

Item 25, continued:

The Mayor declared the motion carried and Addendum No. One to Contract No. K-1011-133 with RCC Consultants, Inc., increasing the contract amount by \$254,340 approved; the execution thereof was authorized; funds in an amount not-to-exceed \$254,340 were appropriated from the General Fund Balance (010-0000-253.20-00) to provide up-front costs, as necessary, for the consulting services in advance of the completion of Fire Station No. 9; and funds were transferred from the Public Safety Sales Tax, Telecommunications Equipment Computer Software (015-6115-421.53-40) to repay any interim General Fund monies made available prior to June 30, 2013.

Item 26, being:

CONTRACT NO. K-1213-125: A CONTRACT BY AND BETWEEN THE CITY OF NORMAN AND NEW WORLD SYSTEMS, INC., IN THE AMOUNT OF \$1,821,745 FOR THE COMPUTER AIDED DISPATCH (CAD), POLICE RECORDS MANAGEMENT SERVICES (RMS), AND MOBILE DATA NETWORK (MDN) PROJECT; THE PURCHASE OF NECESSARY RELATED THIRD PARTY SOFTWARE AND HARDWARE PRODUCTS IN THE AMOUNT OF \$154,341; AND BUDGET APPROPRIATION AND REIMBURSEMENT.

Councilmember Kovach moved that Contract No. K-1213-125 with New World Systems, Inc., in the amount of \$1,821,745 and the purchase of necessary related third party software and hardware products in the amount of \$154,341 be approved; the execution thereof be authorized; funds in an amount not-to-exceed \$1,000,000 be appropriated from the General Fund Balance (010-0000-253.20-00) to provide up-front costs, as necessary, for the project in advance of the completion of Fire Station No. 9; and funds be transferred from Public Safety Sales Tax, Telecommunications Equipment Computer Software (015-6115-421.53-04) to repay any interim General Fund monies made available prior to June 30, 2013, which motion was duly seconded by Councilmember Griffith;

Items submitted for the record

1. Text File No. K-1213-125 dated November 13, 2012, by Major JD Younger
2. Contract No. K-1213-125 with Exhibit AA, Total Cost Summary and Payment Schedule; Exhibit A, Licensed Standard Software and Fees; Exhibit B, Implementation and Training Support Services; Exhibit C, Standard Software Maintenance Agreement; Exhibit D, Non-Disclosure and Security Agreement for Third Parties; Exhibit E, Demonstration Site Discount; Exhibit F, Data File Conversion Assistance; Exhibit G, City Requested Standard Software Enhancements/Modifications and/or Custom Software; Exhibit H, Acceptance Testing; Exhibit I, Incorporation by Reference of New World's Response to City's RFP Software Specifications; Exhibit J, Escrow of Software Source Code; Exhibit K, Hardware Service Compliance; Appendix 1, Agreement and Authorization for Procurement of Third Party Products and Services; and Appendix 2, Statement of Work

Participants in discussion

1. Major JD Younger, Norman Police Department
2. Mr. Keith Humphrey, Police Chief
3. Mr. John High, 1705 Dakota Street, asked questions

and the question being upon approving Contract No. K-1213-125 with New World Systems, Inc., in the amount of \$1,821,745 and the purchase of necessary related third party software and hardware products in the amount of \$154,341 and upon the subsequent authorization, appropriation and transfer, a vote was taken with the following result:

YEAS:

Councilmembers Castleberry, Gallagher, Griffith, Jungman, Kovach, Lockett, Spaulding, Williams, Mayor Rosenthal

NAYES:

None

The Mayor declared the motion carried and Contract No. K-1213-125 with New World Systems, Inc., in the amount of \$1,821,745 and the purchase of necessary related third party software and hardware products in the amount of \$154,341 approved; the execution thereof was authorized; funds in an amount not-to-exceed \$1,000,000 were appropriated from the General Fund Balance (010-0000-253.20-00) to provide up-front costs, as necessary, for the project in advance of the completion of Fire Station No. 9; and funds were transferred from Public Safety Sales Tax, Telecommunications Equipment Computer Software (015-6115-421.53-04) to repay any interim General Fund monies made available prior to June 30, 2013.



City of Norman, OK

Municipal Building Council
Chambers
201 West Gray Street
Norman, OK 73069

Master

File Number: K-1213-125

File ID: K-1213-125	Type: Contract	Status: Non-Consent Items
Version: 1	Reference: Item No. 26	In Control: City Council
Department: Police Department	Cost: \$1,821,745.00	File Created: 11/13/2012
File Name: Contract No. K-1213-125 New World Systems, Inc.	Final Action:	

Title: CONTRACT NO. K-1213-125: A CONTRACT BY AND BETWEEN THE CITY OF NORMAN AND NEW WORLD SYSTEMS, INC. IN THE AMOUNT OF \$1,821,745 FOR THE COMPUTER AIDED DISPATCH (CAD), POLICE RECORDS MANAGEMENT SERVICES (RMS), AND MOBILE DATA NETWORK (MDN) PROJECT; THE PURCHASE OF NECESSARY RELATED THIRD PARTY SOFTWARE AND HARDWARE PRODUCTS IN THE AMOUNT OF \$154,341; AND BUDGET APPROPRIATION AND REIMBURSEMENT.

Notes: ACTION NEEDED: Motion to approve or reject Contract No. K-1213-125 with New World Systems, Inc., in the amount of \$1,821,745 and the purchase of necessary related third party software and hardware products in the amount of \$154,341; and, if approved, authorize the execution thereof appropriate funds in an amount not-to-exceed \$1,000,000 from the General Fund Balance (010-0000-253.20-00) to provide up-front costs, as necessary, for the project in advance of the completion of Fire Station No. 9; and transfer funds from Public Safety Sales Tax, Telecommunications Equipment Computer Software (015-6115-421.53-04) to repay any interim General Fund monies made available prior to June 30, 2013.

ACTION TAKEN: TK/JS 9/6

Agenda Date: 12/18/2012

Agenda Number: 26

Attachments: Text File K-1213-125, K-1213-125 New World, K-1213-125 Exhibit AA - Total Cost Summary & Payment Schedule, K-1213-125 Exhibit A - Licensed Standard Software and Fees, K-1213-125 Exhibit B - Project Management Implementation and Training, K-1213-125 Exhibit C - Standard Software Maintenance Agreement, K-1213-125 Exhibit D - Non-Disclosure & Security Agreement, K-1213-125 Exhibit E - Demonstration Site Discount, K-1213-125 Exhibit F - Data File Conversion Assistance, K-1213-125 Exhibit G - Standard Software Enhancements, K-1213-125 Exhibit H - Acceptance Testing, K-1213-125 Exhibit I - RFP Specifications, K-1213-125 Exhibit J - Escrow of Software Source Code, K-1213-125 Exhibit K - Hardware Server Compliance, K-1213-125 Appendix 1 - Procurement of Third Party Products and Services, K-1213-125 Exhibit 1 - Configuration, K-1213-125 Appendix 2 - Statement of Work, K-1213-125 Appendix 2 - Statement of Work - Attachment 1 - Project Plan,

K-1213-125 Appendix 2 - Statement of Work -
Attachment 2 - Acceptance Test Plan, K-1213-125
Appendix 2 - Statement of Work - Attachment 3 -
Sample Training Plan

Project Manager: Major JD Younger

Entered by: kathy.lamar@normanok.gov

Effective Date:

History of Legislative File

Ver- sion:	Acting Body:	Date:	Action:	Sent To:	Due Date:	Return Date:	Result:
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Text of Legislative File K-1213-125

Body

BACKGROUND: The City of Norman Emergency Responders (Police and Fire) have been using multiple databases and software solutions to satisfy minimum response and reporting needs. The current applications and multiple database infrastructures presently utilized have proven to be an inefficient and unreliable solution. The City has been using GLOBAL Computer Aided Dispatch (CAD) since December 2000, GLOBAL Police Records Management System (RMS) since October 2003 and Firehouse Fire Records Management since 2000. Since the implementation, there have been performance issues with the present software solutions that support public safety. These issues and situations include, but are not limited to delays, lock-ups, lengthy data back-ups, computer processor unit (CPU) spikes, field-reporting limitations, etc. Performance issues continue after multiple software upgrades and appear to be systemic. The Emergency Responder Departments (Police and Fire) in conjunction with the Information Technology Division have discussed and researched opportunities to replace these software systems since 2004. The goal is for the City of Norman to invest in an integrated database system and to transfer necessary data accordingly. This would reduce redundant data entry, improve application response, and enhance public safety workflow, ultimately increasing personnel efficiency and public service.

Prior City of Norman actions to upgrade the current CAD, RMS, and Mobile Data (MD) systems include the following Council actions:

- ☐ FYE 2006 Council appropriates \$199,300 from Capital Fund for CAD Project
- ☐ FYE 2009 Council accepts \$150,000 Federal grant for CAD Project
- ☐ FYE 2010 Council accepts \$250,000 Federal grant for CAD Project
- ☐ FYE 2011 Council approves CAD/RMS Project Consultant Contract K-1011-133
- ☐ FYE 2013 Council appropriates \$2,330,000 for CAD/RMS Project from the Public Safety Sales Tax Fund
- ☐ FYE 2013 Council approves \$388,584.44 Federal grants expenditure for Project hardware and support software.

As required by contract K-1011-133 which was approved by Council on February 22, 2011, RCC Consultants performed an evaluation and needs assessment of the City's current CAD, RMS, and MD software solutions. RCC Consultants determined that the replacement of the existing CAD, RMS and MD applications was warranted, given the age of the system and significance of the issues identified. RCC assisted the City in developing a strategy for acquiring and successfully implementing a multi-agency, multi-jurisdictional Computer Aided Dispatching (CAD), Police Records Management System (PRMS), Fire Records Management System (FRMS), Mobile Data (MD) software and in-field reporting software replacement. As required by the scope of the contract, RCC has performed or assisted with the following items:

- ☐ Determining if a phased installation and purchase is feasible without impacting the end-user dramatically; noting impacts, obstacles, explanations and details for approach recommendations.
- ☐ Preparation of a Request for Proposal for a Public Safety Software solution, reviewed proposals, ranked proposals and recommendations through the vendor selection process.
- ☐ Negotiated a contract for purchase of a Public Safety Software solution and maintenance plan with the

selected vendor on behalf of the City of Norman.

DESCRIPTION: The City solicited proposals for an integrated CAD, Law Enforcement Records, Fire Records, and Mobile Data computer software system. The City requested proposals for a Commercial Off-the-Shelf (COTS) software solution that would include delivery and installation of new hardware, software and system documentation, data conversion, training and other implementation services. Ten vendors attended the mandatory pre-bid meeting for the City's Request For Proposal (RFP). The City received responses from five of those vendors to the CAD/RMS/MD RFP.

RCC assisted City staff with the review of the responses in accordance with the requirements and requests stated in the RFP. After a detailed review and application of the RFP requirements, staff identified two respondents to continue as finalists in the RFP selection process. Both respondents accepted invitations to participate in on-site demonstrations of their software products with representatives from the City of Norman. In January 2012 both respondents presented their products to members of a multi-disciplinary group that included representatives from the City of Norman's Geographic Information Systems Division, Information Technology Division, Fire Department, Police Department, Norman Regional Health System's EMSStat, and RCC Consultants. Based on responses to the RFP and demonstrated functionality, the two finalists were placed in ranked order.

City staff and RCC Consultants continued their due diligence by conducting multiple on-site and telephone interviews with customers and references of both vendors. Following a successful on-site Demonstration of Licensed Functionality (DOLF) by the first ranked vendor in July 2012, RCC entered into contract negotiations on behalf of the City of Norman. Recognizing the inherent risks associated with any technical project of this size and scope, staff believes this contract provides the software and hardware, implementation services, and maintenance necessary to support the City of Norman in providing exceptional public safety services to the citizens of Norman now and into the future in a fiscally efficient manner.

RECOMMENDATION: Staff recommends the award of contract K-1213-125 to New World Systems Inc. in the amount of \$1,821,745. Authorization is further recommended for the purchase of necessary related third-party software and hardware products, in the amount of \$154,341. These are ancillary products (card reading attachments and other support software) included in the New World System proposal, that can be purchased directly by the City of Norman for a lower cost than for New World Systems to purchase them. The ancillary purchases are discussed in the attachment.

Funds for this contract and ancillary software purchases are available in Public Safety Sales Tax, Telecommunication Equipment/Computer Software (015-6115-421.53-04).

Council authorization is also recommended for the appropriation of General Fund Balance (010-0000-253.20-00) in a total amount not to exceed \$1,000,000 to provide up-front cash, as necessary, for the CAD/RMS/MD vendor payments in advance of the completion of Fire Station #9; and for the transfer of funds out of Public Safety Sales Tax, Telecommunications Equipment/Computer Software (015-6115-421.53.04) to repay any interim General Fund monies made available for the CAD/RMS/MD project, before June 30, 2013.



STANDARD SOFTWARE LICENSE AND SERVICES AGREEMENT

November 14, 2012

This *Standard Software License and Services Agreement* which includes the attached Exhibits and Appendices ("this Agreement") is between New World Systems® Corporation ("New World"), a Michigan Corporation and City of Norman, Oklahoma ("City"). This Agreement sets forth the terms and conditions under which New World will furnish the Licensed Products and will provide certain services described herein to City. The attached Exhibits and Appendices include:

Exhibit AA..... TOTAL COST SUMMARY AND PAYMENT SCHEDULE
Exhibit A LICENSED STANDARD SOFTWARE AND FEES
Exhibit B..... IMPLEMENTATION AND TRAINING SUPPORT SERVICES
Exhibit C STANDARD SOFTWARE MAINTENANCE AGREEMENT
Exhibit D NON-DISCLOSURE AND SECURITY AGREEMENT FOR THIRD PARTIES
Exhibit E..... DEMONSTRATION SITE DISCOUNT
Exhibit F..... DATA FILE CONVERSION ASSISTANCE
Exhibit G CITY REQUESTED STANDARD SOFTWARE ENHANCEMENTS /
MODIFICATIONS AND / OR CUSTOM SOFTWARE
Exhibit H ACCEPTANCE TESTING
Exhibit I..... INCORPORATION BY REFERENCE OF NEW WORLD'S RESPONSE TO
CITY'S RFP SOFTWARE SPECIFICATIONS
Exhibit J ESCROW OF SOFTWARE SOURCE CODE
Exhibit K HARDWARE SERVER COMPLIANCE
Appendix 1 AGREEMENT AND AUTHORIZATION FOR PROCUREMENT OF THIRD
PARTY PRODUCTS AND SERVICES
Appendix 2 STATEMENT OF WORK (SOW)

By signing below, each of the parties agrees to the terms and conditions of this Agreement together with the attached Exhibits and Appendices. This Agreement contains the complete and exclusive statement of the agreement between the parties relating to the matters referenced herein and replaces any prior oral or written representations or communications between the parties. Each individual signing below represents that (s)he has the requisite authority to execute this Agreement on behalf of the organization for which (s)he represents and that all the necessary formalities have been met. If the individual is not so authorized then (s)he assumes personal liability for compliance under this Agreement.

ACKNOWLEDGED AND AGREED TO BY:

NEW WORLD SYSTEMS® CORPORATION
(New World)

By:

Larry D. Leinweber, President

CITY OF NORMAN, OKLAHOMA
a municipal corporation (City)

By:

Cindy Rosenthal, Mayor

By:

Brenda Hall, City Clerk

Date:

11-15-12

Date:

December 18, 2012

The "Effective Date" of this Agreement is the latter of the two dates in the above signature block

APPROVED BY CITY OF NORMAN LEGAL DEPARTMENT
BY [Signature] DATE 12-18-12



DEFINITIONS

The following terms as defined below are used throughout this **Agreement**:

1. **"Authorized Copies"**:
Except as provided in subparagraph 1.3, the only authorized copies of the Licensed Software and Licensed Documentation are the copies of each application software package defined in this Paragraph. They are:
 - (i) the single copy of the Licensed Software and the related Licensed Documentation delivered by **New World** under this **Agreement**; and
 - (ii) any additional copies made by **City** as authorized in subparagraph 1.2.
2. **"An Authorized User/Workstation"**:
Subject to the number of users specified in Exhibit A, any PC workstation that is connected to access the Licensed Software resident on Computer and that may be logged on to access the programs, interfaces, data, or files created and/or maintained by the Licensed Software.
3. **"Computer"**:
The .NET Server(s) to be located at:

City of Norman
201-B West Gray Street
Norman, OK 73069

City shall identify in writing the serial number of the Computer within ten (10) days of receipt of the Computer or within ten (10) days of the Effective Date, whichever is later. If the Computer is to be relocated, **City** shall notify **New World** of the new location in writing prior to the relocation.
4. **"Confidential Information"**:
Information disclosed or obtained by one party in connection with, and during the term of, this **Agreement** and designated as "Confidential" by the party claiming confidentiality at the time of disclosure. Confidential Information does not include any information which was previously known to the other party without obligation of confidence or without breach of this **Agreement**, is publicly disclosed either prior or subsequent to the other party's receipt of such information, or is rightfully received by the other party from a third party without obligation of confidence.
5. **"City Liaison/Project Manager"**:
A **City** employee assigned to act as liaison between **City** and **New World** for the duration of this **Agreement**. Within ten (10) days of the Effective Date, **City** shall notify **New World** of the name of the **City** Liaison.
6. **"Delivery of Licensed Standard Software"**:
Licensed Standard Software will be delivered in a machine readable form to **City** via an agreed upon network connection, or on appropriate media if requested, as soon as the software is available after the Effective Date.
7. **"Development Software"**:
Standard application software currently under development by **New World** which, if applicable, will be completed and delivered to **City** as Licensed Standard Software when available.
8. **"Hourly Rate"**:
As described in this **Agreement**, **New World** shall provide services to **City** at the rate of \$160/hour. The hourly rate is protected for 24 months after the Effective Date, at which time the hourly rate shall be the then-current **New World** hourly rate.
9. **"Installation of Licensed Standard Software"**:
Installation of the Licensed Standard Software shall be deemed to occur, for all billings or other events described herein, upon the earlier of:
 - (a) the transfer or loading of the Licensed Standard Software onto a **City** server or computer, or
 - (b) thirty (30) days after delivery of the Licensed Standard Software.
10. **"Licensed Custom Software"**:
Any software (programs or portions of programs) developed by **New World** specifically for **City's** own use.
11. **"Licensed Documentation"**:
New World User Manuals which includes the current specifications for the Licensed Standard Software and other written instructions relating to the Licensed Software (such as Product Bulletins, installation instructions, and training materials).
12. **"Licensed Products"**:
The Licensed Software, the related Licensed Documentation, and the Authorized Copies of the foregoing.
13. **"Licensed Software"**:
The Licensed Standard Software, Development Software, Upgrades, and Licensed Custom Software provided under this **Agreement**.
14. **"Licensed Standard Software"**:
The current version of **New World** standard and development application software package(s) (in machine readable code) listed in Exhibit A.
15. **"SOW"**:
The Statement of Work.
16. **"SSMA"**:
The **New World** Standard Software Maintenance Agreement as set forth in Exhibit C.
17. **"Travel Expenses"**:
All actual and reasonable travel expenses incurred by **New World** for trips relating to this project, including but not limited to, airfare, rental car, lodging, mileage, parking/tolls, and daily per diem expenses.
18. **"Upgrades"**:
Any enhanced and/or improved versions of the Licensed Standard Software provided as Licensed Standard Software under Exhibit C of this **Agreement** and released after the execution of this **Agreement**.

GENERAL TERMS AND CONDITIONS

1.0 SINGLE USE LICENSE

- 1.1 **New World** grants **City** a nontransferable, nonexclusive, and non-assignable license to use the Licensed Software only on the Computer and only for its internal processing needs. **City** shall have the right and license to use, enhance, or modify the Licensed Software only for **City's** own use and only on the Computer and only on an authorized workstation. **New World** will deliver to **City** one copy of each application of the Licensed Software (in machine readable form compatible with the specified operating environment) and one copy of the related Licensed Documentation in accordance with Exhibit A and Exhibit AA. If **City** fails to pay all license fees and the applicable custom software fees in accordance with Exhibit A and Exhibit AA, if any, **City** shall forfeit the right and license to use the Licensed Products and shall return them to **New World**.
- 1.2 In order to assist **City** in the event of an emergency, **City** is permitted to make up to two (2) back-up copies on magnetic media of each application of the Licensed Software and one back-up copy of the related Licensed Documentation. These Authorized Copies may be stored as defined above so long as they are kept in a location secure from unauthorized use. **City** or anyone obtaining access through **City** shall not copy, distribute, disseminate, or otherwise disclose to any third party the Licensed Products or copies thereof in whole or in part, in any form or media. This restriction on making and distributing the Licensed Products or copies of any Licensed Product, includes without limitation, copies of the following:
 - (i) Program libraries, either source or object code;
 - (ii) Operating control language;
 - (iii) Test data, sample files, or file layouts;
 - (iv) Program listings; and
 - (v) Licensed Documentation.
- 1.3 Upon written request by **City**, and with written permission by **New World**, additional Authorized Copies may be made for **City's** internal use only.

2.0 OWNERSHIP

- 2.1 The Licensed Products and all copyright, trade secrets and other proprietary rights, title and interest therein, remain the sole property of **New World** or its licensors, and **City** shall obtain no right, title or interest in the Licensed Products by virtue of this **Agreement** other than the nonexclusive, nontransferable, non-assignable license to use the Licensed Products as restricted herein.
- 2.2 The license to use any Licensed Custom Software provided under this **Agreement**, if any, is included in this license. **New World** shall have the right to use any data processing ideas, techniques, concepts, and/or knowledge acquired by it in the performance of services under this **Agreement** including the development of Licensed Custom Software for the advancement of its own technical expertise and the performance of other Software License and Service Agreements or any other applicable agreements. **New World** shall have, without restriction, the right to use all programs, procedures, information, and techniques that are publicly available, obtained or obtainable from third parties and/or developed independently by **New World** without specific reference to **City's** organization.

3.0 CORRECTION AND SOFTWARE MAINTENANCE ON STANDARD SOFTWARE

- 3.1 **New World** provides software correction service and maintenance for the Licensed Standard Software during the term of **City's** SSMA. See Exhibit C for a description of the SSMA start date and term, the services available and the applicable fees and procedures.

4.0 WARRANTIES

- 4.1 **New World** warrants, for **City's** benefit only, that the Licensed Standard Software will perform as specified in its user manuals based on the then-current release of the Licensed Standard Software.
- 4.2 **New World** warrants, for **City's** benefit only, that it possesses the necessary intellectual rights to license to **City** the Licensed Standard Software provided hereunder.
- 4.3 **New World** warrants, for **City's** benefit only, that the items coded yes in the Response to Customer's RFP will be met as described in Exhibit I.
- 4.4 **New World** represents that all services shall be provided with a reasonable standard of care, in a workmanlike and professional manner; and each of the human resources assigned to perform services

for **City** shall be fully qualified, experienced, and technically trained and shall perform the services in a reasonably cost-efficient manner.

The foregoing warranties do not apply if the Licensed Product(s) have been modified by any party other than **New World**. Except as provided in this paragraph 4.0, **New World** does not warrant that the features or functions of the Licensed Software will meet **City's** requirements or in any combination or use **City** selects. EXCEPT AS SPECIFICALLY PROVIDED IN THIS PARAGRAPH 4.0, AND ITS SUBSECTIONS, **NEW WORLD** EXPRESSLY DISCLAIMS ANY EXPRESS OR IMPLIED WARRANTIES WITH RESPECT TO THE LICENSED PRODUCTS, INCLUDING BUT NOT LIMITED TO, THE LICENSED PRODUCTS' CONDITION, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR ANY IMPLIED WARRANTY ARISING FROM COURSE OF PERFORMANCE, COURSE OF DEALING OR USAGE OF TRADE.

5.0 *INSTALLATION AND TRAINING SUPPORT SERVICES*

- 5.1 As provided for in Exhibit B and concurrent with timely payments, **New World** shall make available to **City** qualified representative(s) who will provide installation and training support services for each application of the Licensed Software delivered. See Exhibit B for a description of the services provided and the applicable fees and procedures.

6.0 *CITY LIAISON AND CITY RESPONSIBILITIES*

The successful implementation of the Licensed Products into **City's** environment requires **City's** commitment to and cooperation in the implementation process. Accordingly, **City** hereby agrees to the following:

- 6.1 **City** understands that the Licensed Software is designed to run in a specified operating environment which includes hardware, software and related equipment not provided by **New World**. **City** is responsible for assuring that the appropriate hardware equipment, related components and all cabling are installed timely as described in the SOW and are suitable for the successful installation of the Licensed Software.
- 6.2 **City** agrees to provide the management interface and support necessary to successfully complete the implementation of the Licensed Software. This support includes upper level management priority setting and timely involvement during and after a change in **City's** organization, **City's** operations and/or after changes in **City's** internal policies or procedures which directly affect the software implementation.
- 6.3 **City** shall assign an upper level employee to serve as the **City Liaison** for the duration of the Licensed Software implementation. If **City** must replace the **City Liaison** for reasons beyond its control, **City** will assign a new **City Liaison** as soon as reasonably possible. **New World** is not responsible for any delay caused directly or indirectly by the reassignment of the **City Liaison**. In addition to other duties and responsibilities, the **City Liaison** shall:
- (i) provide timely answers to **New World's** requests for information;
 - (ii) coordinate a mutually agreeable implementation and training schedule;
 - (iii) have authority to sign for and obligate **City** to any matters relating to service requests, design documents, performance test documents and/or delivery and service dates;
 - (iv) in situations where **City** participation is required, provide timely input for systems definition, detail design, and use of the software system.
- 6.4 **City** is responsible for creating and maintaining its master files, tables and any other related duties which includes accurate data entry, accurate file editing and overall file control to assure successful systems performance.
- 6.5 **City** shall provide qualified personnel with sufficient backup to be trained to use the Licensed Software and to interpret the output. Applying the output information in **City's** environment is **City's** sole responsibility.
- 6.6 In situations where **Customer** believes that the **New World** personnel provided are not qualified, **Customer** shall inform the **New World** Professional Services Manager and/or the **New World** Vice President of Operations in writing (or via email) to include some reason for their dissatisfaction. Possible remedies are replacement of the **New World** person providing the service and/or supplementing the person providing the training with another trainer. If a supplemental person is added by **New World**, **Customer** shall only pay for one person unless otherwise agreed upon by the parties.

7.0 BILLING AND ADDITIONAL AUTHORIZED WORKSTATION CHARGES

- 7.1 The attached Exhibit AA sets forth the manner in which fees and payments shall be allocated and made under this **Agreement**. Past due amounts are subject to a service charge of 1.5% per month, which charge **City** agrees to pay. To the extent **City** imposes additional requirements on **New World** for services other than those expressly provided in this **Agreement**, **New World** retains the right to make additional price adjustments and/or any other adjustments that may be necessitated. Before performing these additional services, **New World** will notify **City** that the services are subject to additional charge(s).
- 7.2 If **City** wishes to add additional authorized workstations or Licensed Standard Software, **City** agrees to pay the additional License fees at the then current software prices in effect. SSMA fees shall be increased according to the additional Licensed Standard Software fees on the next annual billing date after the additional workstations and/or Licensed Standard software is added, or as specified in the future contract. With said payments, the license provided in Paragraph 1.0 permits **City's** use of the Licensed Software for the specified workstations.
- 7.3 **City** shall notify **New World** if additional authorized workstations need to be added to access the Licensed Software and will pay the additional authorized workstation fees as stated in Exhibit AA when invoiced.
- 7.4 Any taxes or fees imposed from the course of this **Agreement** are the responsibility of the **City** and **City** agrees to remit when imposed. If an exemption is claimed by the **City**, an exemption certificate must be submitted to **New World**.

8.0 NON-RECRUITMENT OF PERSONNEL

- 8.1 During, and for a period of twenty-four (24) months after the expiration of, the Standard Software Maintenance Agreement and/or any renewal maintenance agreement, each party agrees not to solicit or hire current or former employees of the other without the other's prior written consent.

9.0 CONFIDENTIAL INFORMATION / NON-DISCLOSURE AGREEMENT

- 9.1 Subject to the requirements of the Freedom of Information Act (FOIA) and/or other comparable applicable state law, each party shall hold all Confidential Information in trust and confidence for the party claiming confidentiality and not use such Confidential Information absent express written consent by the party claiming confidentiality. The other party agrees not to disclose any such Confidential Information, by publication or otherwise, to any other person or organization. Each party agrees to notify the other party of any request(s) made for disclosure of confidential information.
- 9.2 **City** hereby acknowledges and agrees that all Licensed Products are Confidential Information and proprietary to **New World**. In addition to the other restrictions set forth elsewhere in this **Agreement** or otherwise agreed to in writing, **City** agrees to implement all reasonable measures to safeguard **New World's** proprietary rights in the Licensed Products, including without limitation the following measures:
 - (i) **City** shall only permit access to the Licensed Products to those employees who are authorized access and only to the extent necessary to perform **City's** internal processing needs.
 - (ii) With respect to agents or third parties, **City** shall permit access to the Licensed Products only after **New World** has received, approved and returned a fully executed Non-Disclosure Agreement to **City** (see Exhibit D). **New World** reserves the right to reasonably refuse access to a third party after it has evaluated the request. **City** agrees to provide information reasonably requested by **New World** to assist **New World** in evaluating **City's** request to permit third party access to the Licensed Products. In addition to any other remedies, **New World** may recover from **City** all damages and legal fees incurred in the enforcement of this provision on third party access;
 - (iii) **City** shall cooperate with **New World** in the enforcement of the conditions set forth in the attached Non-Disclosure Agreement or any other reasonable restrictions **New World** may specify in writing in order to permit access;
 - (iv) **City** shall not permit removal of copyright or confidentiality labels or notifications from its proprietary materials; and
 - (v) **City** shall not attempt to disassemble, decompile or reverse engineer the Licensed Software.
 - (vi) All data generated by the **City** belongs to the **City** and is confidential. The data cannot be demonstrated to a third party without the express written consent of **City**; and

- (vii) All data generated by the City belongs to the City and is confidential. In the event New World desires to use City-generated data for promotional purposes, New World will provide a written request for permission to use the data. The City agrees to not unreasonably withhold written consent.
- 9.3 City agrees that in addition to any other remedies that may be available at law, equity or otherwise, New World shall be entitled to seek and obtain a temporary restraining order, injunctive relief, or other equitable relief against the continuance of a breach or threatened breach of this paragraph 9.0 on Confidentiality and Non-Disclosure without the requirement of posting a bond or proof of injury as a condition for the relief sought.

10.0 LIMITATION OF LIABILITY AND RECOVERABLE DAMAGES

New World's entire liability and City's exclusive remedies are set forth below:

- 10.1 For any claim relating to the non-conformance or imperfection of any licensed software provided under this Agreement, New World will correct the defect so that it conforms to the warranties set forth in subparagraph 4.1; or if after repeated attempts to correct the non-conformity, New World is unable to correct the non-conformity, then City may recover its actual damages subject to the limits set forth in subparagraph 10.2 below. For any other claim arising under or in connection with this Agreement, City may recover its actual damages subject to the limits set forth in subparagraph 10.2 below.
- 10.2 New World's total liability to City for all claims relating to the Licensed Products and this Agreement, including any action based upon contract, tort, strict liability, or other legal theory, shall be limited to City's actual damages and in no event shall New World's liability exceed the fees paid to New World up to the one-time Project Cost identified in Exhibit AA.
- 10.3 New World shall not be liable for any special, indirect, incidental, punitive, exemplary, or consequential damages, including loss of profits or costs of cover, arising from or related to a breach of this Agreement or any order or the operation or use of the Licensed Products including such damages, without limitation, as damages arising from loss of data or programming, loss of revenue or profits, failure to realize savings or other benefits, damage to equipment, and claims against City by any third person, even if New World has been advised of the possibility of such damages. New World's liability for any form of action shall only apply after any and all appropriate insurance coverage has been exhausted.
- 10.4 If it is determined that a limitation of liability or a remedy contained herein fails of its essential purpose, then the parties agree that the exclusion of incidental, consequential, special, indirect, punitive, and/or exemplary damages is still effective.

11.0 INTEGRATION WITH U.S. COPYRIGHT ACT

- 11.1 In addition to all other provisions provided under this Agreement, City agrees to be bound by and to comply with any and all provisions of the U.S. Copyright Act (*The Copyright Act of 1976, U.S.C. Sections 101-810 (1976) as amended*). If a provision of the U.S. Copyright Act and this Agreement conflict, the more restrictive of the two applies. If it cannot be determined which is the more restrictive, then the provision within this Agreement shall apply.

12.0 INDEPENDENT CONTRACTOR

- 12.1 New World is an independent contractor. The personnel of one party shall not in any way be considered agents or employees of the other. To the extent provided for by law, each party shall be responsible for the acts of its own employees.
- 12.2 Each party shall be responsible for Workers' Compensation coverage for its own personnel.

13.0 INSURANCE REQUIREMENTS

New World shall not commence work under this Agreement until it has obtained and provided City Certification of Insurance for same, the insurance required under this paragraph.

- 13.1 **Workers' Compensation Insurance:** New World shall procure and maintain during the term of this Agreement, Workers' Compensation Insurance for all of its employees and subcontractors who engage in the work to be performed.
- 13.2 **Liability and Property Insurance – Comprehensive Form:** New World shall procure and maintain during the term of this Agreement, Liability and Property Damage Insurance in an amount not less

than \$1,000,000 for each accident; and in an amount not less than \$1,000,000 for each accident for damage to property.

- 13.3 **Automobile Liability Insurance:** New World shall procure and maintain during the term of this Agreement, Hired and Non-Ownership Motor Vehicle Bodily Injury and Property Damage Insurance in an amount not less than \$1,000,000 for injuries, including accidental death, to each person; and, subject to the same limit for each person, in an amount not less than \$1,000,000 for each accident; and in an amount not less than \$1,000,000 for each accident for damage to property, provided however that the combined single limit for all automotive related claims shall not exceed \$1,000,000.

14.0 DISPUTE RESOLUTION BY ARBITRATION

- 14.1 Any controversy or claim arising out of or relating to this Agreement, or breach thereof, shall be settled in arbitration in accordance with the Commercial Arbitration Rules of the American Arbitration Association. Judgment upon any award rendered by the arbitrator(s) may be entered in any court having jurisdiction thereof.
- 14.2 Before a demand for arbitration may be filed by either party, the management of both parties shall have met at least two times in face-to-face meetings in a good-faith effort to resolve any dispute or controversy through normal business management practices. Unless otherwise agreed to in writing, a minimum of one meeting shall take place at each party's home office location.
- 14.3 The arbitrator(s) shall have no power or authority to add to or detract from this Agreement. The arbitrator(s) shall have no authority to award damages over and above those provided for in this Agreement and in any event shall not exceed the limitations set forth in subparagraph 10.2, even if the remedy or limitation of liability provisions set forth in this Agreement shall for any reason whatsoever be held unenforceable or inapplicable.
- 14.4 Neither party nor the arbitrator(s) may disclose the existence or results of any arbitration hereunder, except if the arbitration results in a Court imposed judgment, the non-disclosure restriction shall not be effective to the extent the matter becomes a public record or is subject to disclosure under the Oklahoma Open Records Act.
- 14.5 Each party shall bear its own costs in preparing for and conducting arbitration, except that the joint costs, if any, of the actual arbitration proceeding shall be shared equally by the parties.
- 14.6 In the event that a controversy or claim arising out of or relating to this Agreement, or breach thereof, is heard or otherwise prosecuted in court, the parties hereby unconditionally waive their respective rights to a jury trial of any such controversy or claim.

15.0 TERMINATION

- 15.1 **By City:** If New World fails to provide the Licensed Software as warranted in accordance with the terms of this Agreement, City may at its option terminate this Agreement with ninety (90) days written notice as follows:
- (i) The termination notice shall provide a detailed description (with examples) of any warranty defects claimed;
 - (ii) New World shall have ninety (90) days from receipt of said notice to correct any warranty defects in order to satisfy the terms of this Agreement;
 - (iii) During the ninety (90) day cure period, City shall apply sound management practices and use its best efforts to resolve any issues or obstacles – including cooperating with New World and reassigning personnel if necessary to improve the working relationship;
 - (iv) At the end of ninety (90) days unless the termination has been revoked in writing by City, the Agreement terminates.
- 15.2 **By New World:** If City fails to make payments as stated in Exhibit AA to New World when invoiced, or if City fails to fulfill its responsibilities under this Agreement, including but not limited to those outlined in Paragraph 6.0, then New World may at its option terminate this Agreement with written notice as follows:
- (i) The termination notice shall define the reason for termination;
 - (ii) If the cited reason for termination is City's failure to make payment as stated in Exhibit AA, City shall have ten (10) days from receipt of said notice to make payment in full for all outstanding invoiced payments due;
 - (iii) If the cited reason for termination is City's failure to fulfill its responsibilities, City shall have ninety (90) days from receipt of said notice to correct any actual deficiencies in order to satisfy the terms of this Agreement;

- (iv) During the applicable cure period, **New World** will use sound management practices and its best efforts to resolve any issues or obstacles – including the reassignment of personnel if necessary to improve the working relationship;
 - (v) At the end of the applicable cure period, unless the termination has been revoked in writing by **New World**, the **Agreement** terminates.
- 15.3 In the event of termination by either party, **New World** shall continue to provide its services, as previously scheduled, through the termination date and the **City** shall continue to pay all fees and charges incurred through the termination date as provided in the attached Exhibits.
 - 15.4 Upon termination, **City** shall return to **New World** all Licensed Products, including any copies provided to or created by **City** under this **Agreement**.
 - 15.5 Nothing in this paragraph on termination is intended to infer that either party has or does not have a claim for damages.
 - 15.6 The Terms and Conditions relating to ownership, warranties, non-recruitment of personnel, confidentiality and non-disclosure, limitation of liability and recoverable damages, Copyright Act, dispute resolution and the General provisions (18.0), survive termination.
 - 15.7 In the event of the filing of a petition of bankruptcy by or against **New World**, the **City** shall have the right to terminate the **Agreement** upon the same terms and conditions as a termination for default. The **City** shall receive a current copy of any copyrighted methodology for development of the communications systems should termination occur due to **New World** bankruptcy.

16.0 INDEMNIFICATION

- 16.1 **New World** agrees to indemnify and save the **City** harmless from and against any and all judgments, suits, costs, and expenses subject to the limits set forth in this **Agreement** resulting from any alleged infringement of any patent or copyright arising from the licensing of the Licensed Standard Software pursuant to this **Agreement**, provided that **City** has notified **New World** in writing of such allegation within thirty (30) days of the date upon which the **City** first receives notice thereof. **New World's** obligation to indemnify and save **City** harmless under this paragraph is void if the claim of infringement arises out of or in connection with any modification made to the Licensed Standard Software or any use of the Licensed Standard Software not specifically authorized in writing by **New World**.
- 16.2 **New World** agrees to provide a limited indemnification for the acts of its employees, but not indemnification for its Licensed Products, except as the Licensed Products are indemnified under the provisions of Paragraph 16.0.

The limited indemnification for **New World** employees shall only apply in those situations where **New World's** insurance coverage in Paragraph 13 does not cover a claim. If the insurance does not cover a claim, then subject to a recovery limitation of direct damages up to the Exhibit A Licensed Standard Software fees paid to **New World**, the following shall apply.

New World assumes the liability for all losses, claims, damages (including loss of use), expense demands, claims, damages and judgments in connection with or arising out of any injury or damage to property, sustained in connection with, or to have arisen out of the performance of, **New World**, and **New World's** agents, subcontractors, servants and employees, including losses, expenses or damages sustained by the **City** and losses, expenses or damages to **New World** or **New World's** subcontractor's vehicles or property. **New World** hereby undertakes and agrees to indemnify, defend and hold harmless the **City**, individually or collectively, and the officers, agents, servants and employees of the **City**, from any and all such losses expenses, damages (including loss of use, judgments, demands and claims), and shall defend any suit or action brought against them, or any of them, based on any alleged injury (including death) or damage (including loss of use) and shall pay all damages, judgments, costs and expenses, including attorney's fees, in connection with said damages and claims resulting therefrom. The foregoing assumption, indemnification, hold harmless and undertaking of defense shall not apply to any loss, damage, expenses, demand, claim or cause of action arising out of, or caused by the sole negligence of the **City**, individually or collectively, or the officers, agents or employees of said **City**.

17.0 NOTICES

- 17.1 Notices to **City** shall be deemed effective when sent by Registered or Certified U.S. Mail to the following business address of the **City**:

City of Norman
201-B West Gray Street
Norman, OK 73069

- 17.2 Notices to **New World** shall be deemed effective when sent by Registered or Certified U.S. Mail to the following address (or to any other address so specified by **New World**):

New World Systems Corporation
888 West Big Beaver, Suite 600
Troy, Michigan 48084
Attention: President

18.0 GENERAL

- 18.1 This **Agreement** is the entire agreement between the parties superseding all other communications, written or oral, between the parties relating to the subject matter of this **Agreement**. **This Agreement may be amended or modified only in writing signed by both parties.**
- 18.2 This **Agreement** is governed by the laws of the State of Oklahoma and it shall be binding on the successors and assigns of the parties.
- 18.3 Failure to enforce any provision of this **Agreement** shall not be deemed a waiver of that provision or any other provision of this **Agreement**.
- 18.4 No action, regardless of form, arising out of the services performed or Licensed Products delivered hereunder, may be brought by either party more than two (2) years after the cause of action has accrued.
- 18.5 The paragraph headings which appear herein are included solely for convenience and shall not be used in the interpretation of this **Agreement**. Any provision of this **Agreement** determined to be invalid or otherwise unenforceable shall not affect the other provisions, which other provisions remain in full force and effect.
- 18.6 This **Agreement** is entered into solely for the benefit of **New World** and **City**. No third party shall have the right to make any claim or assert any right under it, and no third party shall be deemed a beneficiary of this **Agreement**.
- 18.7 Notwithstanding anything contained herein to the contrary, these terms and conditions may be extended to other public entities for purchase of the license and/or services described under this **Agreement**. To the extent they are required, the parties shall execute any requisite cooperative agreements authorizing such extension of terms and conditions. If this is done, **City** assumes no authority, liability, or obligation on behalf of any other public entity that may use this **Agreement** for any such purchase.
- 18.8 Other integrated licensed software and services from **New World** may be purchased by **City** under the terms and conditions of this **Agreement**.
- 18.9 In those situations where **City** requests **New World** to provide a Performance Bond, **New World** will provide a Performance Bond for the one-time project cost listed on Exhibit AA at **City's** expense. The cost of the bond will be billed to **City** and **City** agrees to pay promptly for the Performance Bond when invoiced.
- 18.10 Precedence of Documents
For the resolution and interpretation of any inconsistencies in the Contract Documents, the precedence of these documents shall be given in the following order:
(1) This **Agreement**, including the Exhibit(s), Addendum(s) and Amendment(s) thereto;
(2) **New World's** Proposal and Clarifications as may be accepted by the **City**.
(3) The **City's** RFP and Amendments thereto.

The most recently dated documents shall take precedence within each of the above referenced exhibits.

EXHIBIT AA
TOTAL COST SUMMARY AND PAYMENT SCHEDULE

I. Total Cost Summary: Licensed Standard Software, Implementation Services, And Third Party Products

<u>DESCRIPTION OF COST</u>		<u>COST</u>
A.	LICENSED STANDARD SOFTWARE as further detailed in Exhibit A	\$802,250
1.	Licensed Standard Software	\$1,503,750
2.	Less Demonstration Site Discount	(601,500)
3.	Best and Final Concession BAFO	(100,000)
B.	IMPLEMENTATION SERVICES	770,600
1.	PROJECT MANAGEMENT as further described in Exhibit B	\$150,000
2.	INTERFACE INSTALLATION SERVICES as further described in Exhibit B	49,000
3.	IMPLEMENTATION AND TRAINING SERVICES as further described in Exhibit B	208,000
4.	OTHER IMPLEMENTATION SERVICES as further described in Exhibit B	56,500
5.	DATA FILE CONVERSION ASSISTANCE SERVICES as further described in Exhibit F	97,800
6.	CUSTOM SOFTWARE/INTERFACE SERVICES as further described in Exhibit G	177,300
7.	CUSTOM SOFTWARE MODIFICATION SERVICES as further described in Exhibit G	32,000
C.	THIRD PARTY PRODUCTS AND SERVICES	128,595
1.	THIRD PARTY PRODUCTS AND SERVICES as further described in Appendix 1	
D.	PERFORMANCE BOND AND OTHER COSTS	22,800
ONE TIME PROJECT COST:		<u>\$1,724,245</u>
E.	OPTIONAL NEW WORLD SYSTEMS' EXECUTIVE CUSTOMER CONFERENCE ATTENDANCE	30,000
1.	CONFERENCE ATTENDANCE as further described in Exhibit B	
F.	TRAVEL EXPENSES (Estimate) – billed as incurred	\$67,500
G.	STANDARD SOFTWARE MAINTENANCE SERVICES – the services are further detailed in Exhibit C.	

PRICING ASSUMES CONTRACT EXECUTION BY DECEMBER 31, 2012.

Exhibit AA / COST SUMMARY AND PAYMENT SCHEDULE**II. Payments for Licensed Standard Software, Implementation Services, and Third Party Products**

<u>DESCRIPTION OF PAYMENT</u>		<u>PAYMENT</u>
A.	LICENSED STANDARD SOFTWARE as further detailed in Exhibit A	\$802,250
	1. Amount invoiced upon Effective Date:	\$395,763
	2. Amount invoiced 90 days after Effective Date	241,058
	3. Amount invoiced 365 days after Effective Date	165,429
B.	IMPLEMENTATION SERVICES as further detailed in Exhibit B	770,600
	1. Amount invoiced upon completion of SOW Step 3: Complete approved Project Plan	69,078
	2. Amount invoiced upon completion of SOW Step 4: Standard Solution Build	69,078
	3. Amount invoiced upon completion of SOW Step 5: Functional Review	69,077
	4. Amount invoiced upon completion of Data File Conversion	69,077
	5. Amount invoice upon completion of SOW Step 7: Conduct User Training	69,077
	6. Amount invoiced upon completion of SOW Step 8: Go-live	157,285
	7. Amount invoiced upon completion of SOW Step 10: Project Completion	235,928
	8. Amount invoiced for actual hours used as defined in Exhibit G, item 1(a)(1)	32,000
C.	THIRD PARTY PRODUCTS AND SERVICES	128,595
	1. Amount invoiced upon the Effective Date (50%)	\$64,298
	2. Amount invoiced upon Delivery of Third Party Products and Services (50%)	64,297
D.	PERFORMANCE BOND AND OTHER COSTS	22,800
	1. Performance Bond – invoiced upon Effective Date	\$19,800
	2. Escrow One-time set-up fee – invoiced upon Effective Date	3,000
ONE TIME PAYMENTS:		<u>\$1,724,245</u>

Exhibit AA / COST SUMMARY AND PAYMENT SCHEDULE

E.	OPTIONAL EXECUTIVE CUSTOMER CONFERENCE 4 ATTENDEES	30,000
	1. 2013 Conference to be invoiced with annual SSMA	\$6,000
	2. 2014 Conference to be invoiced with annual SSMA	6,000
	3. 2015 Conference to be invoiced with annual SSMA	6,000
	4. 2016 Conference to be invoiced with annual SSMA	6,000
	5. 2017 Conference to be invoiced with annual SSMA	6,000
F.	TRAVEL EXPENSES (Estimate) (These expenses are billed as incurred)	\$67,500*
	1. 45 trips are planned. Additional trips must be authorized in advance by Customer.	
*Estimate		
G.	STANDARD SOFTWARE MAINTENANCE SERVICES – as further detailed in Exhibit C	
H.	SOURCE CODE ESCROW FEES	
	1. Annual Administrative Fee – first year invoiced upon Effective Date Subsequent year's Annual Administrative Fees will not increase more than 5% over the previous year's Fee.	\$1,000

ALL PAYMENTS ARE DUE WITHIN SIXTY (60) DAYS FROM RECEIPT OF INVOICE.

Billings are applied ratably to each deliverable included under the total one-time cost. If any deliverable is subject to sales tax, the tax will be calculated and added as applicable to each billing.

Customer agrees to not unreasonably withhold approval of milestones tied to SOW steps.

Exhibit A / LICENSED STANDARD SOFTWARE AND FEES**LAW ENFORCEMENT RECORDS**

4. Aegis/MSP Multi-Jurisdictional Base Law Enforcement Records	75,000
- Accidents	
- Arrest	
- Business Registry	
- Case Processing	
- Computer Aided Investigations	
- Federal Reports (UCR/IBR)	
- GIS/Geo-File Verification	
- Impounded Vehicles	
- Incident Tracking	
- Jacket Processing	
- Personnel/Education	
- Property	
- Traffic Tickets and Citations	
- Wants and Warrants	
5. Aegis/MSP Federal and State Compliance Reporting for LE Records	
- Federal UCR/IBR ⁹	18,000
- State Accidents ¹⁰	18,000
6. Additional Aegis/MSP Software for Law Enforcement Records	
- Activity Reporting and Scheduling	9,000
- Alarm Tracking and Billing	14,000
- Career Criminal Registry (parolee, sex offender)	9,000
- Case Management	9,000
- Data Analysis/Crime Mapping/Management Reporting ⁶	18,000
- Field Investigations	9,000
- Equipment Tracking	15,000
- Gang Tracking	14,000
- Property Room Bar Coding ⁵	9,000

Exhibit A / LICENSED STANDARD SOFTWARE AND FEES

7. Aegis/MSP Third Party LE Records Interface Software ⁵	
- Ticket Writer Interface <i>Supports APS, NY TraCS</i>	24,000
- Citizen Reporting Interface <i>Supports Coplogic</i>	16,000
- Aegis/MSP State/NCIC Interface ⁸ <i>Includes 12 - 15 screens</i>	16,000
8. Aegis/MSP Imaging Software	
- Public Safety Lineups/Mug Shots ¹¹	25,000
- Wanted Posters	9,000
<u>FIRE RECORDS</u>	
9. Aegis/MSP Fire Records Software Base Package	54,000
- Activity Reporting and Scheduling	
- Investigations	
- Business Registry	
- Hazardous Materials	
- GIS/Geo-File Verification	
- Hydrant Inventory and Inspections	
- Incident Tracking	
- Inspection Tracking	
- Personnel/Education	
- Pre-plans	
- Station Activity Log	
- BLS/ALS	
10. Federal Compliance Reporting for Fire Records	
- NFIRS 5.0 Electronic Reporting	22,000
11. Additional Aegis/MSP Software for Fire Records	
- Data Analysis/Management Reporting ⁶	12,000
- Equipment Tracking and Maintenance	15,000
- Fire Permits	15,000
- Inventory	15,000
- Vehicle Tracking and Maintenance	15,000

Exhibit A / LICENSED STANDARD SOFTWARE AND FEES**DECISION SUPPORT SOFTWARE** ^{6,12}**12. Law Enforcement Management Data Mart**

- Includes 3-4 users	8,000
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Dashboards for Law Enforcement

16,000

13. Fire Management Data Mart

- Includes 3-4 users	8,000
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Dashboards for Fire Management

16,000

AEGIS LINK SOFTWARE**14. Web Consolidated Search**

- Web Query	15,000
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15. Web Applications

- Web CAD Monitor	15,000
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- Web Briefing Notes (includes BOLOs)	11,000
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MOBILE SOFTWARE**MOBILE SOFTWARE ON THE RS/6000** ¹³**16. Base Message Switch to State/NCIC (201-300 units)**

- Base Message Switch for MDT/MCT	(mobile messaging/Field Rptg)	107,000
- State/NCIC Interface		

17. Additional Aegis® Software for RS/6000 Message Switch

- New World CAD Interface for Aegis/MSP (151-200 units)	(mobile messaging)	20,000
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- Mobile Upload Software (201-300 units)	(field reporting)	70,000
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- AVL Interface (151-200 units) ¹⁴	(mobile messaging)	20,000
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MOBILE SOFTWARE ON THE MSP Server**18. Aegis® Mobile Integration Software**

- MDT/MCT Base CAD/RMS Interface (201-300 units)	(mobile messaging/Field Rptg)	25,000
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- AVL CAD Interface (151-200 units) ¹⁴	(mobile messaging)	20,000
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Exhibit A / LICENSED STANDARD SOFTWARE AND FEES**MOBILE MANAGEMENT SERVER****19. Aegis/MSP Mobile Management Server Software (201-300 units)**

- Base CAD/NCIC/Messaging	(mobile messaging)	N/C
- Field Reporting	(field reporting)	25,000
- Field Reporting Data Merge	(field reporting)	6,000

CLIENT SOFTWARE**20. Aegis® Law Enforcement Mobile Unit Software (125 Units)****Mobile Messaging**

LE State/NCIC via Switch ⁸	\$500 ea.	\$62,500
LE CAD via Switch	\$750 ea.	\$93,750
Mugshot Image Download	\$200 ea.	\$25,000
In-Car Mapping	\$400 ea.	\$50,000
In-Car Routing	\$300 ea.	\$37,500
New World AVL	\$300 ea.	\$37,500
Drivers License Mag Stripe Reader/Barcode Reader Interface ¹⁷	\$200 ea.	\$25,000

Field-Based Reporting (125 Units)

LE Field Reporting (Federal Standards)	\$1,000 ea.	\$125,000
The following 4 New World Reports are included:		
- Incident (1 form)		
- Case (1 form)		
- Arrest (1 form)		
- Supplement (1 form)		
LE Field Reporting Compliance	\$200 ea.	\$25,000
LE Accident Field Reporting	\$1,000 ea.	\$125,000
The following New World Report is included:		
- Accident (1 form)		
LE Accident Field Reporting Compliance	\$300 ea.	\$37,500
Mobile Upload of Field Reports	\$600 ea.	\$75,000
Field Investigation Field Reporting (1 Form)	\$300 ea.	\$37,500
MCT Ticket Writer Interface	\$150 ea.	\$18,750

Exhibit A / LICENSED STANDARD SOFTWARE AND FEES**20. In-Station-Based Reporting (100 Units)**

LE Field Reporting (Federal Standards)	\$1,000	ea.	\$100,000
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The following 4 New World Reports are included:

- Incident (1 form)
- Case (1 form)
- Arrest (1 form)
- Supplement (1 form)

LE Field Reporting Compliance	\$200	ea.	\$20,000
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LE Accident Field Reporting	\$1,000	ea.	\$100,000
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The following New World Report is included:

- Accident (1 form)

LE Accident Field Reporting Compliance	\$300	ea.	\$30,000
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Mobile Upload of Field Reports	\$600	ea.	\$60,000
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Field Investigation Field Reporting (1 Form)	\$300	ea.	\$30,000
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22. Aegis Fire Mobile Unit Software (25 Units)

Fire CAD via Switch	\$750	ea.	\$18,750
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In-Car Mapping	\$400	ea.	\$10,000
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In-Car Routing	\$300	ea.	\$7,500
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New World AVL	\$300	ea.	\$7,500
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Fire Inspections	\$500	ea.	\$12,500
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23. Aegis EMS Mobile Unit Software (15 Units)

EMS CAD via Switch	\$750	ea.	\$11,250
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In-Car Mapping	\$400	ea.	\$6,000
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In-Car Routing	\$300	ea.	\$4,500
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New World AVL	\$300	ea.	\$4,500
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Subtotal	\$13,600	ea.	\$1,197,500
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Less Laptop Software Volume Discount of 50%			(598,750)
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TOTAL LAPTOP SOFTWARE			598,750
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Exhibit A / LICENSED STANDARD SOFTWARE AND FEES

24. Workstation License (Included)	Included
NEW WORLD STANDARD SOFTWARE LICENSE FEE	\$1,653,750
LESS DEMONSTRATION SITE DISCOUNT	(661,500)
LESS BEST AND FINAL CONCESSION BAFO	(100,000)
TOTAL SOFTWARE LICENSE FEE ^{15.16}	<u>\$802,250</u>

Note: Other than for Mobile Software, a Workstation License for up to 250 users is included for the Exhibit A Licensed Standard Software. The Workstation License includes the following agencies as authorized users:

- City of Norman Police
- City of Norman Fire
- EMSSTAT EMS
- Norman Animal Welfare

Exhibit A / LICENSED STANDARD SOFTWARE AND FEES**ENDNOTES**

- ¹ *Personal Computers must meet the minimum hardware requirements for New World Systems' .NET or MSP product. Microsoft Windows XP or later is required for all client machines. Windows 2003/2008 Server and SQL Server 2005/2008 are required for the Application and Database Server(s).*
- ² *New World Systems' .NET or MSP product requires Microsoft Windows 2003/2008 Server and SQL Server 2005/2008 including required Client Access Licenses (CALs) for applicable Microsoft products. Servers must meet minimum hardware requirements provided by New World Systems.*
- ³ *New World Systems' .NET or MSP product requires Microsoft Excel or Windows Search 4.0 for document searching functionality; Microsoft Word is required on the application server for report formatting.*
- ⁴ *New World recommends a 100/1000MB (GB) Ethernet network for the local area network. Wide area network requirements vary based on system configuration, New World will provide further consultation for this environment.*
- ⁵ *Does not include any required 3rd party hardware or software unless specified in Appendix 1 of this Agreement. City is responsible for any 3rd party support.*
- ⁶ *Application may require a separate Server.*
- ⁷ *Requires Lantronix USC 1100 included in Appendix 1 of this Agreement.*
- ⁸ *City is responsible for obtaining the necessary State approval and any non-New World hardware and software.*
- ⁹ *Federal UCR/IBR includes edits, reports and electronic submission.*
- ¹⁰ *State Accidents includes logic, reports and electronic submission.*
- ¹¹ *Camera must meet product specifications and be procured through New World.*
- ¹² *Configuration and end user training to occur after City has been live for 3 months or longer on an application.*
- ¹³ *Currently supporting Motorola, Data Radio (DMP & IP), CDPD, EDACS, CDMA, GPRS, 802.11, EVDO, 4G/LTE, NetMotion and Electrocom Mobile Communication solutions only.*
- ¹⁴ *Requires 3rd party GPS hardware.*
- ¹⁵ *Prices assume that all software is licensed.*
- ¹⁶ *Licensed Software, and third party software embedded therein, if any, will be delivered in a machine readable form to City via an agreed upon network connection. Any taxes or fees imposed are the responsibility of the purchaser and will be remitted when imposed.*
- ¹⁷ *City must provide magnetic stripe encoding format Also, pricing does not include required 3rd party equipment or hardware, unless provided in Appendix 1.*

Exhibit A / OPTIONAL LICENSED STANDARD SOFTWARE AND FEES**Optional Licensed Standard Software Pricing**

City may license the following software modules at the indicated current list prices, less a 40% discount, for up to two (2) years after Systems Acceptance.

OPTIONAL SOFTWARE MODULES**CAD****1. Aegis/MSP Third Party CAD Interface Software ¹**

- New World CAD to New World CAD Interface	\$15,000
- Pictometry Interface	11,000

LAW ENFORCEMENT RECORDS**2. Additional Aegis/MSP Software for Law Enforcement Records**

- Animal Tracking ³	15,000
- Bicycle Registration	10,000
- Narcotics Management	15,000
- Pawn Shops	9,000

LAW ENFORCEMENT RECORDS**3. Aegis/MSP Third Party LE Records Interface Software ¹**

On-Line Modules - Includes 4 state inquiry screens²

- On-Line Global Subjects Interface to State/NCIC	11,000
- On-Line Pawn Shop Check Interface to State/NCIC	11,000
- On-Line Property Checks Interface to State/NCIC	11,000
- On-Line Wants and Warrants Interface to State/NCIC	11,000
- On-Line Orders of Protection Interface to State/NCIC	11,000

4. Aegis/MSP Imaging Software

- ID Badges (support for Office 2010 in development)	9,000
--	-------

Exhibit A / OPTIONAL LICENSED STANDARD SOFTWARE AND FEES**Field-Based Reporting (1 Unit)**

\$1,775/each

LE Field Reporting (Federal Standards)

The following 4 New World Reports are included:

- Incident (1 form)
- Case (1 form)
- Arrest (1 form)
- Supplement (1 form)

LE Field Reporting Compliance

LE Accident Field Reporting

The following New World Report is included:

- Accident (1 form)

LE Accident Field Reporting Compliance

Mobile Upload of Field Reports

Field Investigation Field Reporting (1 Form)

MCT Ticket Writer Interface

10. In-Station-Based Reporting (1 Unit)

\$1,700/each

LE Field Reporting (Federal Standards)

The following 4 New World Reports are included:

- Incident (1 form)
- Case (1 form)
- Arrest (1 form)
- Supplement (1 form)

LE Field Reporting Compliance

LE Accident Field Reporting

The following New World Report is included:

- Accident (1 form)

LE Accident Field Reporting Compliance

Mobile Upload of Field Reports

Field Investigation Field Reporting (1 Form)

11. Aegis Fire Mobile Unit Software (1 Unit)

\$1,125/each

Fire CAD via Switch

In-Car Mapping

In-Car Routing

New World AVL

Fire Inspections

Exhibit A / OPTIONAL LICENSED STANDARD SOFTWARE AND FEES

- | | |
|---|-------------------|
| 12. Aegis EMS Mobile Unit Software (1 Unit)
EMS CAD via Switch
In-Car Mapping
In-Car Routing
New World AVL | \$875/each |
|---|-------------------|

Note: Training and Support Services cost as well as Maintenance (SSMA) costs for these optional modules are not included.

MSP ENDNOTES

- ¹ *Does not include any required 3rd party hardware or software. City is responsible for any 3rd party support.*
- ² *City is responsible for obtaining the necessary State approval and any non-New World hardware and software.*
- ³ *The Animal Tracking module consists of two main components. The first component consists of the Animal Entry and Animal Search screens, which allows Customer to track information about animals associated with Law Enforcement Records incidents. The second component permits Customer to enter and maintain animal and kennel licensing information. Animal data created via the Animal Tracking module can be accessed via the following Law Enforcement Records modules: Incidents, Tickets and Citations, Property Room, and Persons and Businesses (to identify animal owners).*
- ⁴ *Requires 3rd party GPS hardware.*

Exhibit B / PROJECT MANAGEMENT, IMPLEMENTATION AND TRAINING SUPPORT SERVICES**3. Interface Installation Service**

New World shall provide interface installation services as described in this paragraph below. These services do not include hardware and/or third party product costs which shall be **City's** responsibility unless supplied by **New World** as described in Appendix 1, if required. Whenever possible, these services will be done remotely, resulting in savings in Travel Expenses. If on-site installation and training is required, **City** will be responsible for the actual Travel Expenses. The services include the following interfaces.

- a) Operating System Assurance
- b) Message Switch Installation Support
- c) CAD Pager Interface
- d) 911 Interface
- e) On-Line CAD Interface to State/NCIC
- f) Pre-Arrival Questionnaire Interface
- g) Ticket Writer Interface
- h) Encoder Interface
- i) Citizen Reporting Interface
- j) State/NCIC
- k) New World Mug Shots/Imaging
- l) Web Query
- m) Web CAD Monitor
- n) Web Briefing Notes
- o) Geo-File Implementation

New World's GIS implementation services are to assist the **City** in preparing the New World required GIS data for use with the Licensed Aegis Software. Depending upon the Licensed Software the **City** at a minimum will be required to provide an accurate street centerline layer and the appropriate polygon layers needed for Unit Recommendations and Run Cards in an industry standard ESRI file format (Personal Geodatabase, File Geodatabase, Shape Files). **City** is responsible for having clearly defined boundaries for Police Beats, EMS Districts and Fire Quadrants. If necessary **New World** will assist **City** in creating the necessary polygon layers (Police Beats, EMS Districts and Fire Quadrants) for Unit Recommendations and Run Cards. **New World** is not responsible for the accuracy of or any ongoing maintenance of the GIS data used within the Licensed Aegis Software.

4. Hardware Quality Assurance Service

New World shall provide Hardware Systems Assurance of **City's** Aegis/.NET server(s). These services do not include hardware and/or third party product costs which shall be **City's** responsibility, if required. Whenever possible, these services will be provided remotely, resulting in savings in travel expenses and time. If on-site installation is required, **City** will be responsible for the actual travel expenses.

- a) Hardware Quality Assurance Services (High Availability) Environment:
Hardware Systems Assurance and Software Installation:
 - Assist with High Level System Design/Layout
 - Validate Hardware Configuration and System Specifications
 - Validate Network Requirements, including Windows Domain
 - Physical Installation of **New World** Application Servers
 - Install Operating System and Apply Updates
 - Install SQL Server and Apply Updates
 - Install New World Applications Software and Apply Updates
 - Establish Base SQL Database Structure
 - Install Anti-Virus Software and Configure Exclusions
 - Install Automated Backup Software and Configure Backup Routines

- Configure System for Electronic City Support (i.e. NetMeeting)
- Tune System Performance Including Operating System and SQL Resources
- Test High Availability/Disaster Recovery Scenarios (if applicable)
- Provide Basic System Administrator Training and Knowledge Transfer
- Document Installation Process and System Configuration

5. Message Switch Operating System Assurance Service

New World shall provide Message Switch Operating System Assurance. These services do not include hardware and/or third party product costs which shall be City's responsibility, if required. Whenever possible, these services will be provided remotely, resulting in savings in travel expenses and time. If on-site installation is required, City will be responsible for the actual travel expenses.

- a) Message Switch Operating System Assurance Services:
- Operating System Assurance and Software Installation Services:
- Unpack and assemble hardware
 - Verify core hardware functionality (network/video/storage devices/usb)
 - Install and update AIX Operating System
 - Install and update applicable system manual pages
 - Set AIX environment variables
 - Build system user-ids and applicable authorizations
 - Install and stage message handler and compilers
 - Verify and allocate disk space
 - Mirror hard drives and boot sequencing
 - Install City-specific communication processes
 - Compile New World Message Switch programs
 - Install base Message Switch data tables
 - Install automated process restart script
 - Install full system backup processes
 - Install system support scripts
 - Install state specific programs and scripts
 - Install state specific data tables
 - Assure Message Switch operation
 - Disassemble, package, and ship to City

6. Additional Services Available

Other New World services may be required or requested by City for the following:

- a) additional software training;
- b) tailoring of Licensed Standard Software by New World technical staff and/or consultation with New World technical staff;
- c) New World consultation with other vendors or third parties;
- d) modifying the Licensed Standard Software;
- e) designing and programming Licensed Custom Software; and
- f) maintaining modified Licensed Standard Software and/or custom software.

City may request these additional services in writing using New World's Request For Service (RFS) procedure (or other appropriate procedures mutually agreed upon by City and New World and will be provided at the Hourly Rate).

EXHIBIT C
STANDARD SOFTWARE MAINTENANCE AGREEMENT (SSMA)

This Standard Software Maintenance Agreement (SSMA) between **New World** and **City** sets forth the standard software maintenance support services provided by **New World**.

1. SSMA Period

This SSMA shall remain in effect for a term of six (6) years (the SSMA term) beginning on the delivery of Licensed Standard Software ("Start Date") and ending on the same calendar date at the conclusion of the SSMA term. **New World** shall provide **City** no-charge SSMA period through June 30, 2014.

2. Services Included

New World shall provide the following services during the SSMA term.

- a) upgrades, including new releases, to the Licensed Standard Software (prior releases of Licensed Standard Software application packages are supported no longer than eighteen (18) months after a new release is announced by **New World**) for general release and no Priority 1 or Priority 2 known defects exist;
- b) temporary fixes to Licensed Standard Software (see paragraph 6 below);
- c) revisions to Licensed Documentation;
- d) reasonable telephone support for Licensed Standard Software on Monday through Friday from 8:00 a.m. to 8:00 p.m. (Eastern Time Zone); and
- e) invitation to and participation in user group meetings.
- f) Emergency 24-hour per day telephone support, for *Aegis* CAD only, seven (7) days per week for Licensed Standard Software. Normal service is available from 8:00 a.m. to 8:00 p.m. (Eastern Time Zone). After 8:00 p.m., the *Aegis* CAD phone support will be provided via pager and a **New World** support representative will respond to CAD service calls within 30 minutes of call initiation.
- g) Includes integration of the embedded software that is a component of the Exhibit A Licensed Standard Software.
- h) Optional - Registration for four (4) Customer participants to the 2013, 2014, 2015, 2016 and 2017 **New World** Systems' Executive Customer Conference to include two (2) night's stay at the Conference Hotel on specified conference dates, conference registration and meals. Participation does not include **Customer's** travel cost, local transportation cost or any other miscellaneous expense incurred by **Customer**. **Customer** to notify **New World** of their desire to attend Executive Conference by March 31 of each year. **New World** will increase annual SSMA amount by \$6,000. These fees are non-refundable and may not be used toward a conference other than those specified in payment terms.
- i) Upgrades, including new releases, to comply with Federal and/or State mandates for NCIC/NLETS/OLETS and NIBRS reporting.

Items a, b, and c above will be distributed to **City** by electronic means.

Additional support services are available as requested by **City** at the Hourly Rate.

Exhibit C / STANDARD SOFTWARE MAINTENANCE AGREEMENT**3. Maintenance for Modified Licensed Standard Software and Custom Software**

City is advised that if it requests or makes changes or modifications to the Licensed Standard Software, these changes or modifications (no matter who makes them) make the modified Licensed Standard Software more difficult to maintain. If New World agrees to provide maintenance support for Custom Software or Licensed Standard Software modified at City's request, or for prior releases of New World's software, then the additional New World maintenance or support services provided shall be billed at the Hourly Rate.

4. Billing

Maintenance costs will be billed annually.

5. Additions of Software to Maintenance Agreement

Additional Licensed Standard Software licensed from New World will be added to the SSMA ninety (90) days after delivery. Costs for the maintenance for the additional software will be billed to City on a pro rata basis for the remainder of the maintenance year and on a full year basis thereafter.

6. Requests for Software Correction on Licensed Standard Software in Production

If, after City has cutover to live production use of the Licensed Standard Software, City believes that the Licensed Standard Software does not conform to the current specifications set forth in this Agreement and the then-current New World user manuals, City shall notify New World in writing, email, or through the New World support website, that there is a claimed defect and specify what it believes to be defective. New World shall only accept notices of defect and requests for software correction from the City Liaison, unless the City Liaison is not available or the defect or software correction is believed by City to be so critical that immediate notification to New World is required. Documented examples of the claimed defect must accompany each notice. New World shall review the documented notice and when system operation, a feature or report, or any other feature or function of the Licensed Standard Software does not conform to the published specifications, New World shall provide software correction service at no charge. (See Section 4.0 ("Warranties and Representations") of the Agreement for the New World warranties provided). A custom request for change to Licensed Standard Software to include functionality which is not part of the software design, is handled as a billable Request For Service (RFS) (see Exhibit B – Project Management, Installation and Training Support Services and Fees, paragraph 5). City may submit software enhancement suggestions for New World to consider. If New World, at its discretion, decides to add a software feature as a result of City's software enhancement suggestion, the feature will be added as Licensed Standard Software and there will be no additional charge.

During the term of this SSMA, and only after City has cutover to live production use of the Licensed Standard Software, New World shall furnish error, defect, fault, performance degradation, operation or malfunction correction in accordance with the Priority Categories below, based on City's determination of the severity of the error defect, fault, performance, operation or malfunction and New World's reasonable analysis of the priority of the Error, defect, fault, performance degradation, operation or malfunction.

- (a) **Priority 1:** *An Error, defect, fault, performance degradation, operation or malfunction which renders the Licensed Standard Software inoperative; or causes the Licensed Standard Software to fail catastrophically.*

Exhibit C / STANDARD SOFTWARE MAINTENANCE AGREEMENT

After initial assessment of the Priority 1 Error, defect, fault, performance degradation, operation or malfunction by a **New World** Call Center analyst, if required, **New World** shall assign a qualified product technical specialist(s) within one (1) hour, to diagnose and correct the Error, defect, fault, performance degradation, operation or malfunction. **New World** shall work continuously to make the correction, and shall provide ongoing communication to **City** concerning the status of the correction until the Licensed Standard Software is restored to operational status and confirmed as such by **City**. Immediately after notification of the Priority 1 event by **City**, **New World** shall offer to **City** workaround solutions, including patches, configuration changes, and operational adjustments and reverting to prior version of **New World's** software.

The goal for correcting a Priority 1 event is 24 hours or less.

- (b) **Priority 2:** *An Error, defect, fault, performance degradation, operation or malfunction which substantially degrades the performance of the Software, but does not prohibit City's use of the Licensed Standard Software.*

New World shall assign a qualified product technical specialist(s) within four (4) hours, to diagnose and correct the Error, defect, fault, performance degradation, operation or malfunction. **New World** shall work diligently to make the correction, and shall provide ongoing communication to **City** concerning the status of the correction until the Licensed Standard Software is restored to operational status and confirmed as such by **City**. Immediately after notification of the Priority 2 event by **City**, **New World** shall offer to **City** workaround solutions, including patches, configuration changes, and operational adjustments and reverting to prior version of **New World's** software.

The goal for correcting a Priority 2 event is five (5) Business Days, or less.

- (c) **Priority 3:** *An Error, defect, fault, performance degradation, operation or malfunction which causes only a minor impact on the use of the Licensed Standard Software.*

New World may include a correction in subsequent Licensed Standard Software releases.

City may contact the following **New World** resources for management level issue resolution escalation:

Aegis General Manager Customer Service and Support Operations, currently Nina DiMeglio
Aegis Director of Product Operations and Solution Consulting, currently Brian Leary
Senior Vice President and General Manager of Aegis Operations, currently Nino DiCosmo

The no-charge software correction service does not apply to any of the following:

- a) situations where the Licensed Standard Software has been changed by any party other than **New World**;
- b) situations where **City's** use or operations error causes incorrect, operation, performance, information or reports to be generated; and
- c) requests that go beyond the scope of the Specifications set forth in this Agreement and the then-current User Manuals.

Exhibit C / STANDARD SOFTWARE MAINTENANCE AGREEMENT**7. Maintenance Costs for Licensed Standard Software Packages Covered for MSP Servers**

New World agrees to provide software maintenance at the costs listed below for the **New World** Licensed Standard Software packages described in Exhibit A.

Annual Maintenance Cost

Warranty through 12/31/13	No charge
Year 1 (1/1/14 – 6/30/14)	\$100,000
Year 2 (7/1/14 – 6/30/15)	211,000
Year 3 (7/1/15 – 6/30/16)	211,000
Year 4 (7/1/16 – 6/30/17)	227,000
Year 5 (7/1/17 – 6/30/18)	238,000
Year 6 (7/1/18 – 6/30/19)	254,000

8. Non-Funding Provision

Assuming all Exhibit A and B products and services have been paid for, and after year two of the SSMA has been paid for and completed, in the event **City** does not appropriate funds to complete payments due under this SSMA, the amount due for the fiscal year not appropriated shall be terminated; provided, however, the **City** shall have given **New World** ninety (90) days written notice prior to the anniversary date that they are exercising the non-funding provision, and further provided that any other payments due to **New World** are fully paid, and further provided that **New World's** obligations and services under this SSMA shall also be terminated. Without **City's** fulfillment of the above provisions, **City's** obligation to pay **New World** the annual SSMA payments remains in effect through the expiration date of this SSMA Agreement.

9. SSMA Increase Cap

For a comparable range of services, **New World** agrees that the increase in the annual maintenance cost for years 6 through 10 shall not exceed 3% per year over the prior year.

EXHIBIT D
NEW WORLD SYSTEMS CORPORATION
NON-DISCLOSURE AND SECURITY AGREEMENT FOR THIRD PARTIES

This Agreement, when accepted and executed by New World, grants the undersigned the permission to use and/or have limited access to certain New World Systems® Corporation (New World) proprietary and/or confidential information.

Installed At: City of Norman
City Name

Located At: 201-B West Gray Street
Norman, OK 73069

Authorized Signature of City:

Name (Please Print or Type)	Title	Signature
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In exchange for the permission to use or have access to New World proprietary and/or confidential information, including without limitation, New World software and/or documentation, the organization and individual whose names appear below, agree to the following:

1. No copies in any form will be made of New World proprietary or confidential information without the expressed written consent of New World's President, including without limitation, the following:
 - a) Program Libraries, whether source code or object code;
 - b) Operating Control Language;
 - c) Test or Sample Files;
 - d) Program Listings;
 - e) Record Layouts;
 - f) All written confidential or proprietary information originating from New World including without limitation, documentation, such as user manuals and/or system manuals; and/or
 - g) All New World Product Bulletins and/or other New World Product related materials.
2. New World software, New World documentation, or other proprietary or confidential information shall not be used for any purpose other than processing the records of the City identified above as permitted in the City's *Standard Software License and Services Agreement* with New World.
3. The undersigned agree(s) that this Agreement may be enforced by injunction in addition to any other appropriate remedies available to New World. If it is determined that the money damages caused by the undersigned's failure to comply with the foregoing terms are difficult to ascertain, they are hereby estimated at liquidated damages of no less than three times the then-current License Fees for the License Software provided to City under the *Standard Software License and Service Agreement* between City and New World.

Agreed and Accepted by Third Party (Organization)

Agreed and Accepted by Third Party (Individual)

Organization: _____

Individual: _____

By: _____

By: _____

Title: _____

Title: _____

Date: _____

Date: _____

Accepted and Approved by New World Systems Corp.

By: _____

Title: _____

Date: _____

Exhibit F / DATA FILE CONVERSION ASSISTANCE**City Responsibilities**

1. Up to **29** discrete data file/modules from **City's** current database are included in this conversion. **City** will provide a list of discrete data files with descriptions of fields or data elements in each file.
2. The **City** will extract data from the legacy system to submit to **New World**. Data will be submitted to **New World** in one or more of the following formats:
 - a. AS/400 files (SAV files),
 - b. Microsoft SQL Server database,
 - c. Microsoft Access database,
 - d. Microsoft Excel spreadsheet,
 - e. Visual Fox Pro database or similar format (.dbf files),
 - f. An ASCII-format delimited text file (including embedded column headings and text delimiters), or
 - g. An ASCII-format fixed-width file (along with structured column definitions in an electronic format suitable for parsing, such as a spreadsheet or document table).

Data may be delivered using any common media or data-delivery format such as ¼-inch tape (AS400), Ultrium 1 Tape (AS/400), CD, DVD, USB device, hard drive, or FTP server.

In the event that **City** requests data extraction assistance from **New World**, data extraction services shall be billed at the Hourly Rate.

3. **City** will respond to each test iteration in writing, on a form provided by **New World**, either:
 - a. Indicating acceptance that the Data Conversion Process is ready for the final conversion, or
 - b. Indicating a list of changes that need to be applied to the Data Conversion Process for the next test iteration.

Up to four (4) test iterations are provided as part of the Data Conversion Process. After the fourth (4th) test iteration, **City** shall pay \$2,500 for each additional test iteration if additional test iterations are required due to the fault of **New World**, **City** will not be charged. **City** will promptly review each test iteration when delivered by **New World**. Prompt **City** review will reduce the likelihood that a need for additional test iteration(s) may arise due to an extended delay between delivery of a test iteration and its review.

4. A data dictionary (data descriptors) containing all data elements must be provided to **New World** for each file submitted with the media.
5. As provided in the project plan for conversions, **City** will provide a dedicated resource in each application area to focus on conversion mapping and testing. This includes dedicating a support person(s) whenever **New World** staff is on site regarding conversions. Roughly a one to one ratio exists for **City** commitment and the **New World** commitment. **City** understands that thorough and timely testing of the converted data by **City** personnel is a key part of a successful data conversion.
6. **City** agrees to promptly review and signoff on both the conversion design document, and on the final conversions after appropriate review.

Exhibit F / DATA FILE CONVERSION ASSISTANCE

Files to be converted:

Master Files (From a single data source)

- *Master Name (Jackets)*
- *Address Re-verification*
- *Master Property*
- *Master Gun*
- *Master Vehicle*
- *Statutes*

CAD/POLICE RMS (From a single data source)

- *CAD / Calls for Service*
- *Incidents*
- *Cases*
- *Alerts*
- *Arrests*
- *Accidents*
- *Tickets/Citations*
- *Vehicle Impounds*
- *Personnel Training*
- *Contact Cards*
- *Career Criminals*
- *Warrants*
- *Narrative*
- *External Documents*
(self-contained documents linked to legacy data)
- *Mug Shots (from AFLX system)*

FIRE CAD / Records Management System

(From a single data source)

- *Incidents*
- *Run Cards*
- *Buildings and Businesses*
- *Pre-plans*
- *Inspections*
- *Hydrants*
- *Hoses*
- *Investigations*

EXHIBIT G
CITY REQUESTED STANDARD SOFTWARE ENHANCEMENTS / MODIFICATIONS AND / OR
CUSTOM SOFTWARE

1. Definition of Project

New World will provide the **City** requested Standard Software Enhancements and/or Custom Software as discussed below to address the **City's** requirements. **City** agrees to cooperate in not making modifications and enhancements too extensive as defined in the 2(b)(1) procedure below.

An analysis and assessment to verify the scope of effort for the project will be conducted. A revised estimate for any modifications/interfaces may be provided at the conclusion of the assessment. **City** may elect to cancel or proceed with the modifications/interfaces based on the revised estimate. If **City** requests changes in the scope of interfaces listed below as "Fixed Costs", **New World** reserves the right to revise the costs.

Capabilities included in the initial scope:

- a) Enhancements / Modifications to Exhibit A Software
 - (1) Up to 200 hours of technical resources will be allocated for software modifications and/or custom reports. **City** shall only be charged for actual hours used.
- b) Custom Software/Interfaces

With **New World** providing consultation, **City** is responsible for obtaining technical contacts and/or technical specifications from the third parties involved.

 - (1) 7.2.16 Oklahoma Information Fusion Center or the ability to export to a COPLINK based data warehouse (Estimated cost - \$20,000):
 - (2) Ticket Export for both Traffic and Non-Traffic Citations (Fixed Costs)
 - (3) New World Systems CAD to Sansio ePCR Solution (Fixed Costs)
 - (4) Warrant Import from Sungard Court System (Fixed Costs)
 - (5) Two-Way Interface to GeoSafe Mobile
 - (6) One-way interface from City AFIX system to import mugshots (Fixed Costs)
 - (7) Custom Traffic Stop using AVL (Fixed Costs)
 - (8) New World Mobile queries to additional data sources: (estimated cost - \$20,000)
 - a) TBD

Exhibit G / CITY REQUESTED STANDARD SOFTWARE ENHANCEMENTS / MODIFICATIONS AND / OR CUSTOM SOFTWARE

2. Methodology to Provide Enhancements and/or Custom Software

a) Definition of New World's Responsibility

This project includes the following activities to be performed by **New World**.

- (1) Review of required features with **City**. Only items identified in Paragraph 1 above will be provided in this implementation plan.
- (2) Preparation of Requirements Document (RD) to include:
 - Detailed description of the required feature
 - menu samples
 - screen samples
 - report samples
- (3) Programming and programming test.
- (4) On-site training, testing and/or other support services at the Hourly Rate.

For modification requiring over fifty (50) hours of work, **New World** utilizes a design document procedure [see 2(b)(1) below]. For smaller modifications, **New World** uses a Request For Service (RFS) procedure. Both procedures are reviewed with **City** at a pre-installation planning meeting. The RFS procedure utilizes a form with a narrative description and supporting documentation if applicable to define the work to be done.

b) Implementation Schedule

<u>Activity</u>	<u>Targeted Time Period</u>
(1) Complete Design Review with City Staff. City agrees to be reasonable and flexible in not attempting to design the modifications to be more extensive than called for in the scope (cost and schedule) of this project.	To be determined
(2) New World submits completed RD to City .	To be determined
(3) RD is accepted and signed off by City (no programming will be done by New World until the formal sign-off and City's authorization to proceed in writing).	To be determined
(4) New World completes programming from RD and provides modified software to City .	To be determined
(5) Software Modification Acceptance Test based on RD.	To be determined

c) City's Responsibility

All **City** requested changes after RD sign-off must be documented by **City** and authorized in writing including potential costs, if any. Additional changes will most likely delay the schedule and may increase the cost.

Exhibit G / CITY REQUESTED STANDARD SOFTWARE ENHANCEMENTS / MODIFICATIONS AND / OR CUSTOM SOFTWARE

Name	Ticket Export for both Traffic and Non-Traffic Citations
Short Description of Interface or Custom Modification	New World will provide a one-way export of ticket and citation information to the Sungard Court System for both traffic and Non-Traffic Citations.
Data Source	New World Ticket Module
Target	Sungard Court System Import Process
Interface Direction	One Way Export
NWS Interface	Custom Interface – not previously developed
External System Interface	N/A
Detailed Description	Currently, a daily batch process is in place that provides the ticket data to the court system using a text file format. This process imports a set file name which causes issues on court holidays is the export process is not suspended. This ICD is based on Sungard being able to provide some minor modifications to their process to support a more flexible workflow. New World will provide TWO different file formats for the export. Traffic Tickets are based on one format and non-Traffic are based on another. File format may require a fixed field length, fixed record length format.
Protocol/Transport	LAN based file export
Data Formats	Text or XML, may require two separate formats, may require fixed field fixed record length
3rd Party Requirements	Sungard will need to work with New World during development of the requirements document to design a more flexible import process that is not reliant on the file name and does not require manual intervention. This most likely will incur costs from Sungard in addition to the costs outlined in this document. Sungard will need to provide a technical contact for development of this interface.
NWS Tasks	• Work with agency to define functionality of interface • Develop requirements document (RD) for approval • Install, configure, and test interface
Customer Tasks	• Work with NWS to define functionality of interface (help define the RD) • Customer responsible for obtaining technical specifications and any necessary 3rd party technical contacts or modifications • Have resource available to review and approve interface design (sign off on RD) • Have resources available to assist in installation, configuration, and testing of interface. Personnel assigned should be familiar with the external system
Comments	New World is supporting only existing Ticket and Citation Fields, no new fields will be added to the module for this interface.

Exhibit G / CITY REQUESTED STANDARD SOFTWARE ENHANCEMENTS / MODIFICATIONS AND / OR CUSTOM SOFTWARE

Name	New World Systems CAD to Sansio ePCR Solution
Short Description of Interface or Custom Modification	New World will provide a one-way export of call for service information to the Sansio ePCR solution.
Data Source	New World Systems CAD
Target	Sansio ePCR
Interface Direction	One Way interface
NWS Interface	Custom Interface
External System Interface	N/A
Detailed Description	Sansio supports imports from CAD systems via HealthEMS Xchanger. This component will import CAD call for service information into the ePCR solution. New World will export an XML file to a shared directory on the network accessible to both applications. This file will contain the call for service information including the unit status and times. The file will be exported based on an event (call cleared, unit at patient, etc). Sansio will monitor the directory to parse and submit the CAD data thru their solution.
Protocol/Transport	File/Folder or UNC path
Data Formats	XML or other text based file formats
3rd Party Requirements	Sansio will need to provide contact information for a technical resource for any questions during development, installation, or testing of this interface.
NWS Tasks	• Work with agency to further define scope and functionality of interface • Develop functional specification for approval (Requirements Document or RD) • Install, configure, and test interface
Customer Tasks	• Work with NWS to review scope and functionality of interface (requirements document) • Customer responsible for obtaining any required 3rd party technical specifications and technical contact information. • Have resource available to review and approve interface design (signoff of RD) • Have resources available to assist in installation, configuration, and testing of interface. Personnel assigned should be familiar with the external system • Customer is responsible for any network configuration required for successful deployment of this interface.

Exhibit G / CITY REQUESTED STANDARD SOFTWARE ENHANCEMENTS / MODIFICATIONS AND / OR CUSTOM SOFTWARE

Name	Warrant Import from Sungard Court System
Short Description of Interface or Custom Modification	New World will provide a one-way import of warrant information from the Sungard Court System to populate LERMS Wants and Warrant module.
Data Source	Sungard Court Warrant Export
Target	New World Warrant Module
Interface Direction	One Way Import
NWS Interface	Custom Interface – not previously developed
External System Interface	N/A
Detailed Description	New World will provide a one-way import of warrant data from the current court export to create warrants in the LERMS system. This includes both additions and cancellations of warrants. The existing process has been in place for some time and the current batch process is a complete dump of all warrant files every night. The import may have to check key fields to determine if a record needs to be updated or ignored. The file produced for import is a small data set currently comprising approximately 500 records. Current process is a daily batch update. Given the critical nature of warrant data, customer would like to process more frequently dependent on how frequently Court can export records.
Protocol/Transport	LAN based file import
Data Formats	Text file – may be fixed field length fixed record length from a As/400
3rd Party Requirements	Must provide file format and details on export process. Sungard must provide a technical contact if questions arise during development of this interface.
NWS Tasks	• Work with agency to define scope and functionality of interface • Develop requirements document (RD) for approval • Install, configure, and test interface
Customer Tasks	• Work with NWS to define scope and functionality of interface (help define the RD) • Customer responsible for obtaining technical specifications and any necessary 3rd party technical contacts • Have resource available to review and approve interface design (sign off on RD) • Have resources available to assist in installation, configuration, and testing of interface. Personnel assigned should be familiar with the external system

Exhibit G / CITY REQUESTED STANDARD SOFTWARE ENHANCEMENTS / MODIFICATIONS AND / OR CUSTOM SOFTWARE

Name	Two Way Interface to GeoSafe Mobile
Short Description of Interface or Custom Modification	New World will provide a two way interface to GeoSafe Mobile to support dispatch/clear call, unit status changes, AVL, messaging/chat, and quick call initiation.
Data Source	New World Systems/GeoSafe
Target	GeoSafe/New World Systems
Interface Direction	Two Way
NWS Interface	Custom Interface – not previously developed
External System Interface	GeoSafe API <documentation embedded>
Detailed Description	New World will provide a two way interface with GeoSafe Mobile to support dispatch, basic unit status changes, AVL, messaging/chat, and quick call initiation. This interface will use a “message forwarder” deployed on a DMZ server that will communicate with a standard New World component installed on an internal server. The GeoSafe API is not located on premise; it is installed at a remote data center and communicates across the internet. The “message forwarder” will serve as a communication gateway to GeoSafe to limit required network and firewall configuration. For the purposes of this interface, the following definitions are provided: • Dispatch - Dispatch refers to CAD sending the call for service information to the GeoSafe mobile unit. CAD sends text information including hazards and alerts as part of this message. • Unit status changes - The basic set of configurable unit statuses used by CAD that would be available from the GeoSafe mobile client. Examples include: enroute, at scene, report writing, transport, clear unit from call, etc. This interface will not support all available CAD unit statuses; we will work with the customer to determine the appropriate list of frequently used unit statuses needed for daily operations. • AVL - The interface will also receive AVL messages from GeoSafe. These AVL messages must include a unique unit identifier and use industry standard NMEA formats. This interface assumes that the GeoSafe AVL device can control standard parameters and all configurations like pacing, interval, and minimum transmission time is set on the device or within the GeoSafe application. The interface will support plotting this information in CAD (based on CAD configuration) and will send this information to the New World mobile clients. • Messaging/Chat – This refers to the basic unit to unit or dispatcher to unit messaging capabilities. The intent is to support active chat between on New World clients and GeoSafe mobile clients. • Quick Call – Quick Calls are any officer initiated activity that is sent to

	CAD. Typically used for traffic stops, citizen assists or other activity; the interface will create the appropriate CAD event and send an acknowledgement to the GeoSafe mobile client. The interface will provide this functionality as supported by the GeoSafe API.
Protocol/Transport	Web Services (HTTPS\Certificate)
Data Formats	See Geosafe API
3rd Party Requirements	GeoSafe will provide a technical resource for development of the RD (requirements document), questions, and installation/testing of interface.
NWS Tasks	• Work with agency to define scope and functionality of interface • Develop requirements document (RD) for approval • Install, configure, and test interface
Customer Tasks	• Work with NWS to define scope and functionality of interface (help define the RD) • Customer responsible for obtaining technical specifications and any necessary 3rd party technical contacts • Have resource available to review and approve interface design (sign off on RD) • Have resources available to assist in installation, configuration, and testing of interface. Personnel assigned should be familiar with the external system



geosafe mobile API Reference.pdf

Exhibit G / CITY REQUESTED STANDARD SOFTWARE ENHANCEMENTS / MODIFICATIONS AND / OR CUSTOM SOFTWARE

Name	Import from AFIS System
Short Description of Interface or Custom Modification	New World will import an industry standard file from the local AFIS system to create a global subject, mugshot, and subject based alert.
Data Source	AFIS system (local at Norman)
Target	Aegis Suite to create global subject with mugshot and subject alert
Interface Direction	One-Way Import
NWS Interface	Custom Interface – not previously developed
External System Interface	File Share/UNC path>>AFIS will need to create a file and export that to a shared network location for import. New World will monitor that location and import the file information.
Detailed Description	New World will import an industry standard file format to create a global subject, photo, and will create a configurable subject alert to identify this person as being an arrested subject. This import will attempt to match the incoming subject based on standard criteria and the jurisdiction control file settings. If no match exists, the interface will create the global subject. If a match exists, the interface will update the subject information (overwriting some values) and attach the new mugshot. The local AFIS system will need to export this information and may need to provide a format other than EFT. The EFT format is designed to support transmission of the fingerprint data; New World does not store or support most of the payload of this file type. This may require additional services and work from the AFIS vendor which is not part of this proposal.
Protocol/Transport	UNC\File Folder
Data Formats	TBD. The EFT format is designed specifically for electronic fingerprint submission which may require AFIS provide another format for import. The mugshot must be an industry standard image file or base64 text string.
3rd Party Requirements	AFIS vendor must provide an industry standard file format for subject and mugshot. This may require custom work from the AFIS vendor and additional cost or may not be supported by that vendor. New World will work with the AFIS vendor in good faith to minimize this effort. AFIS will also need to provide the data schema and details required to import any data.
NWS Tasks	• Work with agency to review scope and functionality of interface • Develop requirements document (RD) for approval • Build Interface • Install, configure, and test interface
Customer Tasks	• Work with NWS to review scope and functionality of interface • Customer responsible for obtaining technical specifications and any necessary 3rd party technical contacts • Have resource available to review and approve interface design (sign off on RD) • Have resources available to assist in installation, configuration, and testing of interface. Personnel assigned should be familiar with the external system

Exhibit G / CITY REQUESTED STANDARD SOFTWARE ENHANCEMENTS / MODIFICATIONS AND / OR CUSTOM SOFTWARE

Name	New World Systems Mobile Traffic Stop Enhancement
Short Description of Interface or Custom Modification	New World will provide an enhancement to the mobile client that allows an officer to enter a traffic stop by clicking a toolbar button that automatically gets the unit coordinates, defaults the call type, and puts the cursor in the plate field for rapid entry. This modification may be done over multiple releases as defined in the detailed description.
External System Interface	N/A
Detailed Description	New World will provide a modification to the existing mobile product that provides the users current location automatically via AVL/GPS. This enhancement will allow the user to select the Quick Call/Traffic Stop button in the mobile client and will provide the following: current location coordinates, default call type, and a field for vehicle plate entry. The cursor will be initially located in the plate field for quick entry by user. A user will have an option to update the AVL location in this form as needed. Any AVL location update will write the existing location into the narrative window. When a user clicks the "Send" button, the mobile client will send this message to CAD and create the appropriate call for service. Dispatch will be able to validate the location of these coordinates using the existing GIS functionality including "hundred block" addressing using common names. As a future product feature, New World will provide mobile client geo-validation capabilities. This will be done in conjunction New World's implementation of ESRI release 10.1 in mobile mapping. This new functionality will allow a user to validate the coordinates provided from a Quick Call operation on the mobile client before sending the message to CAD. Users will also be able to change the call location of the resulting dispatch message in the mobile client.
NWS Tasks	• Work with agency to review modification and confirm requirements • Develop functional specification for approval (Requirements Document or RD) • Build modification and conduct show and tell • Deliver and test modification
Customer Tasks	• Work with NWS to review scope and functionality of modification • Review and approve RD • Actively participate in any conference calls, discussions, or show and tells related to this modification • Provide resources to test the provided enhancement in a timely manner
Comments	This feature may be delivered across multiple releases and may require an upgrade of ESRI components by customer.

Exhibit G / CITY REQUESTED STANDARD SOFTWARE ENHANCEMENTS / MODIFICATIONS AND / OR CUSTOM SOFTWARE

No.	Additional Mobile Inquiries
Short Description of Interface or Custom Modification	New World will provide functionality to support three additional subject inquiries from the mobile client to support Cleveland and Oklahoma County Warrants and Oklahoma DOC.
Data Source	Cleveland County, Oklahoma County, DOC
Target	New World Systems Mobile Client
Interface Direction	Two-Way (Query and Response)
NWS Interface	Custom Interface – not previously developed
External System Interface	Web Services and TBD
Detailed Description	New World will provide a mechanism to support queries from the mobile client to systems other than OLETS. A user will be able to run a subject inquiry and mobile/message switch will also query the Cleveland County and Oklahoma County Warrant systems. The subject inquiry will also check the state DOC site. Based on initial discussion, web services may be available for the warrant systems. Additional discussions with these agencies will be needed. The intent of this interface is to provide an industry standard inquiry method (not screen scrape) that will provide a response to an inquiry that can be displayed in the mobile client. Another option may exist. Oklahoma has a Fusion Center that may provide all this information via one inquiry. At the time of this ICD, we have not explored that option due to NDA requirements. If the state Fusion center can provide the information outlined above and New World can agree to their NDA then that our interface may be to the State Fusion Center.
Protocol/Transport	Web Services\TBD
Data Formats	XML\TBD
3rd Party Requirements	Systems being queried must support an industry standard approach that allows a remote subject inquiry and returns a response. New World is limited to standard OLETS support until these other systems can support this requirement. Remote systems must provide documentation and have a technical contact available for development of this interface.
NWS Tasks	• Work with agency to review scope and functionality of interface • Develop requirements document (RD) for approval • Build Interface • Install, configure, and test interface
Customer Tasks	• Work with NWS to review scope and functionality of interface • Customer responsible for obtaining technical specifications and any necessary 3rd party technical contacts • Have resource available to review and approve interface design (sign off on RD) • Have resources available to assist in installation, configuration, and testing of interface. Personnel assigned should be familiar with the external system

Exhibit H / ACCEPTANCE TESTING**2. Interface Testing of Licensed Software**

Prior to beginning Interface Testing, **New World** shall provide a test plan for review and approval by **City**. On completion of testing, **City** may approve or reject the entire Interface Test, or any elements of the Interface Test. Once started, the Interface Test shall be repeated at intervals not to exceed 30 days. The parties, by mutual, written agreement, may elect to proceed with the next phase of testing or Final Acceptance even if all specifications in the Interface Test are not met.

New World shall develop test plans and provide them to **City** for review and approval. Interface Testing shall not begin until written approval of **New World's** submitted test plan has been accepted by **City**. Following approval of the Interface Test Plan, **New World** will demonstrate to **City** that the Licensed Software, Standard Interfaces, and Custom Interfaces, have been installed, are operational and provide the intended functionality as described in the Exhibit J Interface Control Documents.

3. Software Performance Test Criteria

The Exhibit A Licensed Standard Software will provide satisfactory performance to satisfy the current processing requirements of **Customer** based upon certain conditions. This statement is conditioned on current master file sizes up to 200% of, current transaction volumes, and reasonable history retention requirements. It is also conditioned upon **Customer's** agreement not to add other applications, other than system administrative software such as anti-virus or back-up software, in addition to those listed on Exhibit A, and not to use any third party software products or hardware in a way that impacts software performance. This statement is further conditioned upon **Customer** balancing the computer system properly, including but not limited to, backups, file purges, tuning the system as required, and/or any other items that may impact performance.

CAD Software Satisfactory Performance; is defined as average response time of one (1) second or less in over 90% of the input or inquiry transactions during any measured one (1) hour period; plus an average response time of three (3) seconds or less in 98% or more of the input or inquiry transactions during any measured one (1) hour period.

Non-CAD Satisfactory Performance; is defined as average response time of three (3) seconds or less in over 80% of the input or inquiry transactions during any measured one (1) hour period; plus an average response time of five (5) seconds or less in 90% or more of the input or inquiry transactions during any measured one (1) hour period.

Satisfactory performance measurements exclude factors outside of **New World's** control include responses from external systems such as NCIC/NLETS/OLETS and latency of commercial wireless providers, i.e. Verizon, AT&T.

Given the above definition, should the Exhibit A software not perform satisfactorily, then **Customer** shall notify **New World** in writing and **New World** shall have ten (10) days to determine if the unsatisfactory performance is related to **New World** products or is related to other factors not part of the **New World** software (see examples above). **New World** shall have unrestricted access to the Computer during the ten (10) day correction period and shall be able to make any adjustments necessary to improve system performance. These adjustments may include making changes to the Licensed Software to improve system performance. **New World** shall document adjustments made and notify **Customer** in writing of the adjustments. If requested by **Customer**, and using Exhibit B support services, **New World** shall train **Customer** on how to make adjustments. After ten (10) days, if the system performance has not improved, and should the unsatisfactory performance be attributable solely to the **New World** Software, then **New World** shall provide additional computer capacities (memory, disk storage) at **New World's** cost to improve the performance. The additional computer capacities will be added within thirty (30) days of the thirty (30) day correction period ending.

Exhibit H / ACCEPTANCE TESTING

For purposes of this software performance section, any New World time involved in selecting equipment, interfacing software or hardware, tuning or balancing the system, resolving problems, and/or other activities performed on **Customer's** behalf to initially start up or improve hardware or software performance will be performed using Exhibit B support service guidelines and fees. As defined above, given written notice of software performance deficiencies by **Customer**, the New World time spent during the 30-day correction period to evaluate the alleged deficiencies will not be billable to **Customer** unless New World can document and demonstrate that the alleged deficiencies are not due to deficiencies of the Exhibit A software, in which case the time spent by New World during the 30-day correction period would be billed to **Customer**.

The software performance statement set forth in this Exhibit expires one year from the date any two major applications (e.g., CAD, Records, Corrections, or Mobile) have gone into "live use".

4. Final Acceptance by means of Reliability Test of the Licensed Software

Upon placing the Licensed Software into production live use, the Licensed Software shall undergo a sixty (60) day reliability test. The purpose of this test is to demonstrate that the **New World** Licensed Software as delivered can perform under live operational conditions and continue to perform at a level consistent with specifications as set forth in this **Agreement**. If, during the first thirty (30) days of the Reliability Test, the Licensed Software experiences a Priority 1 or Priority 2 error, as defined in Exhibit C, then the sixty (60) day period will start over from day one and continue for the full sixty (60) days. For purposes of this **Agreement**, a Major Failure is defined as the inability to perform the function for which the Licensed Software was designed and commissioned. If the Licensed Software fails on or after day thirty-one (31), **City** may elect for the test will start over from day thirty-one (31) and go for the remaining thirty (30) day period or start over from day one and continue for the full sixty (60) days.

If the Licensed Software experiences a Priority 1 or Priority 2 error, as defined in Exhibit C, as a result of a deficiency in the **City's** computing environment (network outage, server failure, operator error, planned downtime, etc.), the reliability test will not be restarted but will continue from the point in time that such failure occurs and until the sixty (60) day test is completed unless a Priority 1 or Priority 2 error, as defined in Exhibit C, occurs after the Licensed Software is restarted which is not attributed to the **City's** environment. Under such conditions the terms outlined above will govern the appropriate action to be followed.

Licensed Software shall be deemed accepted upon the successful completion of the sixty (60) day Reliability Test as defined in above. Final Acceptance and corresponding payment(s), if any, for each component identified may occur independently after successful completion of the Reliability Test for each component. (i.e. CAD, RMS, Mobile) if implemented at separate times.

5. Final Acceptance by means of Beneficial Use of the Licensed Software

Notwithstanding anything above, the Licensed Software shall be deemed accepted ninety (90) days after **City** has had beneficial use of the Licensed Software without occurrence of a Major Failure through its use in a production environment ("live use") that supports **City** operations. Final Acceptance shall not be withheld due to minor or moderate errors.

EXHIBIT 1**CONFIGURATION****1. THIRD PARTY PRODUCTS AND SERVICES****THIRD PARTY SOFTWARE****a. Embedded Third Party Software**

\$16,000

*(includes all Third Party executable components)***b. GIS Software**

39,620

CAD- CAD Workstations using ArcGIS Engine Runtime
(20 workstations)

364 ea. 7,280

Mobile

- Mobile In-Car Mapping and Routing (165 units)

196 ea. 32,340

Geo-File Maintenance Software (ESRI ArcEditor)

- per workstation (City supplied)

c. Diagramming Software (Scene PD) (customer supplied)**d. Coplogic Software**

22,500

e. Brazos e-Ticketing/Citations (Customer Supplied)**THIRD PARTY HARDWARE****f. Hardware, System Software & Services**

50,475

Servers (City supplied)

0

(2) Message Switches (5 year warranty)

30,300

Lantronix UDS-1100 (2 units)

150 ea. 300

Bar Coding Scanner Kit w/Signature Pad (2 units)

3,750 ea. 7,500

AVL Hardware - permanent mount (165 units)

75 ea. 12,375

Magnetic Stripe/2D Bar Code Imaging (120 units)
(customer supplied)**TOTAL THIRD PARTY PRODUCTS AND SERVICES****\$128,595**

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1. *Journal of the American Medical Association*, 1998; 279: 1001-1005.

COPLOGIC SOFTWARE

THIS QUOTE VALID FOR 90 DAYS **Quote**

October 10, 2011

Quote No.: 11-02Norman,Ok.**Coplogic, Inc.**

231 Market Place, Suite 520

San Ramon, Ca. 94583

(800)734-9293

dbergenholtz@coplogic.com

www.Coplogic.com

To: Larry Wells Ship to (if different address):

New World Systems

On Behalf of

Norman Police Department

201 W. Gray, Bldg. C

Norman, Ok 73069

Salesperson	Your P.O. No.	Date Shipped	Shipped Via	F.O.B. Point	Terms
D. Bergenholtz			RFP		

Quantity	Description	Unit Price	Amount
1	Set-Up for DeskOfficer Online Reporting System (DORS) ☐ Implementation Assistance ☐ Setting up the interface to RMS/Report Writing Software ☐ Training	12,500.00	12,500.00
1	Annual DORS Usage, Support, and Maintenance ☐ Unlimited users, incident types, and report intake ☐ Unlimited City support (phone and e-mail) ☐ Every update and upgrade released for DORS ☐ Hosting on Coplogic's Secure Servers	10,000.00	10,000.00

Subtotal	0.00
Sales Tax	0.00
Shipping & Handling	0.00
Total Due	\$ 22,500.00

Make all checks payable to: Coplogic, Inc.**If you have any questions concerning this Quote, e-mail or call:** Deborah Bergenholtz

DBergenholtz@Coplogic.com

800-734-9293 #712

THANK YOU FOR YOUR BUSINESS!

MESSAGE SWITCH	
SYSTEM HARDWARE	INVESTMENT
IBM POWER 7 Model 710 Express (Primary Site)	\$8,575
- (2) USB 160GB Removable Disk Drives (System Backup) - USB Internal Docking Station for Removable Disk Drives - Quad Port 1GB HEA Daughter Card - (2) 146GB 15K-RPM SFF SAS Disk Drives - Primary OS - AIX - 8GB (2X4GB) System Memory - Power GXT145 Graphics Adapter - (2) 1725W AC Power Supplies (Primary & Redundant) - SATA Slimline DVD-RAM - (2) 6' Power Cords, 125V, 15A - Plug Type #4 - Chassis with One Processor Planar - 4 Core 3.0GHz POWER 7 Processor Module - Language Group Specify - US English	
IBM POWER 7 Model 710 Express (Backup Site)	\$8,575
- (2) USB 160GB Removable Disk Drives (System Backup) - USB Internal Docking Station for Removable Disk Drives - Quad Port 1GB HEA Daughter Card - (2) 146GB 15K-RPM SFF SAS Disk Drives - Primary OS - AIX - 8GB (2X4GB) System Memory - Power GXT145 Graphics Adapter - (2) 1725W AC Power Supplies (Primary & Redundant) - SATA Slimline DVD-RAM - (2) 6' Power Cords, 125V, 15A - Plug Type #4 - Chassis with One Processor Planar - 4 Core 3.0GHz POWER 7 Processor Module - Language Group Specify - US English	
Total System Hardware	\$17,150

SYSTEM SOFTWARE		INVESTMENT
IBM POWER 7 Model 710 Express (Primary Site)		
- IBM AIX Standard Edition Ver. 7.1		N/C
- Per Processor Activation - 4 Core		\$2,000
- DVD Process Charge		\$50
IBM POWER 7 Model 710 Express (Backup Site)		
- IBM AIX Standard Edition Ver. 7.1		N/C
- Per Processor Activation - 4 Core		\$2,000
- DVD Process Charge		\$50
Total System Software		\$4,100
IBM SERVICES		INVESTMENT
IBM POWER 7 Model 710 Express (Primary Site)		
- 5 Year HW/SW Maintenance, 24X7X4 WSU		\$5,800
IBM POWER 7 Model 710 Express (Backup Site)		
- 5 Year HW/SW Maintenance, 24X7X4 WSU		\$5,800
Total IBM Services		\$11,600
Total System Price		\$32,850
New World City Discount		-\$2,550
TOTAL INVESTMENT		<u>\$30,300</u>

DEVICE SERVER**DESCRIPTION****INVESTMENT****(2) Lantronix UDS-1100 External Device Server (UD1100001-01)****\$300**

- Ethernet, Fast Ethernet, RS-232, RS-422, RS-485 Data Link Protocols
- TCP/IP, UDP/IP, ICMP/IP Network/Transport Protocols
- SNMP, Telnet, HTTP Remote Management Protocols
- 1 X Serial RS-232/422/485 - 25 Pin D-Sub (DB-25) Interface
- 1 X Ethernet 10Base-T/100Base-TX - RJ-45 Interface

TOTAL DEVICE SERVER**\$300**

BAR CODE HARDWARE**COMPONENTS****INVESTMENT**

(1) Motorola MC55A0-P30SWQQA7WR Handheld Mobile Computer	\$1,450
- Windows Mobile 6.5 Classic Edition OS	
- 256MB RAM/1GB Flash Memory	
- Ruggedized Construction (MIL-STD 810G Specifications)	
- QWERTY Keypad	
- Integrated 802.11A/B/G Direct Sequence WiFi	
- Integrated Bluetooth	
- Integrated 2D SE-4500-HD Imager	
- PenTile 3.5" Color VGA, 650+ NITS Touchscreen Display	
- Rechargeable Lithium Ion 3.7V, 2400 mAh Smart Battery	
(1) Motorola LS2208-SR20007R-UR USB Handheld Scanner, Black	175
- Corded Mid-range 1D Scanner	
- Includes Hands-free Intellistand, USB Cable & Installation CD	
(1) Zebra GX420T GX42-102410-000 Thermal Bar Code Printer	575
- 4" Print Width	
- Thermal Transfer/Direct Thermal	
- 203 dpi Print Resolution	
- 8MB SDRAM, RMB Flash Memory	
- Serial RS-232, 10/100 Ethernet, USB	
(1) Topaz SignatureGem Z-T-LBK755-BHSB-R Signature Pad	500
- USB Interface	
- 4.4" X 2.5" Backlit LCD Signature Area	
Total Bar Code Hardware	\$2,700

ACCESSORIES**INVESTMENT**

(1) Motorola CRD5500-100UR 1-Slot USB Cradle Kit for MC55	\$170
(1) Motorola 25-68596-01R USB Client Communication Cable	20
(1) Motorola AP-5131-40023-WWR Wireless Access Point Kit	620
- 802.11A/B/G, Includes Dual Band Dipole Antennas, POE Power Supply	
(1) Motorola BTRY-MC55EAB00 Standard 2400 MAH Spare Battery	60
(8) Theramark TTL4010P5 4" X 1" Therm. Trans. Label Roll (2,260/Roll)	85
(12) Zebra 03200GS11007 4.3" X 244' Wax Resin Ribbon	75
(1) 243-006 6'USB Cable (Printer Connectivity)	10
(1) Motorola 23844-00-00R US AC Line Cord, 1.8M, NEMA 5-15P	10
Total Accessories	\$1,050

TOTAL BAR CODE HARDWARE KIT (\$3,750 each – Qty 2)**\$7,500**

GPS RECEIVER	
DESCRIPTION	INVESTMENT
GPS Receiver (Permanent Mount)	
(165) USGlobalSat MR-350 External Mount GPS Receiver (P/N: USG-MR350)	12,375
- Permanent Bulkhead Mount GPS	
- 20 Channel Receiver	
- WAAS/EGNOS Enabled	
- Extended 15' Cable with USB Cable Set Adapter	
- Default NMEA GPS Protocol	
- Durable Polycarbonate Enclosure	
(120) USB Cable Set for MR-350 (P/N: BR305-USB)	Included
TOTAL GPS RECEIVER	<u>\$12,375</u>

APPENDIX 2
STATEMENT OF WORK

Placeholder for Statement of Work.



New World Systems®
The Public Sector Software Company

Appendix 2

**City of Norman,
Oklahoma**

Statement of Work

Prepared by:
New World Systems

888 West Big Beaver Road, Suite 600
Troy, Michigan 48084
Phone: (248) 269-1000
www.newworldsystems.com

November 14, 2012

Document Control Sheet**General Information**

Project Name	Project Manager	Business Owner (Key Sponsor)	Provider Single Point of Contact

Document Preparation Information

Author	Date	Organization Name
Phone Number	E-Mail	
File Location (link)		

Distribution and Approvals

Name	Title and Organization	Signature	Approval Date

Change History

Date	Change Description	Approved By



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STATEMENT OF PURPOSE

This Statement of Work (SOW) defines the principal activities and responsibilities of the City of Norman, Oklahoma (**Customer**) and **New World** for the implementation of an integrated system consisting of:

AEGIS Modules and Functions
Computer Aided Dispatch
Law Enforcement Records Management
Fire Records Management
Mobile
Field-Based Reporting

The integrated technology shall be provided by **New World** to transition from the existing technology supporting **Customer's** participants and to support **Customer's** operation.

This SOW requires that **New World** and **Customer** provide the management leadership and staff commitment to fulfill their responsibilities as described in the **Agreement**.



GENERAL ASSUMPTIONS

1. This Statement of Work will be utilized by **New World** and **Customer** to manage implementation of the **New World** technology and to transition **Customer** from its existing technologies and operation to the technology provided and described in the **Agreement**.
2. Work will be performed at **Customer's** location and **New World's** project offices and will be performed on business days during **Customer's** normal business hours, except when both parties agree otherwise.
3. The project consists of the delivery, installation, configuration, testing, implementation and go-live of the Licensed Standard Software that provides the functionality and operation described in this **Agreement**.
4. Additional work activities and software functionality not described in the **Agreement** will be considered a change to this project and will be authorized by **Customer** using the Project Change Request.
5. **Customer** and **New World** expect and agree that the Statement of Work will be modified from time to time, especially after **New World** gains a more complete understanding of **Customer's** existing technologies, business practices and operations.
6. Completion of Data Conversions and delivery of described custom software interfaces are pre Go-Live requirements.



NEW WORLD AND CUSTOMER STAFF

Responsibilities of **New World** and **Customer** staff are described in the **Agreement** and this Statement of Work.

NEW WORLD EXECUTIVE SPONSORS***Nino DiCosmo, Sr. Vice President and General Manager, Aegis Division***

Mr. DiCosmo is the **New World** Executive responsible for professional services and support for all projects. He will stay actively involved in the project implementation and will attend several on-site project status meetings.

Mark Dvorak, Vice President of Professional Services and Customer Operations, East

Mr. Dvorak and his team of project managers and trainers are responsible for the implementation of the **Customer** project. He will be active in the project implementation and scheduling of resources. In addition, he will have direct contact on a regular basis with the **Customer** Project Manager to ensure the highest level of satisfaction during project implementation

PROJECT TEAM**TBD, Project Manager**

A project manager will be assigned to the project upon **Agreement** signing. **Customer** will be provided an opportunity to interview and approve proposed Project Manager. The Project Manager may provide some of the initial set up and training and will also be a technical liaison to **New World**. In addition, the Project Manager will generate all status reports and correspondence.

Nina DiMeglio, Director, Customer Support

Ms. DiMeglio will oversee the operation of the **Customer** Support Team, including the Call Center. Ms. DiMeglio will work closely with the **New World** and **Customer** Project Managers to ramp up the support team to provide support during go-live and ongoing support thereafter.

TBD, New World On-Site Installation Support

These professionals will be assigned to the implementation of the **New World** deliverables. They will provide the initial set up, testing and user training, along with recommendations for additional training staff as required.



CUSTOMER EXECUTIVE SPONSORS***TBD, Customer Senior Manager***

TBD will be the primary senior management contact for **New World**. He/She will be responsible for senior management communications regarding the overall relationship, contractual matters, gaining approvals from funding sources when necessary, overseeing **Customer** project governance and will coordinate any senior management activities of **Customer's** staff in fulfilling the **Customer's** responsibilities within this SOW and the **Agreement**.

TBD, Customer Project Manager

TBD will be the primary contact for **New World**. He/She will be responsible for communication with the **Customer** regarding project progress, issues and/or changes and will coordinate and manage activities of **Customer's** staff in fulfilling the **Customer's** responsibilities within this SOW and the **Agreement**.

TBD, System Administrator

The System Administrator (SA) will be responsible to ensure **Customer's** network, servers and client (PC) environment (i.e., **Customer's** hardware and system software infrastructure) is installed and maintained properly; provide operational support of **Customer's** hardware and system software infrastructure; provide operational support for **New World** Standard Software to **Customer's** user staff and perform backup, recovery and routine update procedures for **New World's** Licensed Standard Software.





NEW WORLD SYSTEMS PROJECT METHODOLOGY OVERVIEW

The focus of **New World**'s Project Manager, Program Management Office (PMO), services team, support team and all personnel associated with this project is to assist the **Customer** complete their project successfully.

Since its inception, **New World** has successfully completed thousands of **Customer** projects and developed a standard project management methodology that is predictable, repeatable, lowers risk and maximizes **Customer** success. This standard approach, the **New World** Project Implementation Methodology (PIM), is based upon a combination of Project Management Institute (PMI) guidelines (PMBOK) and years of successful **New World** project management activity deploying public safety solutions.

The **New World** PIM is the standard process that **New World** follows for all project implementations. Projects are divided into five distinct phases during implementation:

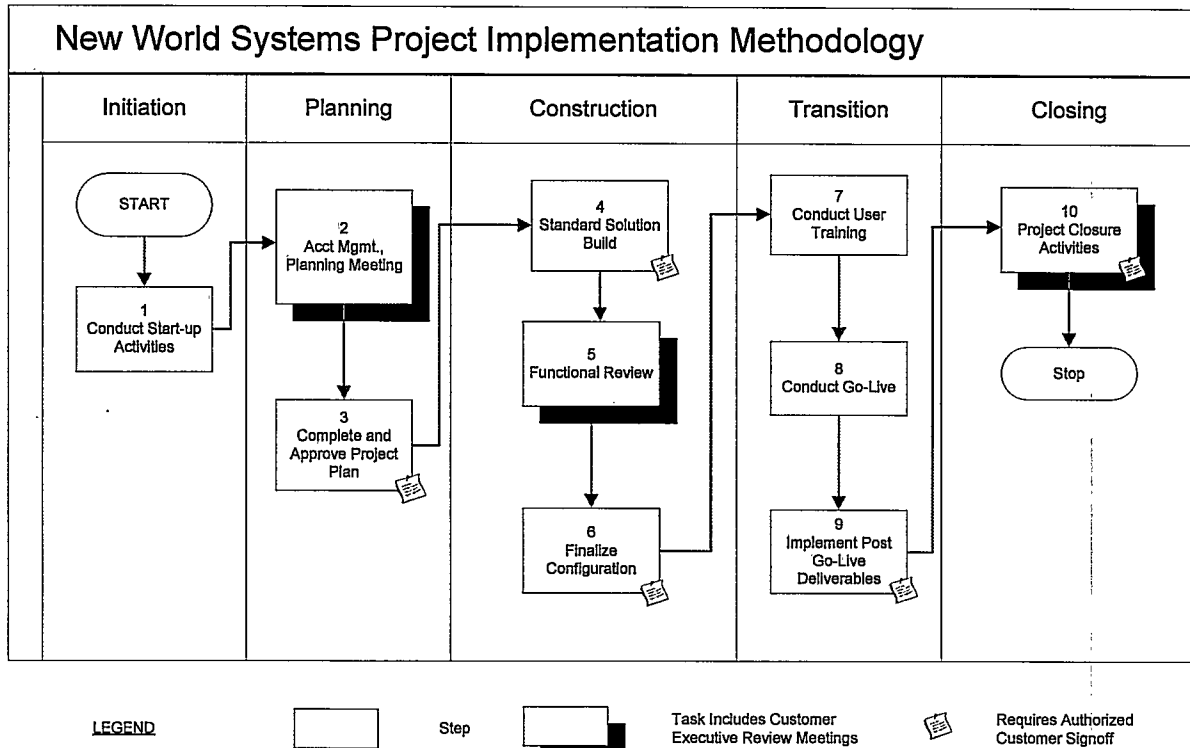
1. **Initiation** – Engage project management, establish initial communication channels and begin planning
2. **Planning** – Create and approve the Project Plan
3. **Construction** – Execute the Project Plan to build, configure and review the system to verify system readiness
4. **Transition** – Train users, perform data conversion, execute go live, complete post-go live activities, Acceptance Testing and finalize **Customer** application customizations
5. **Closing** – Review and approve the project closure, disengage project management and formally transfer **Customer** to Account Management team

Each phase consists of one or more steps. Each step includes:

1. **New World responsibilities** – Activities **New World** staff is responsible to perform
2. **Customer responsibilities** – Activities **Customer** staff is responsible to perform
3. **Inputs (prerequisites)** – Items that must be completed prior to the start of the step and are used during the step
4. **Outputs (completion criteria)** – Items that must be completed during the step and are requirements in order to consider the step complete (outputs are often the inputs of future steps and must be completed in order to keep the project on track)

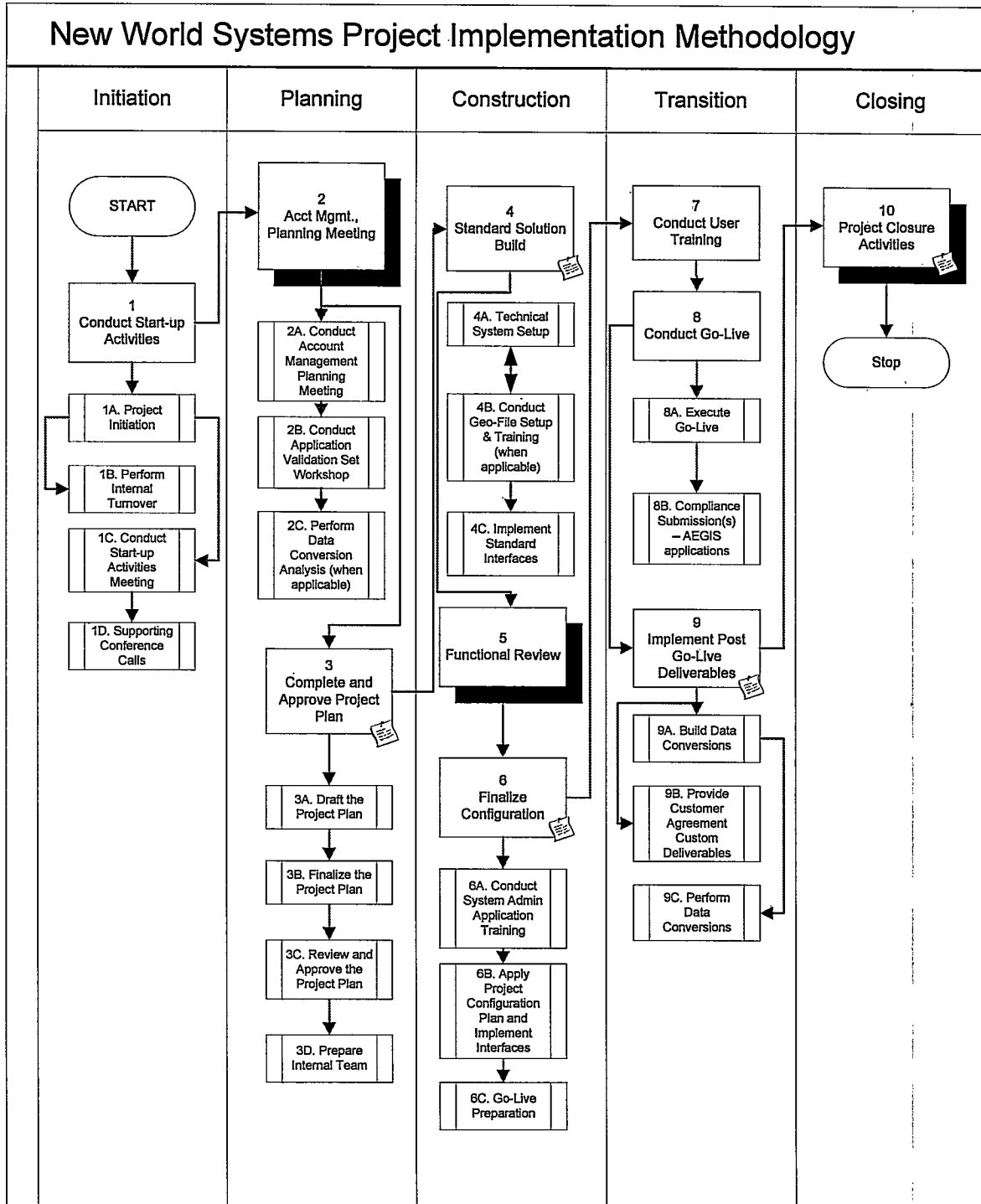
A diagram of the Project Implementation Methodology is shown on the following page. Although the steps on the diagram are sequential, over time, steps will overlap.





The key tasks and related project deliverables that comprise the work breakdown structure (WBS) of the Project Implementation Methodology are shown in the diagram on the following page. Each step and project deliverable are described in detail in the sections following this diagram. The full work WBS is embedded in the Project Schedule template (mpp), which is used in conjunction with this methodology.





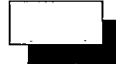
LEGEND



Step



Task / Deliverable



Task Includes Customer Executive Review Meetings



Requires Authorized Customer Signoff

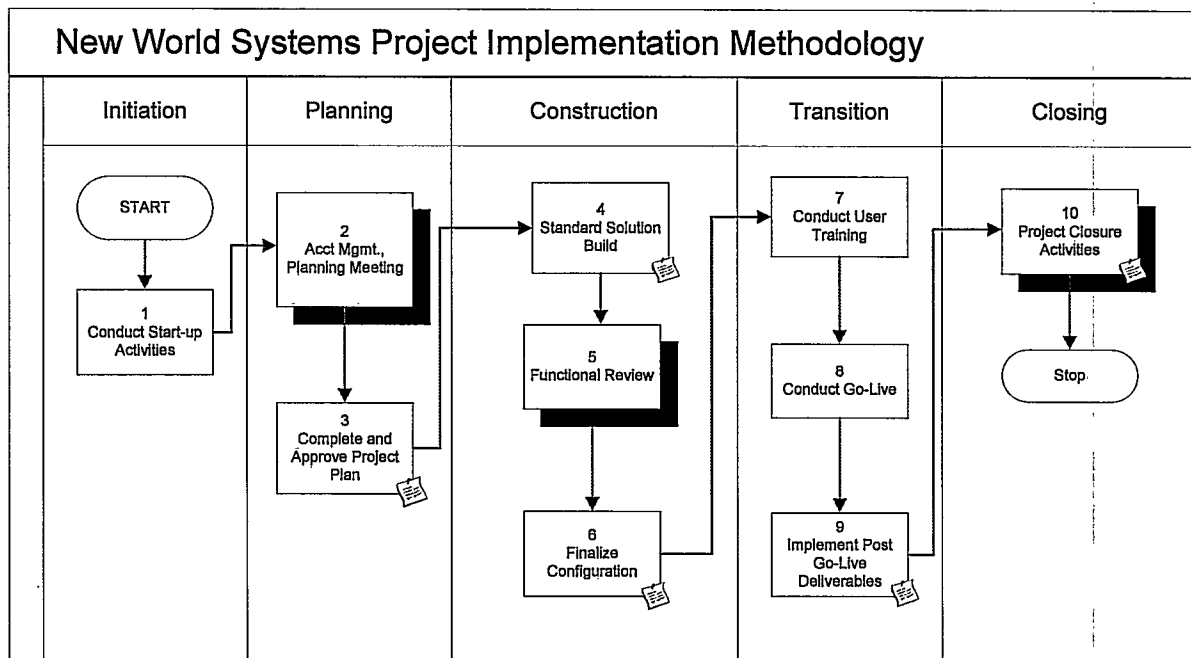


New World Systems®

PHASE: Initiation

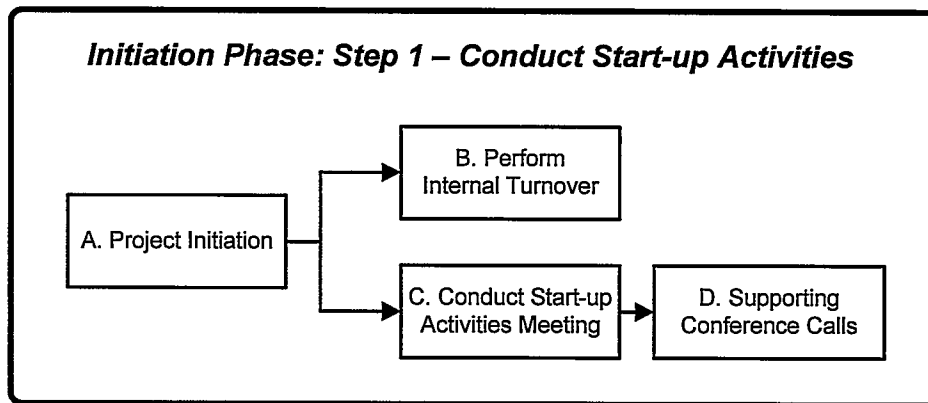
Purpose: Engage project management, establish initial communication channels and begin planning.

Description of Phase: The Initiation Phase consists of one step. During this Phase, the **New World** and **Customer** Project Managers are assigned and the **New World** Sales representative initiates the formal transition of the project to the **New World** Operations team. This team includes Executive Sponsorship, Senior Program leadership, Program Office Management (PMO) governance, Project Management and Delivery Center specialists. In this Phase, this Operations team establishes a foundation for program governance, retention of project artifacts and takes ownership of the **Customer** communications and the execution of the **Agreement**.

**LEGEND**

Step

Task Includes Customer
Executive Review MeetingsRequires Authorized
Customer Signoff

Step 1: Conduct Start-up Activities**A. Project Initiation**

Overview: Within one week of **Agreement** execution, the **Customer's** project will be initiated. Key activities include:

1. Initial call to the **Customer** to set the date and time for a Start-up Activities conference call
2. PMO establishes framework for project execution and governance (e.g., project metrics/status reporting, project artifact storage)
3. Execution of the **Agreement** is assigned to a delivery team (e.g., Executive Sponsor, Project Manager)

New World responsibilities: The Sales Representative is responsible for the initial call to the **Customer** and the PMO is responsible for initiating the project at **New World** and establishing the framework for governance.

Customer responsibilities: None

Inputs (prerequisites):

1. **Agreement**
2. Turnover Document

Outputs (completion criteria):

1. Phone call with **Customer**
2. Storage of project artifacts and governance framework established on the Project Management Portal



B. Perform Internal Turnover

Overview: The assigned **New World** Project Manager will coordinate and facilitate an internal turnover meeting with key staff members associated with project planning, development and implementation. Key staff members include:

- New Account Sales/**Customer** Care Manager
- Solution Consulting Practice Manager(s)
- Solution Consulting Administrative Assistant
- System Assurance Manager / Technical Lead
- PMO Manager
- Project Manager
- Professional Services Manager
- Data Conversion Manager
- Interface Manager
- **Customer** Support Account Manager
- Others as needed

New World responsibilities: Individual responsibilities are described below:

Project Manager:

1. Review the **Agreement** and Customer Agreement Assessment Report
2. Review Turnover Document
3. Coordinate and schedule meeting
4. Create and distribute meeting agenda
5. Conduct meeting
6. Facilitate a discussion that defines delivery structure and proposed project schedule for this project (e.g., application build approach/WBS; Delivery Center Technical Leadership, anticipated timeline)
7. Initiate the Project Management Plan and Project Binder (internal document)
8. Document action items, issues and risks in Project Management Plan

Other New World employees:

1. Prior to the meeting,
 - a. PMO creates the Customer Agreement Assessment Report. They review the project initiation documents (e.g., **Agreement**, Turnover Document), highlight key deliverables, **Customer** expectations, terms and conditions and verify that the **Customer** billing plan conforms to the **Agreement**.
 - b. PMO will create an initial Project Schedule where the WBS is aligned with the deliverables defined in the **Agreement**.
 - c. Each attendee will review all project related information, i.e., **Agreement**, internal documentation, meeting agenda, etc.
2. Attendees will prepare questions and observations requiring further discussion
3. Attend meeting and discuss agenda items
4. Document and follow up on any items requiring their attention



Customer responsibilities: None

Inputs (prerequisites):

1. Turnover Document (internal document)
2. **Agreement**
3. Project Manager assigned
4. Customer Agreement Assessment Report (internal use only)
5. Project Management Plan
6. Project Schedule Template
7. Project Binder (internal document)

Outputs (completion criteria):

1. Tracking system updated with entries (cases) for **Customer** \contract deliverables
2. First iteration of the Project Schedule, Project Management Plan and Project Binder



C. Conduct Start-up Activities Meeting

Overview: The Project Manager will facilitate a meeting with the **Customer**. The objectives for this meeting are:

1. Introduction of **New World** Project Manager and Executive Management team
2. Describe key teams/groups and identify their roles and responsibilities during the project
3. Discuss expectations of **Customer** and **New World**
 - a. Senior **Customer** leadership will be required for executive project reviews and signing approval documents
 - b. Project timeframes
4. Discuss **New World** Project Methodology Overview
5. Discuss Account Management Planning meeting agenda and objectives
6. Set date for on-site Account Management Planning meeting and discuss site preparation
7. Discuss keys to projects success
8. Schedule System Assurance Phone conference
9. Obtain topology diagram of **Customer's** network

New World responsibilities: The Sales Representative is responsible for arranging and coordinating the meeting through the initial **Customer** phone call.

Customer responsibilities: Attend meeting and be prepared to discuss agenda items. Supply updated topology diagram of the network.

Inputs (prerequisites):

1. Pre-Trip Report (if conducted on site)
2. Standard Meeting Agenda and Presentation template for meeting
3. Project Management Plan
4. Initial Project Schedule

Outputs (completion criteria):

1. Post-Trip Report (when conducted on site) or follow-up email (when conducted remotely via conference call)
2. Updated Project Schedule
 - a. Initial baseline based on project size and deliverables
 - b. Initial **Customer** meeting activities defined
3. Customized meeting agenda and presentation
4. Updated Project Status record; include initial project baseline dates
5. Updated Project Management Plan (e.g., action items, issues, risks identified)
6. Supporting documentation
7. Project Managers, Executive Manager and Subject Matter Experts (SMEs) roles reviewed
8. **Customer** supplied topology diagram of the network
9. Scheduled System Assurance Phone Conference



D. Supporting Conference Calls

Overview: The System Assurance Technical Lead will work with the Project Manager to coordinate and facilitate a conference call with the **Customer** to address System Assurance planning / analysis. The key objective of this conference call is to ensure the **Customer** understands what information is needed for the System Assurance process to be successful and to establish an agreed upon timeline for this information.

A key focus in this call will be the development of the GIS data for use with **New World** applications. **New World** will introduce the parameters for the required GIS layers by providing **Customer** with a GIS Implementation Packet and conducting an initial review of **Customer**-provided GIS data for compatibility with the **New World** application.

New World responsibilities: System Assurance Technical Lead facilitates conference call with the **Customer** and **New World** technical resources to address the initial System Assurance planning and analysis. Distribute/explain GIS implementation packet, survey and data collection documents that need to be completed by the **Customer**.

Customer responsibilities: **Customer** leadership and technical resources participate in conference call(s) to address the initial System Assurance planning and analysis. **Customer** to complete relevant survey(s) and data collection documents (after complete of the conference call).

To support the GIS requirements, the **Customer** will need to:

1. Supply accurate GIS data in a standard ESRI format (shape files, personal geo-database, file geo-database, etc.) on the agreed upon date.
2. Appoint a GIS Implementation Specialist to resolve any issues regarding delivery, mapping or functionality of GIS data with the **New World** application.
3. Carefully review the comments and/or requested changes from the **New World** GIS Implementation Specialists related to the compatibility of the **Customer's** GIS data with the **New World** application after the required GIS layers have been reviewed by **New World**.

Inputs (prerequisites):

1. System Assurance conference calls scheduled
2. System Assurance meeting agendas and presentation templates
3. Relevant survey, data collection templates and GIS implementation packet (when applicable)

Outputs (completion criteria):

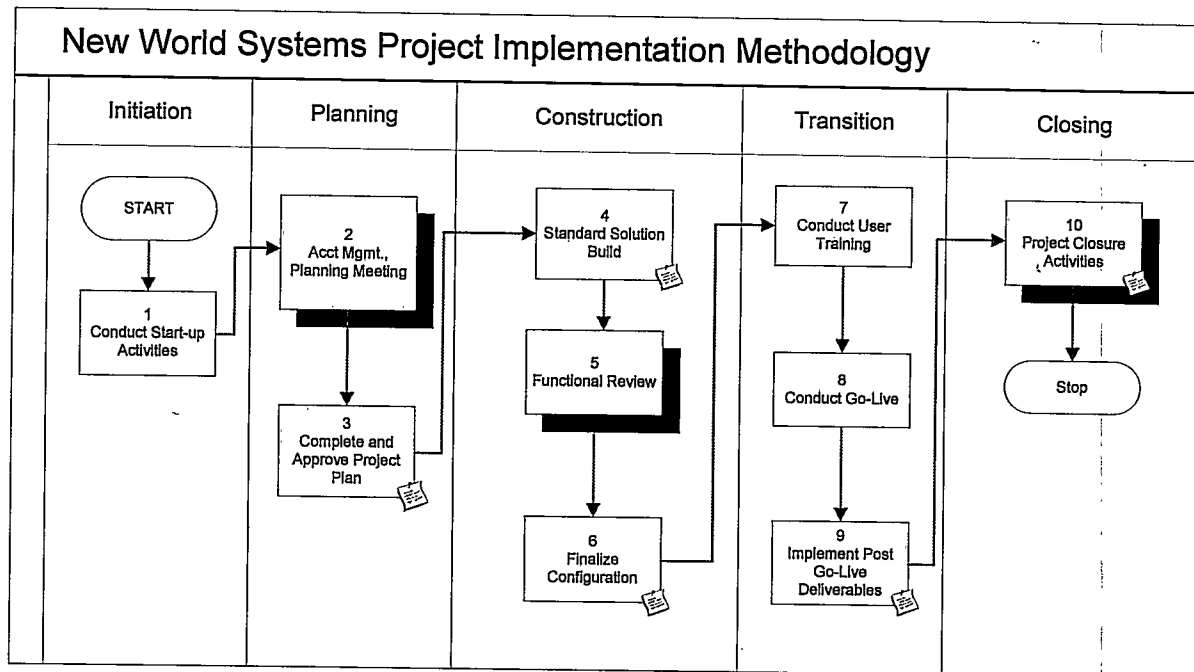
1. Completed Systems Assurance Conference
2. Customized System Assurance meeting agenda and presentation template
3. Updated Project Management Plan (e.g., action items, issues identified)
4. Updated Project Schedule
5. Survey and data collection documents (completed by the **Customer**)
6. Supporting documentation
7. Store project artifacts and update status of project on Project Management Portal
8. GIS Information



PHASE: Planning

Purpose: Create and approve the Project Management Plan.

Description of Phase: The Planning Phase consists of two steps. During this Phase, **New World** and **Customer** Project Managers organize the project, establish project teams, confirm requirements, develop the Project Plan and obtain senior management approval for the Project Plan.

**LEGEND**

Step

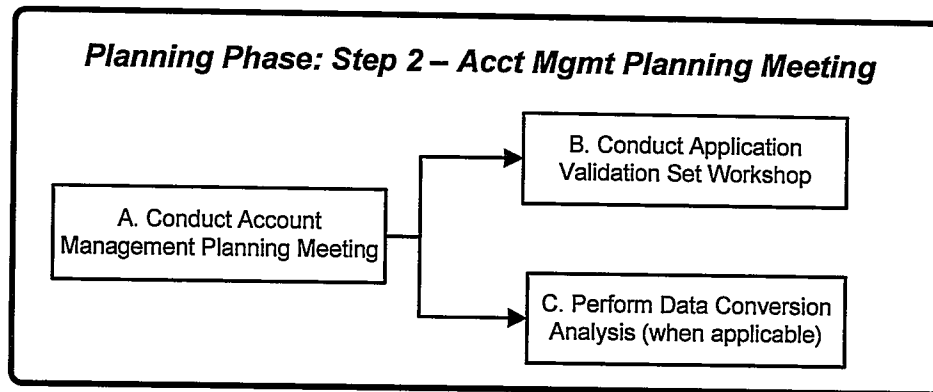


Task Includes Customer Executive Review Meetings



Requires Authorized Customer Signoff



Step 2: On-Site Account Management Planning Meeting**A. Conduct Account Management Planning Meeting**

Overview: During this event, the assigned **New World** Project Manager will coordinate a series of on-site meetings with key **Customer** and SMEs associated with project planning, development and implementation. In addition, we will conduct a high level review of the **Customer's** business practices, environment and workflow to examine their fit into the **New World** software product. In this series of meetings, **New World** and the **Customer** will establish project methods, project acceptance criteria and governance. Key topics include:

1. Executive overview with Executive Management and identification of **Customer** Executive Sponsor(s)
2. Review of project scope (**Agreement**, project methodology) with **Customer** project management
3. Development of the Project Management Plan
4. Discuss initial Project Schedule and resource management policy
5. Presentation of the overall implementation strategy, roles, responsibilities and keys to project success
6. High level review of **Customer** workflows and policies to establish the foundation to facilitate discussions related to a proposed timeline, custom requirements and an initial training schedule
7. Address go-live requirement for custom interfaces, custom software modules and/or data conversions

Key meeting participants include:

1. Senior/Executive Sponsor
2. General Manager Professional Services
3. New Account Sales or **Customer** Care Account Manager
4. **New World** Project Manager
5. **Customer** Senior Management /Exec Sponsor
6. **Customer** Project Manager
7. **Customer** SMEs

New World Responsibilities: During this event, the Project Manager (and/or designee) will meet with **Customer** staff and review requirements for the various items listed above. Once complete, the Project Manager (and/or designee) will document the requirements and distribute the information to the appropriate members of the implementation team. The **New World** Project Manager responsibilities include:

1. Establish framework for account management, roles and responsibilities of **New World** and **Customer**
2. Review **Agreement**
3. Review project methodology
4. Establish initial Project Management Plan
 - a. Roles and Responsibilities
 - b. Communication Plan
 - c. Risk Management Plan
 - d. Initial issues / concerns
5. Propose initial Project Schedule
6. Define an initial Training Plan
7. Update the Project Management Plan and Project Schedule
8. Create the initial requirement definition for custom requirements (e.g., software modifications, custom interfaces, data conversion); clearly define implementation timing (e.g., go-live vs. post go-live).
9. Conduct Executive Sponsorship meeting

Once compiled, documents will be provided to the **Customer** for review.



Customer Responsibilities: The **Customer** is responsible for:

1. Site preparation (conference rooms, audio visual equipment, etc.)
2. Meeting coordination with Executive Sponsors, supervisors, SMEs to support all contracted modules and functions, including but not limited to:

AEGIS Modules and Functions
Computer Aided Dispatch
Law Enforcement Records Management
Fire Records Management
Mobile
Field-Based Reporting

3. **Agreement** to account management framework, relationship approach and time schedule for project reviews
4. Attending and participating in the Account Management Planning Meeting
5. Providing the necessary technical specifications on interfaces
6. Providing complete user stories (that provide a general description of desired enhancement) for custom enhancements
7. Providing liaison support with agencies and vendors required to support interfaces
8. Identifying any non-standard **New World** reports not yet identified or included in the **Agreement**
9. Providing appropriate technical staff necessary to complete technical surveys (e.g., the Aegis Mobile Checklist, when applicable)
10. Reviewing all documentation compiled through this process, including the Requirements Document(s) submitted by **New World** and identify specific issues in writing
11. Providing liaison support with the state to support state reporting requirements (e.g., IBR, UCR, Accidents, etc.)

Inputs (prerequisites):

1. **Agreement**
2. Meeting Agenda / Pre-Trip Report
3. Presentation template
4. Resource Management Policy
5. **Customer** completed surveys, data collection documents
6. Standard workflow templates (when applicable)
7. Project Management Plan
8. Project Binder (internal document)
9. Data Conversion, System Assurance templates (when applicable)
10. Initial Project Schedule
11. Topology diagram of **Customer's** network
12. **Agreement**
13. Requirements Definition template



Outputs (completion criteria):

1. Post-trip Report
2. Framework established for account management, roles and responsibilities of **New World** and **Customer**
3. **Agreement** reviewed
4. Project methodology and planning templates reviewed
5. **Agreement** on initial Project Schedule and initial Training Plan
6. Initial Requirement Definitions (e.g., software modifications, custom interfaces, data conversion), clearly defined implementation timing (e.g., go-live vs. post go-live)
7. Define timeframe for next Executive Sponsorship discussion
8. Change Order (when applicable)
9. Contract Addendum (when applicable)
10. Updated Project Management Plan
11. Updated Project Binder (internal document)
12. Updated Project Schedule
 - a. All activities sequenced (dependencies applied)
 - b. Project Schedule defined
13. Supporting documentation
14. Store project artifacts and update status of project on Project Management Portal



B. Conduct Application Validation Set Workshop

Overview: During this event, **New World** will conduct Application Validation Set Training for designated **Customer** SME personnel to acquire the knowledge necessary to define the validation sets that are necessary to configure the initial application database. In this workshop, but **Customer** SME team will learn about the different types of information that must be defined and the method to communicate the validation set data.

New World responsibilities:

1. Provide up-to-date user manuals and tailorable training guides to workshop participants
2. Instruct **Customer** personnel on the validation sets information and process for the various contracted modules and associated application database

Customer responsibilities:

1. Convene workshop team of SMEs for this training
2. Attend and participate in the Application Validation Set Training

Inputs (prerequisites):

1. Pre-Trip Report
2. Training material
3. Validation Set workbook(s)
4. Training room with computers running **New World** application

Outputs (completion criteria):

1. Post-Trip Report
2. Updated Project Plan
3. Updated Validation Set workbook(s)
4. Updated Training Guides



C. Perform Data Conversion Analysis

Overview: Using the established guidelines from the contract, prepare **Customer** and **New World** for data conversion and migration. **New World** will analyze **Customer** source data, develop and deliver a Data Conversion/Migration Plan. This process will be initiated during the on-site Account Management Planning meeting(s).

New World responsibilities:

1. With **Customer** assistance, **New World** will analyze existing **Customer** source data; during this analysis process, **New World** will determine compatibility with the **New World** database structures and the viability of a conversion or migration to the **New World** database
2. Develop and deliver a Data Conversion/Migration Plan. The plan will identify data sources to be converted, data sources to be migrated, including Windows compatible file attachments (JPEG, PDF, WAV, DOCX, etc.) database types, database design and any detected data mapping concerns
3. When required, develop change order that reflects differences between the **Agreement** and **Customer's** desired data conversion

Customer responsibilities:

1. Provide **New World** with a representative sample of the data to be converted on mutually agreeable transmission media
 - a. Assist **New World** in analyzing source data
 - b. Live in source system
2. Review the Data Conversion/Migration Plan

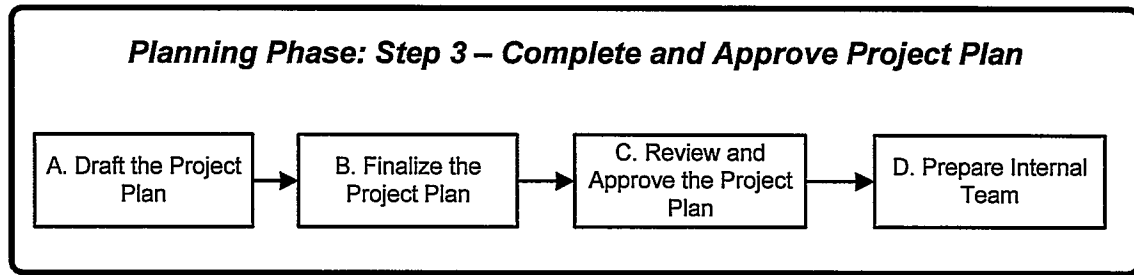
Inputs (prerequisites):

1. Data Conversion Packet
2. Sample data from **Customer**

Outputs (completion criteria):

1. Data Conversion/Migration Plan
2. **Customer** review and sign off on the Data Conversion/Migration Plan
3. Signed change order, when required



Step 3: Complete and Approve Project Plan**A. Draft the Project Plan**

Overview: The purpose of this event is to review the information captured during the Planning Phase, finalize key decisions and prepare to finalize the overall Project Plan. It is important to note that the Project Plan includes all documents prepared during the Planning Phase:

1. Project Management Plan
 - a. Roles and Responsibilities
 - b. Communication Plan
 - c. Risk Management Plan
 - d. Action Items
 - e. Issues
 - f. Key Decisions - Changes
2. Project Schedule
3. Supporting documents
4. Initial Requirement Definition for **Customer** Deliverables
5. Initial Training Plan

New World responsibilities: During this process, the **New World** Project Manager will meet with the **Customer** project team and review the information documented in the Planning Phase. The Project Manager will then draft and publish the Project Plan that will be submitted for approval.

Customer responsibilities: Support finalization of the Project Plan, providing SMEs as needed.

Inputs (prerequisites):

1. Pre-Trip Report (if conducted on site)
2. Requirements Document(s)
3. Initial Training Plan
4. Information referenced from legacy system(s) as well as **New World** software
5. Project Management Plan
6. Project Binder (internal document)
7. Project Schedule



Outputs.(completion criteria):

1. Post-Trip Report (if conducted on site)
2. Updated Project Management Plan
3. Updated Project Binder (internal document)
4. Updated Project Schedule
5. Updated Requirements Document(s); including sign-offs (where applicable)
6. Updated supporting documentation
7. Proposed resource schedule



B. Finalize Project Plan

Overview: At this stage of the project, significant information has been gathered regarding the **Customer's** current operations and how the **New World** application implementation needs to occur to be successful. Based on this information, a final Project Plan must be developed that maps out the activities, deliverables and deadlines required by the project team.

New World responsibilities: The **New World** Project Manager will finalize the Project Plan to meet the requirements of a successful implementation, while establishing clear ownership of activities, deadlines and timeframes for each step of the implementation. The Project Plan provides detailed instructions to the entire **Customer** team and once approved, is the guiding light for all project activity going forward.

1. Review with **Customer** personnel the identified implementation tasks, priorities, inter-dependencies, team members, resources and other requirements to approve the final Project Plan.
2. The Project Management Plan, Project Schedule and supporting documentation are finalized as part of this step because these documents comprise the Project Plan that is reviewed as part of the acceptance criteria to move the project to the Construction Phase as defined in Review and Approve Project Plan.

Customer responsibilities: In tandem with **New World** project personnel, analyze identified requirements of the Project Plan and make such implementation decisions as are reasonably required to finalize the plan.

Inputs (prerequisites):

1. **Agreement**
2. Proposed resource schedule
3. Project Plan
 - a. Project Management Plan
 - b. Project Schedule
 - c. Project Configuration Plan and supporting documents/plans
 - d. Updated Requirements Document(s), including sign-offs
 - e. Supporting documents

Outputs (completion criteria):

1. Updated Project Plan
2. Confirmed resource schedule (90-day lock)
3. Store project artifacts and update status of project on Project Management Portal



C. Review and Approve Project Plan

Overview: The objective of this task is to approve the Project Plan based upon the activities and work processes discovered during the Planning Phase. The resulting document defines the specific project tasks, timelines for completion and ownership of each activity throughout the remainder of the project.

New World responsibilities:

1. Deliver the final Project Plan to **Customer**
2. Review the Project Plan with **Customer** personnel and make mutually agreed upon modifications
3. Upon mutual acceptance of the Project Plan, establish the document as the baseline for the remainder of the project
4. Ensure there is a clear definition of the alignment of any custom software/interfaces to the implementation of the standard application solution in the **Customer's** live environment
5. Review 90-day lock resource scheduling policy

Customer responsibilities:

1. Review the final Project Plan and document any specific deficiencies found with the Plan within ten (10) business days
2. Sign off on final iteration of the Plan by **Customer** Project Manager and Executive Manager

Inputs (prerequisites):

1. Pre-Trip Report (if conducted on site)
2. Final Project Plan
3. Supporting Documentation

Outputs (completion criteria):

1. Post-Trip Report (if conducted on site)
2. Final accepted Project Schedule; second baseline for project created based on actual timeline (initial baseline based on project size)
3. Updated Project Status Record; ensure new project baseline dates are reflected
4. Signed approval for the Project Plan
 - a. Project Schedule
 - b. Supporting documents/plans
 - c. Requirements Document(s); including sign-offs (where applicable)
 - d. Project Management Plan
 - e. Supporting Documentation
 - i. State reporting
 - ii. Data conversion
 - iii. Geo-File



D. Prepare Internal Team

Overview: During this portion of the implementation, the Project Manager meets with the **New World** team to discuss the requirements of the Project Plan and their individual responsibilities to deliver a successful project.

New World responsibilities: The **New World** Project Manager will be responsible for the following:

1. Prepare and coordinate the team briefing
2. Ensure all project documents are stored on the portal and are available to the team
3. During the meeting, the Project Manager will review the Project Plan and supporting (applicable) documents
4. The Project Manager will review with the individual team members their roles and responsibilities associated with the implementation

Customer responsibilities: None

Inputs (prerequisites):

1. Agenda
2. Final Project Plan
 - a. Project Schedule
 - b. Supporting documents/plans
 - c. Requirements Document(s)
 - d. Project Management Plan
 - e. Supporting Documentation
 - i. State reporting
 - ii. Data conversion
 - iii. System Assurance
3. Project Binder (internal document)
4. **Agreement**
5. Resource schedule

Outputs (completion criteria):

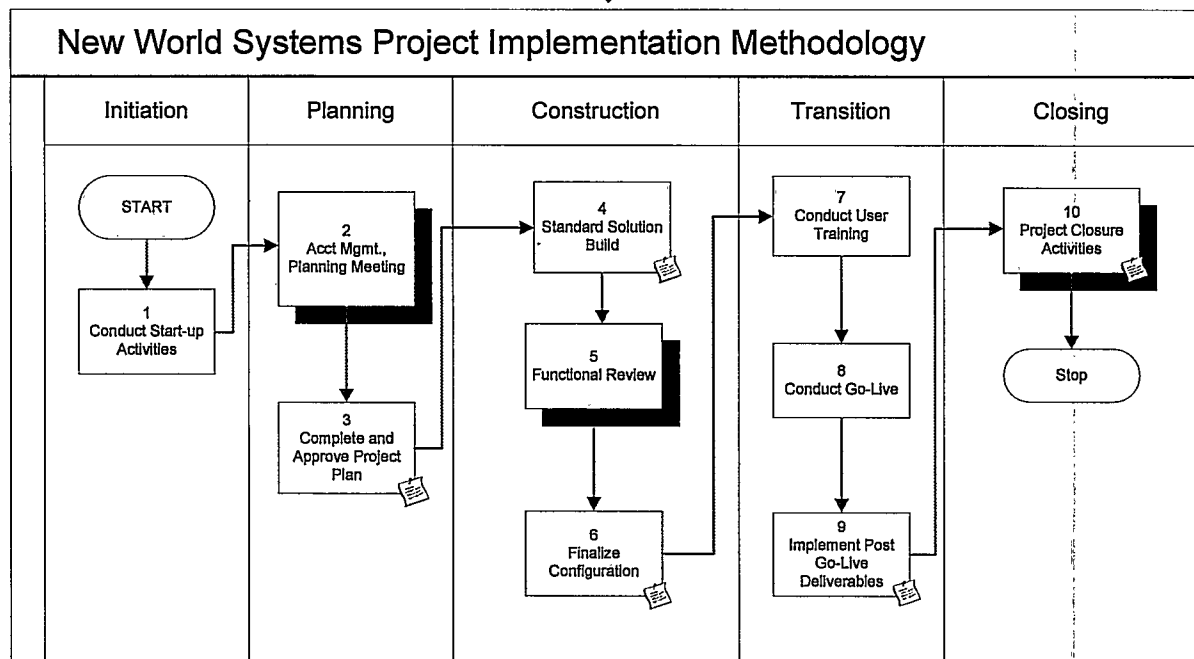
1. Updated Project Plan
2. Project team prepared to build application solution



PHASE: Construction

Purpose: Execute the Project Plan to build, review and configure the system to verify system readiness.

Description of Phase: The Construction Phase consists of three steps. During this Phase, **New World** and **Customer** Project Managers lead the project, coordinate project team activities, communicate direction, report on project progress and monitor resources. The team's focus during this Phase is to execute the Project Plan. **Customer** and **New World** project teams install the system, implement the database, review the configuration, apply final application configuration requirements and lay the groundwork to migrate to the **New World** application.

**LEGEND**

Step



Task Includes Customer Executive Review Meetings

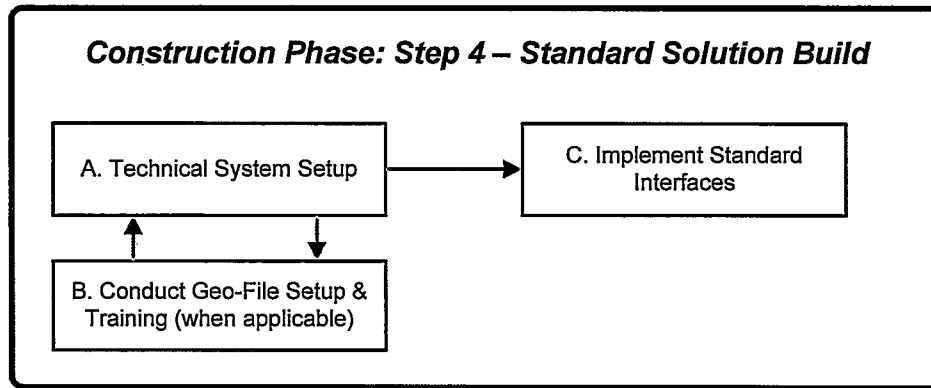


Requires Authorized Customer Signoff

The methodology diagram indicates that each step of the Construction Phase follows the previous step, but many of these steps occur concurrently.

*In addition, when the **Customer** requires the conversion of existing data and/or implementation of custom interfaces to bring the applications into a live production environment, some (or all) of the tasks defined in the Transition Phase, Step 9, Implement Post Go-Live Deliverables, may occur during the Construction Phase (this is dependent upon the Project Plan developed and agreed upon in the Planning Phase).*



Step 4: Standard Solution Build**A. Technical System Setup**

Overview: During this step, **New World** validates and finalizes the **Customer's** hardware configuration, software requirements and implementation. The result of this effort is documented in the Site Plan.

New World will install the Licensed Standard Software and standard database on **Customer** supplied servers and configure system to meet application specifications. This is generally completed in two distinct stages: Aegis/MSP and Mobile

New World responsibilities: Configure the system as required and provide knowledge transfer to the System Administrator.

New World will install and configure the application specific server/client and train **Customer** personnel on configuration procedures. For each configuration, **New World** personnel will:

1. Verify with **Customer** personnel the computer processor(s), operating system software, third party software, associated workstation requirements, printers, network communications and other related components supplied by **Customer**
2. Establish the initial application database using the validation set workbook(s) as input
3. Document the required site resources (e.g., facility, power, network, cooling, etc.) necessary to operate the application; as part of the review, **New World** will make recommendations for necessary site modifications to meet minimum operating requirements for the application
4. Review with **Customer** the minimum requirements for workstations and mobile data devices as identified in the **Agreement**, as applicable to the application
5. Train **Customer** to install client workstations, administer servers, manage disaster recovery systems and review any other items of concern related to hardware and software configuration
6. Review ongoing **Customer** management expectations of how system will be managed by **Customer**; identify role of **New World** vs. **Customer**



7. Provide **Customer** with a Site Plan that includes the following:
 - a. Identification of any special space requirements
 - b. Functional system diagram, showing a high level view of the **New World** Standard Software subsystems and their associated hardware

Customer responsibilities:

1. Provide **Customer** technology staff to assist **New World** with the Site Plan
2. Provide, upon request, information on existing hardware and operating system software components and terminal networks, as well as projected utilization statistics and other information reasonably required to validate final hardware requirements
3. Review the final hardware and operating system configuration with the **New World** project team
4. Review **New World** recommendations regarding any existing communications networks and workstations and make any reasonable modifications identified by **New World** to ensure compatibility with the equipment and system to be installed
5. Ensure hardware is ordered, delivered and installed prior to scheduling **New World** System Assurance visit on site
6. Have information technology support staff on hand for knowledge transfer and to help address any concerns encountered during the system installation
7. Review and sign off on systems management expectations policy
8. Provide signoff indicating completion of system set-up and administration training
9. Install and configure the mobile software on additional mobile computers

Inputs (prerequisites):

1. Pre-Trip Report (if conducted on site)
2. System Support documentation
3. Validation Set workbooks
4. **Customer** supplied topology diagram of the network and map
5. System Set-up and Administration Training sign-off template
6. Systems Management Expectations Policy template

Outputs (completion criteria):

1. Site Plan
2. Test and production environments are ready to use
3. Post-Trip Report (if conducted on site)
4. System Set-up and Administration Training sign-off document
5. Systems Management Expectations Policy / signoff
6. Store project artifacts and update status of project on Project Management Portal



B. Conduct Geo-File Setup and Training (when applicable)

Overview: New World will recommend procedures to support the loading of **Customer**-supplied GIS data for use in the New World software and assist the **Customer** with the initial load of GIS data.

As part of this step, New World will provide a GIS overview of GIS components, where they are installed and discuss a plan for updating the GIS data within the New World software. **Customers** are responsible for continuous updates of the GIS data used in the New World software.

The **Customer** will need to have the appropriate ESRI desktop software of ArcEditor or ArcInfo in order to conduct the initial GIS data load and ongoing maintenance of the data. The ArcEditor or ArcInfo software must be available for use by the New World **Customer** Support Center to assist the **Customer** with GIS data support.

New World responsibilities:

1. Obtain from **Customer** the New World required GIS data containing address point layer (optional) and street centerline layer geo-codable by the systems proposed geo-coding service.
2. Obtain from **Customer** all appropriate required polygon boundary layers. This may represent Police Beats, Police ORI, Fire Quadrants, FDID, EMS Districts and EMS ORI, Common Name, Alias, and Hydrant layer
3. The GIS Implementation Specialist will assist **Customer** in loading/importing their GIS data into the New World enterprise geo-database within the New World software; it is required that all GIS data to be used within the New World software be maintained in a standard ESRI data format (shape files, personal geo-database, file geo-database) and then loaded into the New World software, or the required GIS data to be maintained directly in the New World enterprise geo-database using ESRI's ArcGIS ArcEditor or ArcInfo desktop software
4. Conduct a GIS Overview for the **Customer**

Customer responsibilities:

1. Provide New World with the required GIS data containing address point layer (optional) and street centerline layer geo-codable by the systems proposed
2. Provide New World all appropriate required polygon boundary layers
3. Assume responsibility for both initial GIS data development and ongoing GIS data maintenance
4. Provide a GIS point of contact responsible for ongoing GIS maintenance
5. Provide the above-specified GIS data for import/load into the New World enterprise geo-database
6. Provide any other GIS data for use within the New World software at the time of the initial import/load into the New World enterprise geo-database
7. Provide all ESRI Desktop software ArcEditor/ ArcInfo and any associated systems software licenses and workstation equipment necessary for the initial import/load of the GIS data into the New World enterprise geo-database
8. Provide trained staff to make GIS data changes or corrections in support of GIS implementation
9. Be solely responsible for the content and accuracy of the supplied GIS data (there is no data conversion or manipulation by New World)



Inputs (prerequisites):

1. GIS Implementation Packet and data review document
2. Detailed specifications of required changes or additions to **Customer** GIS data to ensure compatibility within the **New World** application

Outputs (completion criteria):

1. The **New World** Standard Software GIS Implementation has been successfully completed with **Customer**-supplied GIS data
2. **New World** demonstrates to **Customer** the **New World** application is working correctly with the loaded **Customer** GIS data
3. **New World** has provided **Customer** with the appropriate GIS overview necessary for ongoing maintenance and uploading of the GIS data within the **New World** application going forward
4. Store project artifacts and update status of project on Project Management Portal



C. Implement Standard Interfaces

Overview: During this event, **New World** will implement any applicable standard interfaces.

New World responsibilities: Implement the interfaces in the test environment that are required for the live environment.

Customer responsibilities:

1. Provide **Customer** technology staff to address the desired application workflow
2. Work with **New World** to test the interfaces

Inputs (prerequisites):

1. Pre-Trip Report (if conducted on site)
2. Configuration requirements for interface operations
3. Standard Interfaces

Outputs (completion criteria):

1. Post-Trip Report (if conducted on site)
2. Updated Project Plan
3. Store project artifacts and update status of project on Project Management Portal
4. Installed Standard Interfaces

Step 5: Functional Review

Overview: The Functional Review encompasses a hands-on review of each application within the implementation. This review is accomplished by presenting each function within the application from the user/administrator point-of-view and every project construction element as it relates to a particular workflow process.

New World responsibilities: New World Project Manager and Application Specialist(s) will act as facilitators during the Functional Review. Their main role is to review the **New World** standard software solution with the **Customer** and identify any **Customer** workflow modifications and/or minor software configuration changes that need to be applied. The Project Manager is responsible for coordinating this review with the Application Specialist and preparing the **Customer** team for the functional review and creating any applicable documentation (e.g., Functional Review Guide, trip reports). The Application Specialist will present the configured applications and act as SME to facilitate an interactive exchange with the **Customer** and work towards **Customer** acceptance of the configured applications. Additionally, a **New World** Executive Manager will participate in the Functional Review, as well as a project review meeting with the **Customer's** senior staff. The content of the Training Plans will also be finalized as part of the Functional Review. The review should include:

1. Overview of the various **Customer** work processes and the functional relationship to the software

AEGIS APPLICATIONS
Computer Aided Dispatch
Law Enforcement Records Management
Fire Records Management
Mobile
Field-Based Reporting

2. Validation of any custom modification decisions related to implementation of the standard software solution and the post-live custom requirements.
 - a. Custom software modifications
 - b. Custom interfaces
 - c. Data conversion
3. Finalization of any applicable Requirements Definition documentation.
4. Identification and documentation of any desired configuration modifications to the standard software solution (not applicable for pre-configured implementations)
 - a. Standard software applications
 - b. Standard Interfaces
 - c. State reporting requirements (e.g. IBR, UCR, Accident)
5. Agency-specific reports (internal management reports, public inquiries, etc.)
6. Review Hardware and Network Topology
7. Assess impact on workforce



8. Finalize Training Plan
9. Discuss Data Conversion Migration Plan
10. Define Cutover (Go Live) Plan, with Standard and Custom interfaces

Customer responsibilities: For the review, **Customer** leadership and SMEs participate to provide **Customer** workflow and policy information as it relates to the configured **New World** applications. Work with **New World** Project Manager and Application Specialist to determine any additional configuration changes that are required. Work with **Customer** to implement agreed upon workflow changes.

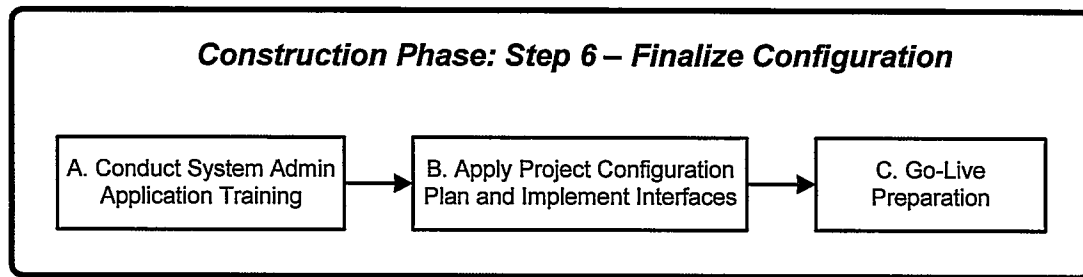
Inputs (prerequisites):

1. Pre-Trip Report
2. Functional Review Guide (when applicable)
3. Requirements Document(s) for Custom Interfaces / Modifications
4. Standard interfaces
5. State reporting (when applicable)
6. Data conversion
7. Geo-files
8. Field Reporting

Outputs (completion criteria):

1. Post-Trip Report
2. Updated Project Schedule
3. Updated Project Plan
4. Project Configuration Plan
5. Training Plan
6. Supporting documentation
7. Store project artifacts and update status of project on Project Management Portal



Step 6: Finalize Configuration**A. Conduct System Admin Application Training**

Overview: During this event, **New World** will conduct System Administration Application Training for designated **Customer** SME personnel to acquire the knowledge necessary to finalize the software solution configuration and maintain the various modules included in the **Agreement**. (There will be a minimum of one session per each major module.)

Decisions regarding the configuration of the **New World** application are made in the Construction Phase, Step 5, Functional Review, and are applied during this Step.

New World responsibilities:

1. Provide up-to-date user manuals to workshop participants
2. Instruct **Customer** personnel, including the system administrator, on configuration of the various contracted modules

Customer responsibilities:

1. Convene workshop team of SMEs for this training
2. Attend and participate in the System Admin Application Training

Inputs (prerequisites):

1. Pre-Trip Report
2. Training material
3. Project Configuration Plan
4. Training room with computers running **New World** application

Outputs (completion criteria):

1. Post-Trip Report
2. Updated Project Plan

B. Apply Project Configuration Plan and Implement Interfaces

Overview: During this event, the **Customer** uses the Project Configuration Plan created during the Functional Review, as the requirements for any modification to the standard application configuration. The results of this effort are configured applications.

New World will implement any remaining standard interfaces.

In addition, **New World** will create and implement any custom interfaces that must be in place to bring the applications into a live production environment. Data Conversion activity may also be addressed (dependent upon the Project Plan developed and agreed upon in the Planning phase).

New World responsibilities: Provide support for the **Customer** SME team that is applying configuration changes. Implement the interfaces in the test environment that are required for the live environment.

Customer responsibilities:

1. Apply configuration changes as defined in the Project Configuration Plan
2. Provide **Customer** technology staff to address the desired application workflow
3. Work with **New World** to test the interfaces (as applicable)

Inputs (prerequisites):

1. Pre-Trip Report (if conducted on site)
2. Project Configuration Plan
3. Configuration requirements for interface operations
4. State reporting requirements including data requirements, contact information, data submission deadlines and transition plan
5. Requirements definition(s) (when applicable)
6. Standard and/or Custom Interfaces

Outputs (completion criteria):

1. Post-Trip Report (if conducted on site)
2. Updated Project Plan
3. Store project artifacts and update status of project on Project Management Portal
4. Configured applications, including applicable interfaces, data conversion, state requirements and field reporting
5. Updated Project Configuration Plan



C. Go-Live Preparation

Overview: Review the overall project status to ensure that all requirements for a go-live event have been completed and the go-live event can occur with minimal disruption or risk. Document all related issues and concerns and jointly agree, in writing, to move forward with training and transition to the live environment.

New World responsibilities: During this process, the **New World** Project Manager or Application Specialist will review the system with the **Customer** to ensure that each application is functioning as expected. In addition, they will review the Project Management Plan with the **Customer** to ensure all applicable issues and action items have been addressed.

Customer responsibilities: With the **New World** representative, the **Customer** will demonstrate the system is set up and configured as designed. Work with Project Manager to identify any issues or concerns and jointly agree, in writing, to move forward with training and transition to the live environment.

Inputs (prerequisites):

1. Pre-Trip Report (if conducted on site)
2. Project Configuration Plan
3. Project Plan
4. Go-Live sign-off template

Outputs (completion criteria):

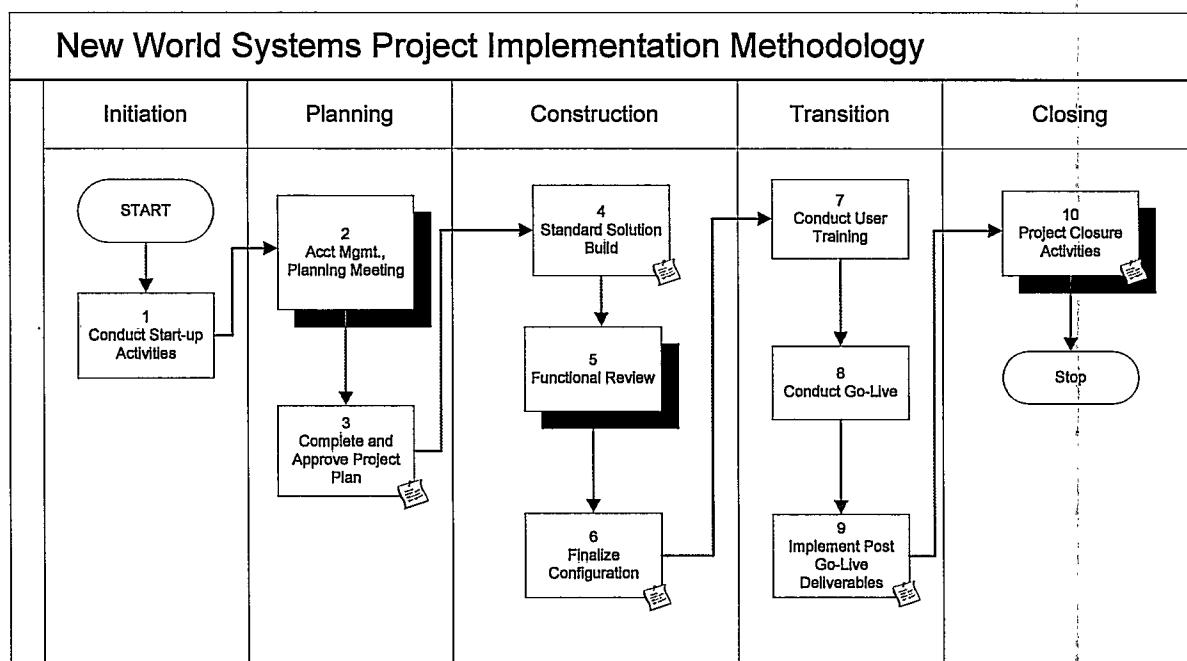
1. Post-Trip Report (if conducted on site)
2. Updated Project Plan
3. Go-Live sign-off
4. Documentation of all outstanding issues/concerns and written **Agreement** to begin the training/transition to the live environment



PHASE: Transition

Purpose: Train users, perform data conversion, execute go-live, complete post-go-live activities and finalize **Customer** application customizations.

Description of Phase: The Transition Phase consists of three steps. During this Phase, **New World** and **Customer** project teams review the system, verify and validate readiness for go-live, train users, cut over from legacy systems and complete post go-live requirements.

**LEGEND**

Step



Task Includes Customer Executive Review Meetings



Requires Authorized Customer Signoff



Step 7: Conduct User Training

Overview: New World Application Specialist(s) provide user training to **Customer** staff.

New World responsibilities: New World Application Specialist will provide on-site training services to assigned **Customer** staff. Training options include:

Train-the-Trainer Training (TTT)

This training consists of a **New World** Application Specialist providing very detailed on-site training to **Customer** representatives. The Train-the-Trainer course is designed to take **Customer**-certified (either locally or by their state) trainers, train them on the **New World** software and certify they have the knowledge base to successfully train other members. This training also includes problem solving techniques to ensure an effortless transition with minimal interruptions during their training sessions. Additionally, students are provided training techniques and detailed lesson plans on their specific modules.

User Training

If a Train-the-Trainer approach is not preferred, **New World** can provide **Customer**-defined User Training courses. This training consists of a **New World** Application Specialist providing an on-site training course specific to a user's job assignment. Each course consists of **Customer**-defined software classes needed to be proficient in their areas of responsibility utilizing the **New World** software.

Customer responsibilities: Assign and schedule appropriate staff to attend training sessions. Provide and schedule necessary facilities for training sessions. Confirm staff participation in training, as scheduled.

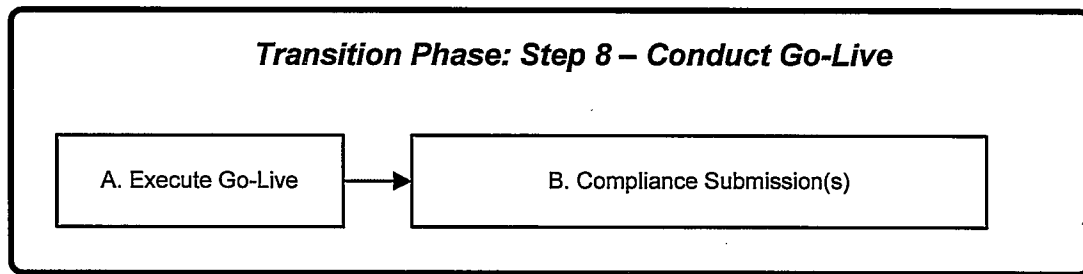
Inputs (prerequisites):

1. Pre-Trip Report (if conducted on site)
2. Training materials
 - a. Lesson Plan / User Guide
 - b. Written Proficiency Examinations

Outputs (completion criteria):

1. Post-Trip Report (if conducted on site)
2. Written Proficiency Examination results
3. Revised Training Guides (in MS-Word format)



Step 8: Conduct Go-Live**A. Execute Go-Live**

Overview: With assistance from New World, Customer goes live on modules and interfaces identified in the Agreement and as documented in the Project Plan.

New World responsibilities:

1. New World assistance for all applications going live

AEGIS APPLICATIONS
Computer Aided Dispatch
Law Enforcement Records Management
Fire Records Management
Mobile
Field-Based Reporting

2. New World assists Customer in preparing production server for go-live
 - a. Run SQL go-live script
 - b. Set counters
 - c. Other maintenance tasks
3. Provide final updates, when applicable, to the following:
 - a. Standard software
 - b. Custom software
 - c. Hardware
 - d. Interfaces
 - e. State reporting
 - f. Data conversion
 - g. Geo-files
4. Customer turnover to Customer Support
5. New World on-site staff cleared to depart Customer site

Customer responsibilities:

1. **Customer** goes live with appropriate applications identified in the **Agreement**
2. Provide SME team members to assist with go-live for each of the applications going live as first line support

Inputs (prerequisites):

1. Pre-Trip Report
2. Standard software
3. Custom software
4. Interfaces – standard and custom
5. State reporting
6. Data conversion
7. Geo-files
8. Pre go-live preparations
 - a. System preparation
 - b. Team preparation
 - c. Preparatory meeting with **Customer**

Outputs (completion criteria):

1. Post-Trip Report (if conducted on site)
2. Updated Project Plan
3. **Customer** support engaged
4. Live Operations

B. Compliance Submission(s)

Overview: As part of normal operations, agencies are required to submit crime statistic reports to the state (IBR, UCR, NIBRS, etc.) on a monthly basis. During the transition to a new system, state agencies will work with local law enforcement agencies to develop a plan to allow the system to adopt the new technology in their environment and submit reports after a period of operation.

During the Construction Phase, **New World** works with the agency to implement state reporting rules. The first full test of these rules occurs 60 to 90 days after go-live to ensure the **Customer** has data for submission to the state. State reporting and editing can be a significant challenge and to assist **Customers** with this event, **New World** schedules and assigns an Application Specialist to assist the **Customer** with their first submission process.

New World Responsibilities: **New World** Application Specialist will provide training services and support to assigned **Customer** staff to submit, edit and correct state-required statistical crime reports.

Customer Responsibilities: Identify primary and secondary staff responsible for submission and correction of state reports. Also, identify state contact and state testing procedures to ensure the state is prepared to assist with the analysis and evaluation of report submissions in order to expedite returns and error reporting.

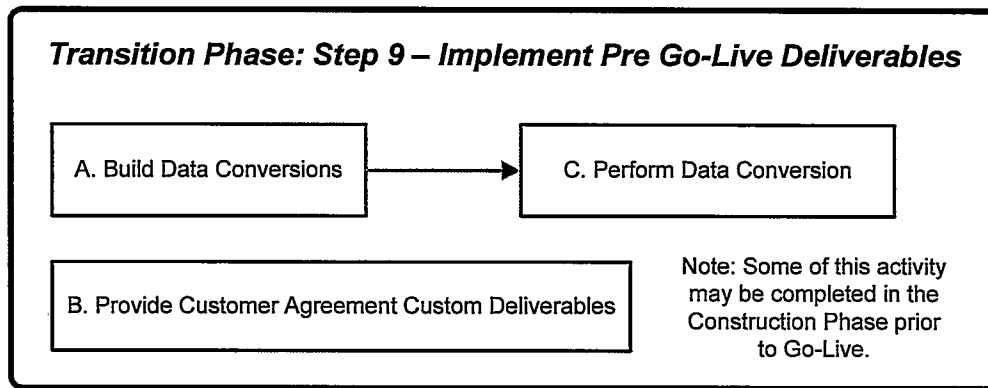
Inputs (prerequisites):

1. Pre-Trip Report (if conducted on site)
2. State contact for submission management
3. A minimum of 60 days of live operation
4. Documented state submission requirements
5. Training facilities
6. Agency staff identified as primary and secondary parties responsible for state submission

Outputs (completion criteria):

1. Post-Trip Report (if conducted on site)
2. State submission within accepted error rates



Step 9: Implement Pre Go-Live Deliverables**A. Build Data Conversions**

Overview: New World will provide the **Customer** requested data conversion as described in the **Agreement**. Depending on the decisions made in the Planning Phase, the data conversion processes may be aligned with the go-live schedule, which means this event would then be included in the initial solution build (Step 5).

New World responsibilities:

1. New World will provide the data conversion programs to convert **Customer's** legacy data to the New World standard software for the modules specified in the Data Conversion Migration Plan.
2. New World will provide **Customer** up to (4) four test sets of converted data. Additional test sets requested will require additional conversion costs.
3. As provided in the approved Project Plan, New World will schedule a conversion analysis trip and a separate data conversion test trip to **Customer's** location. The conversion test trip is part of delivering the conversion programs to **Customer**.
4. New World will provide **Customer** with a Data Conversion Migration Plan for sign off prior to starting development of data conversion programs. No conversion programming by New World will commence until **Customer** signs this document.

Customer responsibilities:

1. Data files from **Customer's** current database are included in this conversion. **Customer** will provide a list of discrete data files with descriptions of fields or data elements in each file.
2. Supply data to be converted.
3. A data dictionary (data descriptors), if available, containing all data elements must be provided to New World for each file submitted with the media
4. As provided in the Project Plan, **Customer** will provide a dedicated contact for each application area to focus on conversion mapping and testing tasks. Responsibilities include dedicating a support person(s) whenever members of the New World team are on site regarding conversions. Roughly a one-to-one time ratio exists for **Customer** commitment and New World commitment.
5. Data Conversion testing. **Customer** understands that thorough and timely testing of converted data by **Customer's** SMEs is a key part of a successful data conversion.



6. **Customer** agrees to promptly review, generally within two weeks, and sign off on the data conversions after the final test run is completed.

Inputs (prerequisites):

1. Approved Data Conversion/Migration Plan
2. Data to be converted

Outputs (completion criteria):

1. Completed data conversion programs
2. Conversion test sign-off

B. Provide Agreement Custom Deliverables

Overview: New World will provide **Customer** requested standard software enhancements and/or custom software (including interfaces and state reporting) as described in the **Agreement**.

New World responsibilities:

1. **New World** will develop and implement custom software and interfaces
2. **New World** will provide training for enhancements and/or custom software

Customer responsibilities:

1. Provide resources to support the installation of software upgrades when enhancements and/or custom software are available, including interfaces and state reporting
2. Attend training as required

Inputs (prerequisites):

1. Completed enhancements and/or custom software / interfaces
2. **Customer** to confirm functionality of software within the scope of the Requirements Document

Outputs (completion criteria):

1. Upgraded application with enhancements and/or custom software
2. Trained personnel



C. Perform Data Conversion

Overview: Using the established guidelines from the contract, execute the data conversion to migrate data from legacy systems to the **New World** application. Depending on Project Plan requirements, this conversion can be completed in one or two phases as part of pre-live, live or post-live operations.

New World responsibilities:

1. Follow established Data Conversion/Migration Plan; the plan will identify data sources to be converted, data sources to be migrated, the database type, database design and any detected data mapping issues or exceptions
2. Execute Data Conversion as outlined in the Project Plan to ensure legacy data can be accessed on production systems as confirmed through previous conversion tasks.

Customer responsibilities:

1. Provide **New World** with access to production server and window of downtime required to execute conversion
2. Analyze data and document any discrepancies or concerns with data conversion
3. Provide dedicated internal contact for support and assistance with data conversion operations

Inputs (prerequisites):

1. Pre-Trip Report (if conducted on site)
2. Data Conversion Packet
3. Approved Data Conversion/Migration Plan

Outputs (completion criteria):

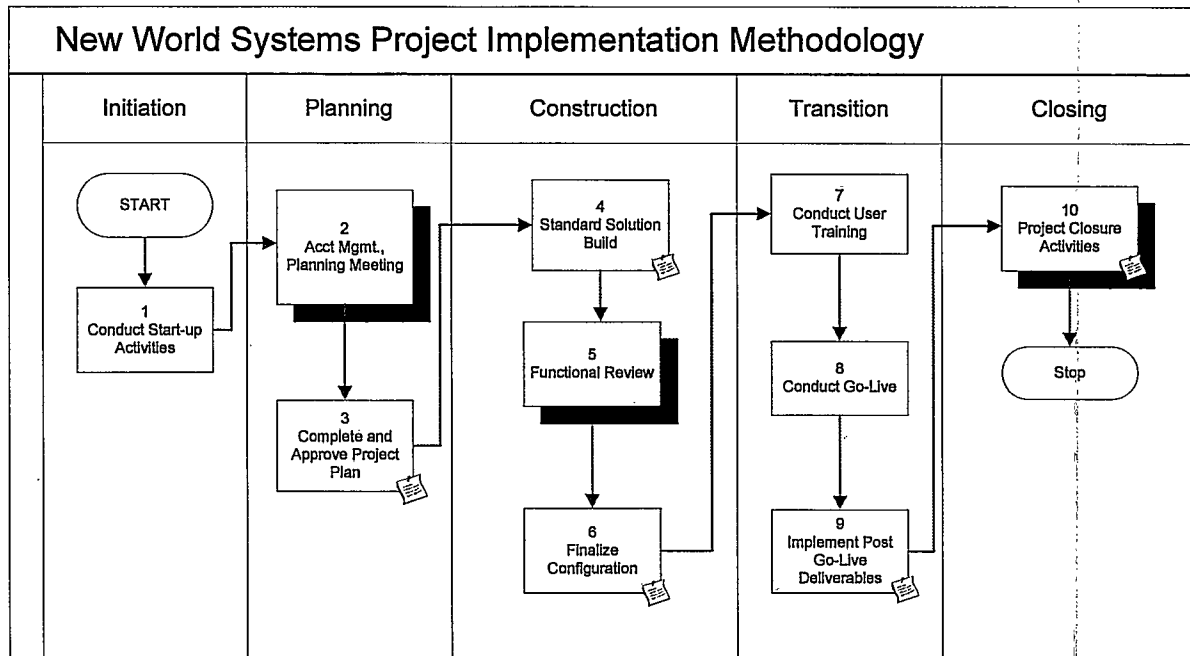
1. **Customer** review and sign off on Acceptance of Data Conversion
2. Post-Trip Report (if conducted on site)



PHASE: Closing

Purpose: Review the project, approve closure, disengage project management and transition **Customer** to the Account Management Team.

Description of Phase: The Closing Phase consists of one step. During this Phase, the **New World** Project Manager reviews the project with Executive Management, closes out all remaining documentation tasks and disengages from the project. The Account Management Team assumes all responsibilities for ongoing support of the system and **Customer**.

**LEGEND**

Step

Task Includes Customer
Executive Review MeetingsRequires Authorized
Customer Signoff

Step 10: Project Closure Activities

Transition to Account Management

Overview: At the conclusion of the project, the **New World** applications are fully live and functional in the **Customer's** environment with all required components delivered and operational. During this event, the **New World** Project Manager will schedule a formal turnover of the **Customer** to the **New World** Account Management Team, which includes the Executive Sponsor, **Customer** Support and **Customer** Care. The managers of **Customer** Care and Support introduce their department structure and review the services each team provides.

Many of these individuals will have been part of the project, so this transition should be relatively seamless.

Project closure will also be finalized with the **Customer**, ensuring the **Customer** and the **New World Customer** Support team members are aware of the overall deployment of the **New World** implementation and that all questions have been addressed and exceptions are incorporated into the sign-off document.

New World responsibilities:

1. The **New World** Project Manager will coordinate a meeting, either via teleconference or on site, to review the project status and transition ongoing communications with the **Customer** to the assigned Account Team
2. Managers of **New World Customer** Support create and distribute agenda
3. Prepare the sign-off documentation
4. The Project Manager and PMO will review all project financials to ensure all deliverables for the **Agreement** are delivered, billed and paid

Customer responsibilities:

1. Provide appropriate personnel for the support turnover meeting
2. Provide a location with a conference phone for the support turnover meeting
3. Project Closure sign-off

Inputs (prerequisites):

1. Agenda
2. Schedule the meeting
3. Project Closure sign-off template

Outputs (completion criteria):

1. Account Management engaged to support the **Customer**
2. Project Closure sign-off

ATTACHMENT 1

Preliminary Project Plan



ATTACHMENT 1

Preliminary Project Plan

An updated timeline will be submitted after City Council approval of the contract to coincide with the date of approval.



**City of Norman, Oklahoma
Preliminary Project Plan**

ID	Task Name	Duration	Start	Finish	Resource Names
1	Norman, Oklahoma	338 days	Tue 11/27/12	Mon 3/17/14	
2	Contract Signed	0 days	Tue 11/27/12	Tue 11/27/12	
3	Initiation Phase	3.13 days	Thu 11/29/12	Tue 12/4/12	
4	1 - Conduct Start-up Activities	3.13 days	Thu 11/29/12	Tue 12/4/12	
5	Conduct Initial Customer Phone Call	1 hr	Thu 11/29/12	Thu 11/29/12	Aegis General Mgr, Norman
6	Setup Tactical Governance Forum	1 day	Thu 11/29/12	Fri 11/30/12	Aegis Program Manager
7	Conduct Internal Turnover Meeting	1 day	Fri 11/30/12	Mon 12/3/12	Aegis Project Manager
8	Initiate Project Management Plan	1 day	Mon 12/3/12	Tue 12/4/12	Aegis Project Manager
9	Initiate Internal Project Binder	1 day	Mon 12/3/12	Tue 12/4/12	Aegis Project Manager
10	Step 1 Complete	0 days	Tue 12/4/12	Tue 12/4/12	
11	Planning Phase	26.25 days	Mon 12/17/12	Thu 1/24/13	
12	2 - Account Management Planning Meeting	4 days	Mon 12/17/12	Thu 12/20/12	
13	Conduct Account Management Planning Meeting - Project Manager	3 days	Mon 12/17/12	Wed 12/19/12	Aegis Project Manager
14	Conduct Account Management Planning Meeting - Executive Sponsor	2 hrs	Tue 12/18/12	Tue 12/18/12	Aegis Executive Sponsor
15	Data Collection Kick Off	1 day	Thu 12/20/12	Thu 12/20/12	Aegis Project Manager, Aegis MSP Prof Svc
16	Step 2 Complete	0 days	Thu 12/20/12	Thu 12/20/12	
17	3 - Complete and Approve Project Plan	25 days	Tue 12/18/12	Thu 1/24/13	
18	Initiate Secondary projects related to this contract	0.5 days	Fri 12/21/12	Fri 12/21/12	
19	Initiate Standard Interface Process	2 hrs	Fri 12/21/12	Fri 12/21/12	Aegis Project Manager
20	Internal Custom Interface Contract Review	2 hrs	Fri 12/21/12	Fri 12/21/12	Aegis Project Manager, Aegis Solution Consulting (Custom)
21	Initiate Custom Interface Process	2 hrs	Fri 12/21/12	Fri 12/21/12	Aegis Project Manager
22	Solution Integration Planning (Large or Multi Agency Projects)	25 days	Tue 12/18/12	Thu 1/24/13	
23	Decision-making and collaboration approach	1 day	Tue 12/18/12	Wed 12/19/12	Aegis Tactical Governance Forum
24	Governance and escalation procedures	1 day	Tue 12/18/12	Wed 12/19/12	Aegis Tactical Governance Forum
25	Risks Analysis	1 day	Tue 12/18/12	Wed 12/19/12	Aegis Tactical Governance Forum
26	Mapping of business objectives across all agencies	5 wks	Tue 12/18/12	Thu 1/24/13	Aegis Tactical Governance Forum
27	Solution feasibility and readiness assessment	5 wks	Tue 12/18/12	Thu 1/24/13	Aegis Tactical Governance Forum
28	Network setup, resource and data sharing planning	5 wks	Tue 12/18/12	Thu 1/24/13	Aegis Tactical Governance Forum
29	Solution Integration planning completed and documented	0 days	Thu 1/24/13	Thu 1/24/13	

**City of Norman, Oklahoma
Preliminary Project Plan**

ID	Task Name	Duration	Start	Finish	Resource Names
30	Compliance Submission(s) Planning	0.63 days	Fri 12/21/12	Fri 12/21/12	
31	Contact State Agency for Submission Management	1 hr	Fri 12/21/12	Fri 12/21/12	Norman
32	Develop Plan for Submission	0.5 days	Fri 12/21/12	Fri 12/21/12	Norman
33	Finalize Project Management Plan	1 day	Fri 12/21/12	Mon 12/24/12	Aegis Project Manager
34	Review and Approve Project Plan	4.38 days	Mon 12/24/12	Mon 12/31/12	
35	Project Plan Review Agenda	1 day	Mon 12/24/12	Wed 12/26/12	Aegis Project Manager
36	Project Plan Review Meeting	1 day	Mon 12/31/12	Mon 12/31/12	Aegis Project Manager
37	Step 3 complete	0 days	Mon 12/31/12	Mon 12/31/12	
38	Construction Phase	216.88 days	Tue 12/4/12	Fri 10/4/13	
39	4 - Standard Solution Build	152.88 days	Tue 12/4/12	Mon 7/8/13	
40	Standard Aegis and Mobile System Assurance	152.88 days	Tue 12/4/12	Mon 7/8/13	
41	Aegis Build	152.88 days	Tue 12/4/12	Mon 7/8/13	
42	Initial Database Build Preparation	15.38 days	Tue 12/4/12	Wed 12/26/12	
43	State Compliance	0.5 days	Tue 12/4/12	Tue 12/4/12	
44	Generate State Specific Compliance Spreadsheets (if not already available)	4 hrs	Tue 12/4/12	Tue 12/4/12	Aegis MSP Prof Svc
45	State Statutes	2.5 days	Fri 12/21/12	Wed 12/26/12	
46	Schedule Extraction of State Statute Data from Source Customer	1 day	Fri 12/21/12	Fri 12/21/12	Aegis Project Manager, Aegis System Assurance
47	Generate State Specific Statutes Spreadsheet (if not already available)	1 day	Mon 12/24/12	Mon 12/24/12	Aegis System Assurance
48	Review State Specific Statutes Spreadsheet	4 hrs	Wed 12/26/12	Wed 12/26/12	Aegis MSP Prof Svc
49	Data Conversion	141 days	Thu 12/20/12	Mon 7/8/13	
50	Develop/Test conversion	141 days	Thu 12/20/12	Mon 7/8/13	
51	Data Conversion Analysis	3 days	Thu 12/20/12	Mon 12/24/12	Aegis Conv Lead
52	Initial Data Review - small data sample	5 days	Wed 12/26/12	Wed 1/2/13	Aegis MSP Prof Svc, Norman
53	Develop Conversion programs	60 days	Thu 1/3/13	Wed 3/27/13	Aegis Conv Developer
54	Deliver mapping tool	1 day	Tue 4/30/13	Tue 4/30/13	Aegis Conv Developer
55	First test run of conversion	2 days	Wed 5/1/13	Thu 5/2/13	Aegis Conv Developer
56	Customer tests conversion	12 days	Fri 5/3/13	Mon 5/20/13	Norman
57	Make adjustments as necessary	5 days	Tue 5/21/13	Mon 5/27/13	Aegis Conv Developer
58	Rerun conversion/test as necessary	30 days	Tue 5/28/13	Mon 7/8/13	Aegis Conv Developer, Norman

**City of Norman, Oklahoma
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ID	Task Name	Duration	Start	Finish	Resource Names
59	Conversion ready for go-live	0 days	Mon 7/8/13	Mon 7/8/13	
60	GIS Implementation	66 days	Thu 12/20/12	Mon 3/25/13	
61	GIS Conference Call	1 day	Thu 12/20/12	Thu 12/20/12	Aegis System Assurance (GIS), Norman
62	Provide Required GIS Data to New World	20 days	Fri 12/21/12	Mon 1/21/13	Norman
63	Preliminary Review of GIS Data	1 day	Tue 1/22/13	Tue 1/22/13	Aegis System Assurance (GIS)
64	Update GIS Data	20 days	Wed 1/23/13	Tue 2/19/13	Norman
65	Primary Review of GIS Data	5 days	Wed 2/20/13	Tue 2/26/13	Aegis System Assurance (GIS)
66	Install and Test GIS Data	1 day	Fri 3/22/13	Fri 3/22/13	Aegis System Assurance (GIS)
67	Provide Overview of GIS within MSP and Update Process	1 day	Mon 3/25/13	Mon 3/25/13	Aegis System Assurance (GIS)
68	Geo Implementation Complete	0 days	Mon 3/25/13	Mon 3/25/13	Aegis System Assurance (GIS)
69	ArcEditor Procurement	18 days	Mon 1/7/13	Wed 1/30/13	
70	ArcEditor Downpayment Received	0 days	Mon 1/7/13	Mon 1/7/13	Aegis Project Manager
71	Order ArcEditor	1 day	Mon 1/7/13	Mon 1/7/13	Aegis Project Manager
72	Install ArcEditor	1 day	Wed 1/30/13	Wed 1/30/13	Norman
73	Conduct System Assurance Implementation	65 days	Thu 12/20/12	Fri 3/22/13	
74	SA MSP Conference Call	1 hr	Thu 12/20/12	Thu 12/20/12	Aegis System Assurance
75	Obtain Approval For State Connection	60 days	Thu 12/20/12	Fri 3/15/13	Norman
76	Complete Data Collection Spreadsheet	30 days	Thu 12/20/12	Fri 2/1/13	Norman
77	Complete Customer Specific Set Up	1 day	Mon 2/11/13	Mon 2/11/13	Aegis System Assurance
78	Schedule delivery of new server, other hardware	1 day	Fri 2/15/13	Fri 2/15/13	Norman
79	New Hardware arrives	0 days	Mon 3/11/13	Mon 3/11/13	Aegis System Assurance (PM), Norman
80	Hardware setup complete	5 days	Mon 3/11/13	Fri 3/15/13	Norman
81	MSP Systems Assurance & Software Set Up	4 days	Mon 3/18/13	Thu 3/21/13	Aegis System Assurance
82	Train Users on Server Administration & Maintenance	1 day	Fri 3/22/13	Fri 3/22/13	Aegis System Assurance
83	SA Set Up and Administration Signoff	0 days	Fri 3/22/13	Fri 3/22/13	Aegis System Assurance
84	Complete Mobile SA Implementation	71 days	Thu 12/20/12	Mon 4/1/13	
85	Mobile Preparation	71 days	Thu 12/20/12	Mon 4/1/13	
86	SA Messaging Conference Call	1 hr	Thu 12/20/12	Thu 12/20/12	Norman, Aegis System Assurance
87	Compatibility Testing of AVL Devices	10 days	Mon 3/4/13	Fri 3/15/13	Norman, Aegis Project Manager, Aegis System Assurance
88	Confirm Availability of Shape Files for Mapping	1 day	Mon 3/25/13	Mon 3/25/13	Aegis Project Manager

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ID	Task Name	Duration	Start	Finish	Resource Names
89	Mobile Messaging	32 days	Fri 2/15/13	Mon 4/1/13	
90	Hardware Downpayment Received	0 days	Fri 2/15/13	Fri 2/15/13	Aegis System Assurance (PM)
91	Order Message Switch	0 days	Fri 2/15/13	Fri 2/15/13	Aegis System Assurance (PM)
92	Stage Message Switch	3 days	Fri 3/1/13	Tue 3/5/13	Aegis System Assurance
93	Deliver Message Switch to Site	1 day	Wed 3/20/13	Wed 3/20/13	Aegis System Assurance
94	Install and Configure Message Switch	2 days	Mon 3/25/13	Tue 3/26/13	Aegis System Assurance
95	Build Production Mobile Server	2 days	Wed 3/27/13	Thu 3/28/13	Aegis System Assurance
96	Establish State Connection	1 hr	Fri 3/29/13	Fri 3/29/13	Aegis System Assurance
97	Build Test Mobile Server	1 day	Fri 3/29/13	Fri 3/29/13	Aegis System Assurance
98	Optional Mobile Features	2.5 days	Thu 3/28/13	Mon 4/1/13	
99	Install Fire Messaging	0.5 days	Thu 3/28/13	Thu 3/28/13	Aegis System Assurance
100	Install & Configure In Car Mapping (PD and FD)	1 day	Fri 3/29/13	Fri 3/29/13	Aegis System Assurance
101	Install & Configure In Car Routing (PD and FD)	0.5 days	Fri 3/29/13	Fri 3/29/13	Aegis System Assurance
102	Install AVL	0.5 days	Fri 3/29/13	Fri 3/29/13	Aegis System Assurance
103	Install & Configure Mag Strip Reader	0.5 days	Mon 4/1/13	Mon 4/1/13	Aegis System Assurance
104	Intall & Configure Mugshot Download	0.5 days	Mon 4/1/13	Mon 4/1/13	Aegis System Assurance
105	Mobile SA Set Up and Administration Signoff	0 days	Mon 4/1/13	Mon 4/1/13	Aegis System Assurance
106	MSP SA Complete	0 days	Fri 3/22/13	Fri 3/22/13	
107	Mobile SA Complete	0 days	Mon 4/1/13	Mon 4/1/13	
108	Mobile Field Reports Completion	81 days	Thu 12/20/12	Mon 4/15/13	
109	Form Factory Planning Call - Internal NWS	1 hr	Thu 12/20/12	Thu 12/20/12	Aegis Mobile Prof Svc, Aegis System Assurance
110	Tailor FR Forms to Customer db (add on to existing MSP database)	5 days	Tue 2/12/13	Mon 2/18/13	
111	Tailor Incident Supplement form to Customer db	0.5 days	Tue 2/12/13	Tue 2/12/13	Aegis Mobile Prof Svc
112	Tailor State Case & Case Supplement forms to Customer db	3 days	Tue 2/12/13	Fri 2/15/13	Aegis Mobile Prof Svc
113	Tailor State Arrest form to Customer db	1 day	Fri 2/15/13	Mon 2/18/13	Aegis Mobile Prof Svc
114	Tailor Field Investigations form to Customer db	0.5 days	Mon 2/18/13	Mon 2/18/13	Aegis Mobile Prof Svc
115	Mobile Field Report Form Deployment	5 days	Tue 4/2/13	Mon 4/8/13	Aegis Mobile Prof Svc
116	Accident Field Reports Deployment (not first-in-state)	5 days	Tue 4/9/13	Mon 4/15/13	Aegis Mobile Prof Svc
117	Step 4 complete	0 days	Mon 4/15/13	Mon 4/15/13	

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ID	Task Name	Duration	Start	Finish	Resource Names
118	5 - Functional Review	15 days	Tue 4/16/13	Mon 5/6/13	
119	Functional Review of Software - Preparation and Meeting	15 days	Tue 4/16/13	Mon 5/6/13	
120	Functional Review - MSP Sr. App Specialist	5 days	Tue 4/16/13	Mon 4/22/13	Aegis MSP Prof Svc, Norman
121	Functional Review - MSP Sr. App Specialist	5 days	Tue 4/16/13	Mon 4/22/13	Aegis MSP Prof Svc, Norman
122	Functional Review - Project Manager	5 days	Tue 4/16/13	Mon 4/22/13	Aegis Project Manager
123	Functional Review of Software - Mobile	5 days	Tue 4/16/13	Mon 4/22/13	Norman, Aegis Mobile Prof Svc
124	Functional Review of Software - Mobile (Project Manager)	5 days	Tue 4/16/13	Mon 4/22/13	Aegis Project Manager
125	Master File System Administrator Training	10 days	Tue 4/23/13	Mon 5/6/13	
126	System Admin Training - MSP Sr. App Specialist	5 days	Tue 4/23/13	Mon 4/29/13	Norman, Aegis MSP Prof Svc
127	System Admin Training & Form Adjust - Mobile	5 days	Tue 4/30/13	Mon 5/6/13	Aegis Mobile Prof Svc, Norman
128	Step 5 Complete	0 days	Mon 5/6/13	Mon 5/6/13	
129	6 - Finalize Configuration	109 days	Tue 5/7/13	Fri 10/4/13	
130	Initiate plan for Optimization	0.25 days	Tue 5/7/13	Tue 5/7/13	Aegis Project Manager
131	Final System Admin Training & Application Test Kickoff	5 days	Tue 5/7/13	Mon 5/13/13	Aegis MSP Prof Svc
132	Application Testing & Complete Application Build - MSP	65 days	Tue 5/14/13	Mon 8/12/13	
133	Application Testing & Complete Build Tasks - CAD	20 days	Tue 5/14/13	Mon 6/10/13	Norman
134	Application Testing & Complete Build Tasks - LERMS	20 days	Tue 5/14/13	Mon 6/10/13	Norman
135	Application Testing & Complete Build Tasks - Fire Records	5 days	Tue 5/14/13	Mon 5/20/13	Norman
136	Extended Master File System Administrator Training	25 days	Tue 6/11/13	Mon 7/15/13	
137	Extended Master File System Administrator Training	5 days	Tue 6/11/13	Mon 6/17/13	Aegis MSP Prof Svc
138	Complete Build Tasks	20 days	Tue 6/18/13	Mon 7/15/13	Norman
139	Final System Configuration Review	5 days	Tue 7/16/13	Mon 7/22/13	Aegis MSP Prof Svc
140	Complete Application Build - Mobile	15 days	Tue 7/23/13	Mon 8/12/13	
141	Adjust Mobile Field Reporting Forms & Pilot Rollout	5 days	Tue 7/23/13	Mon 7/29/13	Aegis Mobile Prof Svc
142	Field Reporting Forms - Customer Pilot	5 days	Tue 7/30/13	Mon 8/5/13	Aegis Mobile Prof Svc, Norman
143	Mobile Field Reporting Form Finalization	5 days	Tue 8/6/13	Mon 8/12/13	Aegis Mobile Prof Svc
144	Deliver and Implement Go-Live Deliverables	69.88 days	Tue 5/7/13	Mon 8/12/13	
145	Standard Interfaces Construction Complete	0 days	Tue 5/7/13	Tue 5/7/13	
146	Go-Live Required Custom Interfaces Construction Complete	0 days	Mon 8/12/13	Mon 8/12/13	
147	Go-Live Required Customizations Complete	0 days	Mon 8/12/13	Mon 8/12/13	
148	Testing	54 days	Tue 7/23/13	Fri 10/4/13	

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ID	Task Name	Duration	Start	Finish	Resource Names
149	Functional Testing	34 days	Tue 7/23/13	Fri 9/6/13	
150	Schedule Functional Test	1 hr	Tue 7/23/13	Tue 7/23/13	Norman, Aegis Project Manager
151	Perform On-site functional testing	5 days	Mon 8/12/13	Fri 8/16/13	Aegis MSP Prof Svc, Aegis Project Manager, [
152	New World address issues as necessary	10 days	Mon 8/19/13	Fri 8/30/13	New World
153	Retest as necessary	5 days	Mon 9/2/13	Fri 9/6/13	Aegis MSP Prof Svc, Aegis Project Manager, [
154	Interface Testing	34 days	Tue 7/23/13	Fri 9/6/13	
155	Schedule Functional Test	1 hr	Tue 7/23/13	Tue 7/23/13	Norman, Aegis Project Manager
156	Perform On-site functional testing	5 days	Mon 8/12/13	Fri 8/16/13	Aegis MSP Prof Svc, Aegis Project Manager, [
157	New World address issues as necessary	10 days	Mon 8/19/13	Fri 8/30/13	New World
158	Retest as necessary	5 days	Mon 9/2/13	Fri 9/6/13	Aegis MSP Prof Svc, Aegis Project Manager, [
159	Performance Testing	54 days	Tue 7/23/13	Fri 10/4/13	
160	Schedule Performance Test	1 hr	Tue 7/23/13	Tue 7/23/13	
161	Customer test performance of sample transactions	5 days	Mon 9/9/13	Fri 9/13/13	Norman, Aegis Project Manager
162	New World address issues as necessary	10 days	Mon 9/16/13	Fri 9/27/13	New World
163	Retest as necessary	5 days	Mon 9/30/13	Fri 10/4/13	Norman, Aegis Project Manager
164	Go-Live Readiness Assessment	0 days	Fri 10/4/13	Fri 10/4/13	Norman, Aegis Technical Architect, Aegis Sys
165	Go-Live Readiness Assessment - Project Manager	0 days	Fri 10/4/13	Fri 10/4/13	Aegis Project Manager
166	Step 6 Complete	0 days	Fri 10/4/13	Fri 10/4/13	
167	Agreement to Go-Live	0 days	Fri 10/4/13	Fri 10/4/13	
168	Transition Phase	213 days	Mon 5/20/13	Wed 3/12/14	
169	Optimization - Preparation for Go-Live	4 days	Mon 10/7/13	Thu 10/10/13	
170	Verify operational readiness - Infrastructure	2 days	Mon 10/7/13	Tue 10/8/13	Aegis System Assurance
171	Verify operational readiness - GIS	1 day	Mon 10/7/13	Mon 10/7/13	Aegis System Assurance (GIS)
172	Verify operational readiness - Application configuration, compliance adherence, custom mods, interfaces	2 days	Mon 10/7/13	Tue 10/8/13	Aegis MSP Prof Svc
173	Verify operational readiness - Standard interfaces	2 days	Mon 10/7/13	Tue 10/8/13	Aegis Solution Consulting (Standard Interfa
174	Verify operational readiness - Custom interfaces	2 days	Mon 10/7/13	Tue 10/8/13	Aegis Solution Consulting (Custom)
175	Verify operational readiness - Mobile - custom forms	2 days	Mon 10/7/13	Tue 10/8/13	Aegis MSP Prof Svc
176	Verify operational readiness - Data Conversion	2 days	Mon 10/7/13	Tue 10/8/13	Aegis Conv Lead
177	Verify operational readiness - Release upgrades	4 days	Mon 10/7/13	Thu 10/10/13	Aegis Project Manager
178	7 - Conduct User Training	145 days	Mon 5/20/13	Fri 12/6/13	

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ID	Task Name	Duration	Start	Finish	Resource Names
179	Trainer Preparation	1 day	Mon 10/7/13	Mon 10/7/13	
180	Prepare MSP Trainers	1 day	Mon 10/7/13	Mon 10/7/13	Aegis MSP Prof Svc
181	User Training	145 days	Mon 5/20/13	Fri 12/6/13	
182	LERMS SME Training (Train the Trainer)	40 days	Mon 10/14/13	Fri 12/6/13	
183	LERMS Training Week 1	5 days	Mon 10/14/13	Fri 10/18/13	Aegis MSP Prof Svc, Norman
184	LERMS Training Week 2	5 days	Mon 10/21/13	Fri 10/25/13	Aegis MSP Prof Svc, Norman
185	LERMS Training (Additional Modules)	10 days	Mon 10/28/13	Fri 11/8/13	Norman, Aegis MSP Prof Svc
186	Customer Trains remaining users	20 days	Mon 11/11/13	Fri 12/6/13	
187	Fire SME Training (Train the Trainer)	10 days	Mon 5/20/13	Fri 5/31/13	
188	Fire Training - Base	5 days	Mon 10/21/13	Fri 10/25/13	Norman, Aegis MSP Prof Svc
189	Fire Training - Add'l Modules	5 days	Mon 10/28/13	Fri 11/1/13	Norman, Aegis MSP Prof Svc
190	Customer Trains remaining users	25 days	Mon 11/4/13	Fri 12/6/13	
191	Mobile SME Training (Train the Trainer)	5 days	Mon 10/28/13	Fri 11/1/13	
192	Mobile Law Enforcement Training + Prep and Solution Assurance	5 days	Mon 10/28/13	Fri 11/1/13	Aegis Mobile Prof Svc, Norman
193	Mobile Fire Training + Prep and Solution Assurance	5 days	Mon 10/28/13	Fri 11/1/13	Norman, Aegis Mobile Prof Svc
194	Mobile User Training	25 days	Mon 11/4/13	Fri 12/6/13	
195	Mobile Law Enforcement Training	10 days	Mon 11/4/13	Fri 11/15/13	Norman
196	Mobile Fire Training	10 days	Mon 11/4/13	Fri 11/15/13	Norman
197	Customer trains remaining users	15 days	Mon 11/18/13	Fri 12/6/13	
198	CAD End User Training	10 days	Mon 11/25/13	Fri 12/6/13	
199	CAD Training 1	5 days	Mon 11/25/13	Fri 11/29/13	Norman, Aegis MSP Prof Svc
200	CAD Training 2	5 days	Mon 12/2/13	Fri 12/6/13	Aegis MSP Prof Svc, Norman
201	Step 7 Complete	0 days	Fri 12/6/13	Fri 12/6/13	
202	8 - Conduct Go-Live	25 days	Mon 11/11/13	Fri 12/13/13	
203	Go-Live Stage One - Planning	5 days	Mon 11/11/13	Fri 11/15/13	
204	Create Go-Live Plan	5 days	Mon 11/11/13	Fri 11/15/13	Aegis Project Manager
205	Go-Live Stage Two - Execution	1 day	Mon 12/9/13	Mon 12/9/13	
206	Execute Go-Live Plan	1 day	Mon 12/9/13	Mon 12/9/13	Aegis Project Manager
207	Customer extracts data for final conversion	4 hrs	Mon 12/9/13	Mon 12/9/13	Norman
208	Run final data conversion	4 hrs	Mon 12/9/13	Mon 12/9/13	Aegis Conv Developer

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ID	Task Name	Duration	Start	Finish	Resource Names
209	Go-Live Stage Three - Controlling	5 days	Mon 12/9/13	Fri 12/13/13	
210	CAD Live	5 days	Mon 12/9/13	Fri 12/13/13	
211	New World CAD Live Support for Customer - Day Shift	5 days	Mon 12/9/13	Fri 12/13/13	Aegis MSP Prof Svc
212	New World CAD Live Support for Customer - Night Shift	5 days	Mon 12/9/13	Fri 12/13/13	Aegis MSP Prof Svc
213	Go-Live CAD	0 days	Mon 12/9/13	Mon 12/9/13	
214	LERMS Live	5 days	Mon 12/9/13	Fri 12/13/13	
215	New World LERMS Live Support	5 days	Mon 12/9/13	Fri 12/13/13	Aegis MSP Prof Svc
216	Go-Live LERMS	0 days	Mon 12/9/13	Mon 12/9/13	
217	Fire RMS Live	5 days	Mon 12/9/13	Fri 12/13/13	
218	New World FRMS Live Support	5 days	Mon 12/9/13	Fri 12/13/13	Aegis MSP Prof Svc
219	Go-Live Fire RMS	0 days	Mon 12/9/13	Mon 12/9/13	
220	Mobile Live	5 days	Mon 12/9/13	Fri 12/13/13	
221	New World Mobile Live Support	5 days	Mon 12/9/13	Fri 12/13/13	Aegis Mobile Prof Svc
222	Go-Live Mobile Msg	5 days	Mon 12/9/13	Fri 12/13/13	Aegis Mobile Prof Svc
223	Go-Live Mobile FR	5 days	Mon 12/9/13	Fri 12/13/13	Aegis Mobile Prof Svc
224	Go-Live Mobile Fire Msg	5 days	Mon 12/9/13	Fri 12/13/13	Aegis Mobile Prof Svc
225	Go-Live Mobile EMS	5 days	Mon 12/9/13	Fri 12/13/13	Aegis Mobile Prof Svc
226	Team Release	0.13 days	Thu 12/12/13	Thu 12/12/13	
227	Complete Checklist	1 hr	Thu 12/12/13	Thu 12/12/13	Aegis Project Manager
228	Gain Management Approval	0 days	Thu 12/12/13	Thu 12/12/13	Aegis Project Manager
229	Step 8 Complete	0 days	Thu 12/12/13	Thu 12/12/13	
230	9 - Deliver and Implement Remaining Deliverables	67 days	Mon 12/9/13	Wed 3/12/14	
231	Post Go-Live - Operational Optimization	8 days	Thu 12/12/13	Tue 12/24/13	
232	Verify operational optimization - Infrastructure	2 days	Thu 12/12/13	Mon 12/16/13	Aegis System Assurance
233	Verify operational optimization - GIS	2 days	Thu 12/12/13	Mon 12/16/13	Aegis System Assurance
234	Verify operational optimization - Application configuration, compliance adherence, custom mods, interfaces	2 days	Thu 12/12/13	Mon 12/16/13	Aegis MSP Prof Svc
235	Verify operational optimization - Standard interfaces	2 days	Thu 12/12/13	Mon 12/16/13	Aegis Solution Consulting (Standard Interface)
236	Verify operational optimization - Custom interfaces	2 days	Thu 12/12/13	Mon 12/16/13	Aegis Solution Consulting (Custom)
237	Verify operational optimization - Mobile - custom forms	2 days	Thu 12/12/13	Mon 12/16/13	Aegis MSP Prof Svc

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ID	Task Name	Duration	Start	Finish	Resource Names
238	Verify operational optimization - Data Conversion	2 days	Thu 12/12/13	Mon 12/16/13	Aegis Conv Lead
239	Verify operational optimization - Release Pathing / Upgrades planning	8 days	Thu 12/12/13	Tue 12/24/13	Aegis Project Manager
240	Post Go-Live Training, Support, Review	67 days	Mon 12/9/13	Wed 3/12/14	
241	Post Go-live on site support - CAD	5 days	Mon 1/6/14	Fri 1/10/14	Aegis MSP Prof Svc
242	Post Go-live on site support - LERMS, FRMS	5 days	Mon 1/6/14	Fri 1/10/14	Aegis MSP Prof Svc
243	Post Go-live on site support - Mobile	5 days	Mon 1/6/14	Fri 1/10/14	Aegis Mobile Prof Svc
244	Execute Compliance Submission(s) Plan	3 days	Mon 3/10/14	Wed 3/12/14	
245	Post Live UCR Submittal Support	3 days	Mon 3/10/14	Wed 3/12/14	Aegis MSP Prof Svc
246	Agency Ready for Submission	0 days	Wed 3/12/14	Wed 3/12/14	Aegis MSP Prof Svc
247	Reporting and Data Analysis Training	65 days	Mon 12/9/13	Mon 3/10/14	
248	Data Analysis/Crime Mapping/Management Reporting	1 day	Mon 3/10/14	Mon 3/10/14	
249	CAD - DA&M Training	0.5 days	Mon 3/10/14	Mon 3/10/14	Aegis MSP Prof Svc
250	LERMS - DA&M Training	0.5 days	Mon 3/10/14	Mon 3/10/14	Aegis MSP Prof Svc
251	Fire - DA&M Training	0.5 days	Mon 3/10/14	Mon 3/10/14	Aegis MSP Prof Svc
252	CMS - DA&M Training	0.5 days	Mon 3/10/14	Mon 3/10/14	Aegis MSP Prof Svc
253	Go-Live DSS	0 days	Mon 12/9/13	Mon 12/9/13	
254	Step 9 complete	0 days	Wed 3/12/14	Wed 3/12/14	
255	Closing Phase	3 days	Thu 3/13/14	Mon 3/17/14	
256	10 - Transition to Account Team	3 days	Thu 3/13/14	Mon 3/17/14	
257	Agreement to Close	1 day	Thu 3/13/14	Thu 3/13/14	Aegis Project Manager, Norman
258	Schedule Transition to Account Team Meeting	1 day	Fri 3/14/14	Fri 3/14/14	Aegis MSP Prof Svc
259	Conduct Transition Meeting with Account Team	1 day	Mon 3/17/14	Mon 3/17/14	Aegis MSP Prof Svc
260	Step 10 Complete	0 days	Mon 3/17/14	Mon 3/17/14	
261	Project Complete	0 days	Mon 3/17/14	Mon 3/17/14	
262	Standard Interfaces	231 days	Thu 12/20/12	Mon 11/11/13	
263	Aegis/MSP Imaging Software	95.13 days	Fri 12/21/12	Tue 5/7/13	
264	Public Safety Lineups/Mug Shot Interface	95.13 days	Fri 12/21/12	Tue 5/7/13	
265	Configure 3rd Party Software - for Public Safety Lineups/Mug Shots	5 days	Fri 12/21/12	Fri 12/28/12	Norman
266	Install & Configure Mug Shot Interface	3 days	Thu 4/25/13	Mon 4/29/13	Aegis MSP Prof Svc

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ID	Task Name	Duration	Start	Finish	Resource Names
267	Test Interface	5 days	Tue 4/30/13	Mon 5/6/13	Norman
268	Sign Off that Interface Testing is Complete - Lineups/Mug Shot Interface	1 hr	Tue 5/7/13	Tue 5/7/13	Aegis MSP Prof Svc, Norman
269	Digital Imaging / Electronic Signature Capture Interface	0 days	Mon 4/29/13	Tue 4/30/13	
270	Install, Configure, and Test Digital Imaging / Electronic Signature Capture Interface	1 day	Mon 4/29/13	Tue 4/30/13	Aegis MSP Prof Svc
271	Property Room Bar Code	100 days	Tue 6/25/13	Mon 11/11/13	
272	Authorize Ordering of Property Room Barcode Kit	0 days	Tue 6/25/13	Tue 6/25/13	Aegis System Assurance (PM)
273	Install and Setup Wireless Infrastructure, Handheld Devices - charge & connect to wireless	5 days	Tue 7/9/13	Mon 7/15/13	Norman
274	Install and Configure Property Room Bar Code Software	0.5 days	Mon 7/22/13	Mon 7/22/13	Aegis MSP Prof Svc
275	Property Room Training (may be incorporated in LERMS optional modules SME training)	0.5 days	Fri 11/8/13	Fri 11/8/13	Aegis MSP Prof Svc, Norman
276	Test Property Room Bar Code Interface	1 day	Mon 11/11/13	Mon 11/11/13	Norman
277	Sign Off that Property Room Bar Code Interface Testing is Complete	0 days	Mon 11/11/13	Mon 11/11/13	Norman, Aegis MSP Prof Svc
278	Standard Interfaces	98 days	Thu 12/20/12	Wed 5/8/13	
279	NCIC	98 days	Thu 12/20/12	Wed 5/8/13	
280	Conduct NCIC Install & Training Plan Conference Call	1 hr	Thu 12/20/12	Thu 12/20/12	Aegis Project Manager
281	Confirm dates with Customer for NCIC Interface Install	3 days	Thu 12/20/12	Wed 12/26/12	Aegis Project Manager
282	NCIC Base Interface Install	4 days	Mon 4/29/13	Thu 5/2/13	Aegis Solution Consulting (Standard Interface)
283	On Line CAD Interface Install	1 day	Fri 5/3/13	Fri 5/3/13	Aegis Solution Consulting (Standard Interface)
284	On Site NCIC Interface Training	3 days	Mon 5/6/13	Wed 5/8/13	Aegis Solution Consulting (Standard Interface)
285	NCIC Interface Sign Off	0 days	Wed 5/8/13	Wed 5/8/13	Norman
286	Aegis/MSP Third Party CAD Interface Software	170 days	Thu 12/20/12	Fri 8/16/13	
287	CAD Pager Interface	56 days	Fri 12/21/12	Tue 3/12/13	
288	Determine Paging Protocol To Use	1 day	Fri 12/21/12	Fri 12/21/12	Aegis Project Manager
289	Confirm dates with Customer for Pager Interface & Administrative Training	1 hr	Mon 12/24/12	Mon 12/24/12	Aegis Project Manager
290	Install & Configure Pager Interface & Administrative Training	1 day	Mon 3/11/13	Mon 3/11/13	Aegis Solution Consulting (Standard Interfaces)
291	Sign Off that CAD Pager Interface Testing is Complete	1 day	Tue 3/12/13	Tue 3/12/13	Norman
292	E-911 Interface	30 days	Mon 4/1/13	Fri 5/10/13	

**City of Norman, Oklahoma
Preliminary Project Plan**

ID	Task Name	Duration	Start	Finish	Resource Names
293	Authorize Ordering of LANTRONIX Equipment	0 days	Mon 4/1/13	Mon 4/1/13	Aegis Project Manager
294	LANTRONIX Equipment Installed	0 days	Mon 5/6/13	Mon 5/6/13	Norman, Aegis Project Manager
295	Confirm dates with Customer for Install & Configure E-911 Interface	3 days	Mon 5/6/13	Wed 5/8/13	Aegis Project Manager
296	Install & Configure E-911 Interface	1 day	Thu 5/9/13	Thu 5/9/13	Aegis Solution Consulting (Standard Interface)
297	Sign Off that E-911 Interface Testing is Complete	1 day	Fri 5/10/13	Fri 5/10/13	Aegis Solution Consulting (Standard Interface)
298	ProQA Interface	170 days	Thu 12/20/12	Fri 8/16/13	
299	Determine Number Of ProQA Interface Clients To Install	109 days	Thu 12/20/12	Thu 5/23/13	Aegis Project Manager
300	Validate Compatible Version of ProQA Software is Installed onto Client/Training PCs	1 day	Thu 12/20/12	Thu 12/20/12	Aegis Project Manager, Norman
301	Configure ProQA Software	5 days	Thu 2/14/13	Wed 2/20/13	Norman
302	Confirm dates with Customer for Install & Configure ProQA Interface	3 days	Thu 2/21/13	Mon 2/25/13	Aegis Project Manager
303	Install & Configure ProQA Interface	1 day	Mon 3/18/13	Mon 3/18/13	Aegis Solution Consulting (Standard Interface)
304	Sign Off that ProQA Interface Testing is Complete	109 days	Tue 3/19/13	Fri 8/16/13	Aegis Solution Consulting (Standard Interface)
305	Tom Encoder Interface	7 days	Mon 4/1/13	Tue 4/9/13	
306	Authorize Ordering of LANTRONIX Equipment	0 days	Mon 4/1/13	Mon 4/1/13	Aegis Project Manager
307	Verify Tone Encoder Equipment Brand and Model	0 days	Mon 4/1/13	Mon 4/1/13	Aegis Project Manager
308	Confirm dates with Customer for Install & Configure Tone Encoder Interface	3 days	Mon 4/1/13	Wed 4/3/13	Aegis Project Manager
309	Install & Configure Tone Encoder Interface	3 days	Thu 4/4/13	Mon 4/8/13	Aegis Solution Consulting (Standard Interface)
310	Sign Off that Tone Encoder Interface Testing is Complete	1 day	Tue 4/9/13	Tue 4/9/13	Aegis Solution Consulting (Standard Interface)
311	Aegis/MSP Third Party LE Records Interface Software	55 days	Mon 7/1/13	Fri 9/13/13	
312	APS Ticket Interface	31 days	Mon 7/1/13	Mon 8/12/13	
313	Supply Sample Export File from Ticket Writer to NWS	5 days	Mon 7/1/13	Fri 7/5/13	Norman
314	Sample Ticket File Review & Feedback - Iteration 1	1 wk	Mon 7/8/13	Fri 7/12/13	Aegis Solution Consulting (Standard Interface)
315	Sample Ticket File Submission / Review - additional iterations	3 wks	Mon 7/15/13	Fri 8/2/13	Norman, Aegis 3rd Party Software Vendor, Aegis Solution Consulting
316	Schedule Ticket Writer Interface Installation	1 day	Mon 8/5/13	Mon 8/5/13	Aegis Solution Consulting (Standard Interface)
317	Confirm dates with Customer for Install & Configure Ticket Writer Interface	3 days	Tue 8/6/13	Thu 8/8/13	Aegis Project Manager
318	Install & Configure Ticket Writer Interface	1 day	Fri 8/9/13	Fri 8/9/13	Aegis Solution Consulting (Standard Interface)

**City of Norman, Oklahoma
Preliminary Project Plan**

ID	Task Name	Duration	Start	Finish	Resource Names
319	Sign Off that Ticket Writer Interface Testing is Complete	1 day	Mon 8/12/13	Mon 8/12/13	Norman, Aegis Solution Consulting (Standard)
320	Coplogic Citizen Reporting Interface	44 days	Tue 7/16/13	Fri 9/13/13	
321	Provide Master File Data to COPLOGIC	1 day	Tue 7/16/13	Tue 7/16/13	Aegis Solution Consulting (Standard Interface)
322	Supply Sample Export File from COPLOGIC to NWS	1 day	Wed 7/17/13	Wed 7/17/13	Norman
323	Sample COPLOGIC File Review & Feedback - Iteration 1	1 wk	Thu 7/18/13	Wed 7/24/13	Aegis Solution Consulting (Standard Interface)
324	Sample COPLOGIC File Submission / Review - additional iterations	3 wks	Thu 7/25/13	Wed 8/14/13	Norman, Aegis 3rd Party Software Vendor, Aegis Solution Consulting
325	Schedule COPLOGIC Interface Installation	1 day	Thu 8/15/13	Thu 8/15/13	Aegis Solution Consulting (Standard Interface)
326	Confirm dates with Customer for Install & Configure COPLOGIC Citizen Reporting Interface - Test Server	3 days	Fri 8/16/13	Tue 8/20/13	Aegis Project Manager
327	Install & Configure COPLOGIC Citizen Reporting Interface - Test Server	1 day	Wed 8/21/13	Wed 8/21/13	Aegis Solution Consulting (Standard Interfaces)
328	COPLOGIC Interface Adjustments & Retesting	3 wks	Thu 8/22/13	Wed 9/11/13	Aegis 3rd Party Software Vendor
329	Migrate COPLOGIC Interface to Live Server	1 day	Thu 9/12/13	Thu 9/12/13	Aegis Solution Consulting (Standard Interface)
330	Sign Off that COPLOGIC Interface Testing is Complete	1 day	Fri 9/13/13	Fri 9/13/13	Aegis Solution Consulting (Standard Interface)
331	Web Applications	2 days	Mon 7/8/13	Tue 7/9/13	
332	Web CAD Monitor	1 day	Mon 7/8/13	Mon 7/8/13	
333	Confirm dates with Customer for Install & Configure Web CAD Monitor Interface	0 days	Mon 7/8/13	Mon 7/8/13	Aegis Project Manager
334	Install & Configure Web CAD Monitor Interface	1 day	Mon 7/8/13	Mon 7/8/13	Aegis Solution Consulting (Standard Interface)
335	Sign Off that Web CAD Monitor Interface Testing is Complete	0 days	Mon 7/8/13	Mon 7/8/13	Norman
336	Web Briefing Notes (Includes BOLOs)	1 day	Mon 7/8/13	Tue 7/9/13	
337	Confirm dates with Customer for Install & Configure Web Briefing Notes Interface	0 days	Mon 7/8/13	Mon 7/8/13	Aegis Project Manager
338	Install & Configure Web Briefing Notes Interface	1 day	Tue 7/9/13	Tue 7/9/13	Aegis Solution Consulting (Standard Interface)
339	Sign Off that Web Briefing Notes Interface Testing is Complete	0 days	Tue 7/9/13	Tue 7/9/13	Norman
340	Custom Software	100 days	Mon 2/4/13	Fri 6/21/13	
341	Oklahoma Information Fusion Center	100 days	Mon 2/4/13	Fri 6/21/13	
342	Gather requirements	1 day	Mon 2/4/13	Mon 2/4/13	Aegis Solution Consulting (Custom)
343	Create Requirements Document	3 days	Tue 2/5/13	Thu 2/7/13	Aegis Solution Consulting (Custom)
344	Customer sign-off on Requirements Document	1 day	Fri 2/8/13	Fri 2/8/13	Norman

**City of Norman, Oklahoma
Preliminary Project Plan**

ID	Task Name	Duration	Start	Finish	Resource Names
345	Develop Interface	90 days	Mon 2/11/13	Fri 6/14/13	Aegis Solution Consulting (Custom)
346	Implement/Test Interface	5 days	Mon 6/17/13	Fri 6/21/13	Aegis Solution Consulting (Custom)
347	Sign-off on Interface Completion	0 days	Fri 6/21/13	Fri 6/21/13	Norman
348	Ticket Export for both Traffic and non-Traffic Citations	100 days	Mon 2/4/13	Fri 6/21/13	
349	Gather requirements	1 day	Mon 2/4/13	Mon 2/4/13	Aegis Solution Consulting (Custom)
350	Create Requirements Document	3 days	Tue 2/5/13	Thu 2/7/13	Aegis Solution Consulting (Custom)
351	Customer sign-off on Requirements Document	1 day	Fri 2/8/13	Fri 2/8/13	Norman
352	Develop Interface	90 days	Mon 2/11/13	Fri 6/14/13	Aegis Solution Consulting (Custom)
353	Implement/Test Interface	5 days	Mon 6/17/13	Fri 6/21/13	Aegis Solution Consulting (Custom)
354	Sign-off on Interface Completion	0 days	Fri 6/21/13	Fri 6/21/13	Norman
355	NWS to Sansio ePCR	100 days	Mon 2/4/13	Fri 6/21/13	
356	Gather requirements	1 day	Mon 2/4/13	Mon 2/4/13	Aegis Solution Consulting (Custom)
357	Create Requirements Document	3 days	Tue 2/5/13	Thu 2/7/13	Aegis Solution Consulting (Custom)
358	Customer sign-off on Requirements Document	1 day	Fri 2/8/13	Fri 2/8/13	Norman
359	Develop Interface	90 days	Mon 2/11/13	Fri 6/14/13	Aegis Solution Consulting (Custom)
360	Implement/Test Interface	5 days	Mon 6/17/13	Fri 6/21/13	Aegis Solution Consulting (Custom)
361	Sign-off on Interface Completion	0 days	Fri 6/21/13	Fri 6/21/13	Norman
362	Warrant Import from Sungard Court	100 days	Mon 2/4/13	Fri 6/21/13	
363	Gather requirements	1 day	Mon 2/4/13	Mon 2/4/13	Aegis Solution Consulting (Custom)
364	Create Requirements Document	3 days	Tue 2/5/13	Thu 2/7/13	Aegis Solution Consulting (Custom)
365	Customer sign-off on Requirements Document	1 day	Fri 2/8/13	Fri 2/8/13	Norman
366	Develop Interface	90 days	Mon 2/11/13	Fri 6/14/13	Aegis Solution Consulting (Custom)
367	Implement/Test Interface	5 days	Mon 6/17/13	Fri 6/21/13	Aegis Solution Consulting (Custom)
368	Sign-off on Interface Completion	0 days	Fri 6/21/13	Fri 6/21/13	Norman
369	Two-Way Interface to GeoSafe Mobile	100 days	Mon 2/4/13	Fri 6/21/13	
370	Gather requirements	1 day	Mon 2/4/13	Mon 2/4/13	Aegis Solution Consulting (Custom)
371	Create Requirements Document	3 days	Tue 2/5/13	Thu 2/7/13	Aegis Solution Consulting (Custom)
372	Customer sign-off on Requirements Document	1 day	Fri 2/8/13	Fri 2/8/13	Norman
373	Develop Interface	90 days	Mon 2/11/13	Fri 6/14/13	Aegis Solution Consulting (Custom)
374	Implement/Test Interface	5 days	Mon 6/17/13	Fri 6/21/13	Aegis Solution Consulting (Custom)
375	Sign-off on Interface Completion	0 days	Fri 6/21/13	Fri 6/21/13	Norman

ATTACHMENT 2

Draft Acceptance Test Plan



New World Systems®
The Public Sector Software Company

**City of Norman
Oklahoma**

Sample Acceptance Test Plan

Prepared by
New World Systems

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October 21, 2011

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SAMPLE



PURPOSE

This Sample Acceptance Test Plan is intended to provide a mutually agreed upon process for the City of Norman (City) to verify that the CAD/RMS/FRMS/Mobile software meets the agreed upon specifications provided for in the contract agreement signed by New World and the City.

This scope of this plan will include:

- Hardware, System Software and Network Connections
- Standard Software
- Standard Software Interfaces
- Custom Software Interfaces (if any)
- Software Enhancements (if any)

As defined in the Project Implementation Plan, four phases of Acceptance Testing may take place. Each test is intended to occur sequentially, unless otherwise agreed upon by both parties:

- Phase 1: Hardware, System Software and Network Connection Testing
- Phase 2: Functional Testing
- Phase 3: Interface Testing
- Phase 4: Reliability and Final Acceptance Testing

Reliability and Final Acceptance Testing shall not proceed until either (a) Phases 1 through 3 (Hardware, System Software and Network Connection, Functional and Interface Testing) are complete, or (b) the City waives in writing the Hardware, System Software and Network Connection, Functional and Interface testing requirements.



ACCEPTANCE TEST PROCESS

By mutual agreement, all Acceptance Testing will be conducted when represented City staff and New World staff are available for testing. The format for testing will also be mutually agreed upon prior to the commencement of any scheduled testing. The City may also wish to conduct certain Acceptance Testing during times when New World staff is not available. Regardless of who is present, a set format for testing must be followed.

The RFP response submitted by New World will be utilized for Acceptance Test documentation to ensure compliance with the functionality described in the detailed section of the RFP response.

An acceptance test checklist will be developed (see sample in Appendix C) indicating the RFP section along with the appropriate New World responses. City personnel will initial in the appropriate column indicating the software passed or failed the acceptance.

Any items not passing the Acceptance Test will be immediately forwarded to the New World Project Manager for response using the **Acceptance Test Documentation Form** (see Appendix A). In most cases, the item will be resolved via system tuning or review of its proper functionality. In some cases, the item will be submitted for a software correction and the resolution will come from New World in the form of a program change.

Items that require modifications and/or interface availability will be tested when they have been completed. Acceptance testing of other modules/functionality shall not be held up awaiting delivery of those modifications and/or interfaces.

Phase 1: Hardware, System Software and Network Connection Testing

Testing hardware, system software and network connections include the testing of the any hardware and system software provided to the City by New World. All hardware and system software will be delivered, installed, configured and tested in the City's test environment. Working with City staff, network connections will be made and tested. All related documentation is delivered and installed as part of this test.

Following successful testing of delivered components, New World shall certify that the hardware and system software performs according to specifications and connects properly to the City's network.

Phase 2: Functional Testing

Following completion of the Master File setup training, and prior to beginning functional testing, New World shall provide a checklist (see sample in Appendix C) for review and approval by the City. The plan shall include a list of all features specified in the RFP.

Upon completion of testing, the City may approve or reject the entire Functional Test or any elements of the Functional Test. If the functional test is rejected by the City, the test may be repeated after corrections are provided by New World. Once started, the Functional Test shall be repeated at intervals not to exceed 30 days. The City and New World, by mutual, written agreement, may elect to proceed with the next phase of testing or Final Acceptance even if all specifications in the Functional Test are not met.

Functional Test Guidelines

All items coded "Yes" (as qualified) in the New World detail response to the City's RFP shall be provided to the City through standard software capabilities, the City's use of third party software and/or custom software provided by New World.

If the City has not licensed the standard or custom software necessary to meet an RFP requirement, then that specification shall not apply in any acceptance test.

Phase 3: Interface Testing

Following completion of the Master File setup training and prior to beginning Interface Testing, New World shall provide a test plan (see sample in Appendix C) for review and approval by the City. On completion of testing, the City may approve or reject the entire Interface Test or any elements of the Interface Test. Once started, the Interface Test shall be repeated at intervals not to exceed 30 days. The City and New World, by mutual, written agreement, may elect to proceed with the next phase of testing or Final Acceptance even if all specifications in the Interface Test are not met.

New World shall develop test plans and provide them to the City for review and approval. Interface Testing shall not begin until written approval of New World's submitted test plan has been accepted by the City. Following approval of the Interface Test Plan, New World will demonstrate to the City that the Standard Interface Software and Custom Interface Software have been installed, are operational and provide the intended functionality as described in the Interface Control Documents (if any).



Phase 4: Reliability and Final Acceptance Testing

Upon placing the Licensed Software into live production use, the software shall undergo a thirty (30) day reliability test. The purpose of this test is to demonstrate that the New World software as delivered can perform under live operational conditions and continue to perform at a level consistent with specifications as set forth in the agreement reached between the City and New World. If, during the first fifteen (15) days of the Reliability Test, the software experiences a Major Failure, then the thirty (30) day period will start over from day one and continue for the full thirty (30) days. A major failure is defined as the inability to perform the function for which the Licensed Software was designed and commissioned. If the software fails on or after day sixteen (16), the City may elect for the test to start over from day sixteen (16) and go for the remaining fifteen (15) day period or start over from day one and continue for the full thirty (30) days.

If the software experiences a major failure because of a deficiency in the City's computing environment (network outage, server failure, operator error, planned downtime, etc.), the Reliability Test will not be restarted but will continue from the point in time that such failure occurs and until the thirty (30) day test is completed.

Software shall be deemed accepted upon the successful completion of the 30-day Reliability Test as defined above. Final Acceptance for each component identified may occur independently after successful completion of the Reliability Test for each component (CAD, RMS, Fire RMS, Mobile and Automated Field Reporting).

Final Acceptance by means of Beneficial Use of the Software

Notwithstanding anything above, the software shall be deemed accepted ninety (90) days after the City has had beneficial use of the software without occurrence of a major failure through its use in a production environment ("live use") that supports City operations. Final Acceptance shall not be withheld due to minor or moderate errors.



APPENDIX A: ACCEPTANCE TEST DOCUMENTATION FORM

Date: _____ Time: _____

Tester: _____

Section & Number of RFP: _____

New World Systems Application & Module Name: _____

O/S Version: _____ New World Version: _____

Explanation of Item Not Functioning as Required:

New World Notes:

APPENDIX B: ACCEPTANCE APPROVAL FORM

1. Acceptance Phase: (✓ appropriate box)

- ☐ Hardware, System Software and Network Connection
- ☐ Functional
- ☐ Interface
- ☐ Reliability and Final Acceptance

2. Name of Application: (CAD, LERMS, FRMS, Mobile, etc.) _____

3. Date/Time: _____

4. Authorized City Signature: _____

5. Authorized New World Signature: _____

6. Additional Comments/Follow-up: _____

New World Notes:



APPENDIX C: SAMPLE ACCEPTANCE TEST CHECKLIST

RFP Item #	CAD General Requirements	PASS	FAIL	INITIALS	DATE
	A toolbar must provide the following tasks: Open, Save, Delete, Cut, Copy, Paste, New and Print.	☐	☐		
	The system must provide the ability to quickly and easily assign default agency-defined status codes.	☐	☐		
	When a Call for Service (CFS) type is defined, the system must provide the ability to identify whether a license plate is checked locally, through State/NCIC or both and attach to said call.	☐	☐		
	The system must provide the ability to dispatch to a call type and create a corresponding call type for all agencies responding, including Law Enforcement, Fire and EMS.	☐	☐		
	The software must utilize self-cleansing windows to allow users to open and use multiple (minimum of 20) child windows simultaneously and be able to tile and/or cascade the child windows.	☐	☐		
	The software must allow authorized user(s) to define the screen layout (e.g., position and size of windows) and save the individual configurations based on the user's login.	☐	☐		

ATTACHMENT 3

Sample Training Plan



New World Systems[®]
The Public Sector Software Company

Aegis/MSP Public Safety Software Training Plan

**Computer Aided Dispatch (CAD)
Law Enforcement Records Management (LE RMS)
Fire Records Management (FRMS)
Mobile Messaging and Field-Based Reporting**

Prepared for:

City of Norman, Oklahoma

Prepared by:

New World Systems

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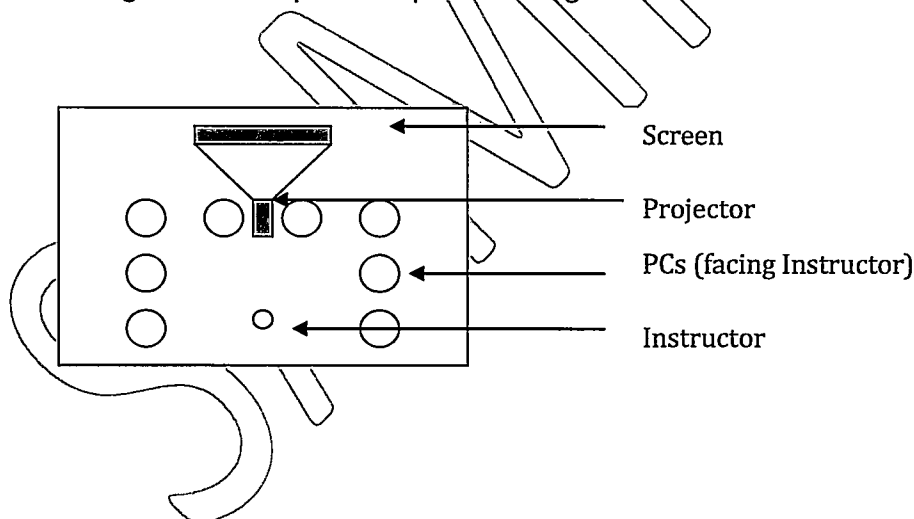
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Introduction

New World Systems understands that training is a necessary and critical event in the lifecycle of a software implementation; it is the cornerstone of user acceptance and understanding. In addition, the ease of ongoing support is directly related to a successful and effective training program. Conversely, an ineffectual training program can make for a very tedious implementation and requires extensive support. Therefore, it is critical that every effort be made to ensure a successful training program.

Successful training starts with an environment that is conducive for learning. Experience has taught us that an effective student-teacher ratio is eight to one, respectively. Because of the intensive nature of the instruction, coupled with the highly interactive approach, the class size must be manageable. Eight has proven to be a very manageable size (ten if absolutely necessary). If the classes consist of more than 8-10, a second instructor is needed.

Along with the class size, the room configuration is also important. We have found we can achieve maximum efficiency and effectiveness if the instructor can see what the students are doing at all times and can move freely throughout the room. By having the student seating arranged in a horseshoe configuration (students facing their monitors with their backs to the instructor), the instructor can observe what all students are doing at all times, thus ensuring no student falls behind or wanders off into an area not yet discussed. The diagram below depicts the optimum configuration:



CAD Training Scope

The scope of this plan consists of a two part approach, that is:

1. End User Training
2. Live Support

During the End User Training portion, New World Systems will conduct training courses for the personnel that will be utilizing the Computer Aided Dispatch software.

The final stage is Live Support. A live support schedule will be determined by department management. New World will provide on-site support during the initial phase of go live.

SAMPLE



CAD Schedule

End User Training (Sample)

End User Training will consist of 20 hours – two 8-hour days (with a one hour lunch break) and one 4-hour day. There should be no more than 10 students in a class. Each student must have their own workstation.

Review the chart below for details:

CAD End User Training		
Mon	Group 1	0800-1800
Tues	Group 1	0800-1800
Wed	Group 1	0800-1200
	Group 2	1300-1700
Thurs	Group 2	0800-1800
Fri	Group 2	0800-1800

CAD End User Training	
	Group 1 - Student's Name
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
	Group 2 - Student's Name
11	
12	
13	
14	
15	
16	
17	
18	
18	
20	



CAD Training

End User Training – Classes and Training Courses

End User Training Classes

The following is a list of classes (Lesson Plans) that users may need to take in order to be proficient using New World Systems' Computer Aided Dispatch software. The "Hours" column represents the duration of each of the classes, if being presented in a classroom environment.

Class Number	Title/Topic	Hours
CAD103	CAD Basic Windows Functionality <i>Description: This class provides an overview of basic windows functionality, geo-verification, grid functionality, and basic toolbar functionality.</i> <i>This class is designed as a prerequisite and MUST be taken by anyone planning on using the CAD software.</i> <i>**Refer to New World Systems' detailed CAD Lesson Plan for further details on this topic.</i>	2
CAD104	CAD Basic Call Taking <i>Description: This class provides the necessary tools for a call taker to gather and record information on a call, get the information to the Dispatcher in a timely fashion, and how to message another user, as needed.</i> <i>**Refer to New World Systems' detailed CAD Lesson Plan #CAD104 for further details on this topic.</i>	4
CAD105	CAD Basic Dispatching <i>Description: Designed for the Police Dispatcher, this lesson covers the basic concepts of receiving a call, recognizing recommended units, how to override the recommended unit or add additional units as needed, how to dispatch, en route, and arrive the units, how to change to any other unit status, and how to clear the unit off of the call. In addition, this class covers how to retrieve data from a cleared or cancelled call.</i> <i>**Refer to New World Systems' detailed CAD Lesson Plan #CAD105 for further details on this topic.</i>	4

Class Number	Title/Topic	Hours
CAD106	Advanced Dispatch Functions and Techniques <i>Description: This class continues where lesson plan CAD105 ends. It contains the additional functionality of New World Systems' CAD application, as it applies to various dispatching concepts. In addition, this lesson plan covers Scheduled Activity, Notepads, Hazardous Materials, Contact Cards and locating personnel based on their individual skill set.</i> Prerequisite: CAD105 (CAD Basic Dispatching) <i>**Refer to New World Systems' detailed CAD Lesson Plan #CAD106 for further details on this topic.</i>	4
CAD107	Additional CAD Functionality and Mapping <i>Description: The class focuses on two areas of CAD – additional functionality and creating events and calls for service from the Map Control Panel. Some of the topics covered include inquiring on calls for service from the map, changing unit statuses within the Map Control Panel, creating calls for service from the Map Control Panel and Automatic Vehicle Locator (AVL) if necessary. The E911 Call Queue will also be discussed in detail.</i> <i>**Refer to New World Systems' detailed CAD Lesson Plan #CAD107 for further details on this topic.</i>	4
CAD108	CAD Basic Fire/EMS Dispatch <i>Description: Designed for the Fire/EMS Dispatcher, this lesson covers the basic concepts of receiving a call, recognizing recommended units, how to override or substitute pieces of apparatus or equipment if necessary, how to dispatch, en route, and arrive the apparatus, how to change apparatus assignments, and how to clear the apparatus off of the call. In addition, this class covers how to retrieve data from a cleared or cancelled call.</i> <i>**Refer to New World Systems' detailed CAD Lesson Plan #CAD108 for further details on this topic.</i>	4
CAD109	Global Jackets (A Law Enforcement Records function within the CAD software) <i>Description: If required by the agency, the students will receive instruction on the various Global Jackets within New World Systems' software. The course will include Global Jacket inquiries for subjects, vehicles, businesses and guns. This class also includes creating jackets for each of the jacket types.</i> <i>**Refer to New World Systems' detailed CAD Lesson Plan #CAD109 for further details on this topic.</i>	4



Class Number	Title/Topic	Hours
CAD110	Optional Modules <i>Description: Training on the following modules will depend upon the agencies contract:</i> ▪ BOLOs ▪ CAD Pager Interface ▪ TDD Interface ▪ Pro-QA Interface ▪ State Message Switch (NCIC) ▪ Service Vehicle Rotation ▪ Equipment Module	TBD
CAD150	Data Analysis/Crime Mapping/Management Reporting <i>Description: This class covers the system's ad hoc reporting capability. It includes basic text reports, map reports and exported reports to different file types, such as Excel. This class may be taught at any time, although 4-6 weeks post go live is preferred to ensure the data returned reflects accurate and correct information for the agency.</i> <i>* The 4-hour version is the basic class, but may be extended based on the individual agency's requirements.</i> <i>**Refer to New World Systems' detailed CAD Lesson Plan #CAD150 for further details on this topic.</i>	4-8

CAD End User Training Courses

Course: *Basic Computer Aided Dispatch Course*

Duration: One 20-28 hour course depending on the number of lessons to be included

Audience: Personnel assigned to the Dispatch Center, either in a full or part time capacity

Instructor: New World Systems' Application Specialists

Classes

Included: Class CAD103 / CAD Basic Windows Functionality; Class CAD104 / CAD Basic Call Taking; Class CAD105 / CAD Basic Police Dispatch; Class CAD106 / Advance Dispatch Functions and Techniques, Class CAD107 / Additional CAD Functionality and Mapping; and Class CAD108 / CAD Basic Fire/EMS Dispatch

Description: This course is designed for the end user who will be responsible for taking calls and dispatching units for the dispatch center. It covers all of the basic skills necessary to process a call for service, identify and dispatch the appropriate units or pieces of apparatus, keep track of the status of any units or equipment responding to the call, and researching past calls for service. The class will also cover the additional features of the New World Systems Computer Aided Dispatch software, such as Hazardous Materials Inquiries, Contact Cards, Unit Search by Skills, Notepads, Building Watches, Alerts, BOLO's, 911 Call Queue for creating or updating calls (Including Phase II calls), Map Control Panel, and scheduling activities in advance.

CAD Live Support***Live Support***

New World Systems will have Application Specialists on site to assist the users during their live environment for the first week. Hours will be determined by management's needs.



LE RMS Training Scope

The scope of this plan consists of a three-part approach, that is:

1. Train-the-Trainer
2. End User Training
3. Live Support

During the Train-the-Trainer (TTT) portion, New World will conduct a 70-80 hour training course that will instruct the students in the end user handling of the Records Management System software and prepare them for classroom instruction by virtue of successfully completing the course.

Once the TTT course is complete, the student trainers will train the rest of the department, as well as conduct in-house training for new personnel, as prescribed in the End User section. This training will be driven by the training needs assessment to be conducted by the agency.

During the Subject Matter Expert (SME) training portion, New World will conduct a 40-hour training course that will instruct the students in all aspects of the Records Management System software used by the agency. These students may or may not train other members of their department; however, they will have the knowledge to conduct training if necessary. These students will also be taught some basic problem solving skills.

Once the SME course is complete, the students will assist their department in assuring all members are trained in their specific areas of responsibility. They will also be utilized during go-live support and thereafter as the first level department support for any questions or problems that may arise.

The final stage is Live Support. Part of the responsibility of the student trainers will be to provide actual live support at the agency and/or their bureau assignments. A live support schedule will be determined by department management. Along with the in-house student trainers, New World Systems will provide on-site live support during this transitional phase.

LE RMS Schedule***Train-the-Trainer*****Basic Law Enforcement Records Train-the-Trainer**

Topic: Law Enforcement Records Train-the-Trainer

Duration: One 70-80 hour class

Audience: The appropriate audience consists of agency personnel who will act as trainers during the End User training and then will be qualified to continue the training as new personnel are hired. The qualified candidates will possess basic computer and communication skills necessary for classroom presentations and one-on-one training.

Instructor: New World Systems' Application Specialist

Classes

Included: Class RMS203 / LE RMS Basic Windows Functionality; Class RMS204 / Jackets; Class RMS206 / Full RMS Entry - Incidents and Cases; Class RMS207 / Property Processing; Class RMS208 / Inquiry and Searches; RMS209 / UCR-IBR Review and Reporting; RMS210 / Standard Reports; RMS212 / Case Management; RMS213 / Impounded Vehicles; RMS225 / Computer Aided Investigations; RMS226 / Wants and Warrants; RMS227 / Tickets and Citation; RMS228 / Personnel; RMS224 / Accidents.

Description: The Train-the-Trainer class is a hands-on course. The students will be required to demonstrate not only proficiency with New World Systems' software, but also teaching techniques and presentation skills. This is a two-week course approximately. During the first week, we will be training in the use of the Law Enforcement Records Management System products. In order to move to the second phase of instruction, the students must demonstrate proficiency using the software. The ideal students will be volunteers who have enthusiasm for the project and are prepared to participate actively in the train-the-trainer process.

Sample Schedule

Records Train-the-Trainer		Week One
Mon	8:00 a.m. – 5:00 p.m.	8
Tue	8:00 a.m. – 5:00 p.m.	8
Wed	8:00 a.m. – 5:00 p.m.	8
Thu	8:00 a.m. – 5:00 p.m.	8
Fri	8:00 a.m. – 5:00 p.m.	8
Records Train-the-Trainer		Week Two
Mon	8:00 a.m. – 5:00 p.m.	8
Tue	8:00 a.m. – 5:00 p.m.	8
Wed	8:00 a.m. – 5:00 p.m.	8
Thu	8:00 a.m. – 5:00 p.m.	8
Fri	8:00 a.m. – 5:00 p.m.	8

Law Enforcement Records and Field-Based Reporting Train-the-Trainer	
	Student's Name *
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LE RMS Training***End User Training – Classes and Training Courses***

Below is a table that will be used to create a tentative schedule for End User Training. This draft is dependent on approval from upper management of the agency.

Day	Date	Time	Activity
Monday		0800 – 1200	
		1300 – 1700	
Tuesday		0800 – 1200	
		1300 – 1700	
Wednesday		0800 – 1200	
		1300 – 1700	
Thursday		0800 – 1200	
		1300 – 1700	
Friday		0800 – 1200	



LE RMS End User Training Classes

The following is a list of classes that users from the agency may need to take in order to be proficient using New World Systems' software. Class RMS203 – LE RMS Basic Windows Functionality is a prerequisite for any other class.

The "Hours" column represents the duration of each of the classes, if being presented in a classroom environment. If an agency certified trainer was to work with one or two individuals, the actual amount of time may be reduced.

Class Number	Title/Topic	Hours
RMS203	LE RMS Basic Windows Functionality <i>Description: This class provides an overview of basic windows functionality, geo-verification, grid functionality, and base toolbar functionality. This class is designed as a prerequisite and MUST be taken by anyone planning on using the LE RMS software.</i> <i>**Refer to New World Systems' detailed LE RMS Lesson Plan #RMS203 for further details on this topic.</i>	2
RMS204	Jackets <i>Description: This class provides the user with the correct functionality and current procedures for adding or maintaining a global record (individual, business, vehicle and/or gun). Jackets are the foundation of the New World Systems LE RMS software. All names, vehicles, etc are based on this concept.</i> <i>If the user will be entering or modifying any data within the software, this class is a prerequisite to many of the other classes as indicated on this list.</i> <i>**Refer to New World Systems' detailed LE RMS Lesson Plan #RMS204 for further details on this topic.</i>	4
RMS205	Basic RMS Entry/ Incidents and Cases <i>Description: This class is designed for personnel who, based on their current job assignment, will need to manage and/or edit cases entered via the merge process to the New World Systems Law Enforcement Records Management System. This class is designed for those agencies who are utilizing the Field-Based Reporting application (either through a mobile client or as a standalone workstation) to enter all case reports.</i> Prerequisite: RMS204 (Global Jackets) <i>**Refer to New World Systems' detailed LE RMS Lesson Plan #RMS205 for further details on this topic.</i>	4



Class Number	Title/Topic	Hours
RMS206	Full RMS Entry / Incident and Cases <i>Description: This class is designed for personnel who, based on their current job assignment, will need to add a full case report into the New World Systems Law Enforcement Records Management System.</i> Prerequisite: RMS204 (Global Jackets) <i>**Refer to New World Systems' detailed LE RMS Lesson Plan #RMS206 for further details on this topic.</i>	8
RMS207	Property Processing <i>Description: This class targets those individuals who have been assigned to one of the various property/evidence units. The class will cover: adding property; using the bar-coding process (if this feature has been included in the contract); tracking the location of all property/evidence; keeping a clear audit trail of when property leaves the control of the property room and when it returns; releasing of property, either by court order or other request; and indicating any property that is either targeted for disposal or has been properly disposed, according to court orders.</i> Prerequisite: RMS204 (Global Jackets) <i>**Refer to New World Systems' detailed LE RMS Lesson Plan #RMS207 for further details on this topic.</i>	4
RMS208	Inquiry / Searches <i>Description: This class is designed for personnel who have limited access to or have no need for any direct input into the software. Students attending are usually assigned to duties that need to retrieve information as requested or by need of a formal inquiry; but are not limited to this function. Any user may want to attend to get an overview of the software and the type of information available</i> <i>**Refer to New World Systems' detailed LE RMS Lesson Plan #RMS208 for further details on this topic.</i>	2
RMS209	UCR/IBR Review and Reporting <i>Description: This class is designed for personnel assigned to complete the monthly statistics required by their state. The student will learn how to build reports and how to read the edit (error) messages; how to correct errors; and after a successful completion, how to submit the report to their state.</i> <i>**Refer to New World Systems' detailed LE RMS Lesson Plan #RMS209 for further details on this topic.</i>	2



Class Number	Title/Topic	Hours
RMS210	Standard Reports <i>Description: This class focuses on the New World Systems standard reports that are provided with the LE RMS software. The student will be introduced to the different reports available; their output; and how to print them.</i> <i>**Refer to New World Systems' detailed LE RMS Lesson Plan #RMS210 for further details on this topic.</i>	2
RMS212	Case Management <i>Description: This class is designed for personnel and supervisors who are responsible for investigating or managing case files. The content will include: Searching for cases assigned to a personnel or bureau/detail; Assignment of cases; Monitoring and creating activity (tasks) by either the supervisor or the assigned officer; and writing any supplements to close or further describe the ongoing investigation. This will also include closing out a case due to an arrest or other authoritative reason.</i> Prerequisite: RMS205 (Basic RMS Entry / Incidents and Cases) <i>**Refer to New World Systems' detailed LE RMS Lesson Plan #RMS212 for further details on this topic.</i>	4
RMS213	Impounded Vehicles <i>Description: This class is designed for personnel that maintain information on all impounded vehicles. At the agency's discretion, this may also include information on towed/stored vehicles as well. The content will include Searching for Impounded Vehicles, Entry of Impounded Vehicles (including necessary Global Jackets), and Updating Impounded Vehicles when a vehicle has been released.</i> Prerequisite: RMS204 (Global Jackets) <i>**Refer to New World Systems' detailed LE RMS Lesson Plan #RMS213 for further details on this topic.</i>	1
RMS215	Gun Permits/Registrations <i>Description: This class is designed for personnel that maintain files related to Gun Permits, Gun Registrations, or both. Both topics work similarly, and the student will be shown how to search for existing Gun Permits or Registrations, how to enter the Gun Permits/Registrations, and how to update any existing Gun Permits/Registrations.</i> Prerequisite: RMS204 (Global Jackets) <i>**Refer to New World Systems' detailed RMS Lesson Plan #RMS215 for further details on this topic.</i>	1



Class Number	Title/Topic	Hours
RMS216	Pawn Shop Processing <i>Description: This class is designed for personnel that will be entering data from Pawn Slips and/or researching information from the received Pawn Slips. The content will include entering Pawn Slips, searching for Pawn Slips, and running Pawn Shop Reports.</i> Prerequisite: RMS204 (Global Jackets) <i>**Refer to New World Systems' detailed LE RMS Lesson Plan #RMS216 for further details on this topic.</i>	1
RMS217	Order of Protection <i>Description: This class is designed for personnel that will need to enter or research information received on Orders of Protection. The content will include how to search for Orders of Protection, Entry of the Orders of Protection, and information pertaining to the software alerts that will generate to the involved parties, and all protected addresses.</i> Prerequisite: RMS204 (Global Jackets) <i>**Refer to New World Systems' detailed LE RMS Lesson Plan #RMS217 for further details on this topic.</i>	1
RMS218	Alarm Management <i>Description: This class is designed specifically for the personnel that are in control of all warning letters and false alarm billings related to false alarm responses. The content will include how the false alarms are generated to the Alarm Management module, how to search for "Unmatched Alarms", how to create Alarm Permits and how to generate warning letters and false alarm invoices. The class will also show how to update records when fines are received, or if a false alarm needs to be voided.</i> Prerequisite: RMS204 (Global Jackets) <i>**Refer to New World Systems' detailed LE RMS Lesson Plan #RMS218 for further details on this topic.</i>	2
RMS219	Gang Tracking <i>Description: This class is specifically designed for the personnel that oversee responsibility in gathering information related to gangs. This class will go over in depth the three aspects of the Gang Tracking module: Gangs, Gang Informants, and Gang Intelligence. The first part of the class will demonstrate how to compile information on a gang, such as lineage, members, colors, weapons of choice, proclaimed areas, members' vehicles, crime patterns, and known associates to the gang members. The second portion of the class will</i>	2



Class Number	Title/Topic	Hours
	discuss how to enter information related to gang informants (informants are given a code to protect their identity outside of the Gang Module) and the third portion will demonstrate how to maintain intelligence that is related to the gangs. Prerequisite: RMS204 (Global Jackets) **Refer to New World Systems' detailed LE RMS Lesson Plan #RMS219 for further details on this topic.	
RMS221	Equipment <i>Description: This class is designed for personnel that maintain an agency's equipment—such as weapons, radar guns, cameras, tasers, audio and video recorders, etc. The content will include how to enter information into the software, maintain the equipment, and assign it out to the necessary personnel. In addition, the students will be shown how to keep track of all "Activity" related to the equipments, such as repairs, tune-ups, calibration, etc.</i> **Refer to New World Systems' detailed LE RMS Lesson Plan #RMS221 for further details on this topic.	1
RMS223	Field Investigations <i>Description: This class is designed for personnel who will be using the Field Investigations module as a form of Case Management. The students will be shown how to use this module to keep track of all leads related to a case, any contacts that are being made on the case, evaluation of any leads or contacts, as well as information on vehicles that may be related to the field investigation.</i> <i>*Note—this can be a standalone module for entering FI cards as well.</i> Prerequisite: RMS204 (Global Jackets) **Refer to New World Systems' detailed LE RMS Lesson Plan #RMS223 for further details on this topic.	1
RMS224	Accidents <i>Description: This class is designed for personnel that will be entering accident reports into the New World Systems software. The accident module, in addition to being a record keeping module, will print out on the state specific report form for each agency. The content of the class will cover searching for already entered accidents, accident entry, modifying and printing of the accident report form.</i> Prerequisite: RMS204 (Global Jackets) **Refer to New World Systems' detailed LE RMS Lesson Plan #RMS224 for further details on this topic.	2



Class Number	Title/Topic	Hours
RMS225	Computer Aided Investigations <i>Description: This class is designed for personnel that will be utilizing the software for investigative research. This very flexible module allows users to tie cases together and/or subjects to cases that may not have had a correlation made otherwise. The content of the class goes through the reports pertaining to Global Jacket information, Cases, and Modus Operandi. The students will be able to search for information that has been entered into the software, to use as an investigative tool. Additionally, Photo Line-Ups will be taught if part of the software package.</i> **Refer to New World Systems' detailed LE RMS Lesson Plan #RMS225 for further details on this topic.	1
RMS226	Wants and Warrants <i>Description: This class is designed for personnel whose duties include managing warrants. The content of the class will include Warrant Searches, Warrant Entry, managing existing Warrants as well as the various reports provided by the Wants and Warrants module.</i> Prerequisite: RMS204 (Global Jackets) **Refer to New World Systems' detailed LE RMS Lesson Plan #RMS226 for further details on this topic.	1
RMS227	Tickets and Citations <i>Description: This class is designed for personnel that will be entering Tickets and Citations into the software. This module can be used for both traffic and criminal related tickets, and will provide IBR/UCR statistics if necessary for each state. The content will include the search capabilities of the Tickets and Citations module, as well as the entry of the various types of Tickets and Citations into the New World Systems software.</i> Prerequisite: RMS204 (Global Jackets) **Refer to New World Systems' detailed LE RMS Lesson Plan #RMS227 for further details on this topic.	1
RMS228	Personnel <i>Description: This class is intended for those that will be maintaining the Personnel records for each agency. The content will include the entry of personnel information into the Personnel module, as well as discussion on what will need to be updated as personnel are promoted, change classification, resign, etc.</i> **Refer to New World Systems' detailed LE RMS Lesson Plan #RMS228 for further details on this topic.	1



Class Number	Title/Topic	Hours
RMS229	Training <i>Description: This class is intended for personnel that oversee an agency's training records, including the scheduling of classes and training programs. The content of the class is in three parts—creating courses for each agency (all courses are agency specific), scheduling courses in advance, and creating and maintaining training programs for personnel (such as new hires) that must successfully complete a variety of courses that may be a requirement to pass their training and probationary periods and/or for promotional opportunities.</i> <i>**Refer to New World Systems' detailed LE RMS Lesson Plan #RMS229 for further details on this topic.</i>	2
RMS230	Scheduling and Reporting <i>Description: This class is intended for all personnel that have a necessity to create, maintain, or modify the daily, weekly and monthly schedules. The content will include creating work schedules, and maintaining or modifying them as necessary. Training will also be provided on using the module for employee vacations, sick leaves, shift trades, etc.</i> <i>**Refer to New World Systems' detailed LE RMS Lesson Plan #RMS230 for further details on this topic.</i>	4
RMS232	Career Criminal <i>Description: This class is intended for all personnel that maintain information on "Career Criminals" such as parolees and sex registrants. The content will consist of how to search for Career Criminals, Entry of the Career Criminals, and the various reports that are available within the module, such as seeing who is due for re-registering, or missed their registration deadline.</i> Prerequisite: RMS204 (Global Jackets) <i>**Refer to New World Systems' detailed LE RMS Lesson Plan #RMS232 for further details on this topic.</i>	2



Class Number	Title/Topic	Hours
RMS234	Narcotics Management <i>Description: This "specialty" class is intended for all personnel involved in the investigation of narcotics offenses. This module, which is highly secure, covers Narcotic Funds (such as "Buy Money"), Informants, and Intelligence. The class content will include information on maintaining and updating all aspects of the Narcotics Management Module and discuss that the information, including Global Jackets, are restricted to the module only, and not available to any users outside of the module.</i> Prerequisite: RMS204 (Global Jackets) **Refer to New World Systems' detailed LE RMS Lesson Plan #RMS234 for further details on this topic.	2
RMS250	Data Analysis/Crime Mapping/Management Reporting <i>Description: This class covers the New World Systems ad hoc reporting capability. It includes basic text reports, map reports and exported reports to different file types, such as excel. This class may be taught at any time, although 4-6 weeks post go-live is preferred to ensure the data returned reflects accurate and correct information for the agency.</i> * The 4-hour version is the basic class, but may be extended based on the individual agency's requirements. **Refer to New World Systems' detailed LE RMS Lesson Plan #RMS250 for further details on this topic.	4-8



LE RMS End User Training Courses

Course: **Basic Law Enforcement Records Training Course**

Duration: One 24-hour course

Audience: Field Operations Bureau Personnel (including all specialized units such as Traffic, Marine, Tactical, and Mounted Units)

Instructor: Agency Certified New World Systems' RMS Trainers or New World Systems' Application Specialist

Classes

Included: Class RMS203 / LE RMS Basic Windows Functionality; Class RMS204 / Jackets; Class RMS206 / Full RMS Entry - Incidents and Cases; Class RMS213 / Impounded Vehicles; Class RMS225 / Computer Aided Investigations; Class RMS226 / Wants and Warrants; Class RMS227 / Tickets and Citation; and Class RMS224 / Accidents.

Description: This course is intended to give the records personnel the necessary skills to perform their duties, including but not limited to: entering cases, retrieving cases, responding to inquiries and distribution of reports.

Course: **UCR/IBR Process Training Course**

Prerequisite: Must take Class RMS203 / LE RMS Basic Windows Functionality; Class RMS204 / Jackets, in that order, before any other class.

Duration: 14 total training hours

Audience: Those personnel responsible for maintaining the state and federally mandated statistical reports

Instructor: Agency Certified New World Systems' RMS Trainers or New World Systems' Application Specialist

Classes

Included: Class RMS203 / LE RMS Basic Windows Functionality; Class RMS204 / Jackets; Class RMS206 / Full RMS Entry - Incidents and Cases; Class RMS207 / UCR-IBR Review and Reporting; Class RMS225 / Computer Aided Investigations; Class RMS227 / Tickets and Citation

Description: The student will learn the RMS software, specifically how global jackets are maintained, how case entry, statutes, and arrest records are entered, how to read and interpret the build edit message, and how to make the necessary changes to successfully submit the State and Federal mandated monthly reports.



Course: ***Property Control Personnel Training Course***

Prerequisite: Must take Class RMS203 / LE RMS Basic Windows Functionality; Class RMS204 / Jackets, in that order, before any other class.

Duration: 12 total training hours

Audience: Officers and Civilians currently assigned to the Agency's Property Control

Instructor: Agency Certified New World Systems' RMS Trainers or New World Systems' Application Specialist

Classes

Included: Class RMS203 / LE RMS Basic Windows Functionality; Class RMS204 / Jackets; Class RMS205 / Basic RMS Entry - Incidents and Cases; Class RMS207 / Property Processing;

Description: This course targets those individuals who have been assigned to a property/evidence unit. The course will cover: adding property; using the bar-coding process (if part of the contract); tracking the location of all property/evidence; keeping a clear audit trail of when property leaves the control of the property room and when it returns; releasing of property, either by court order or other request; and indicating any property that is either targeted for disposal or has been properly disposed, according to court orders.



Course: ***Investigations and Investigations Supervisor Training Course—Includes Case Management***

Prerequisite: Class RMS203 / LE RMS Basic Windows Functionality; Class RMS204 / Jackets, in that order, before any other class.

Duration: 20 total training hours

Audience: All personnel responsible for reviewing cases for possible prosecution as well as those assigned to further investigate cases referred by Field Operations.

Instructor: Agency Certified New World Systems' RMS Trainers or New World Systems' Application Specialist

Classes

Included: Class RMS203 / LE RMS Basic Windows Functionality; Class RMS204 / Jackets; Class RMS206 / Full RMS Entry - Incidents and Cases; RMS212 / Case Management; RMS225 / Computer Aided Investigations;

Description: This course is designed for Investigations and Investigations supervisors who are responsible for investigating or managing a case. The content will include, but is not limited to: searching for cases assigned to your bureau/detail; reading and reviewing the case; assignment of cases; monitoring and creating activity (tasks) by either the supervisor or the assigned officer; and writing any supplements to close or further describe the ongoing investigation. This will also include closing out a case due to an arrest or other authoritative reason.

LE RMS Live Support

Live Support

The plan for Live-Support is to have the student trainers, as well as members of the RMS Build Team be the Subject Matter Experts (SME) for the software. They will be the first line of problem solvers during go live. New World Systems will have Application Specialists on site to assist the SMEs if there are questions or problems that they cannot resolve.



Fire RMS Training Scope

The scope of this plan consists of a three part approach, that is:

1. Train-the-Trainer
2. End User Training
3. Live Support

During the Train-the-Trainer (TTT) portion, New World will conduct a 70-80 hour training course that will instruct the students in the end user handling of the Fire Records Management software and prepare them for classroom instruction by virtue of successfully completing the course.

Once the TTT course is complete, the student trainers will train the rest of the department, as well as conduct in-house training for new personnel, as prescribed in the End User section. This training will be driven by the training needs assessment to be conducted by the agency.

During the Subject Matter Expert (SME) training portion, New World will conduct a 40-hour training course that will instruct the students in all aspects of the Fire Records Management software used by the agency. These students may or may not train other members of their department; however, they will have the knowledge to conduct training if necessary. These students will also be taught some basic problem solving skills.

Once the SME course is complete, the students will assist their department in assuring all members are trained in their specific areas of responsibility. They will also be utilized during go-live support and thereafter as the first level department support for any questions or problems that may arise.

The final stage is Live Support. Part of the responsibility of the student trainers will be to provide actual live support at the agency and/or their bureau assignments. A live support schedule will be determined by department management. Along with the in-house student trainers, New World Systems will provide on-site live support during this transitional phase.



Fire RMS Schedule

Train-the-Trainer

Basic Fire Records Management System Train-the-Trainer

Topic: Fire Records Management System Train-the-Trainer

Duration: One 70-80 hour class

Audience: The appropriate audience would consist of Fire Captains, Training Officers or other Supervisors (such as Battalion Chiefs), and other specialized personnel, who will act as trainers during the End User training and then will be qualified to continue the training as new personnel are hired. The qualified candidates will possess basic computer and communication skills necessary for classroom presentations, and one-on-one training.

Instructor: New World Systems' Application Specialist

Classes

Included: Class FIRE403 / FRMS Basic Windows Functionality; Class FIRE404 / Jackets; Class FIRE405 / Scheduling and Reporting; Class FIRE406 Fire Incidents; Class FIRE407 / Investigations; Class FIRE408 / Pre-Plans; Class FIRE409 / Inspections; Class FIRE410 / Equipment Maintenance; Class FIRE411 / Vehicle Maintenance; Class FIRE412 / Station Activity and Misc. Modules; FIRE413 / Training; Class FIRE414 / Personnel; Class FIRE415 / Inquiry and Searches; Class FIRE416 / Standard Reports; Class FIRE417 / Permits

Description: The Train-the-Trainer class is a hands-on course. The students will be required to demonstrate not only proficiency with New World Systems' software, but also teaching techniques and presentation skills. This is an approximately two-week course. During the first week, we will be training in the use of the Fire Records Management System products. In order to move to the second phase of instruction, the students must demonstrate proficiency using the software. The ideal students will be volunteers who have enthusiasm for the project and are prepared to participate actively in the train-the-trainer process.



Sample Schedule

Day	Date	Time	Activity
Monday		0800 – 1700	Train the Trainer / Week 1 FRMS Software Application
Tuesday		0800 – 1700	Train the Trainer / Week 1 FRMS Software Application
Wednesday		0800 – 1700	Train the Trainer / Week 1 FRMS Software Application
Thursday		0800 – 1700	Train the Trainer / Week 1 FRMS Software Application
Friday		0800 – 1700	Train the Trainer / Week 1 Teaching Assignments / Teaching Techniques
Sat / Sun			
Monday		0800-1700	Train the Trainer / Week 2 Teaching Techniques / Preparation for Training
Tuesday		0800-1700	Train the Trainer / Week 2 Presentation of Assignments
Wednesday		0800-1700	Train the Trainer / Week 2 Presentation of Assignments
Thursday		0800-1700	Train the Trainer / Week 2 Presentation of Assignments
Friday		0800-1700	Train the Trainer / Week 2 Wrap Up and Review

Fire Records Management System Train-the-Trainer	
	Students Name
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Fire RMS Training***End User Training – Classes and Training Courses***

Below is a table that will be used to create a tentative schedule for End User Training. This draft is dependent on approval from upper management of the agency.

Day	Date	Time	Activity
Monday		0800 – 1200 1300 – 1700	
Tuesday		0800 – 1200 1300 – 1700	
Wednesday		0800 – 1200 1300 – 1700	
Thursday		0800 – 1200 1300 – 1700	
Friday		0800 – 1200	

Fire RMS End User Training Classes

The following is a list of classes that users from the Fire Department may need to take in order to be proficient using New World Systems' software. Class FIRE403 – FRMS Basic Windows Functionality is a prerequisite for any other class. The "Hours" column represents the duration of each of the classes, if being presented in a classroom environment. If an agency certified New World Systems trainer was to work with one or two individuals, the actual amount of time may be reduced.

Class Number	Title/Topic	Hours
FIRE403	FRMS Basic Windows Functionality <i>Description: This class provides an overview of basic windows functionality, geo-verification, grid functionality, and base tool bar functionality. This is the first class and MUST be taken by anyone planning on using the software.</i> <i>**Refer to the New World Systems detailed FRMS Lesson Plan #FIRE403 for further details on this topic.</i>	2
FIRE404	Jackets <i>Description: This class provides the user with the correct functionality and current procedures for adding or maintaining a global record (individual or, business).</i> <i>**Refer to the New World Systems detailed FRMS Lesson Plan #FIRE404 for further details on this topic.</i>	2
FIRE405	Scheduling and Reporting <i>Description: This class is designed for the Fire Officers responsible for maintaining the correct personnel on the appropriate fire apparatus, and all changes of personnel that may occur during a shift. This has a direct impact on NFIRS reports as the personnel assigned to apparatus from this module are transferred over to the Equipment and Personnel within NFIRS.</i> <i>**Refer to the New World Systems detailed FRMS Lesson Plan #FIRE405 for further details on this topic.</i>	2
FIRE406	Fire Incidents <i>Description: This class is designed for personnel who are responsible for writing all fire incident reports in compliance with the NFIRS reporting system. It will cover basic fire incidents, exposure fires, EMS (either BLS or ALS reports), and mutual aid reports.</i> Prerequisite: FIRE404 (Global Jackets) <i>**Refer to the New World Systems detailed FRMS Lesson Plan #FIRE406 for further details on this topic.</i>	6



Class Number	Title/Topic	Hours
FIRE407	Investigations <i>Description: This class is designed for personnel who are responsible for investigating any suspicious fire. Completion of the report and indicating any evidence collected is included in this class.</i> Prerequisite: FIRE404 (Global Jackets) <i>**Refer to the New World Systems detailed FRMS Lesson Plan #FIRE407 for further details on this topic.</i>	2
FIRE408	Pre-Plans <i>Description: This class covers how the Aegis/MSP software collects data needed for Fire Pre-Plans. This covers both building pre-plans and business pre-plans.</i> Prerequisite: FIRE404 (Global Jackets) <i>**Refer to the New World Systems detailed FRMS Lesson Plan #FIRE408 for further details on this topic.</i>	4
FIRE409	Inspections <i>Description: This class provides for both inspections of existing buildings and businesses (Pre-Plan and Safety Inspections) as well as creating inspections for new construction.</i> Prerequisite: FIRE404 (Global Jackets) <i>**Refer to the New World Systems detailed FRMS Lesson Plan #FIRE409 for further details on this topic.</i>	2
FIRE410	Equipment Maintenance <i>Description: This class is designed for those personnel whose responsibilities include keeping track of equipment maintenance. This includes SCBA's, hoses, other general equipment and hydrants.</i> <i>**Refer to the New World Systems detailed FRMS Lesson Plan #FIRE410 for further details on this topic.</i>	2
FIRE411	Vehicle Maintenance <i>Description: This class is designed for those personnel whose primary responsibilities include keeping track of all fleet vehicles and apparatus. This will also cover scheduling maintenance in advance and showing how to pull reports to know when a vehicle is needed for maintenance.</i> <i>**Refer to the New World Systems detailed FRMS Lesson Plan #FIRE411 for further details on this topic.</i>	1



Class Number	Title/Topic	Hours
FIRE412	Station Activity and Misc. Modules <i>Description: This class is designed for those personnel who currently log all activity associated with a station. This class may include miscellaneous modules, not otherwise covered, such as Inventory or Alerts.</i> <i>**Refer to the New World Systems detailed FRMS Lesson Plan #FIRE412 for further details on this topic.</i>	2
FIRE413	Training <i>Description: Since Fire Departments often conduct in-house training on a weekly or daily basis, keeping track of all training records is very important. This class is designed for the Captains that record their company in-house training as well as for members of the department that are required to keep track of all training, both in-house and out of station.</i> <i>**Refer to the New World Systems detailed FRMS Lesson Plan #FIRE413 for further details on this topic.</i>	2
FIRE414	Personnel <i>Description: This class is designed for the administrative staff assigned to maintain personnel records of Fire Employees. Regardless if the agency is using another program, personnel are required to be entered, as well as their station and shift assignments maintained, in order for NFIRS and Scheduling and Reporting to work correctly.</i> <i>**Refer to the New World Systems detailed FRMS Lesson Plan #FIRE414 for further details on this topic.</i>	2
FIRE415	Inquiry / Searches <i>Description: This class is designed for personnel who have limited access to or have no need for any direct input into the software. Students attending are usually assigned to duties that need to retrieve information as requested or by need of a formal inquiry; but are not limited to this function. Any user may want to attend to get an overview of the software and the amount of information that is available.</i> <i>**Refer to the New World Systems detailed FRMS Lesson Plan #FIRE415 for further details on this topic.</i>	2

Class Number	Title/Topic	Hours
FIRE416	Standard Reports <i>Description: This class focuses on the New World Systems standard reports that are provided with the FRMS software. The student will be introduced to the different reports available; their output; and how to print them.</i> <i>**Refer to the New World Systems detailed FRMS Lesson Plan #FIRE416 for further details on this topic.</i>	2
FIRE417	Permits <i>Description: This class covers the different types of fire permits (new construction, special use permit, remodeling, etc.) that a fire department may choose to issue.</i> Prerequisite: FIRE404 (Global Jackets) <i>**Refer to the New World Systems detailed FRMS Lesson Plan #FIRE417 for further details on this topic.</i>	1
FIRE450	Data Analysis/Management Reporting <i>Description: This class covers the New World Systems ad hoc reporting capability. It includes basic text reports, map reports and exported reports to different file types, such as excel. This class may be taught at any time, although 4-6 weeks post go-live is preferred to ensure the data returned reflects accurate and correct information for the agency.</i> <i>**Refer to the New World Systems detailed FRMS Lesson Plan #FIRE450 for further details on this topic.</i>	4



Fire RMS End User Training Courses

Note: These are examples of how classes may be combined to create a course based on individual department needs. New World Systems' Application Specialist will work with the agency to create the agency specific courses.

Course: **Basic Fire Officers Course**

Duration: One 25 -hour course

Audience: Captains and Fire Personnel responsible for writing and/or review fire incident reports, completing pre-plans and maintaining equipment maintenance records.

Instructor: Agency Certified New World Systems' Fire Records Trainers or New World Systems' Application Specialist

Classes

Included: Class FIRE403/ FRMS Basic Windows Functionality; Class FIRE404 / Jackets; Class FIRE405 / Scheduling and Reporting; Class FIRE406 / Fire Incidents; Class FIRE408 / Pre-Plans; Class FIRE409 / Inspections; Class FIRE410 / Equipment Maintenance; Class FIRE411 / Vehicle Maintenance; Class FIRE412 / Station Activity; and Class FIRE413 / Training

Description: This course is designed for the end user who will be responsible for the day to day operations of the Fire Station. These responsibilities include: completing and/or reviewing NFIRS fire incident reports; completing pre-plan reports; accounting for personnel throughout the shift; keeping records of training that occurred during the shift; ensuring that all equipment is reviewed and checked for maintenance in a timely manner.



Course: **Basic Fire Records Overview and Introduction Course**

Prerequisite: Must take Class FIRE403 / FRMS Basic Windows Functionality and Class FIRE404 / Jackets, in that order, before any other class.

Duration: 6 total training hours

Audience: Both civilian and fire service members of the Fire Department that will want to view and understand the Fire Records Management Systems software.

Instructor: Agency Certified New World Systems' Fire Records Trainers or New World Systems' Application Specialist

Classes

Included: Class FIRE403 / FRMS Basic Windows Functionality; FIRE404 / Jackets; and Class FIRE415 / Inquiry and Searches.

Description: This course is intended to give the fire personnel and any other group, the necessary skills to view and understand fire incident reports, pre-plan information, inspection information, maintenance information, and station activity.

Course: **Administrative Personnel Training Course**

Prerequisite: Must take Class FIRE403 / FRMS Basic Windows Functionality before any other class.

Duration: 12 total training hours

Audience: All personnel responsible for retrieving data for reports and/or information.

Instructor: Agency Certified New World Systems' Fire Records Trainers or New World Systems' Application Specialist

Classes

Included: Class FIRE403 / FRMS Basic Windows Functionality; FIRE404 / Jackets; and Class FIRE415 / Inquiry and Searches; Class FIRE416 / Standard Reports; and Class FIRE450 / Data Analysis and Mapping*

Description: This course is designed to give a non-entry user the information to navigate through the software, retrieve data as needed, run reports from New World Systems standard reports, as well as create custom text and mapping reports as required by the department.

*New World Systems will provide a trainer for the Data Analysis/Management Reporting class.

Fire RMS Live Support

Live Support

The plan for Live Support is to have the student trainers, as well as members of the Fire RMS Build Team be the Subject Matter Experts (SME) for the software. They will be the first line of problem solvers during go live. New World Systems will have Application Specialists on site to assist the SMEs if there are questions or problems that they cannot resolve.

SAMPLE

Mobile Training Scope

The scope of this plan consists of a three-part approach, that is:

1. Train-the-Trainer
2. End User Training
3. Live Support

During the Train-the-Trainer (TTT) portion, if desired by the agency, New World will conduct a two-week training course that will instruct the students in the end user handling of Law Enforcement Records and Field-Based Reporting Software and prepare them for classroom instruction by virtue of successfully completing the course.

Once the TTT course is complete, the student trainers will be conducting in-house training as prescribed in the End User section. This training will be driven by the training needs assessment to be conducted by the Police Department.

The final stage is Live Support. Part of the responsibility of the student trainers will be to provide actual live support at the agency and/or their bureau assignments. A live support schedule will be determined by department management. Along with the in-house student trainers, New World will provide on-site live support during this transitional phase.

SAMPLE

Mobile Schedule

Train-the-Trainer

Basic Law Enforcement Field-Based Reporting Training Course

Duration: One 20 hour course per user

Training Type: Train-the-Trainer

Students: Maximum number of 10 students per instructor. One computer per student

Audience: Field Operations Bureau Personnel (including all specialized units such as Traffic, Marine, Tactical, and Mounted Units)

Instructor: Certified New World Systems Law Enforcement Records/Field-Based Reporting Student Trainers

Classes

Included: Class 1 / Basic MSP Windows; Class 2 / Jackets; Class 3 / Field-Based Reporting; Class 6 / Inquiry and Searches; Class 4 / Merge Process.

Description: This course is designed for the end user who will be responsible for entering reports or approving reports within the New World Systems Field-Based Reporting System. The student will learn the basics of navigating through the RMS software, conducting searches, and understand how to interpret the information contained in the record. They will also learn how to find their case numbers to enter case reports, submit reports for review, and make corrections as needed or directed from their supervisor. The supervisor will learn how to approve or reject written reports within the software, sending the report over to the merge client for the merge process.



Sample Schedule

Day	Date	Time	Activity
Monday		0800 – 1700	Train the Trainer / Week 1 Mobile Software Application
Tuesday		0800 – 1700	Train the Trainer / Week 1 Mobile Software Application
Wednesday		0800 – 1700	Train the Trainer / Week 1 Mobile Software Application
Thursday		0800 – 1700	Train the Trainer / Week 1 Mobile Software Application
Friday		0800 – 1700	Train the Trainer / Week 1 Teaching Assignments / Teaching Techniques
Sat / Sun			
Monday		0800-1700	Train the Trainer / Week 2 Teaching Techniques
Tuesday		0800-1700	Train the Trainer / Week 2 Preparation for Training
Wednesday		0800-1700	Train the Trainer / Week 2 Presentation of Assignments
Thursday		0800-1700	Train the Trainer / Week 2 Presentation of Assignments
Friday		0800-1700	Train the Trainer / Week 2 Wrap Up and Review

Mobile and Field-Based Reporting Train-the-Trainer	
	Student's Name
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	

Mobile Training

End User Training – Classes and Training Courses

Below is a table that will be used to create a tentative schedule for End User Training. This draft is dependent on approval from upper management of the agency.

Day	Date	Time	Activity
Monday		0800 – 1200 1300 – 1700	
Tuesday		0800 – 1200 1300 – 1700	
Wednesday		0800 – 1200 1300 – 1700	
Thursday		0800 – 1200 1300 – 1700	
Friday		0800 – 1200	

Mobile End User Training Classes**Mobile Messaging Classes**

The following is a list of classes that users from the agency may need to take in order to be proficient using the New World Systems Mobile Messaging software.

The "Hours" column represents the duration of each of the classes, if being presented in a classroom environment with a maximum of ten students allowed. If there are less than ten students, the hours may possibly be reduced accordingly.

Class Number	Title/Topic	Hours
MM501	Mobile Messaging Administrative Training <i>Description: This class covers the installation, configuration and on-going product/environment maintenance of the Mobile Messaging application.</i> <i>Note: This is not a typical classroom environment. Class size is limited to just those personnel who will be responsible for these functions. The actual class (training) is spread over several weeks of onsite support.</i>	6-8
MM502	Mobile Messaging End User Training <i>Description: This class is designed for those users that will be using the Mobile Messaging to: inquire local RMS/FRMS records; receive dispatched calls and updates; inquire on state/federal message switch; mapping functions; routing functions; unit status monitor; and understanding the AVL functionality as it relates to CAD.</i> <i>*Note: Some of the above training will be dependent on the contracted configuration of Mobile Messaging.</i>	4

Field-Based Reporting Classes

The following is a list of classes that users from the agency may need to take in order to be proficient using the New World Systems Field-Based Reporting software.

The "Hours" column represents the duration of each of the classes, if being presented in a classroom environment with a maximum of ten students allowed. If there are less than ten students, the hours may possibly be reduced accordingly.

Class Number	Title/Topic	Hours
FR601	Field-Based Reporting Administrative Training <i>Description: This class covers the installation, configuration and on-going product/environment maintenance of the Field-Based Reporting application.</i> <i>*Note: This is not a typical class room environment. Class size is limited to just those personnel who will be responsible for these functions. The actual class (training) is spread over several weeks of on-site support.</i>	6-8
FR602	Print Design Class <i>Description: This highly technical class is designed to instruct the student on how to build a printed field report definition. Topics will include understanding the data fields captured by the Field-Based Reporting process and mapping them to the print design form.</i> <i>*Note: Advance skills needed in Word, Excel, or other third party forms design tools, as well as a thorough understanding of form design. Advance computer skills (manipulating files and data) are required.</i>	16
FR603	Field-Based Reporting End User Training <i>Description: Designed for every officer who writes/submits reports for approval in your agency. The current configuration of Field-Based Reporting is done through a stand-alone client at the station and not as a mobile environment in the units. The class covers: starting and/or editing a case report; importing information from New World Systems Records Management Incident module; checking the report for logic errors; submitting the report for approval; checking for rejected reports; completing of any additional reports forms as needed. In addition, supervisors attending this class will learn how to: check for reports ready for review; reject a report due to errors or policy related concerns; approve a report to the next level.</i> <i>**Refer to the New World Systems detailed Field-Based Reporting Lesson Plan #FR603 for further details on this topic.</i>	4-6



Class Number	Title/Topic	Hours
FR604	Merge Process <i>Description: The group of personnel assigned to this class should be those have been assigned to the specific task of completing the merge process. At the end of the class, users will be able to recognize a full or partial merge failure; how to correct a partial merge failure; how to print out a report of any failures; learn when to submit the report back to the Field-Based Reporting process for either a re-approval (submitted) or a re-write by the author of the report (rejection).</i> <i>**Refer to the New World Systems detailed Field-Based Reporting Lesson Plan #FR604 for further details on this topic.</i>	4

SAMPLE



Mobile End User Training Courses

Course: **Basic Law Enforcement Mobile Messaging**

Duration: One 2-4 hour course per user

Students: Maximum number of 10 students per instructor. Once computer per student

Audience: Field Operations Bureau Personnel (including all patrol and other specialized units such as Traffic, Marine, Tactical, and Mounted Units that would have access to Mobile Messaging).

Instructor: Certified New World Systems Law Enforcement Records/Field-Based Reporting Student Trainers

Classes

Included: Class 1 / Basic MSP Windows; Class 2 / Jackets.

Description: This course is designed for the end user who will be responsible for making State/NCIC and system inquiries. The student will learn the basics of navigating through the Mobile Messaging software, conducting searches, and understand how to interpret the information contained in the record. They will also learn how to inquire upon previous incidents, see other unit statuses (if allowed by permissions).

Course: **Field-Based Reporting Merge Process Training Course**

Prerequisite: Must take Class 1 / Basic MSP Windows and Class 2 / Jackets, in that order, before any other class.

Duration: 19 total training hours

Students: Maximum number of 10 students per instructor. Once computer per student

Audience: Those personnel identified as being responsible for completing the merge process

Instructor: Certified New World Systems Law Enforcement Records/Field-Based Reporting Student Trainers

Classes

Included: Class 1 / Basic MSP Windows; Class 2 / Jackets; Class 3 / Field-Based Reporting; Class 4 / Basic RMS Entry – Incidents and Cases; Class 7 / Merge Process and Class 6 / Inquiry and Searches.

Description: This course will provide the necessary skills to successfully complete the merge process and have case and arrest reports transferred to the RMS software. They will be instructed on how to identify errors, send reports back for corrections, or reconcile the merge errors themselves, to ensure an accurate and complete report is residing on the RMS server.

Mobile Live Support

Live Support

New World Systems will have Application Specialists on site to assist the users during their live environment for the first week. Hours will be determined by management's needs.

SAMPLE



City of Norman, OK

Municipal Building Council
Chambers
201 West Gray Street
Norman, OK 73069

Master

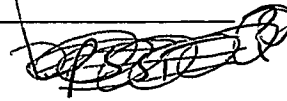
File Number: K-1213-125

File ID: K-1213-125	Type: Contract	Status: ATS Paused
Version: 1	Reference:	In Control: City Council
Department: Police Department	Cost:	File Created: 11/13/2012
File Name: Contract No. K-1213-125 New World Systems, Inc.	Final Action:	

Title: CONTRACT NO. K-1213-125: A CONTRACT BY AND BETWEEN THE CITY OF NORMAN AND NEW WORLD SYSTEMS, INC. IN THE AMOUNT OF \$1,821,745 FOR THE COMPUTER AIDED DISPATCH (CAD), POLICE RECORDS MANAGEMENT SERVICES (RMS), AND MOBILE DATA NETWORK (MDN) PROJECT; THE PURCHASE OF NECESSARY RELATED THIRD PARTY SOFTWARE AND HARDWARE PRODUCTS IN THE AMOUNT OF \$154,341; AND BUDGET APPROPRIATION AND REIMBURSEMENT.

Notes: ACTION NEEDED: Motion to approve or reject Contract No. K-1213-125 with New World Systems, Inc. in the amount of \$1,821,745 and the purchase of necessary related third party software and hardware products in the amount of \$154,341; and, if approved, authorize the execution thereof; appropriate funds in an amount not-to-exceed \$1,000,000 from the General Fund Balance (010-0000-253.20-00) ~~or Capital Fund Balance (050-0000-253.20-00)~~ to provide up-front costs, as necessary, for the project in advance of the completion of Fire Station No. 9; and transfer funds from ~~Telecommunications Equipment Computer Software (015-6115-421.53-04)~~, to repay any interim General Fund ~~or Capital Fund~~ monies made available prior to June 30, 2013.

ACTION TAKEN: _____



PUBLIC SAFETY
SALES TAX

Agenda Date: 12/18/2012

Agenda Number:

Attachments:

Project Manager: Major JD Younger

Entered by: kathy.lamar@normanok.gov

Effective Date:

History of Legislative File

Ver- sion:	Acting Body:	Date:	Action:	Sent To:	Due Date:	Return Date:	Result:
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Text of Legislative File K-1213-125

Body

BACKGROUND: The City of Norman Emergency Responders (Police and Fire) have been using multiple databases and software solutions to satisfy minimum response and reporting needs. The current applications and multiple database infrastructures presently utilized have proven to be an inefficient and unreliable solution. The City has been using GLOBAL Computer Aided Dispatch (CAD) since December 2000, GLOBAL Police Records Management System (RMS) since October 2003 and Firehouse Fire Records Management since

2000. Since the implementation, there have been performance issues with the present software solutions that support public safety. These issues and situations include, but are not limited to delays, lock-ups, lengthy data back-ups, computer processor unit (CPU) spikes, field-reporting limitations, etc. Performance issues continue after multiple software upgrades and appear to be systemic. The Emergency Responder Departments (Police and Fire) in conjunction with the Information Technology Division have ~~openly~~ discussed and researched opportunities to replace these software systems since 2004. The goal is for the City of Norman to invest in an integrated database system and to transfer necessary data accordingly. This would reduce redundant data entry, improve application response, and enhance public safety workflow, ultimately increasing personnel efficiency and public service.

Prior City of Norman actions to upgrade the current CAD, RMS, and Mobile Data (MD) systems include the following Council actions:

- ☐ FYE 2006 Council appropriates \$199,300 from Capital Fund for CAD Project
- ☐ FYE 2009 Council accepts \$150,000 Federal grant for CAD Project
- ☐ FYE 2010 Council accepts \$250,000 Federal grant for CAD Project
- ☐ FYE 2011 Council approves CAD/RMS Project Consultant Contract K-1011-133
- ☐ FYE 2013 Council appropriates \$2,330,000 for CAD/RMS Project from Public Safety Sales Tax Fund (PSST)
- ☐ FYE 2013 Council approves \$388,584.44 Federal grants expenditure for Project hardware and support software.

As required by contract K-1011-133 which was approved by Council on February 22, 2011, RCC Consultants performed an evaluation and needs assessment of the City's current CAD, RMS, and MD software solutions. RCC Consultants determined that the replacement of the existing CAD, RMS and MD applications was warranted, given the age of the system and significance of the issues identified. RCC assisted the City in developing a strategy for acquiring and successfully implementing a multi-agency, multi-jurisdictional Computer Aided Dispatching (CAD), Police Records Management System (PRMS), Fire Records Management System (FRMS), Mobile Data (MD) software and in-field reporting software replacement. As required by the scope of the contract, RCC has performed or assisted with the following items:

- ☐ Determining if a phased installation and purchase is feasible without impacting the end-user dramatically; noting impacts, obstacles, explanations and details for approach recommendations.
- ☐ Preparation of a Request for Proposal for a Public Safety Software solution, reviewed proposals, ranked proposals and recommendations through the vendor selection process.
- ☐ Negotiated a contract for purchase of a Public Safety Software solution and maintenance plan with the selected vendor on behalf of the City of Norman.

DESCRIPTION: The City solicited proposals for an integrated CAD, Law Enforcement Records, Fire Records, and Mobile Data computer software system. The City requested proposals for a Commercial Off-the-Shelf (COTS) software solution that would include delivery and installation of new hardware, software and system documentation, data conversion, training and other implementation services. Ten vendors attended the mandatory pre-bid meeting for the City's Request For Proposal (RFP). The City received responses from five of those vendors to the CAD/RMS/MD RFP.

RCC assisted City staff with the review of the responses in accordance with the requirements and requests stated in the RFP. After a detailed review and application of the RFP requirements, staff identified two respondents to continue as finalists in the RFP selection process. Both respondents accepted invitations to participate in on-site demonstrations of their software products with representatives from the City of Norman. In January 2012 both respondents presented their products to members of a multi-disciplinary group that included representatives from the City of Norman's Geographic Information Systems Division, Information Technology Division, Fire Department, Police Department, Norman Regional Health System's EMSStat, and RCC Consultants. Based on responses to the RFP and demonstrated functionality, the two finalists were placed in ranked order.

City staff and RCC Consultants continued their due diligence by conducting multiple on-site and telephone interviews with customers and references of both vendors. Following a successful on-site Demonstration of

Licensed Functionality (DOLF) by the first ranked vendor in July 2012, RCC entered into contract negotiations on behalf of the City of Norman. Recognizing the inherent risks associated with any technical project of this size and scope, staff believes this contract provides the software and hardware, implementation services, and maintenance necessary to support the City of Norman in providing exceptional public safety services to the citizens of Norman now and into the future in a fiscally efficient manner.

RECOMMENDATION: Staff recommends the award of contract K-1213-125 to New World Systems Inc. in the amount of \$1,821,745. Authorization is further recommended for the purchase of necessary related third-party software and hardware products, in the amount of \$154,341. These are ancillary products (card reading attachments and other support software) included in the New World System proposal, that can be purchased directly by the City of Norman for a lower cost than for New World Systems to purchase them. The ancillary purchases are discussed in the attachment.

Funds for this contract and ancillary software purchases are available in ☒ Telecommunication Equipment/Computer Software (account 015-6115-421.53-04).

Council authorization is also recommended for the appropriation of General Fund balance (account 010-0000-253.20-00) ~~and/or Capital Fund balance (account 050-0000-253.20-00)~~ in ~~an~~ total amount not to exceed \$1,000,000 to provide up-front cash, as necessary, for the CAD/RMS/MD vendor payments in advance of the completion of Fire Station #9; and for the transfer of funds out of Telecommunications Equipment/Computer Software (account 015-6115-421.53.04) to repay any interim General Fund or ~~Capital Fund~~ balances made available for the CAD/RMS/MD project, before June 30, 2013.

Item 15, being:

AUTHORIZATION FOR EXPENDITURE NO. SIX UNDER CONTRACT K-0910-55 WITH LEMKE LAND SURVEYING, L.L.C., IN AN AMOUNT NOT-TO-EXCEED \$55,000 TO PROVIDE SURVEYING AND DRAFTING SERVICES FOR THE SEWER MAINTENANCE PROJECT FYE18.

Acting as the Norman Utilities Authority, Trustee Holman moved that authorization of Expenditure No. Six under Contract K-0910-55 with Lemke Land Surveying, L.L.C., in an amount not-to-exceed \$55,000 be approved and the execution thereof be authorized, which motion was duly seconded by Trustee Scott;

Items submitted for the record

1. Text File K-0910-55, Expenditure No. Six, dated January 28, 2019, by Charlie Thomas, Capital Projects Engineer
2. Proposal dated January 28, 2019, in the amount of \$55,000 from Kelly J. Henderson, P.L.S., Executive Director, Lemke Land Surveying, L.L.C., to Charlie Thomas, P.E., City of Norman Utilities Department

and the question being upon approving authorization of Expenditure No. Six under Contract K-0910-55 with Lemke Land Surveying, L.L.C., in an amount not-to-exceed \$55,000 and upon the subsequent authorization, a vote was taken with the following result:

YEAS:

Trustees Bierman, Carter, Castleberry,
Clark, Hickman, Holman, Scott, Wilson,
Chairman Miller

NAYES:

None

The Chairman declared the motion carried and authorization of Expenditure No. Six under Contract K-0910-55 with Lemke Land Surveying, L.L.C., in an amount not-to-exceed \$55,000 approved; and the execution thereof was authorized.

Item 16, being:

AMENDMENT NO. ONE TO CONTRACT K-1213-125: BY AND BETWEEN THE CITY OF NORMAN AND TYLER TECHNOLOGIES, INC., FORMERLY NEW WORLD, INC., FOR A SUBSTITUTION OF SERVICES AND SOFTWARE; A SUBSTITUTION OF PARTIES; AND PROVIDING FOR A FINAL PAYMENT AMOUNT AND DATE FOR THE COMPUTER AIDED DISPATCH (CAD), POLICE RECORDS MANAGEMENT SERVICES (RMS), AND MOBILE DATA NETWORK (MDN) PROJECT.

Councilmember Holman moved that Amendment No. One to Contract K-1213-125 with Tyler Technologies, Inc., formerly New World, Inc., be approved and the execution thereof be authorized; which motion was duly seconded by Councilmember Scott;

Items submitted for the record

1. Text File K-1213-125 Amendment No. One, dated January 30, 2019, by Major Kevin Foster
2. Amendment No. One to Contract K-1213-125 with Exhibit 1, Amendment Investment Summary

and the question being upon approving Amendment No. One to Contract K-1213-125 with Tyler Technologies, Inc., formerly New World, Inc., and upon the subsequent authorization, a vote was taken with the following result:

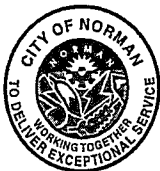
YEAS:

Councilmembers Bierman, Carter,
Castleberry, Clark, Hickman, Holman,
Scott, Wilson, Mayor Miller

NAYES:

None

The Mayor declared the motion carried and Amendment No. One to Contract K-1213-125 with Tyler Technologies, Inc., formerly New World, Inc., approved; and the execution thereof was authorized.



City of Norman, OK

Municipal Building
Council Chambers
201 West Gray
Norman, OK 73069

Master

File Number: K-1213-125 AMD#1

File ID: K-1213-125 AMD#1	Type: Contract	Status: Consent Item
Version: 1	Reference: ITEM 16	In Control: City Council
Department: Police Department	Cost:	File Created: 01/30/2019
File Name: Amendment To Contract for CAD	Final Action:	

Title: AMENDMENT NO. ONE TO CONTRACT K-1213-125: BY AND BETWEEN THE CITY OF NORMAN AND TYLER TECHNOLOGIES, INC., FORMERLY NEW WORLD, INC., FOR A SUBSTITUTION OF SERVICES AND SOFTWARE; A SUBSTITUTION OF PARTIES; AND PROVIDING FOR A FINAL PAYMENT AMOUNT AND DATE FOR THE COMPUTER AIDED DISPATCH (CAD), POLICE RECORDS MANAGEMENT SERVICES (RMS), AND MOBILE DATA NETWORK (MDN) PROJECT.

Notes: ACTION NEEDED: Motion to approve or reject Amendment No. One to Contract K-1213-125 with Tyler Technologies, Inc.; and, if approved, authorize the execution thereof.

ACTION TAKEN: SN/AS 9/10

Agenda Date: 02/12/2019

Agenda Number: 16

Attachments: Text File, Amend. 1 to K-1213-125

Project Manager: Major Kevin Foster

Entered by: beth.muckala@normanok.gov

Effective Date:

History of Legislative File

Ver- sion:	Acting Body:	Date:	Action:	Sent To:	Due Date:	Return Date:	Result:
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Text of Legislative File K-1213-125 AMD#1

Body

BACKGROUND: K-1213-125 was originally approved by the City Council on December 18, 2012. Prior to obtaining the services under this contract, the City of Norman emergency responders (police and fire) had been using multiple databases and software solutions to satisfy minimum response and reporting needs, which applications and database infrastructures had proven to be an inefficient and unreliable solution. The previous system created multiple serious issues, including delays, lock-ups, lengthy data back-ups computer process unit (CPU) spikes, and field-reporting limitations. Following a needs assessment performed by RCC Consultants, pursuant to K-1011-133, it was determined that replacement of the City's CAD, RMS and MD applications was warranted. New World was chosen through a bid process with RCC Consultants' assistance including thorough due diligence and evaluation of the applicants in light of the breadth of the City's needs. The goal for the New World Contract was for the City to invest in an integrated database system and to transfer necessary data for the purpose of reducing redundant data entry, improving application response, and enhancing public safety workflow,

which would ultimately increase personnel efficiency and public service.

Since the City proceeded under the contract with New World, several situations arose in which New World and the City identified particular needs that were different or in addition to those initially realized at the time of the bid or the original approval of K-1213-125. Over the course of these years, a merger resulted in a transition of the contract work from New World to Tyler Technologies, Inc. ("Tyler"). Amendment No. 1 to K-1213-125 addresses the basis for a formal substitution of Tyler for New World as a party to the contract. In working together in implementing the software purchased, the City and Tyler have identified and come to an agreement regarding the final services and software sought by the City, and to be provided by Tyler, under K-1213-125, in order to meet the City's goals for K-1213-125.

DESCRIPTION: The software and services now recommended for approval as an amendment to K-1213-125 are accomplished by means of a substitution of services. As set forth in the amendment, paragraph 14, certain hardware will be removed and certain software and hardware have been added, including those set forth in Exhibit 1 of the amendment. These include server migration services and 160 hours of training, which will be available through January 1, 2021. The city staff discussed these substitutions with Tyler and are satisfied that the City is receiving services more tailored to fit the City's needs than those originally anticipated in K-1213-125, and that are equivalent in value to those originally contracted for. Tyler is also satisfied with equivalent value for the substitutions and has already approved and signed the Amendment to K-1213-125.

Being at the conclusion of Tyler's services under K-1213-125, City staff has been able to identify what services the City will require in future agreements in order to meet the long-term objectives of the City in keeping an integrating system that collects and protects necessary data. City staff being satisfied with Tyler's performance pursuant to K-1213-125 as well as with the value of the final agreed services and software, is also agreeable to delivering a final payment to Tyler under K-1213-125 in the amount of \$213,278, to be made no later than February 28, 2019, in order to complete this first phase of services, and negotiating a phase two agreement for services addressing ongoing and future needs, which will be brought to City Council for approval at a later date.

RECOMMENDATION: Staff recommends that the City Council approve Amendment No. 1 to Contract K-1213-125 with Tyler Technologies, Inc., and approve a substitution of parties, services and software, as well as a final payment in the amount of \$213,278. Funds are available for the final payment in account (015-6115-421.53-04), Encumbered Purchase Order 309581, and future phase 2 services will be requested from those funds available via a transfer from Public Safety Sales Tax, Telecommunications Equipment/Computer Software (015-6115-421.53.04) or pursuant to a further appropriation.



AMENDMENT TO K-1213-125

This amendment ("Amendment") is effective as of the date of signature of the last party to sign as indicated below ("Amendment Effective Date"), by and between Tyler Technologies, Inc., a Delaware corporation with offices at 840 West Long Lake Road, Troy, MI 48098 ("Tyler") and the City of Norman, with offices at 201-B W Gray St, Norman, OK 73069 ("Client").

WHEREAS, Client selected New World Systems Corporation (also referred to as "New World Public Safety", and hereafter "New World") to provide certain software and related services pursuant to a license and services agreement (the "Agreement"); and

WHEREAS, on November 16, 2015, New World merged with and into Tyler, with Tyler being the surviving entity (the "Merger"), and Tyler and Client desire to update the Agreement with this Amendment.

WHEREAS, Tyler and the Client are parties to a License Agreement K-1213-125 with an effective date of December 18, 2012 (the "Agreement");

WHEREAS, Tyler and the Client subsequently agreed to add or substitute services to the Agreement on June 17, 2016 for mobile software and third party software and hardware, and on November 9, 2017, for support services (collectively the "2017 Amended Services");

WHEREAS, Tyler and Client now desire to amend the Agreement in order to: (1) formally replace New World with Tyler as a signatory and party to the Agreement; (2) formalize substitution of certain goods and services, and to confirm final payment on Agreement; and (3) in all of the above, complete Phase One and allow the parties to negotiate an agreement for Phase Two goods and services;

NOW THEREFORE, in consideration of the mutual promises hereinafter contained, Tyler and the Client agree as follows:

1. Effective as of the Merger, Tyler became the successor-in-interest to New World and assumed all rights and obligations of New World under the Agreement.
2. All references in the Agreement to "New World," "NWS," or other similar naming conventions shall now be understood to refer to Tyler.
3. Until further notified by Tyler, the location of Client's payments as set forth in the Agreement remains unchanged. Where Client is required to provide notice under the Agreement, that notice shall be provided to:

Tyler Technologies, Inc.
One Tyler Drive
Yarmouth, ME 04096
Attention: Chief Legal Officer

4. Tyler represents that the Tyler signatory to the Agreement and this Amendment is an authorized signatory, and that by such signature, Tyler is bound to the terms and conditions of the Agreement.

5. The software and/or services set forth in Exhibit 1 to this Amendment are hereby added to the Agreement.
6. The following payment terms, as applicable, shall apply to software and/or services set forth in Exhibit 1 to this Amendment:
 - a. Additional software fees, if any, will be invoiced 100% on the Amendment Effective Date.
 - b. Associated maintenance and support fees, if any, will be invoiced on a pro rata basis beginning on the first day of the month following the Amendment Effective Date, and thereafter in a lump sum amount together with Client's then-current maintenance and support fees for previously licensed software.
 - c. Additional Implementation and other professional services (including training) are billed and invoiced as delivered, at the rates set forth in the Amendment Investment Summary.
 - d. Except as otherwise provided, other fixed price services are invoiced upon complete delivery of the service.
 - e. Travel expenses shall be invoiced as incurred associated with any item set forth in Paragraph (6), subparts (a) through (d) above, as applicable.
7. Tyler shall provide server migration services at no additional charge to move Client on to a new set of servers at OS 2016 and on a 2018 version or higher of Tyler's software ("Server Migration Services").
8. Tyler shall provide address reverification services at no additional charge no more than twice, once in the test environment and once in the production environment, as part of the Server Migration Services.
9. Tyler shall provide up to 160 training hours to Client at no additional charge on topics of Client's choice. Any training hours not used by Client before December 31, 2020, shall expire automatically on January 1, 2021.
10. This Amendment shall be governed by and construed in accordance with the terms and conditions of the Agreement.
11. Tyler shall provide the licensed software listed in Exhibit 1 to this Amendment.
12. Client shall pay for all services in Exhibit 1 to this Amendment and any applicable travel expenses as incurred.
13. Client shall make its final milestone payment to Tyler in the amount of \$213,278.00, representing to total remaining sum owed by Client on K-1213-125 and closing out the Agreement prior to or on February 28, 2019.
14. The following third party hardware is removed from the Agreement:
 - a. From the Agreement dated December 18, 2012:
 - i. NOR1675C1201X05 – 3rd Party AVL permanent mount
 - b. From the amendment dated June 5, 2017:
 - i. NOR1675C1701X01 – 3rd Party Lantronix UDS-100
 - c. From the amendment dated June 17, 2016
 - i. NOR1675C1601X02 – 3rd Party AVL permanent mount

No invoice was issued for a-c, above, so no amount is due and no credit will be given.

15. The 2017 Amended Services have all been delivered, compensated, and add no amounts owed to that set forth in Paragraph 13.
16. All other terms and conditions of the Agreement shall remain in full force and effect.

[SIGNATURES ON NEXT PAGE]

IN WITNESS WHEREOF, a duly authorized representative of each party has executed this Amendment as of the date of signature of the last party to sign as indicated below.

Tyler Technologies, Inc.

City of Norman, OK

By: [Signature]

By: [Signature]

Name: Greg Sebastian

Name: Lynne Miller

Title: President, Public Safety Division

Title: Mayor

Date: 1-28-19

Date: February 12, 2019



ATTEST:

[Signature]
City Clerk

APPROVED BY CITY OF NORMAN LEGAL DEPARTMENT
BY Beth Muckala DATE 1/31/18



Exhibit 1
Amendment Investment Summary

The following Amendment Investment Summary details the software, products, and services to be delivered by us to you under the Agreement. This Amendment Investment Summary is effective as of the Amendment Effective Date

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Sales Quotation For
 City of Norman Police Department
 201-B W Gray St
 Norman, OK 73069
 Phone: +1 (405) 321-1600

Date: 10/21/2018
 Quote Expiration: 12/2/2018
 Quote Name: Norman Police -Project settlement
 Quote Number: 2018-24831
 Quote Description: Interfaces, multi-server search, Server Migration, Training

Tyler Software and Related Services

Description	License	Impl Hours	Impl Cost	Module Total	Year One Maintenance
Computer Aided Dispatch					
NG911 Interface (text to 911)	\$20,000	0	\$0	\$20,000	\$0
ASAP Interface	\$20,000	0	\$0	\$20,000	\$0
Out-of-Band AVL Interface (one-way interface)	\$14,000	0	\$0	\$14,000	\$0
Tyler CAD to Tyler CAD Interface	\$0	0	\$0	\$0	\$0

Law Enforcement Records Management System

On-Line Property Checks Interface to State/NCIC	\$17,000	0	\$0	\$17,000	\$0
On-Line Global Subjects Interface to State/NCIC	\$17,000	0	\$0	\$17,000	\$0

Fire Records Management System

NEMESIS Electronic Reporting	\$26,000	0	\$0	\$26,000	\$0
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Other Software

Multi-Server Search					
	\$20,000	40	\$5,800	\$25,800	\$0
	<u>\$134,000</u>		<u>\$5,800</u>	<u>\$139,800</u>	\$0
	<u>\$134,000</u>		<u>\$0</u>	<u>\$134,000</u>	\$0
TOTAL:	\$0	40	\$5,800	\$5,800	\$0

Services	Description	Quantity	Unit Price	Unit Discount	Extended Price
	NG911 Interface Installation Fee	1	\$580	\$0	\$580
	ASAP Interface Installation Fee	1	\$5,800	\$0	\$5,800
	Out-of-Band AVL Interface Installation Fee	1	\$8,700	\$0	\$8,700
	Tyler CAD to Tyler CAD Interface Installation Fee	1	\$5,800	\$0	\$5,800
	On-Line Global Subjects Installation Fee	1	\$1,160	\$0	\$1,160
	On-Line Property Checks Installation Fee	1	\$3,480	\$0	\$3,480
	TOTAL:				\$25,520

Summary	One Time Fees	Recurring Fees
Total Tyler Software	\$0	\$0
Total Tyler Services	\$31,320	
Total Other Costs	\$0	
Total Third Party Hardware, Software and Services	\$0	\$0
Travel and Living Expenses	\$0	
Summary Total	\$31,320	\$0

Tyler Discount Detail	Description	License	License Discount	License Net	Maintenance
Computer Aided Dispatch					
NG911 Interface (text to 911)		\$20,000	\$20,000	\$0	\$0
ASAP Interface		\$20,000	\$20,000	\$0	\$0
Out-of-Band AVL Interface (one-way interface)		\$14,000	\$14,000	\$0	\$0
Tyler CAD to Tyler CAD Interface		\$0	\$0	\$0	\$0
Law Enforcement Records Management System					
On-Line Property Checks Interface to State/NCIC		\$17,000	\$17,000	\$0	\$0
On-Line Global Subjects Interface to State/NCIC		\$17,000	\$17,000	\$0	\$0
Fire Records Management System					
NEMESIS Electronic Reporting		\$26,000	\$26,000	\$0	\$0
Other Software					
Multi-Server Search		\$20,000	\$20,000	\$0	\$0
		\$134,000	\$134,000	\$0	\$0
	Sub-Total:	\$134,000	\$134,000	\$0	\$0

Assumptions

Personal Computers must meet the minimum hardware requirements for New World products. Microsoft Windows 7/8.1/10 32/64 bit or later is required for all client machines. Windows Server 2012/2016 and SQL Server 2012/2014/2016 are required for the Application and Database Server(s).

New World product requires Microsoft Windows Server 2012/2016 and SQL Server 2012/2016, including required Client Access Licenses (CALs) for applicable Microsoft products. Servers must meet minimum hardware requirements provided by Tyler. The supported Microsoft operating system and SQL versions are specific to Tyler's release versions.

New World product requires Microsoft Excel or Windows Search 4.0 for document searching functionality. Microsoft Word is required on the application server for report formatting.

Tyler recommends a 100/1000MB (GB) Ethernet network for the local area network. Wide area network requirements vary based on system configuration, Tyler will provide further consultation for this environment.

Does not include servers, workstations, or any required third-party hardware or software unless specified in this Investment Summary. Customer is responsible for any third-party support.

Licensed Software, and third-party software embedded therein, if any, will be delivered in a machine readable form to Customer via an agreed upon network connection. Any taxes or fees imposed are the responsibility of the purchaser and will be remitted when imposed.

Tyler's GIS implementation services are to assist the Customer in preparing the required GIS data for use with the Licensed New World Software. Depending upon the Licensed Software the Customer at a minimum will be required to provide an accurate street centerline layer and the appropriate polygon layers needed for Unit Recommendations and Run Cards in an industry standard Esri file format (Personal Geodatabase, File Geodatabase, Shape Files). Customer is responsible for having clearly defined boundaries for Police Beats, EMS Districts and Fire Quadrants. If necessary Tyler will assist Customer in creating the necessary polygon layers (Police Beats, EMS Districts and Fire Quadrants) for Unit Recommendations and Run Cards. Tyler is not responsible for the accuracy of or any ongoing maintenance of the GIS data used within the Licensed New World Software.

Client is responsible for any ongoing annual maintenance on third-party products, and is advised to contact the third-party vendor to ensure understanding of and compliance with all maintenance requirements

All Tyler Clients are required to use Esri's ArcGIS Suite to maintain GIS data. All maintenance, training and ongoing support of this product will be contracted with and conducted by Esri. Maintenance for Esri's ArcGIS suite of products that are used for maintaining Client's GIS data will be contracted by Client separately with Esri.

CAD Maintenance includes 24/7 Support.

When Custom interface is included, Custom interface will be operational with existing third-party software. Any subsequent changes to third-party applications may require additional services.

When State/NCIC is included, Client is responsible for obtaining the necessary State approval and any non-Tyler hardware and software. Includes state-specific standard forms developed by Tyler. Additional forms can be provided for an additional fee.

NG911 Requires West hardware at each workstation responding to texts; not included in proposal.

Associated Maintenance and Support fees will be added to the Client's current Maintenance and Support Agreement and will be invoiced on a pro rata basis beginning on the first day of the month following Amendment Effective Date, and thereafter in a lump sum amount together with Client's then-current maintenance and support fees for previously licensed software.

Item 18, being:

SPECIAL CLAIM SC-1920-16: SUBMITTED BY SAMANTHA LOVELADY FOR MEDICAL EXPENSES OF \$2,607 AND THOMAS DAVIS FOR PROPERTY DAMAGE OF \$7,421 FOR VEHICLE DAMAGE THAT OCCURRED AS A RESULT OF A COLLISION WITH A CITY FIRE DEPARTMENT TRUCK AT THE INTERSECTION OF CLASSEN BOULEVARD AND ALAMEDA STREET.

Councilmember Holman moved that Special Claim SC-1920-16 be approved and payment in the amount of \$2,607 be directed contingent upon obtaining a Release and Covenant Not to Sue from Samantha Lovelady and payment in the amount of \$7,421 be directed contingent upon obtaining a Release and Covenant Not to Sue from Thomas Davis, which motion was duly seconded by Councilmember Bierman;

Items submitted for the record

1. City Council Staff Report SC-1920-16 dated June 5, 2020, by Jeanne Snider, Assistant City Attorney
2. Memorandum dated June 4, 2020, from Brenda Hall, City Clerk, to Travis King, Fire Chief, and Kathryn Walker, City Attorney
3. Special Claim SC-1920-16 filed June 4, 2020, by Samantha Lovelady and Thomas Davis in the amount of \$10,027.97
4. Preliminary Estimate af16dbe3 dated January 9, 2020, from Mills Body Shop in the amount of \$7,420.96
5. Official Oklahoma Traffic Collision Report Case No. 2020-00000412 dated January 2, 2020

and the question being upon approving Special Claim SC-1920-16 and upon the subsequent directive, a vote was taken with the following result:

YEAS:

Councilmembers Bierman, Carter, Hall, Holman, Petrone, Scanlon, Scott, Wilson, Mayor Clark

NAYES:

None

The Mayor declared the motion carried and Special Claim SC-1920-16 approved; and payment in the amount of \$2,607 was directed contingent upon obtaining a Release and Covenant Not to Sue from Samantha Lovelady and payment in the amount of \$7,421 was directed contingent upon obtaining a Release and Covenant Not to Sue from Thomas Davis.

* * * * *

Item 19, being:

AMENDMENT NO. TWO TO CONTRACT K-1213-125: BY AND BETWEEN THE CITY OF NORMAN, OKLAHOMA, AND TYLER TECHNOLOGIES, INC., FORMERLY NEW WORLD, INC., EXTENDING THE CONTRACT FOR ONE YEAR WITH A RENEWAL FEE IN THE AMOUNT OF \$234,983.68 TO PROVIDE MAINTENANCE AND SUPPORT SERVICES FOR THE COMPUTER AIDED DISPATCH (CAD), POLICE RECORDS MANAGEMENT SERVICES (RMS), AND MOBILE DATA NETWORK (MDN) SYSTEMS.

Councilmember Holman moved that Amendment No. Two to Contract K-1213-125 with Tyler Technologies, Inc., extending the contract for one year with a renewal fee in the amount of \$234,983.68 be approved and the execution thereof be authorized, which motion was duly seconded by Councilmember Bierman;

Items submitted for the record

1. Text File K-1213-125, Amendment No. Two, dated June 9, 2020, by Beth Muckala, Assistant City Attorney
2. Amendment No. Two to Contract K-1213-125 with Exhibit 1, Maintenance and Support Agreement and Schedule A, Support Call Process

Item 19, continued:

and the question being upon approving Amendment No. Two to Contract K-1213-125 with Tyler Technologies, Inc., extending the contract for one year with a renewal fee in the amount of \$234,983.68 and upon the subsequent authorization, a vote was taken with the following result:

YEAS:

Councilmembers Bierman, Carter,
Hall, Holman, Petrone, Scanlon, Scott,
Wilson, Mayor Clark

NAYES:

None

The Mayor declared the motion carried and Amendment No. Two to Contract K-1213-125 with Tyler Technologies, Inc., extending the contract for one year with a renewal fee in the amount \$234,983.68 approved; and the execution thereof was authorized.

* * * * *

Item 20, being:

CHANGE ORDER NO. TWO TO CONTRACT K-1920-13: BY AND BETWEEN THE CITY OF NORMAN, OKLAHOMA, AND EMC SERVICES, L.L.C., INCREASING THE CONTRACT AMOUNT BY \$31,740 FOR A REVISED CONTRACT AMOUNT OF \$357,260 FOR THE FYE 2020 SIDEWALK CONCRETE PROJECTS AND BUDGET TRANSFER BETWEEN PROJECT ACCOUNTS.

Councilmember Holman moved that Change Order No. Two to Contract K-1920-13 with EMC Services, L.L.C., increasing the contract amount by \$31,740 for a revised contract amount of \$357,260 be approved, the execution thereof be authorized, and \$31,740 be transferred from Project TC0038, Sidewalk Compliance Audit and Repair, Construction (50592206-46101) to Project TC0271, Citywide Sidewalk Reconstruction Program, Construction (50590052-46101), which motion was duly seconded by Councilmember Bierman;

Items submitted for the record

1. Text File K-1920-13, Change Order No. Two, dated June 15, 2020, by Jack Burdett, Subdivision Development Manager
2. Change Order No. Two to Contract K-1920-13
3. Project location map

and the question being upon approving Change Order No. Two to Contract K-1920-13 with EMC Services, L.L.C., increasing the contract amount by \$31,740 for a revised contract amount of \$357,260 and upon the subsequent authorization and transfer, a vote was taken with the following result:

YEAS:

Councilmembers Bierman, Carter,
Hall, Holman, Petrone, Scanlon, Scott,
Wilson, Mayor Clark

NAYES:

None

The Mayor declared the motion carried and Change Order No. Two to Contract K-1920-13 with EMC Services, L.L.C., increasing the contract amount by \$31,740 for a revised contract amount of \$357,260 approved; the execution thereof was authorized and \$31,740 was transferred from Project TC0038, Sidewalk Compliance Audit and Repair, Construction (50592206-46101) to Project TC0271, Citywide Sidewalk Reconstruction Program, Construction (50590052-46101).

* * * * *



City of Norman, OK

Municipal Building
Council Chambers
201 West Gray
Norman, OK 73069

Master

File Number: K-1213-125 AMD #2

File ID: K-1213-125 AMD #2	Type: Contract	Status: Consent Item
Version: 1	Reference: Item 19	In Control: City Council
Department: Legal Department	Cost: \$201,297.00	File Created: 06/09/2020
File Name: Renewal of Tyler Technologies' Provision of Software Support and Maintenance Services	Final Action:	

Title: AMENDMENT NO. TWO TO CONTRACT K-1213-125: BY AND BETWEEN THE CITY OF NORMAN AND TYLER TECHNOLOGIES, INC., FORMERLY NEW WORLD, INC., EXTENDING THE CONTRACT FOR ONE YEAR WITH A RENEWAL FEE IN THE AMOUNT OF \$234,983.68 TO PROVIDE MAINTENANCE AND SUPPORT SERVICES FOR THE COMPUTER AIDED DISPATCH (CAD), POLICE RECORDS MANAGEMENT SERVICES (RMS), AND MOBILE DATA NETWORK (MDN) SYSTEMS.

Notes: ACTION NEEDED: Motion to approve or reject Amendment No. Two to Contract K-1213-125 with Tyler Technologies, Inc., extending the contract for one year with a renewal fee in the amount of \$201,927; and, if approved, authorize the execution thereof.

ACTION TAKEN: SH/KB 9/6

Agenda Date: 06/23/2020

Agenda Number: 19

Attachments: City Council Staff Report, Tyler Amendment

Project Manager: Beth Muckala, Assistant City Attorney

Entered by: beth.muckala@normanok.gov

Effective Date:

History of Legislative File

Ver- sion:	Acting Body:	Date:	Action:	Sent To:	Due Date:	Return Date:	Result:
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Text of Legislative File K-1213-125 AMD #2

Body

BACKGROUND: K-1213-125 was originally approved by the City Council on December 18, 2012 in the amount of \$1,821,745, along with authorization for the purchase of necessary third-party software and hardware products in the amount of \$154,341. Prior to obtaining the services under this contract, the City of Norman emergency responders (police and fire) had

been using multiple databases and software solutions to satisfy minimum response and reporting needs, which applications and database infrastructures had proven to be an inefficient and unreliable solution. The previous system created multiple serious issues, including delays, lock-ups, lengthy data back-ups computer process unit (CPU) spikes, and field-reporting limitations. Following a needs assessment performed by RCC Consultants, pursuant to K-1011-133, it was determined that replacement of the City's CAD, RMS and MD applications was warranted. New World was chosen through a bid process with RCC Consultants' assistance including thorough due diligence and evaluation of the applicants in light of the breadth of the City's needs. The goal for the New World Contract was for the City to invest in an integrated database system and to transfer necessary data for the purpose of reducing redundant data entry, improving application response, and enhancing public safety workflow, which would ultimately increase personnel efficiency and public service.

Since the City proceeded under the contract with New World, several situations arose in which New World and the City identified particular needs that were different or in addition to those initially realized at the time of the bid or the original approval of K-1213-125. Over the course of these years, a merger resulted in a transition of the contract work from New World to Tyler Technologies, Inc. ("Tyler"). Amendment No. 1 to K-1213-125 was approved by City Council on February 12, 2019, which formally substituted Tyler as a contracting party, substituted services under the contract for the original cost of the contract, and finalized payment for original services and an agreement regarding the services and software ultimately implemented the City, and to be provided by Tyler, under K-1213-125, in order to meet the City's goals for K-1213-125.

DISCUSSION: Amendment No. Two accommodates a year renewal for the coming fiscal year, and also allows for further annual renewals, of the support and maintenance services from Tyler based on Tyler's current rates for these services. Otherwise, the contract for these services would expire June 30, 2020. The cost of services for further fiscal years, if the contract is renewed according to its terms, are subject to appropriation under the law and will be identified based on then-current rates at the time of that appropriation. Based on current rates, the cost of the services for the coming fiscal year is \$234,983.68, which is an increase of \$33,056.68 from the previous fiscal year for these same services.

Fiscal Year 2021 funds are available in the Maintenance & Repair Contract Data Processing accounts in the General Fund and Public Safety Sales Tax Fund as follows:

10664143-44226	\$41,188
10660115-44226	74,174.44
15661115-44226	36,827
15661322-44226	20,412
15665143-44226	24,832
10660139-44226	37,550.24

RECOMMENDATION: Staff recommends the City of Norman approve Amendment No. 2, a year renewal between the City of Norman and Tyler Technologies in the amount of \$234,983.68

for the maintenance and support services for the computer aided dispatch (CAD), police records management services (RMS), and mobile data network (MDN) project.



Support Amendment

This Support Amendment is made, as of the date set forth below (the "Effective Date") by and between Tyler Technologies, Inc. with offices at 840 West Long Lake Road, Troy, MI 48098 ("Tyler") and the client identified below ("Client").

WHEREAS, New World and Client are parties to an original agreement, dated December 18, 2012 ("Agreement") under which Client licensed the New World software itemized therein; and

WHEREAS, Tyler and New World merged effective November 16, 2015, with Tyler as the surviving entity; and

WHEREAS, Tyler and Client desire to update the applicable maintenance and support services terms;

NOW THEREFORE, in consideration of the mutual promises hereinafter contained, Tyler and Client agree as follows:

1. The New World software Client licensed under the Agreement, and on which Client has paid maintenance and support fees through the Effective Date, shall mean the "Tyler Software" for purposes of this Support Amendment.
2. Tyler shall provide maintenance and support services on the Tyler Software according to the terms of Exhibit 1 to this Support Amendment.
3. For the term specified in the applicable invoice, Client shall remit to Tyler maintenance fees in the amount set forth therein. Payment is due within thirty (30) days of the invoice date.
4. This Support Amendment shall be governed by and construed in accordance with the terms and conditions of the Agreement.
5. All other terms and conditions of the Agreement shall remain in full force and effect.

IN WITNESS WHEREOF, the parties hereto have executed this Support Amendment as of the dates set forth below.

Tyler Technologies, Inc.

City of Norman, Oklahoma

By: [Signature]

By: [Signature]

Name: Sherry Clark

Name: Breca Clark

Title: Sr. Corporate Attorney

Title: Mayor

Date: 6/10/2020

Date: 6-23-20

TYLER TECHNOLOGIES, INC.

ATTEST:

Matt Bieri

By [Printed]: Matt Bieri

Title of Corporate Officer: Chief Information Officer

CLIENT, CITY OF NORMAN

Approved as to form and legality this 12 day of June, 2020.

Beth Luckala

City Attorney's Office

Approved by the Norman Municipal Authority on this 23rd day of June, 2020.

ATTEST:

Brenda Hall

Brenda Hall, City Clerk

Brea Clark

Brea Clark, Mayor



Exhibit 1

Maintenance and Support Agreement

Tyler ("we") will provide Client ("you") with the following maintenance and support services for the Tyler Software. Capitalized terms not otherwise defined will have the meaning assigned to such terms in the Support Amendment.

1. **Term.** We provide maintenance and support services on an annual basis. The initial term commences on July 1, 2020, and remains in effect for one (1) year. The term will renew automatically for additional one (1) year terms unless terminated in writing by either party at least ninety (90) days prior to the end of the then-current term.
2. **Maintenance and Support Fees.** Your maintenance and support fees for the initial term for the Tyler Software will be listed in the applicable invoice. Your fees for each subsequent term will be at our then-current rates. We reserve the right to suspend maintenance and support services if you fail to pay undisputed maintenance and support fees within thirty (30) days of our written notice. We will reinstate maintenance and support services only if you pay all past due maintenance and support fees, including all fees for the periods during which services were suspended.
3. **Maintenance and Support Services.** As long as you are not using the Help Desk as a substitute for our training services on the Tyler Software, and you timely pay your maintenance and support fees, we will, consistent with our then-current Support Call Process:
 - 3.1 perform our maintenance and support obligations in a professional, good, and workmanlike manner, consistent with industry standards, to resolve Defects, as defined in the Agreement, in the Tyler Software (limited to the then-current version and the immediately prior version); provided, however, that if you modify the Tyler Software without our consent, our obligation to provide maintenance and support services on and warrant the Tyler Software will be void;
 - 3.2 provide telephone support during our established support hours, currently Monday through Friday from 8:00 a.m. to 8:00 p.m (Eastern Time Zone)
 - 3.3 maintain personnel that are sufficiently trained to be familiar with the Tyler Software and third party software, if any, in order to provide maintenance and support services;
 - 3.4 provide you with a copy of all major and minor releases to the Tyler Software (including updates and enhancements) that we make generally available without additional charge to customers who have a maintenance and support agreement in effect; and
 - 3.5 provide non-Defect resolution support of prior releases of the Tyler Software in accordance with our then-current release life cycle policy.
4. **Client Responsibilities.** We will use all reasonable efforts to perform any maintenance and support services remotely. Therefore, you agree to maintain a high-speed internet connection capable of connecting us to your PCs and server(s). You agree to provide us with a login account and local administrative privileges as we may reasonably require to perform remote services. We will, at our option, use the secure connection to assist with

proper diagnosis and resolution, subject to any reasonably applicable security protocols. If we cannot resolve a support issue remotely, we may be required to provide onsite services. In such event, we will be responsible for our travel expenses, unless it is determined that the reason onsite support was required was a reason outside our control. Either way, you agree to provide us with full and free access to the Tyler Software, working space, adequate facilities within a reasonable distance from the equipment, and use of machines, attachments, features, or other equipment reasonably necessary for us to provide the maintenance and support services, all at no charge to us. We strongly recommend that you also maintain a VPN for backup connectivity purposes.

5. Hardware and Other Systems. If in the process of diagnosing a software support issue it is discovered that one of your peripheral systems or other software is the cause of the issue, we will notify you so that you may contact the support agency for that peripheral system. We cannot support or maintain third party products except as expressly set forth in the Agreement.

In order for us to provide the highest level of software support, you bear the following responsibility related to hardware and software:

- (a) All infrastructure executing Tyler Software shall be managed by you;
 - (b) You will maintain support contracts for all non-Tyler software associated with Tyler Software (including operating systems and database management systems, but excluding Third-Party Software, if any); and
 - (c) You will perform daily database backups and verify that those backups are successful.
6. Other Excluded Services. Maintenance and support fees do not include fees for the following services: (a) initial installation or implementation of the Tyler Software; (b) onsite maintenance and support (unless Tyler cannot remotely correct a Defect in the Tyler Software, as set forth above); (c) application design; (d) other consulting services; (e) maintenance and support of an operating system or hardware; (f) support outside our established support hours; or (g) installation, training services, or third party product costs related to a new release. Requested maintenance and support services such as those outlined in this section will be billed to you on a time and materials basis at our then current rates. You must request those services with at least one (1) weeks' advance notice.
7. Current Support Call Process. Our current Support Call Process for the Tyler Software is provided Schedule A to Exhibit 1.



Exhibit 1 Schedule A Support Call Process

Support Channels

Tyler Technologies, Inc. provides the following channels of software support:

- (1) Tyler Community – an on-line resource, Tyler Community provides a venue for all Tyler clients with current maintenance agreements to collaborate with one another, share best practices and resources, and access documentation.
- (2) On-line submission (portal) – for less urgent and functionality-based questions, users may create unlimited support incidents through the customer relationship management portal available at the Tyler Technologies website.
- (3) Email – for less urgent situations, users may submit unlimited emails directly to the software support group.
- (4) Telephone – for urgent or complex questions, users receive toll-free, unlimited telephone software support.

Support Resources

A number of additional resources are available to provide a comprehensive and complete support experience:

- (1) Tyler Website – www.tylertech.com – for accessing client tools and other information including support contact information.
- (2) Tyler Community – available through login, Tyler Community provides a venue for clients to support one another and share best practices and resources.
- (3) Knowledgebase – A fully searchable depository of thousands of documents related to procedures, best practices, release information, and job aides.
- (4) Program Updates – where development activity is made available for client consumption

Support Availability

Tyler Technologies support is available during the local business hours of 8 AM to 5 PM (Monday – Friday) across four US time zones (Pacific, Mountain, Central and Eastern). Clients may receive coverage across these time zones. Tyler's holiday schedule is outlined below. There will be no support coverage on these days.

New Year's Day	Thanksgiving Day
Memorial Day	Day after Thanksgiving
Independence Day	Christmas Day
Labor Day	

Issue Handling

Incident Tracking

Every support incident is logged into Tyler's Customer Relationship Management System and given a unique incident number. This system tracks the history of each incident. The incident tracking number is used to track and reference open issues when clients contact support. Clients may track incidents, using the incident number, through the portal at Tyler's website or by calling software support directly.

Incident Priority

Each incident is assigned a priority number, which corresponds to the client's needs and deadlines. The client is responsible for reasonably setting the priority of the incident per the chart below. This chart is not intended to address every type of support incident, and certain "characteristics" may or may not apply depending on whether the Tyler software has been deployed on customer infrastructure or the Tyler cloud. The goal is to help guide the client towards clearly understanding and communicating the importance of the issue and to describe generally expected responses and resolutions.

Priority Level	Characteristics of Support Incident	Resolution Targets
1 Critical	Support incident that causes (a) complete application failure or application unavailability; (b) application failure or unavailability in one or more of the client's remote location; or (c) systemic loss of multiple essential system functions.	Tyler shall provide an initial response to Priority Level 1 incidents within one (1) business hour of receipt of the support incident. Tyler shall use commercially reasonable efforts to resolve such support incidents or provide a circumvention procedure within one (1) business day. For non-hosted customers, Tyler's responsibility for lost or corrupted data is limited to assisting the client in restoring its last available database.
2 High	Support incident that causes (a) repeated, consistent failure of essential functionality affecting more than one user or (b) loss or corruption of data.	Tyler shall provide an initial response to Priority Level 2 incidents within four (4) business hours of receipt of the support incident. Tyler shall use commercially reasonable efforts to resolve such support incidents or provide a circumvention procedure within ten (10) business days. For non-hosted customers, Tyler's responsibility for loss or corrupted data is limited to assisting the client in restoring its last available database.
3 Medium	Priority Level 1 incident with an existing circumvention procedure, or a Priority Level 2 incident that affects only one user or for which there is an existing circumvention procedure.	Tyler shall provide an initial response to Priority Level 3 incidents within one (1) business day of receipt of the support incident. Tyler shall use commercially reasonable efforts to resolve such support incidents without the need for a circumvention procedure with the next published maintenance update or service pack. For non-hosted customers, Tyler's responsibility for lost or corrupted data is limited to assisting the client in restoring its last available database.
4 Non-critical	Support incident that causes failure of non-essential functionality or a cosmetic or other issue that does not qualify as any other Priority Level.	Tyler shall provide an initial response to Priority Level 4 incidents within two (2) business days. Tyler shall use commercially reasonable efforts to resolve such support incidents, as well as cosmetic issues, with a future version release.

Incident Escalation

Tyler Technology's software support consists of four levels of personnel:

- (1) Level 1: front-line representatives
- (2) Level 2: more senior in their support role, they assist front-line representatives and take on escalated issues
- (3) Level 3: assist in incident escalations and specialized client issues

(4) Level 4: responsible for the management of support teams for either a single product or a product group. If a client feels they are not receiving the service needed, they may contact the appropriate Software Support Manager. After receiving the incident tracking number, the manager will follow up on the open issue and determine the necessary action to meet the client's needs.

On occasion, the priority or immediacy of a software support incident may change after initiation. Tyler encourages clients to communicate the level of urgency or priority of software support issues so that we can respond appropriately. A software support incident can be escalated by any of the following methods:

- (1) Telephone – for immediate response, call toll-free to either escalate an incident's priority or to escalate an issue through management channels as described above.
- (2) Email – clients can send an email to software support in order to escalate the priority of an issue
- (3) On-line Support Incident Portal – clients can also escalate the priority of an issue by logging into the client incident portal and referencing the appropriate incident tracking number.

Remote Support Tool

Some support calls require further analysis of the client's database, process or setup to diagnose a problem or to assist with a question. Tyler will, at its discretion, use an industry-standard remote support tool. Support is able to quickly connect to the client's desktop and view the site's setup, diagnose problems, or assist with screen navigation. More information about the remote support tool Tyler uses is available upon request.