-going operation and training modules	Included
Live 24/7/365, dedicated client and technical support team	Included
All maintenance, upgrades / updates, training, and 24/7/365 customer support is included with the subscription.	