



PROJECT: Law Enforcement Notification & Sharing Platform (LENS)

NEW JERSEY CUSTOM AGREEMENT: 23-T3121-OPS01

TOTAL PROJECT COSTS: \$425,000.00 per year (no additional rates apply to project)

1. OVERVIEW AND DEFINITION(S)

- The “National Law Enforcement and Community Policing Integrated Network,” (more commonly known as the OPS Network™), is the nation’s very first and only community policing network, global officer to officer communication solution, and law enforcement specific operating system. OPS provides all participating law enforcement agencies, officers and communities with the tools and technology needed to seamlessly work together, shaping the future of twenty-first century policing and community engagement.
- **OPS LENS™** (*Law Enforcement Notification and Sharing platform*), as part of the OPS Network™, allows all registered users to share information quickly and effectively utilizing the powerful OPS Network™ core operating system.
- For purposes of this document:
 - OPS, OPS LENS, OPS Network are interchangeable and are also used to identify the “National Law Enforcement and Community Policing Integrated Network.”
 - Client/User/NJSP and New Jersey State Police are interchangeable.
 - Client, User, Officer, Trooper, Member all refer to potential users of the OPS Network and OPS LENS for purposes of this overview.



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2. DESCRIPTION OF DELIVERABLES:

- Activate the OPS Network LENS platform within the State of New Jersey and provide access to all NJ law enforcement officers and agencies, as well as provide access (via the appropriate method) for the distribution of information to selected out of state law enforcement fusion centers and approved civilian assets.
- The OPS LENS platform will provide (at a minimum) the ability to:
 - Securely distribute important information between multiple agencies and officers quickly via a secure and modern law enforcement specific platform.
 - Notify partner agencies and officers about a myriad of investigative and intelligence related matters.
 - View, and quickly respond to, messages, notifications, and emergencies in real-time.
 - Instantly share photos, video, documents, files, and more across jurisdictions.
 - Tailor distributions as needed (statewide, specific agencies, counties, civilian assets, etc.)
 - Set notification levels (low / medium / high / critical)
 - Include authorized civilian entities and assets in the notification chain.
 - Search the LENS platform database for names, case details, keywords, etc.
 - With NJSP ROIC approval, instantly distribute statewide (all) notifications.
 - Receive instant push notifications to any authorized device in real-time.
 - Subscribe to receive notifications when responses are posted to an alert.
 - View subscribed users and see who is following a notification.
 - Limit who can comment or if a notification will appear in the master search.
 - Locate biographical and contact details for all users across the platform.



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- The OPS LENS platform is secure (*utilizing cutting edge 2-factor login procedures and password security protocols*), easy to use, robust, flexible and allows participating users to not only securely share information, but update information, respond to information, and collaborate, in real-time, within no jurisdictional borders or limitations.
- The OPS LENS platform includes the ability to integrate select civilian and out of state law enforcement partners into the notification chain (via the appropriate method), while affording users the ability to limit the information viewable by those parties.

3. ROLES AND RESPONSIBILITIES:

a. Online Policing Solutions, Inc.

- Online Policing Solutions, Inc., will provide access to the OPS LENS platform to all approved NJ law enforcement users and, via the appropriate method, select out-of-state fusion center members and civilian users.
- Online Policing Solutions, Inc. personnel will provide statewide training to all 21 counties and all NJ state law enforcement agencies on the activation and use of the OPS LENS platform in accordance with the attached “*OPS LENS – New Jersey Statewide Platform Implementation Plan*”.
- Online Policing Solutions, Inc. will provide real-time technical support in accordance with the attached *OPS LENS – New Jersey Statewide Platform Implementation Plan*.
- All OPS LENS platform users will be provided access to the OPS Network Support Center and Video Training library.



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- OPS will certify selected state and county law enforcement members as OPS LENS “State Master Administrators” (SMA) and “County Master Administrators” (CMA) to assist in the continued management and upkeep of the network within their respective county and state agencies.
- OPS will provide continued guidance, training, maintenance, upkeep, and technical support for the life of the New Jersey OPS LENS project.

b. Client / NJSP:

- The client will provide support to Online Policing Solutions, Inc. where needed and proper direction to all State of New Jersey law enforcement agencies to ensure that Online Policing Solutions, Inc. has the access and authority to conduct the appropriate training, support and onboarding procedures as outlined in *OPS LENS – New Jersey Statewide Platform Implementation Plan*.

4. SOFTWARE AS A SERVICE (SAAS):

a. Encryption:

OPS encrypts all data (personal and non-public) in transit and at rest utilizing 256-bit encryption.

b. Recovery Time Objective:

The OPS standard RTO maximum length of time to restore operations in the event of a complete outage or other system down time incident, directly caused by OPS, is expected to be no more than 12 hours with an anticipated recovery and uptime within under 6 hours - non inclusive of outages not directly at the control of OPS.



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c. Mobile Devices:

OPS does not provide mobile devices or manage the same on behalf of any agency or client.

d. Date Retention:

All entered data is currently retained indefinitely.

e. Post Termination Assistance:

OPS will provide (as per SaaS Supplement) post termination assistance as required by the using agency.

f. Log Reports:

OPS will provide (as per SaaS Supplement) available logs at the request of the requesting agency.

g. Notice of Upgrades (timeframe):

OPS will provide a minimum of 30 days' notice of any upgrade(s) that will have any impact on the overall intended use or function of the OPS LENS platform or cause any downtime. *Basic maintenance and required version updates, emergency repairs and industry standardized changes will not be subject to the 30-day notification procedure but will be logged for reference, reporting, and tracking purposes.*

5. CHANGE CONTROL PROCEDURES:

- Any change requests will be made via the requesting agencies OPS LENS Administrator, OPS phone support or the OPS technical support portal (accessed via the secure OPS Network).



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- Desired changes will be evaluated and discussed by the client and OPS.
- Changes will then be approved, modified, or defined as “Not Implemented.
- Notice of any change will be provided to all available parties no later than 30 days prior to implementation regarding any changes that will affect the overall use of the LENS platform or cause any downtime. *Basic maintenance and required version updates, emergency repairs and industry standardized changes will not be subject to the 30-day notification procedure but will be logged for reference, reporting, and tracking purposes.*
- Approved requested change(s) will be final reviewed, fully implemented and closed.
- Both parties agree that beyond standard technical needs, features oversight or support, no “non-emergency” updates or “new features”, not already in place when the project is launched, will be approved or added to the platform until after 6 months of project completion to allow users to familiarize themselves with the platform without interruption.

6. ACCEPTANCE CRITERIA OF DELIVERABLES:

- Upon launch and activation of the OPS LENS platform and granted authorization to access the software by client approved sworn law enforcement members, and completion of the prescribed statewide OPS LENS training program, the Deliverable will be deemed accepted.

7. ADDITIONAL FEATURES:

- OPS requires no hardware installation or agency device requirements.
- OPS LENS is a cloud-based Software as a Service (“SaaS”) and does not interact with any other governmental network, software, or computer systems.



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- OPS LENS was designed for law enforcement and is easy to utilize and maintain by all personnel that possess basic technical skills.
- Training and technical support are readily available.

8. PROJECT IMPLEMENTATION TIMEFRAME:

The OPS LENS Platform will be rolled out in two (2) phases.

- **Phase 1: Initial Rollout and Statewide Training:**
 - Barring unforeseen factors, beyond the control of Online Policing Solutions, Inc., all authorized users will be provided the appropriate training and access to the OPS LENS platform within three (3) months of the official project inception and proper State of New Jersey approvals to activate the OPS Network LENS platform and begin the rollout process.
 - At the conclusion of “Phase 1”, all authorized users will have access to the full OPS LENS platform and all its features from any web-based capable device.
- **Phase 2: Mobile Application (APP) Deployment:**
 - Within 3 months of the completion of “Phase 1” the OPS LENS Mobile APP will be made available to all active and registered LENS platform users as well as any newly authorized users.

SUMMARY:

The New Jersey State Police, by implementing and utilizing the OPS LENS platform, will further solidify its already strong position on the national stage as leaders in the advancement of professional law enforcement while setting a new national standard for collaborative policing.



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