



Legislation Text

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**File #: 2015-0357, Version: 1**

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**RFP NO. 14-11 NEW WORLD SYSTEMS CORPORATION**

A RESOLUTION TO AWARD RFP NO. 14-11 AND AUTHORIZE A CONTRACT WITH NEW WORLD SYSTEMS CORPORATION IN THE AMOUNT OF \$813,651.00 TO UPGRADE THE CITY'S ENTERPRISE RESOURCE PLANNING SYSTEM, TO APPROVE A FIVE (5) YEAR MAINTENANCE AGREEMENT IN THE AMOUNT OF \$840,500.00, AND TO APPROVE A PROJECT CONTINGENCY IN THE AMOUNT OF \$147,000.00

**BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF FAYETTEVILLE, ARKANSAS:**

Section 1: That the City Council of the City of Fayetteville, Arkansas hereby awards RFP No. 14-11 and authorizes a contract with New World Systems Corporation in the amount of \$813,651.00 to upgrade the City's Enterprise Resource Planning System, approves a five (5) year maintenance agreement in the amount of \$840,500.00, and further approves a project contingency in the amount of \$147,000.00.

**City of Fayetteville Staff Review Form**

**2015-0357**

**Legistar File ID**

**8/18/2015**

City Council Meeting Date - Agenda Item Only  
N/A for Non-Agenda Item

Paul A Becker/Keith Macedo

7/30/2015

Information Technology /  
Finance & Internal Services Department

**Submitted By**

**Submitted Date**

**Division / Department**

**Action Recommendation:**

Resolution awarding RFP 14-11 and approving an agreement in the amount of \$813,651.00, for the upgrade of our Enterprise Resource Planning (ERP) system, a project contingency of \$147,000.00, and a five (5) year maintenance agreement in the amount of \$840,500.00, with New World Systems Corporation. The agreement includes the purchase of related software, implementation services, data conversion, and project management services to fully implement a new ERP system.

**Budget Impact:**

4470.9470.5801.00	Sales Tax Capital Improvements																								
Account Number	Fund																								
13008	13008 - ERP Upgrade/ Replacement																								
Project Number	Project Title																								
<table border="0" style="width: 100%;"> <tr> <td style="width: 30%;"><b>Budgeted Item?</b></td> <td style="width: 10%; text-align: center;">Yes</td> <td style="width: 30%; border-bottom: 1px solid black;">Current Budget</td> <td style="width: 30%; text-align: right;">\$ 1,421,680.00</td> </tr> <tr> <td></td> <td></td> <td style="border-bottom: 1px solid black;">Funds Obligated</td> <td style="text-align: right;">\$ 2,824.00</td> </tr> <tr> <td></td> <td></td> <td style="border-bottom: 1px solid black;">Current Balance</td> <td style="text-align: right; border: 1px solid black;"><b>\$ 1,418,856.00</b></td> </tr> <tr> <td><b>Does item have a cost?</b></td> <td style="text-align: center;">Yes</td> <td style="border-bottom: 1px solid black;">Item Cost</td> <td style="text-align: right;">\$ 813,651.00</td> </tr> <tr> <td><b>Budget Adjustment Attached?</b></td> <td style="text-align: center;">No</td> <td style="border-bottom: 1px solid black;">Budget Adjustment</td> <td style="text-align: right;">\$ -</td> </tr> <tr> <td></td> <td></td> <td style="border-bottom: 1px solid black;">Remaining Budget</td> <td style="text-align: right; border: 1px solid black;"><b>\$ 605,205.00</b></td> </tr> </table>	<b>Budgeted Item?</b>	Yes	Current Budget	\$ 1,421,680.00			Funds Obligated	\$ 2,824.00			Current Balance	<b>\$ 1,418,856.00</b>	<b>Does item have a cost?</b>	Yes	Item Cost	\$ 813,651.00	<b>Budget Adjustment Attached?</b>	No	Budget Adjustment	\$ -			Remaining Budget	<b>\$ 605,205.00</b>	
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V20140710

Previous Ordinance or Resolution # \_\_\_\_\_

Original Contract Number: \_\_\_\_\_

Approval Date: \_\_\_\_\_

Comments:



## CITY COUNCIL AGENDA MEMO

### MEETING OF AUGUST 18, 2015

**TO:** Mayor Jordan and City Council

**THRU:** Don Marr, Chief of Staff

**FROM:** Paul Becker, Chief Financial Officer *P.B.*  
Keith Macedo, Information Technology Director *KJM*

**DATE:** July 30, 2015

**SUBJECT:** Resolution awarding RFP 14-11 and approving a contract in the amount of \$813,651, for the upgrade of our Enterprise Resource Planning (ERP) system, a contingency of \$147,000, and a five (5) year maintenance agreement in the amount of \$840,500, with New World Systems Corporation. The contract includes the purchase of related software, implementation services, data conversion, and project management services to fully implement a new ERP system.

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### RECOMMENDATION:

City staff recommends awarding RFP 14-11 and approval of the attached contract, a project contingency, and a five (5) year standard software maintenance agreement (SSMA), with New World System Corporation, for the purchase of related software, implementation services, data conversion, and project management services to fully implement a new ERP system.

### BACKGROUND:

Our current ERP system, provided by New World Systems, operates on an AS400 platform and was purchased in 1992. Our ERP system provides software for our core financial systems which includes general ledger, accounts payable, accounts receivable, human resources, payroll, inventory, budgeting, fixed assets, and utility billing. We have performed updates to the system over the years but have not upgraded the system to keep pace with major technology advances, due to the cost of upgrading. Our current system is typical of a system that would have been implemented fifteen (15) years ago, it performs most basic functions but is difficult to use, difficult to integrate with other systems, does not provide adequate reporting, and requires significant custom programming to maintain a functioning system. In 2010 the City performed a detailed Information Technology Assessment, with an outside consultant, and they ranked the replacement of our current ERP system as a high priority.

### DISCUSSION:

To ensure the City selected an ERP system that would fulfill organizational wide needs for the near and long term, City Administration created an RFP committee comprised of staff from across the organization. City staff developed an RFP and advertised the proposal in October of 2014. The City received three (3) responses to the proposal on October 31, 2014, including a proposal from our existing ERP vendor to upgrade our AS400 platform to their .net Windows platform. The RFP committee reviewed each proposal and determined to solicit onsite demonstrations from the top two (2) vendors. In addition six (6) staff members performed two (2) site visits, to comparable cities, in order for staff to review each system in a production environment. After the site visits

staff requested a best and final offer (BAFO) from both vendors. The RFP committee then met in May of 2015 and voted to select New World Systems as the preferred vendor to implement a new ERP. Since May staff has negotiated with New World Systems to ensure the contract, statement of work (SOW), and total cost provides the best possible return on investment. Staff has negotiated a five (5) year standard software maintenance agreement (SSMA) to hold maintenance cost at a fixed rate. Staff has also negotiated a maximum 2.25% annual increase for SSMA for years six (6) through ten (10), to secure future maintenance agreement costs. Staff is confident the new ERP system will significantly improve staff efficiency and improve the services we provide to our citizens.

**BUDGET/STAFF IMPACT:**

The funds for this project are available in the 2015 and 2016 Capital Improvements Plan (CIP) budgets. The project contingency part of this contract is the only part of the project that will be funded from the 2016 CIP. Future annual standard software maintenance agreements, starting on January 1, 2017, will be funded from the appropriate fiscal year operating budgets.

**ATTACHMENTS:**

- Staff Review Form
- Staff Memo
- New World Systems Corporation Agreement
- Purchase Request

**City of Fayetteville - Purchase Order Request (PO)**  
 (Not a Purchase Order)  
**All PO Requests shall be scanned to the Purchasing e-mail: Purchasing@fayetteville-ar.gov.**  
**Purchase shall not be made until an actual PO has been issued.**

Requisition No.: \_\_\_\_\_ Date: **7/30/2015**  
 P.O Number: \_\_\_\_\_

Vendor #: **236** Vendor Name: **New World Systems**

Mail  YES  NO **Legistar#: 2015-0357**

Address: **888 W Big Beaver Ste 600** FOB Point: \_\_\_\_\_

Taxable  YES  NO **Expected Delivery Date:**

City: **Troy** State: **MI** Zip Code: **48084** Ship to code: \_\_\_\_\_

Quotes Attached  YES  NO

Requester: **Brad Fulmer** Requester's Employee #: **2273**

Extension: **8217**

Item	Description	Quantity	Unit of Issue	Unit Cost	Extended Cost	Account Number	Project.Sub#	Inventory #	Fixed Asset #
1	Base Software (LOGOS)	1	EA	250,000.00	\$250,000.00	4470.9470.5801.00	13008.1000		
2	Implementation Services (LOGOS)	1	EA	289,940.00	\$289,940.00	4470.9470.5801.00	13008.1100		
3	3rd Party Products and Services (LOGOS)	1	EA	179,711.00	\$179,711.00	4470.9470.5801.00	13008.1200		
4	Travel (LOGOS)	1	EA	90,000.00	\$90,000.00	4470.9470.5801.00	13008.1300		
5	Source Code (LOGOS/AEGIS)	1	EA	3,000.00	\$3,000.00	4470.9470.5801.00	13008.1400		
6	Source Code Admin Fee (LOGOS/AEGIS)	1	EA	1,000.00	\$1,000.00	4470.9470.5801.00	13008.1400		
7					\$0.00				
8					\$0.00				
9					\$0.00				
10					\$0.00				
*	Shipping/Handling		Lot		\$0.00				

Special Instructions:  
RFP 14-11

Subtotal: **\$813,651.00**  
 Tax: **\$0.00**  
 Total: **\$813,651.00**

Approvals:

Mayor: \_\_\_\_\_ Department Director: \_\_\_\_\_ Purchasing Manager: \_\_\_\_\_

Chief Financial Officer: \_\_\_\_\_ Budget Director: \_\_\_\_\_ IT Director: \_\_\_\_\_

Dispatch Manager: \_\_\_\_\_ Utilities Manager: \_\_\_\_\_ Other: \_\_\_\_\_

**STANDARD SOFTWARE LICENSE AND SERVICES AGREEMENT**

**July 31, 2015**

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 Fayetteville, Arkansas** (“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**.

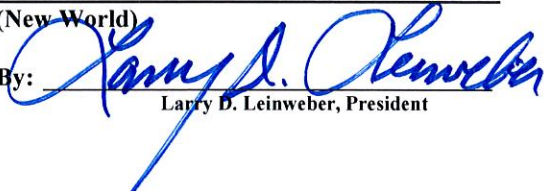
The attached Exhibits and Appendices include:

- 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 ..... **RECOMMENDATIONS CITY INTERFACES**
- Exhibit H ..... **ACCEPTANCE TESTING**
- Exhibit I..... **INCORPORATION BY REFERENCE OF NEW WORLD’S RESPONSE TO CITY’S RFP, NEW WORLD’S BEST AND FINAL OFFER (BAFO) MILESTONES**
- Exhibit J ..... **ESCROW OF SOFTWARE SOURCE CODE**
- Exhibit K ..... **TRAVEL POLICY**
- Exhibit L..... **FINALIZED THIRD PARTY HARDWARE ENVIRONMENT**
- Exhibit M ..... **SOFTWARE PERFORMANCE TEST CRITERIA**
- Appendix 1 ..... **AGREEMENT AND AUTHORIZATION FOR PROCUREMENT OF THIRD PARTY PRODUCTS AND SERVICES (LASERFICHE PROPOSAL)**
- Appendix 2 ..... **INTERFACE CLARIFICATION**
- Appendix 3 ..... **INITIAL IMPLEMENTATION PLAN**
- Appendix 4 ..... **STATEMENT OF WORK**

By signing below, each of us 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 us relating to the matters referenced herein and replaces any prior oral or written representations or communications between us. 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 FAYETTEVILLE, ARKANSAS**  
(City)

By: \_\_\_\_\_  
Lionel Jordan, Mayor

**ATTEST:**

By: \_\_\_\_\_  
Sondra E. Smith, City Clerk/Treasurer

Date: 07-31-15

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

The “Effective Date” of this Agreement is the latter of the two dates in the above signature block.

## **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 owned by the City of Fayetteville at:  
*City of Fayetteville  
113 West Mountain Road  
Fayetteville, AR 72701*
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, is required to be disclosed pursuant to the Arkansas Freedom of Information Act (Ark. Code Ann. §25-19-101, *et seq.*), other federal or state law, or subpoena or order issued by any court or administrative agency with jurisdiction, or is rightfully received by the other party from a third party without obligation of confidence.
5. **“Contract Documents”**:  
This document and related attachments.
6. **“City Liaison”**:  
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.
7. **“Daily Rate”**:  
As described in this **Agreement**, **New World** shall provide services to **City** at the rate of \$900/day for the Logos project and \$1,120/day for the Aegis project. The daily rate covers all hours worked by a **New World** employee per day on this project. The daily rate is protected for 24 months after the Effective Date, at which time the daily rate shall be the then-current **New World** daily rate.
8. **“Delivery of Licensed Standard Software”**:  
Licensed Standard Software will be delivered in a machine readable form to **City** via an agreed upon network connection, as soon as the software is available after the Effective Date.
9. **“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.
10. **“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.
11. **“Licensed Custom Software”**:  
Any software (programs or portions of programs) developed by **New World** specifically for **City’s** own use.
12. **“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).
13. **“Licensed Products”**:  
The Licensed Software, the related Licensed Documentation, and the Authorized Copies of the foregoing.
14. **“Licensed Software”**:  
The Licensed Standard Software, Development Software, Upgrades, and Licensed Custom Software provided under this **Agreement**.
15. **“Licensed Standard Software”**:  
The current version of **New World** standard and development application software package(s) (in machine readable code) listed in Exhibit A.
16. **“Solution”**:  
The combined Licensed Products and Services provided by **New World** under this Agreement.
17. **“SSMA”**:  
The **New World** Standard Software Maintenance Agreement as set forth in Exhibit C.
18. **“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 as described in Exhibit K. Said Exhibit may be changed from time to time in the course of **New World’s** regular business operations.

19. **“Travel Time”:**  
Actual **New World** employee travel time billed at the Hourly Rate , up to, but not exceeding, four (4) hours per each trip relating to this project.
20. **“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 perpetual 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. If **City** fails to pay all license fees specified in Exhibit A and the applicable custom software fees, 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 know-how 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 Licensed Documentation and Contract Documents 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 that no 'back door' password or other method of remote access into the Licensed Software code exists. **New World** agrees that any and all access to any Licensed Software code residing on the City's client/server must be granted by the City to **New World**, at the City's sole discretion.

The foregoing warranties do not apply if the Licensed Product(s) have been modified by any party other than **New World**. **CITY 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.
- 5.2 **New World** understands that the successful installation, testing, and operation of the Licensed Software that is the subject of this Agreement shall be accomplished by a cooperative effort. To most effectively manage this process, **New World** shall designate a single representative to act as an ex-officio member of the City's project management team ("Project Manager") and who shall have the authority to act on behalf of the **New World** on all matters pertaining to this Agreement.

City shall have the right to approve all subcontractors, Project Manager, and staff assigned to City by **New World** ("Designated Staff"). In the event that a Designated Staff of **New World** is, in the opinion of the City, uncooperative, inept, incompetent, or otherwise unacceptable, **New World** agrees to remove such person from the project. In the event of such a removal, **New World** shall, within fifteen (15) days, fill this representative vacancy as described above. Regardless of whom **New World** has designated to fill this representative vacancy, **New World** remains the ultimate responsible party for performing the tasks and responsibilities presented in this Agreement.

**New World** may use subcontractors in connection with the work performed under this Agreement. When using subcontractors, however, **New World** must obtain written prior approval from the City for activities or duties to take place at the City site. In using subcontractors, the **New World** agrees to be responsible for all of their acts and omissions to the same extent as if the subcontractors were employees of **New World**.

#### 5.3 Professional Services Warranty.

- A. **New World** agrees at all times to maintain an adequate staff of experienced and qualified employees for efficient performance under this Agreement. **New World** agrees that, at all times, the employees of **New World** furnishing or performing any services shall do so in a proper, workmanlike, and dignified manner.
- B. **New World** agrees that all persons working for or on behalf of **New World** whose duties bring them upon the City's premises shall obey the rules and regulations that are established by the City and shall comply with the reasonable directions of the City's officers. The City may, at any time, require the removal and replacement of any of **New World's** employees for good cause.

- C. New World shall be responsible for the acts of its employees and agents while on the City's premises. Accordingly, New World agrees to take all necessary measures to prevent injury and loss to persons or property located on the City's premises. New World shall be responsible for all damages to persons or property caused by New World or any of its agents or employees. New World shall promptly repair, to the specifications of the City, any damage that it, or its employees or agents, may cause to the City's premises or equipment; on New World's failure to do so, the City may repair such damage and New World shall reimburse the City promptly for the cost of repair.
- D. New World agrees that, in the event of an accident of any kind, New World will immediately notify the City's contact person and thereafter, if requested, furnish a full written report of such accident.
- E. New World shall perform the services contemplated in the Agreement without interfering in any way with the activities of the City's staff or visitors.
- F. New World and its employees or agents shall have the right to use only those facilities of the City that are necessary to perform services under this Agreement and shall have no right to access any other facilities of the City. The City shall also extend parking privileges to properly identified members of New World's full-time staff on the same basis as they are extended to the City's staff.
- G. The City shall have no responsibility for the loss, theft, mysterious disappearance of, or damage to equipment, tools, materials, supplies, and other personal property of New World or its employees or subcontractors.

#### 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 the initial appropriate hardware equipment, related components and all cabling are installed timely and are suitable for the successful installation of the Licensed Software. **New World** shall provide the **City** with a complete initial listing of items, including but not limited to hardware, software, increased bandwidth needs, and related equipment, etc. necessary to operate the software at ultimate peak performance. The **City** shall pay for all items identified by New World during the initial evaluation.
- 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 the like 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.

7.0 *BILLING AND ADDITIONAL AUTHORIZED WORKSTATION CHARGES*

- 7.1 The attached Exhibits set forth the manner in which fees and payments shall be allocated and made under this **Agreement**. 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 promptly 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. **City** agrees to timely notify **New World** of any request(s) made for disclosure of confidential information.
- (i) Freedom of Information Act (FOIA): **City** contracts and documents prepared while performing city contractual work are subject to the Arkansas Freedom of Information Act. If a Freedom of Information Act request is presented to the City of Fayetteville, **New World** will do everything possible to provide the documents in a prompt and timely manner as prescribed in the Arkansas Freedom of Information Act (A.C.A. §25-19-101 et. Seq.). Only legally authorized photocopying costs pursuant to the FOIA may be assessed for this compliance.
- 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 require 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.
- 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 Exhibit A Licensed Standard Software fees paid to **New World** one and a half (1.5) times the "One Time Project costs as identified in Appendix AA. **New World's** liability for any form of action shall only apply after any and all appropriate insurance coverage has been exhausted.
- 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 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 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 on account 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 on account 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 PROCEDURE

- 14.1 Any dispute or controversy arising out of or relating to this **Agreement**, or breach thereof, shall be settled by the following procedure.
  - Level 1: Before entering into Level 2 or Level 3 of this Dispute Resolution Procedure (DRP), **New World** and **City** shall enter into a series of management meetings for the purpose of resolving the dispute or controversy through normal business management practices. The series of meetings, consisting of not less than three face-to-face meetings, must be held between upper-level managers of both **City** and **New World**. Both parties agree to put forth their best efforts in these meetings. The first meeting shall be held at **City's** offices and subsequent meetings will alternate between **New World** and **City's** offices. The Level 1 period shall begin when one party gives notice to the other by certified mail that it is entering into this Level 1 procedure to resolve the dispute.
  - Level 2: Only after the parties have completed Level 1 of the DRP without resolving the dispute or controversy and before entering into Level 3 of the DRP, **City** and **New World** shall enter into a mediation process. Each party shall bear its own costs in preparing for and conducting mediation, except that the joint costs, if any, of the actual mediation proceeding shall be shared equally by the parties. The mediation process is defined as follows:

*The parties shall select a mutually agreeable mediator to aid the parties in resolving the dispute or controversy. The mediator shall not be an employee or former employee of either party. The mediation shall be held in the City of Fayetteville..*
  - Level 3: Only after the completion of both Levels 1 and 2 above without a satisfactory resolution of the dispute or controversy, either party may bring suit in the United States District Court for the Western District of Arkansas, so long as subject matter jurisdiction is met. In the event federal subject matter jurisdiction is not met, either party may bring suit in a court of appropriate jurisdiction.

#### 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 prompt payments 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 prompt payment, **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.

#### 16.0 *PATENT AND TRADEMARK INDEMNIFICATION*

**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**.

**New World** agrees to indemnify and save the **City** harmless from and against any and all judgments, suits, costs, and expenses, including but not limited to attorney fees, 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**.

#### 17.0 NOTICES

- 17.1 Notices to **City** shall be deemed effective when sent by Registered or Certified U.S. Mail to the business address of the **City**.
- 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 Arkansas 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 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.
- 18.5 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**.
- 18.6 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.
- 18.7 Other integrated licensed software and services from **New World** may be purchased by **City** under the terms and conditions of this **Agreement**.
- 18.8 Changes in scope or price: Changes, modifications or amendments to the scope of this project that do not affect costs or fees shall be approved by the City Executive Sponsor. Changes, modifications, or amendments to the scope of this project that increase price or fees within the authorized project contingency, or that decrease price or fees of this contract, shall be approved by the Mayor in advance of the change. Changes, modifications, or amendments to the scope of this project that increase price or fees of this contract in excess of the project contingency shall not be allowed without a formal amendment approved by the Mayor and the Fayetteville City Council in advance of the change.

**EXHIBIT AA**  
**TOTAL COST SUMMARY AND PAYMENT SCHEDULE**

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

<b><u>DESCRIPTION OF COST</u></b>	<b><u>COST</u></b>
A. LICENSED STANDARD SOFTWARE as further detailed in Exhibit A	\$250,000
1. Licensed Standard Software	\$960,000
2. Less Demonstration Site Discount	(93,000)
3. Less City Loyalty Software Credit	(409,000)
4. Less Conversion Credit	(40,000)
5. Less BAFO Discount	(168,000)
B. IMPLEMENTATION SERVICES	289,940
1. PROJECT MANAGEMENT as further described in Exhibit B	
2. INTERFACE INSTALLATION SERVICES as further described in Exhibit B	
3. IMPLEMENTATION AND TRAINING SERVICES as further described in Exhibit B	
4. OTHER IMPLEMENTATION SERVICES as further described in Exhibit B	
5. DATA FILE CONVERSION ASSISTANCE SERVICES as further described in Exhibit F	
6. CUSTOM SOFTWARE/MODIFICATION SERVICES as further described in Exhibit G	
C. THIRD PARTY PRODUCTS AND SERVICES	179,711
1. THIRD PARTY PRODUCTS AND SERVICES as further described in Appendix 1	
D. SOURCE CODE ESCROW COSTS FOR LOGOS AND AEGIS	3,000
E. TRAVEL EXPENSES (Estimate) – billed as incurred	90,000
<b>ONE TIME PROJECT COST:</b>	<b><u>\$812,651</u></b>
F. STANDARD SOFTWARE MAINTENANCE SERVICES – the services are further detailed in Exhibit C.	

**PRICING ASSUMES CONTRACT EXECUTION BY August 28, 2015.**



**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	\$250,000
	1. Amount invoiced upon Effective Date (25%)	\$62,500
	2. Amount invoiced upon 90 Days After Effective Date (25%)	62,500
	3. Amount invoiced upon 180 Days After Effective Date (25%)	62,500
	4. Amount invoiced upon 270 Days After Effective Date (25%)	62,500
B.	IMPLEMENTATION SERVICES	289,940
	1. Amount invoiced upon completion of Step 1 in SOW - Conduct Start up Activity	\$ 49,441
	2. Amount invoiced upon completion of Step 3 in SOW - Approve Project Plan	28,294
	3. Amount invoiced upon completion of Step 4 in SOW - Install the Standard Solution	28,294
	4. Amount invoiced upon completion of Step 7 in SOW -	
	A. Conduct End User Training on FM	35,367
	B. Conduct End User Training on HR	35,367
	C. Conduct End User Training on UT	35,367
	D. Conduct End User Training on CD	35,367
	5. Amount invoiced upon completion of Step 8 in SOW -	
	A. Conduct Go-Live on FM	7,073
	B. Conduct Go-Live on HR	7,074
	C. Conduct Go-Live on UT	7,073
	D. Conduct Go-Live on CD	7,074
	6. Amount invoiced upon completion of Step 10 in SOW - Close the Project	14,147
C.	THIRD PARTY PRODUCTS AND SERVICES	179,711
	1. Amount invoiced upon Effective Date	\$137,826
	2. Amount invoiced upon Delivery of the Third Party Products and Services	13,962
	3. Amount invoiced upon Installation of Third Party Software	13,962
	4. Amount invoiced upon Delivery of Application Extender Data File Conversion	13,961

**Exhibit AA / COST SUMMARY AND PAYMENT SCHEDULE**

D. OTHER COSTS 3,000

1. Escrow One-time set-up fee – invoiced upon Effective Date 3,000

E. TRAVEL EXPENSES (Estimate) \$90,000\*  
(These expenses are billed as incurred and detailed itemize bills will be provided)

1. 45 trips are anticipated

\*Estimate

**ONE TIME PAYMENTS: \$812,651**

F. STANDARD SOFTWARE MAINTENANCE SERVICES – as further detailed in Exhibit C

G. SOURCE CODE ESCROW FEES FOR LOGOS AND AEGIS

1. Annual Administrative Fee – first year invoiced upon Effective Date \$1,000

**ALL PAYMENTS ARE DUE WITHIN THIRTY (30) 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.*

**EXHIBIT A**  
**LICENSED STANDARD SOFTWARE AND FEES**

**License Fee for Licensed Standard Software And Documentation Selected By City:**

Application Package

Cost

**FINANCIAL MANAGEMENT**

<b>1. Logos.NET Financial Management Base Suite</b>	\$70,000
- General Ledger	
- Budget Management	
- Annual Budget Preparation	
- Accounts Payable	
- Revenue/Cash Receipting	
<b>2. Logos.NET Additional Financial Management Software</b>	
- Asset Management	9,000
- Grant Management	9,000
- Project Accounting	9,000
- Misc. Billing & Receivables	9,000
- Government (GASB) Reporting	21,000
- Bank Reconciliation	7,000
- Work Orders	21,000
- Third Party Document Imaging Interface	9,000
<b>3. Expanded Revenue Collections</b>	
- Integrated Credit Card Processing	9,000
- PC Cash Register Interface	9,000
<b>4. Logos.NET Procurement Management Suite</b>	
- Purchasing Base	21,000
- Requisition Processing	9,000
- Bid & Quote Management	9,000
- Contract Accounting	9,000
- Inventory Management	21,000

**SUB-TOTAL FINANCIAL MANAGEMENT MODULES**

**\$251,000**

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

**PAYROLL & HUMAN RESOURCES SUITE**

<b>5. Logos.NET Human Resources Management Base Suite</b>	\$52,000
- Payroll Processing	
- Personnel Management	
- Position Control	
<b>6. Logos.NET Human Resources</b>	
- Employee Event Tracking	12,000
- Personnel Action Processing	12,000
<b>7. Logos.NET Benefits Management</b>	
- Benefits Administration	10,000
- COBRA Billing Administration	10,000
- Workers Compensation Administration	15,000
- Leave Management	15,000
<b>8. Logos.NET Additional Payroll &amp; HR Modules</b>	
- Position Budgeting	12,000
- Time & Attendance Interface <sup>4</sup>	12,000
- Third Party Applicant Interface (supports NEOGOV and AppliTrack)	9,000

<b>SUB-TOTAL PAYROLL/HUMAN RESOURCES MODULES</b>	<b>\$159,000</b>
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**UTILITY MANAGEMENT SUITE**

<b>9. Logos.NET Utility Management Software</b>	
- Water/Sewer/Refuse Base Package	\$40,000
<b>10. Logos.NET Additional Utility Management Modules</b>	
- Automatic Meter Read (AMR) Interface <sup>5</sup>	9,000
- Meter and Device Inventory	11,000
- Service Order Processing	22,000
- IVR Interface for Account Balance and Payment (supports Selectron and Teleworks)	9,000

<b>SUB-TOTAL UTILITY MANAGEMENT MODULES</b>	<b>\$91,000</b>
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**Exhibit A / LICENSED STANDARD SOFTWARE AND FEES**

**COMMUNITY DEVELOPMENT SUITE**

**11. Logos.NET Community Development Software**

- Business Licensing	\$14,000
- Parcel Management	10,000
- Permits	18,000
- Municipal Inspections	18,000
- Project Planning	18,000
- Code Enforcement	14,000
- Requests for Services Tracking	18,000
- IVR Interface for Permits and Scheduling Inspections (supports Selectron and Teleworks)	9,000
- Mobile Inspections (development)	20,000

**12. Logos.NET Additional Community Development Modules**

- GIS Integration <sup>6</sup>	
- Community Development	28,000
<i>Business Licensing (4 screens)</i>	
<i>Parcel Management (7 screens)</i>	
<i>Permits (2 screens)</i>	
<i>Municipal Inspections (4 screens)</i>	
<i>Code Enforcement (3 screens)</i>	
<i>Requests for Services Tracking (1 screen)</i>	
- Utility Billing	12,000
<i>Base Package (3 screens)</i>	
<i>Meter Inventory (1 screen)</i>	
<i>Service Order Processing (4 screens)</i>	

<b>SUB-TOTAL COMMUNITY DEVELOPMENT MODULES</b>	<b>\$179,000</b>
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**eSUITE**

**13. eSuite Base Software** \$21,000

**14. eFinance**

- eSupplier	10,000
- eBid	10,000
- ePayments	10,000

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

<b>15. eHR</b>	
- eEmployee	30,000
- eTimesheets	15,000
- eBenefits Administration	15,000
<b>16. eUtility</b>	
- eUtilities	10,000
<b>17. eCommunity</b>	
- eLicense	10,000
- ePermits	10,000
- eRequest	10,000

<b>SUB-TOTAL eSUITE SOFTWARE MODULES</b>	<b>\$151,000</b>
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**DECISION SUPPORT SOFTWARE**

<b>18. Decision Support Base Datamart<sup>7</sup></b>	\$21,000
<b>19. Finance Analytics</b>	
- Includes 2 users	12,000
<b>Dashboards for Financial Management</b>	15,000
<b>20. Human Resource/Payroll Analytics</b>	
- Includes 2 users	12,000
<b>Dashboards for Human Resources</b>	15,000
<b>21. Utility Management Analytics</b>	
- Includes 2 users	12,000
<b>Dashboards for Utility Management</b>	15,000
<b>22. Community Development Analytics</b>	
- Includes 2 users	12,000
<b>Dashboards for Community Development</b>	15,000

<b>SUB-TOTAL DECISION SUPPORT SOFTWARE MODULES</b>	<b>\$129,000</b>
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**Exhibit A / LICENSED STANDARD SOFTWARE AND FEES**

**AUTHORIZED USERS**

23. **Site License for up to 400 Authorized Users** <sup>8</sup> Included

**NEW WORLD STANDARD SOFTWARE LICENSE FEE** **\$960,000**

**LESS DEMONSTRATION SITE DISCOUNT** **(93,000)**

**LESS CITY LOYALTY SOFTWARE CREDIT** **(409,000)**

**LESS DATA CONVERSION CREDIT** **(40,000)**

**BAFO DISCOUNT** **(168,000)**

<b>TOTAL SOFTWARE LICENSE FEE</b> <sup>9,10</sup>	<b><u>\$250,000</u></b>
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Note: **City** may license additional users at the then current list prices including a 25% discount off list for up to two (2) years from the Effective Date of this Agreement.

Note: A Site License is included for this solution. This Site License entitles the City of Fayetteville, Arkansas, to 400 authorized users for the Standard Software licensed in Exhibit A, to be divided up between applications. The Site License is available to only the affiliated Public Administration agencies within the City of Fayetteville, Arkansas. eSuite software licensing is unlimited.

## Exhibit A / LICENSED STANDARD SOFTWARE AND FEES

### ENDNOTES

- <sup>1</sup> *Personal Computers must meet the minimum hardware requirements for New World Systems' Logos.NET product. Microsoft Windows 7 or greater with Internet Explorer (IE) 8 or greater is the required operating system and browser for all client machines.*
- <sup>2</sup> *Servers must meet the minimum hardware requirements for New World Systems' Logos.NET product. Windows Server 2008 (R2) or greater is required for the Application Server(s), Web Server(s) and Database Server. Microsoft SQL Server 2008 (R2) or greater is required for the Database Server. Citys must also license the appropriate number of Microsoft Client Access Licenses (CALs) for license compliance.*
- <sup>3</sup> *Suggested minimum: 100MB Ethernet Network. 10MB CAT5 Ethernet Network may have less than adequate response time. Further consultation would be required to assess your network.*
- <sup>4</sup> *Time & Attendance interface is a two-way interface. Additional support may be required for 3rd Party changes; not included in SSMA.*
- <sup>5</sup> *Currently supports interfaces to Sensus/Rockwell, Neptune, Itron, Radix, Syscon and Schlumberger devices. Technical assurance must be obtained to verify the Business Partner's software/hardware release level interface requirements.*
- <sup>6</sup> *GIS integration currently supports either ESRI's ArcIMS or ArcGIS Server software; the ArcIMS and ArcGIS Server software and any services related to the installation and setup of ArcIMS or ArcGIS are not included in this proposal. The ArcIMS or ArcGIS Server software would need to be purchased, installed and setup separately.*
- <sup>7</sup> *New World supports SQL Server Reporting Services (SSRS) for server-based report generation and ad hoc reporting. SSRS utilizes a web services interface to support the development of custom reporting applications. SSRS is included in the Express, Workgroup, Standard, and Enterprise editions of Microsoft SQL Server. Citys may elect to use other third-party report generation tools including Crystal Reports however New World does not provide support for these tools and cannot guarantee compatibility.*
- <sup>8</sup> *Additional cost per group of 5 for authorized users is \$5,000; however, New World shall offer the City a price of \$3,750 for 24 months after contract execution.*
- <sup>9</sup> *Prices assume that all software proposed is licensed.*
- <sup>10</sup> *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.*



**EXHIBIT B**  
**PROJECT MANAGEMENT, IMPLEMENTATION AND**  
**TRAINING SUPPORT SERVICES**

**1. Project Management Services**

**New World** shall act as Project Manager to assist **City's** management in implementing the Exhibit A software. This responsibility will include documenting, coordinating and managing the overall Implementation Plan with **City's** management and the City Liaison. Project Management Services include:

- a) a summary level Implementation Plan;
- b) a detail level Implementation Plan;
- c) revised Implementation Plans (if required);
- d) monthly project status reports; and
- e) project status meetings
  - a project review (kickoff) meeting at **City's** location
  - progress status meeting(s) will occur during implementation via telephone conference or at **City's** location; and
  - a project close-out meeting at **City's** location to conclude the project.

The implementation services fees described in Exhibit AA include Project Management fees for a period up to 18 months after the Effective Date.

**Project Schedule and Acceptance.**

**New World** will develop a detailed project schedule that details both **New World** and **City's** responsibilities, timeline for project activities, phases, milestones, and deliverables ("Implementation Plan") in connection with **New World's** performance of the services described in the Statement of Work. The Implementation Plan should be in sufficient detail to specify the deliverables, conversion, training, testing, acceptance, configuration, modification, integration, and live operation activities. Both **New World** and **City** agree that a mutually agreeable Implementation Plan will be submitted and approved by **City** within thirty (30) days of the date the Agreement is signed by both parties ("Effective Date"). In the event **New World** is unable to provide the Implementation Plan within thirty (30) days, **City** will have at its option, the ability to terminate the Agreement and obtain all fees paid to **New World**. The Implementation Plan will also include the criteria by which the software will be tested and accepted by **City**.

The Project Managers appointed pursuant to this Agreement will meet periodically to review the Implementation Plan. Changes to the scope of the project including additional Licensed Software and Services may be proposed by either party, and if accepted by the parties, the proposed changes shall be reduced to a written document, inclusive of any applicable pricing changes ("Change Order"). Written approval signed by a duly authorized representative of each of the parties of such Change Order must be obtained prior to the provision of any products or services related to such Change Order.

**New World** shall provide to Client a written quotation for any changes in this Agreement, including Software, Services, Customizations, etc. Each Change Order shall be reviewed and approved by the **City**, and shall be subject to the requirements in the section.

**2. Implementation and Training Support Services**

Based on the Licensed Standard Software listed and scope of services presented on Exhibit A, **New World** shall provide the **City** with such work at the price listed in Exhibit AA up to **150** working days of **New World** implementation and training support services have been allocated for this project. Excess days requested shall be billed at the Daily Rate. Avoiding or minimizing custom or modified features will aid in keeping the support costs to the amount allocated. **City** agrees to reimburse **New World** for support trips canceled by **City** less than ten business (10) days before the scheduled start date to cover **New World's** out-of-pocket costs. The recommended implementation and training support services ("Services") include:

## **Exhibit B / PROJECT MANAGEMENT, IMPLEMENTATION AND TRAINING SUPPORT SERVICES**

- a) implementation of each package of Licensed Standard Software; and
- b) **City** training and/or assistance in testing for each package of Licensed Standard Software; and
- c) In addition to the **150** working days of implementation and training services, **40** additional working days have been allocated to provide high-level Consulting services, as determined by mutual agreement of the **City** and **New World** project managers, for any of the following activities:
  - Enterprise-wide requirements analysis and gathering services focused on identifying and answering organization-critical questions,
  - Synthesis of findings, identifying targeted key solutions to be implemented across City organization,
  - Determination of most efficient and effective work flows and business processes for each package of licensed standard software,
  - Design, development and/or configuration on key solutions in base software reporting package, through Business Analytics, Dashboards or agreed-to customized Datamart Reporting,
  - Effective deployment of agreed-to solutions, employing the work flow and business process configurations to support improved decision-making and long-term planning.

The project management, implementation and training support services provided by **New World** may be performed at **City's** premises and/or at **New World** national headquarters in Troy, Michigan (e.g., portions of project management are performed in Troy).

### **3. Interface Installation Service**

**New World** shall provide interface installation services as described in this paragraph below as further defined and clarified in Appendix 2. 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 done remotely, resulting in savings in Travel Expenses and Time. If on-site installation and training is required, **City** will be responsible for the actual Travel Expenses and Time. The services include the following interfaces.

- a) Payment Processing Interface  
(includes 1 Positive Pay and 1 ACH/Direct Deposit Transmittal Export, and 1 Payment (Check/EFT) Reconciliation Transmittal Import)
- b) Third Party Document Imaging Interface
- c) Time and Attendance Interface
- d) Third Party Applicant Interface
- e) AMR Interface
- f) IVR Interface CD/UM
- g) Payroll Export
- h) Parcel Import
- i) Accounts Payable Purchasing Card Import
- j) Receipt Import
- k) FASTER Interface
- l) Vanco Interface
- m) Hansen Inventory Interface

### **4. Hardware Quality Assurance Service**

**New World** shall provide Hardware Systems Assurance of **City's** Logos.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 and time.

**Exhibit B / PROJECT MANAGEMENT, IMPLEMENTATION AND TRAINING SUPPORT SERVICES**

- a) Hardware Quality Assurance Services (Standard) 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. Additional Services Available**

Other **New World** services may be required or requested 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 Daily 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 five (5) years (the SSMA term), with an option to renew for additional five year terms. The initial term shall begin on 1/1/17 (“Start Date”) and ending on the same calendar date at the conclusion of the SSMA term. Maintenance is identified and agreed upon for the first five (5) years.

**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 twelve (12) months after a new release is announced by **New World**);
- 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) Registration for three (3) City participants to the 2017 through 2021 New World Systems’ Executive Customer Conference to include two (2) nights stay at the Conference Hotel on specified conference dates, conference registration and meals. Participation does not include City’s travel cost, local transportation cost or any other miscellaneous expense incurred by City. These fees are non-refundable and may not be used toward a conference other than those specified in payment terms.

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 Daily Rate.

**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 Daily Rate.

**4. Billing**

Maintenance costs will be billed annually.

## Exhibit C / STANDARD SOFTWARE MAINTENANCE AGREEMENT

### 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 and contract documents set forth in this Agreement and the then-current **New World** user manuals, **City** shall notify **New World** by phone, in writing, by email, or through the **New World** support website, that there is a claimed defect and specify what it believes to be defective.

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 and contract documents, **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.*

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.

## Exhibit C / STANDARD SOFTWARE MAINTENANCE AGREEMENT

- (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 to include a correction in the next Licensed Standard Software release.

- (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:

Vice President of Product Support, Erin Miller  
Vice President of Product Vision, Brian Leary  
Director of Professional Services, Andy Breeden

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 .NET Server(s)**

**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 in US dollars (5-Year Plan, Billed annually)**

Year 1 (1/1/17 – 12/31/17)	\$159,600*
Year 2 (1/1/18 – 12/31/18)	169,000*
Year 3 (1/1/19 – 12/31/19)	169,000*
Year 4 (1/1/20 – 12/31/20)	169,000*
Year 5 (1/1/21 – 12/31/21)	173,900*

\*Includes one-time fee for Executive Conference 2017 through 2021 – three people at \$2,000 each per year. See description in Section 2, Item f of this Exhibit.

Note: **City** may renew their Standard Software Maintenance Agreement for an additional 5-year term including an SSMA increase of 2.25% per year. Subsequent years of Software Maintenance may be added at a negotiated rate mutually acceptable by both the **City** and **New World**. Added Licensed Standard Software as described in Exhibit A shall be covered under a no cost warranty through 12/31/16.

**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 Fayetteville**  
*City Name*

Located At: **113 West Mountain Street**  
**Fayetteville, AR 72701**

Authorized Signature of City:

Name (Please Print or Type)	Title	Signature

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 E**  
**DEMONSTRATION SITE DISCOUNT**

**New World** has provided **City** a significant discount in exchange for the privilege of using **City's** site for demonstration purposes. Accordingly, after the Licensed Software has been delivered and installed, **City** agrees to act as a demonstration site for prospective **New World** customers. **City** also agrees to serve as a reference or remote demonstration site on the telephone for prospective **New World** customers. By agreeing to be a demonstration site, **City** is not necessarily endorsing the **New World** software and **City** will not actively participate in any type of marketing and advertising campaign for or on behalf of **New World**.

Demonstrations will be coordinated at mutually agreeable times with the appropriate **City** personnel and will be scheduled to minimize the interruption to **City's** operations. **New World** will provide **City** reasonable notice for preparation.

**EXHIBIT F**  
**DATA FILE CONVERSION ASSISTANCE**

**New World** will provide conversion assistance to **City** to help convert the existing data files specified below. If additional files are identified after the contract execution, estimates will be provided to **City** prior to **New World** beginning work on those newly identified files. **New World** shall bring over all data requested from the existing AS400 by the **City** during implementation at no additional fee to the **City**.

**1. General**

- a) This conversion effort includes data coming from one unique data source, not multiple sources.
- b) No data cleansing, consolidation of records, or editing of data will be part of the data conversion effort. Data cleansing, removal of duplicate records, and editing must take place by **City** prior to providing the data to **New World**
- c) For Utilities, if the conversion involves a third-party, a data mapping trip will be required. Accounts that are included in the conversion are as follows:
  - 1. Active accounts
  - 2. If no active account exists, the most recent inactive account will be converted
  - 3. Any account that owes money
  - 4. Active Services
  - 5. Consumption History for the current meter on the account
- d) For Community Development, if the conversion involves a third-party, a data mapping trip will be required.

**2. New World Responsibilities**

- a) **New World** will provide **City** with a conversion design document for signoff prior to beginning development work on the data conversion. No conversion programming by **New World** will commence until **City** approves this document.
- b) **New World** will provide the data conversion programs to convert **Citys** data from a single data source to the **New World Licensed Standard Software** for the specified files.
- c) As provided in the approved project plan for conversions, **New World** will schedule a conversion analysis trip and a separate data conversion testing trip to **City's** location. The conversion testing trip for each application is a billable support trip, using standard Exhibit B services, which is scheduled in conjunction with the delivery of the converted data to the **City**.
- d) **New World** will provide the **City** up to 5 test sets of the converted data. Additional test sets requested may/will require additional conversion costs.
- e) **New World** will provide the standard conversion record layouts to the **City** and convert the available data elements defined in the standard conversion record layouts.
- f) Up to seven years of historic data, or more if so desired by the **City**, will be converted by **New World**.

**3. City Responsibilities**

- a) **City** will provide data in standard conversion record layouts as provided by **New World**. Submitted data files must include an accurate count of records contained in the files.
- b) Data will be submitted to **New World** in one of the following formats: AS/400 files, Microsoft SQL Server database, Microsoft Access database, Microsoft Excel Spreadsheet, or an ASCII-format delimited text file. Data and databases will be transferred using the New World ftp site. **City** understands that files or tables containing less than 500 records or table entries may not be converted.

**Exhibit F / DATA FILE CONVERSION ASSISTANCE**

- d) As provided in the project plan , **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 commitment exists for **City** commitment and **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.
- e) **City** agrees to promptly review conversion deliveries and signoff on both the conversion design document and on the final conversion after the appropriate review. **New World** will work with the **City** in applying the converted data to the production (Live) environment to obtain acceptance by **City**.
- f) If the **City** cannot provide data in the format defined in New World’s standard conversion record layouts then **New World** will map the data to New World’s standard conversion record layout on a daily billable basis. The **City** must provide complete file and field definitions for **New World** to map the data.
- g) **City** shall FTP the libraries in save file format to the **New World** FTP site. **New World** will then convert **City’s** data. **New World** guarantees City shall not incur additional expense for being at levels 7.06 Financials and 5.2 Utility Billing.

The following files will be converted from the Logos 400 System:

<b>Finance</b>	
<u>Finance Base</u>	<ul style="list-style-type: none"> <li>• COA - The chart of accounts includes funds, organizations 2 through 6, base and detail accounts, organizations sets.</li> <li>• Vendor - Vendors include the base vendor, vendor contacts, and vendor addresses.</li> <li>• Projects - Project set up and general ledger transactions.</li> <li>• GL History - The General Ledger History conversion includes the detailed general ledger transaction history.</li> <li>• Current Year's Budget - Pending budget.</li> <li>• Budget History - Adopted budget history.</li> <li>• Banks - Bank set up includes the bank information and the bank account information.</li> <li>• Departments - Departments include the conversion of the functional department and sub-department codes</li> <li>• Master Files - Financial Managements master files include invoice types, sales tax, and validations sets.</li> </ul>
<u>Purchase Orders and Accounts Payable</u>	<ul style="list-style-type: none"> <li>• Purchase Orders - Purchase order, detail items, disbursements, receipt of goods, requisitions, change history.</li> <li>• Accounts Payable - Accounts Payable conversion includes the accounts payable invoices, detail items, charges, payments, checks, and disbursements.</li> </ul>
<u>Misc. Billing City / Misc. Billing Invoice</u>	<ul style="list-style-type: none"> <li>• Misc. Billing City - Citys, include City demographic information, City contacts, and City addresses.</li> <li>• Misc. Billing Invoice - Accounts receivable invoices, payments, and disbursements.</li> </ul>
<u>Revenue Collection receipts</u>	<ul style="list-style-type: none"> <li>• Revenue Collection Receipts - Payment Codes, Collection Stations, Receipt transactions.</li> </ul>

**Exhibit F / DATA FILE CONVERSION ASSISTANCE**

<u>Fixed / Pending Assets</u>	<ul style="list-style-type: none"> <li>• Fixed Assets/ Pending Assets - Assets, asset items, asset classifications, depreciation methods, transaction history.</li> </ul>
<u>Inventory Items / Commodity Codes</u>	<ul style="list-style-type: none"> <li>• Inventory Items / Commodity Codes</li> </ul>
<u>Integrated Inventory</u>	<ul style="list-style-type: none"> <li>• Integrated Inventory - Inventory, Inventory Transactions</li> </ul>
<u>User Defined Fields</u>	<ul style="list-style-type: none"> <li>• UDF / Master File UDF</li> </ul>
<u>Contract Accounting</u>	<ul style="list-style-type: none"> <li>• Contract Accounting</li> </ul>
<u>Bid and Quote</u>	<ul style="list-style-type: none"> <li>• Bid and Quote</li> </ul>
<u>Item Mapping</u>	<ul style="list-style-type: none"> <li>• Item Mapping from a Third Party source - All history is loaded to a single conversion item. The item tables are populated with new codes from a standard NIGP format or New World specified format.</li> </ul>

<b>Human Resources / Payroll</b>	
<u>Employee Base</u>	<ul style="list-style-type: none"> <li>• Employee - Employee Master Files include Employee demographic information, assigned benefits, assigned deductions, assigned taxes, assigned pay rate, employee direct deposit set up, employee gl distributions, assigned schedules, assigned dependents, and assigned Certification.</li> <li>• Employee Check Messages - Check messages to appear on the employee's check.</li>   <li>• Employee Documents - Free form text on the 400 is not supported.</li> <li>• Employee Inventory - Inventory items such as keys, pagers, and key cards assigned to employees.</li> <li>• Employee Education - Education, skills, and certifications acquired by the employee.</li>   <li>• Master Files - HR Master files include Benefit Codes, Deduction Codes, Tax Codes, Hours Codes, Hours Categories, Shift Codes, FLSA Codes, Job Classes, Grades/Rates, Workers Compensation codes, Frequency Codes Separate Check codes, Bank Accounts, Benefit Groups, Pay Batches, Departments and Sub-departments and validation set entries required for employee set up.</li> </ul>

**Exhibit F / DATA FILE CONVERSION ASSISTANCE**

<u>Payroll History Base</u>
<ul style="list-style-type: none"> <li>• Pay Batch History - The batch history for payroll.</li> <li>• Earnings History - The employees earnings history by pay batch.</li> <li>• Deduction History - The employees deduction payment history by pay batch.</li> <li>• Benefit History - The employees benefit history by pay batch.</li> <li>• Hours History - The employees hour history by pay batch. This includes earned and taken accrual hours.</li> <li>• Payroll Journal - Detail line items of main General Ledger journal entry.</li> <li>• Check History - Check number and check date. Links the check to the earnings information.</li> <li>• Disbursement Check History - Vendor payments created from payroll processes. Interfaced to Accounts Payable but processing disbursements</li> </ul>
<u>User Defined Fields</u>
<ul style="list-style-type: none"> <li>• Employee/ Master File UDF - The employee user defined fields/ State Requirements UDF</li> </ul>
<u>Benefit Administration</u>
<ul style="list-style-type: none"> <li>• Benefit Administration - Attach employees to benefit plans from a standard matrix. This information does not exist on the 400 and the City is required to complete a standard matrix for this piece.</li> </ul>
<u>Positions</u>
<ul style="list-style-type: none"> <li>• Positions - Positions</li> <li>• Position Budgeting - Expense assigned to the position.</li> <li>• Employee Positions - Assigned employee position and employee position history.</li> </ul>
<ul style="list-style-type: none"> <li>• Documents - New World documents solution</li> </ul>
<u>Advanced Personnel</u>
<ul style="list-style-type: none"> <li>• Advanced Personnel - COBRA, flexible spending, random drug testing, workers comp claims</li> </ul>

<b>Utilities</b>	
<u>Utilities Base</u>	<ul style="list-style-type: none"> <li>• City/ Accounts/ Contacts - City includes City information, account information, mailing address, service address, and account level user defined fields.</li> <li>• Deposits - deposits</li> <li>• Billing Items - Other Charges</li> <li>• Meter Unit Service - meters and meter level user defined fields</li> <li>• Meter Unit Rate - rates</li> <li>• Consumption - consumption</li> <li>• Transactions - Transactions include transactions, bills, payments, penalties, refunds (all), adjustments (all)</li> <li>• Bank Drafting - bank drafts</li> </ul>

**Exhibit F / DATA FILE CONVERSION ASSISTANCE**

Only one data source for each of the following files to be converted:

**Data File Conversion from 3<sup>rd</sup> Party Source (Hanson)**  
**Inventory Application Database**

- Hanson Inventory

**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 the 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.

Capabilities included in the initial scope:

- a) Enhancements / Modifications to Exhibit A Software
  - (1) Customize detailed City receipts:  
Ability to customize detailed City receipts, including but not limited to amount owed and received, type of payment, check number, account number, and transaction number.
  - (2) Print Deposit ticket with appropriate deposit:  
Ability to print deposit ticket with appropriate deposit reconciliation code.
  - (3) Bank file format change:  
Ability to change the format of the bank file when changes are requested from the bank.
  
- 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) Active Directory/HR Interface (Payroll export):  
Employee information (name, ID, phone number, access levels, termination information)  
(Business Analytic tools may meet this requirement)

**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.

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

- (4) Training, testing and/or other support services at the Daily Rate. Whenever possible, these services will be done remotely, resulting in savings in Travel Expenses and Time. If on-site installation and training is required, **City** will be responsible for the actual Travel Expenses and Time.

For modification requiring over seven (7) days 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.

City may during the implementation period or thereafter require modifications, interfaces, conversion, report writing, etc., services from New World (“Customizations”). New World agrees to provide a written Change Order describing the work to be performed and estimating the costs for City approval before any work is initiated by New World. New World will not exceed the costs set forth in the mutually agreed to Change Orders without justification, in writing, that is acceptable to the City. No costs in excess of the estimates will be paid by City unless approved in writing in advance of fee incurrence. All Customizations shall be subject to Acceptance Testing before payment is released by the City. Acceptance of the Customizations resulting from each Change Order shall be per the Acceptance Testing clause herein.

b) Implementation Schedule

<u>Activity</u>	<u>Targeted Time Period</u>
(1) Complete Design Review with <b>City</b> Staff. <b>City</b> 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 <b>City</b> .	To be determined
(3) RD is accepted and signed off by <b>City</b> (no programming will be done by <b>New World</b> until the formal sign-off and <b>City’s</b> authorization to proceed in writing).	To be determined
(4) <b>New World</b> completes programming from RD and provides modified software to <b>City</b> .	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 H**  
**ACCEPTANCE TESTING**

Each application of Licensed Software shall be deemed to have been accepted upon the successful completion of either Criteria 1 or Criteria 2 (listed below) whichever occurs first. Acceptance Testing is successful under either Criteria 1 or Criteria 2 unless the Licensed Software application contains a warranty defect which substantially impairs the value and **City's** use of the Licensed Software. Any claimed defects must be documented in writing as set forth in Exhibit C.

**Criteria 1:**

Using Exhibit B support services, **New World** shall assist **City** in conducting the following software Acceptance Test.

Following published specifications using established procedures and controls, the test criteria includes:

1. the successful entering and editing of a representative sample of transactions;
2. the successful processing of a representative sample of file maintenance transactions for the master file transactions; and
3. the successful generation of standard output reports.

Testing under Criteria 1 may be completed before **City** has gone "live" on the application. If Criteria 1 is used, **City** agrees to provide the requisite resources to timely complete the Acceptance Test procedure. If **City** unreasonably delays the start of the Criteria 1 test procedure for more than fourteen (14) calendar days beyond the designated test date, then successful software acceptance shall be deemed to have occurred for that application of Licensed Software on the fifteenth (15<sup>th</sup>) day after the designated test date.

**Criteria 2:**

Successful acceptance of each application of Licensed Software delivered shall be deemed to have occurred at the time **City** begins using the application of Licensed Software to produce data or output which is distributed for actual use and/or otherwise used as "live data".

**EXHIBIT I**  
**INCORPORATION BY REFERENCE OF NEW WORLD'S RESPONSE TO CITY'S RFP SOFTWARE**  
**SPECIFICATIONS AND BAFO**

For the applications licensed on Exhibit A, the **New World** Detail Response to the software specifications of **City's** RFP is incorporated in this **Agreement** by reference.

All items coded "Yes" (as qualified) in the **New World** Detail Response to **City's** RFP Questionnaire will be provided to **City** through currently existing Exhibit A software capabilities, **City's** use of 3<sup>rd</sup> Party software, custom programming provided by **New World** and/or future enhancements to Exhibit A software provided under Exhibit C. Items that are qualified, or coded as requiring modification, may be provided using Exhibit B support services at the then current daily rates.

If the terms and conditions of the **New World** Detail Response to the specifications of the RFP and this **Agreement** are in conflict, the governing terms and conditions shall be this **Agreement**.

If **City** has not licensed the software on Exhibit A to meet a software specification, then that specification shall not apply in any acceptance test and/or to fulfill the above criteria.

**EXHIBIT J**  
**ESCROW OF SOFTWARE SOURCE CODE**

So long as **City** pays the applicable fees as described in Exhibit AA, **New World** stipulates that the source code for the Licensed Standard Software, Logos and Aegis, together with the related Documentation as it is or becomes available, will be deposited in an escrow account maintained at a suitable Agent pursuant to an agreement between the Agent and **New World** (the “Escrow Agreement”).

**New World** will in a timely manner, deposit into the escrow account copies of source code for Releases and Versions of the Licensed Standard Software and related Documentation.

**New World** or **New World**'s trustee in bankruptcy shall authorize the Agent to make and release a copy of the applicable deposited materials to **City** upon the occurrence of any of the following events: (i) The existence of any one or more of the following circumstances uncorrected for more than thirty (30) days: entry of an order for relief under Title 11 of the United States Code; the making by **New World** of a general assignment for the benefit of creditors; or action by **New World** under any state insolvency or similar law for the purpose of its bankruptcy, reorganization, or liquidation; unless within the specified thirty (30) day period, **New World** provides to **City** adequate assurances, reasonably acceptable to **City** of its continuing ability and willingness to fulfill its maintenance obligations under this **Agreement**, (ii) **New World** or its successor or assigns has ceased its on-going business operations or that portion of its business operations relating to the sale, licensing and maintenance of the Software.

In the event of release under this **Agreement**, **City** agrees that it will treat and preserve the deposited materials as a trade secret of **New World** in accordance with generally accepted standards utilized to safeguard trade secrets against unauthorized use and disclosure. This means their use is for internal processing needs only and no additional copies will be provided to any third parties.

**EXHIBIT K**  
**TRAVEL POLICY**

**REIMBURSEMENT OF EMPLOYEE BUSINESS EXPENSES**

In order to comply with IRS and company policies, all expense reports must be properly documented. “Properly documented” means providing valid receipts, explanations and other information required by company policy. Expenses that are not properly documented will not be reimbursed. This policy is subject to change at New World’s discretion without notice.

**1. Receipts**

In general: Original detailed receipts from third parties are required for all expenditures except mileage and per diem allowance. (Photocopies of receipts are not acceptable.) Examples of original receipts include: hotel bills, rental car receipts, receipts attached to airline tickets and cash register receipts. Where expenses have been charged to a credit card, the original credit card voucher must be attached as well (Photocopies of vouchers are not acceptable.) A credit card voucher or statement alone is not sufficient for expense report purposes.

For air travel: Boarding passes, ticket stubs and travel agent itineraries must be submitted. For E-tickets: although there is no ticket stub to turn in, employee will submit itineraries and all other documentation provided by the travel agent and airline.

For rental cars: The final rental contract receipt and credit card voucher will be submitted.

All receipts will clearly indicate: Seller’s name/location, date, amount, method of payment, and a detailed description of charges. In those rare cases where a receipt is lost or did not get one, provide the above information along with an explanation of why there is no receipt. If explanations are required, make them on a separate sheet or in a blank space on the receipt. Illegible or altered receipts will not be accepted.

**2. Business Purpose**

Every reimbursable expenditure must have a business purpose associated with it. For travel related expenses, the nature of the trip will be clearly described on the expense report. All other reimbursable expenses require an explanation of the business purpose or benefit of the expenditure.

## **Exhibit K / TRAVEL POLICY**

### **Reimbursable Expenses**

The following types of expenses are generally considered reimbursable:

#### **1. Mileage**

The **City** shall reimburse for the daily business use of personal vehicle.

The mileage reimbursement covers all variable vehicle expenses, including, but not limited to: gas, oil, tires, insurance, maintenance, licenses, depreciation, wear-and-tear, damage, deductibles, interest, loan or lease payments, replacement rental, liability, etc.

Employees are required to keep accurate records of their business mileage in accordance with IRS regulations. Those records must be made available to the company upon request.

*Mileage Reimbursement Rates* The costs of driving a vehicle vary depending on the number of miles driven and other factors. Certain costs, like fuel, depreciation, etc., increase with each additional mile driven. Other costs, like insurance, car payments, etc., stay about the same regardless of the number of miles driven and are personal costs, in large part. To address this, New World has two reimbursement mileage rates:

*1. Under 400 Miles Per Week:* For weeks where your reimbursable mileage is 400 miles or less, you will be reimbursed at the standard rate of \$.43 per mile, or

*2. Over 400 Miles Per Week:* For weeks where your reimbursable mileage is more than 400 miles, you will be reimbursed at the standard rate of \$.43 per mile for the first 400 miles; All miles driven in excess of 400 miles per week will be reimbursed at the high mileage rate of \$.33 per mile.

#### **2. Parking, Tolls, etc.**

The **City** shall reimburse for parking, tolls, and certain other fees associated with vehicle business travel that are not otherwise covered by the mileage reimbursement.

#### **3. Airfare**

The authorized mode of air travel for company business in the United States is coach economy class. The company does not pay any premium or additional charge for first class or other upgraded service.

Air travel reservations must be booked through a company-approved travel agent who will bill New World directly for the expense. In certain rare cases reservations may be made directly with the carrier as a result of flight cancellations and necessary last minute changes in travel plans. In cases where you directly pay for air fare yourself you must obtain a detailed receipt and submit it for reimbursement along with your credit card voucher or other proof of payment, boarding passes and any ticket stubs.

## Exhibit K / TRAVEL POLICY

### 4. Rental Cars

Compact cars should normally be rented. Full-size vehicles and vans may only be rented if groups exceeding 4 people or oversize packages must be transported and it is more economical to rent a larger vehicle. Every effort should be made to share rental cars when attending common events with other New World employees.

New World will be reimbursed for normally-priced gasoline we put into rental cars.

National Car Rental (NCR) To save money and better control expenses, the company maintains a corporate account with National Car Rental. We must use National unless they do not have a rental car available at that location. The collision damage waiver and personal accident insurance should be declined on all business rentals made under our regular NCR corporate plan. When renting your vehicle, verify that they are charging you the correct rate, which is usually stated on the itinerary from our travel agent.

### 5. Ground Transportation

When renting a car is not more economical, the company will be reimbursed by **City** for the costs of ground transportation, including taxi cabs, shuttle services, bus fares, etc. including up to a 15% tip where appropriate. Cabs in many large cities/airports can provide a detailed machine printed receipt.

### 6. Per Diem Allowances

Standard Per Diem for Overnight Travel: A standard per diem is paid for each **evening** we stay overnight on business. The standard per diem amount is \$52 for travel within the 48 continental U.S. states and \$62 outside the continental U.S. The standard per diem is intended to cover all meals, tips of all kinds, and other incidental expenses for that evening and the next day.

**New World** may claim an additional \$26 per diem on the day of return if we arrive home after 7:00 p.m. (i.e., flight must arrive after 6:30 p.m.) You may claim an additional full per diem on the day of your return if you arrive home after midnight (i.e., flight must arrive after 11:30 p.m.)

Standard Per Diem for One-Day Trips: On one-day trips we may depart and return the same day and not spend an evening out of town. In those cases, a \$26 per diem may be claimed if we spend 12 hours or more away from home on company business and travel more than 50 miles away from your office.

### 7. Lodging

1.0 We stay in economy hotels/motels when traveling on company business (examples: Comfort Inns, many Holiday Inns, Hampton Inns, Hilton Garden Inns, and other clean newer motel chains, etc.) Lodging at higher priced luxury or resort hotels will not be reimbursed unless approved by the President, or Vice President – Finance. Many hotels have government rates or special rates available to Microsoft Business Partners or guests of the city/county. We should always attempt to receive any reduced rate.

2.0 Only room charges and taxes will be reimbursed for the days that official company business is conducted. Charges for personal purchases like health club fees, room service, movies, snack bars, restaurant meals, bar charges, personal items, etc. are not reimbursable. On extended trips, a laundry/dry cleaning allowance of \$10 per week will be reimbursed for travelers on extended trips who have not returned home for over 7 consecutive days.

**EXHIBIT L**  
**THIRD PARTY HARDWARE ENVIRONMENT**

**RECOMMENDED SYSTEM HARDWARE**

**SERVERS**

**Host Servers**

- (2) Dell PowerEdge 630 (1U) Rack Server (Or Similar)
  - (2) Intel Xeon E5-2650 2.3GHz, 2133MHz, 10C Processors
  - 96GB 2133MHz RDIMMs (Memory)
  - Internal Dual SD Module with 8GB SD Card
  - Embedded SATA Controller
  - (1) Broadcom 5720 Quad Port 1GB NIC (Integrated)
  - (1) Broadcom 5719 Quad Port 1GB NIC (PCIe)
  - Redundant 750W Hot Swappable Power Supplies
  - DVD/ROM, SATA, Internal
  - 3 Year ProSupport for IT and Mission Critical 24X7X4 Hour Onsite

**Storage Array (SAN)**

- (1) Dell EqualLogic PS4100XV 2U iSCSI SAN (Or Similar)
  - (12) 600GB 15K-RPM 3.5" SAS Hot Swap Disk Drives (7.2TB RAW)
  - Dual Controllers with 4GB Battery Backed Cache Memory
  - Supports RAID 5, RAID 6, RAID 10, RAID 50
  - 2 GB Ethernet Network Interfaces Per Controller (4 Total)
  - Redundant Hot Swappable Controllers, Power Supplies, Cooling Fans
  - Includes EqualLogic Array, Host, and Management Software
  - 3 Year ProSupport for IT and Mission Critical 24X7X4 Hour Onsite

**SYSTEM SOFTWARE**

**Host Servers**

- (2) Windows Server 2012 (R2) - Datacenter Edition, 2 Processors
- (200) Windows Server 2012 - User/Device CAL (Estimated)
- (4) SQL Server 2014 - Standard Core Edition, 2 Cores (8 vCPUs Total)
- (1) VMware Essentials Plus 6 - Includes vSphere & vCenter for 3 Hosts, 1 Yr. SNS

**VIRTUAL MACHINE SPECIFICATIONS**

**SPECIFICATIONS**

**Application/Intranet Web Server**

- 4 vCPUs
- 8GB Memory
- 100GB Virtual Disk (OS)
- 500GB Virtual Disk (File Storage)
- Windows Server 2012 - Standard Edition, 64-Bit

## **Exhibit L / THIRD PARTY HARDWARE ENVIRONMENT**

### **Database Server**

- 4 vCPUs
- 16GB Memory
- 100GB Virtual Disk (OS)
- 250GB Virtual Disk (SQL)
- Windows Server 2012 - Standard Edition, 64-Bit
- SQL Server 2012 - Standard Edition, 64-Bit

### **Analytics/SSRS Reporting Server**

- 4 vCPUs
- 8GB Memory
- 100GB Virtual Disk (OS)
- 100GB Virtual Disk (SQL)
- Windows Server 2012 - Standard Edition, 64-Bit
- Windows SQL Server 2012 - Standard Edition, 64-Bit

### **eSuite Web Server**

- 2 vCPUs
- 4GB Memory
- 100GB Virtual Disk (OS)
- Windows Server 2012 - Standard Edition, 64-Bit

### **Test Server**

- 2 vCPUs
- 4GB Memory
- 100GB Virtual Disk (OS)
- 500GB Virtual Disk (File Storage)
- Windows Server 2012 - Standard Edition, 64-Bit

### **Training Server**

- 2 vCPUs
- 4GB Memory
- 100GB Virtual Disk (OS)
- 500GB Virtual Disk (File Storage)
- Windows Server 2012 - Standard Edition, 64-Bit

### **VMware vCenter Management Server**

- 4 vCPUs
- 8GB Memory
- 100GB Virtual Disk (OS)
- Windows Server 2012 - Standard Edition, 64-Bit



**Exhibit L / THIRD PARTY HARDWARE ENVIRONMENT**

**RECOMMENDED CLIENT SPECIFICATIONS**

**SPECIFICATIONS**

**FM/HR Workstation**

- Intel Core i3/i5/i7 Processor
- 4GB System Memory
- 250GB Hard Drive
- Gigabit Ethernet Adapter
- DVD/ROM Drive
- Integrated Graphics
- 19" Color Monitor (1280 X 1024 Resolution)
- Windows 7 / Windows 8.1 Professional with IE 11 (Compatibility View Enabled)

**EXHIBIT M**  
**SOFTWARE PERFORMANCE TEST CRITERIA**

The Exhibit A Licensed Standard Software will provide satisfactory performance to satisfy the current processing requirements of the **City** 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 the **City'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 the **City** 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.

ERP Software Satisfactory Performance is defined as response time of one (1) second or less in over 80% 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 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 latency of commercial wireless providers, i.e. Verizon, AT&T.

Given the above definition, should the Exhibit A software not perform satisfactorily, then the **City** 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 reasonable access to the **City** 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 the **City** in writing of the adjustments. If requested by the **City**, and using Exhibit B support services, New World shall train the **City** 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.

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 **City** problems, and/or other activities performed on the **City'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 the **City**, the New World time spent during the 30-day correction period to evaluate the alleged deficiencies will not be billable to the **City** 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 the **City**.

The software performance statement set forth in this Exhibit expires six months from the date Initial Finance Management applications have gone into "live use", at which time the priority levels in Exhibit C shall control.

**APPENDIX 1**  
**AGREEMENT AND AUTHORIZATION FOR PROCUREMENT**  
**OF THIRD PARTY PRODUCTS AND SERVICES**

The attached configuration (Exhibit 1) describes the Third Party products and services that **New World** will obtain for **City**. By execution of this **Agreement**, **City** authorizes **New World** to order the Exhibit 1 products for delivery to:

City of Fayetteville  
113 West Mountain Road  
Fayetteville, AR 72701

The payments for Appendix 1 Services are covered under the Cost Summary and Payment Schedule in Exhibit AA.

**City** is responsible for the site preparation and related costs to install the Exhibit 1 Third Party products. **City** is responsible for any returned product charges, including re-stocking and shipping fees, for all Third Party products ordered by **New World** on the **City's** behalf. Travel Expenses incurred by **New World** are in addition to the Exhibit 1 cost and will be billed weekly as incurred.

The Exhibit 1 components and cost may only be changed by mutual agreement of the parties. If a change order in the configuration requires additional costs, **New World** shall notify **City** of the additional costs and with **City's** approval these costs shall be borne by **City**. Without such approval, the change order will not be processed.

**City** shall or may be required to execute selected agreements with vendors and **New World** shall not confirm the ordering of any Exhibit 1 products without **City's** authorized signature on said Agreements. **City** shall receive the benefit of all warranties, services, etc. provided for in the Agreements.

**EXHIBIT 1**  
**CONFIGURATION**

**THIRD PARTY PRODUCTS AND SERVICES**

- |    |                             |           |
|----|-----------------------------|-----------|
| 1. | Laserfiche Rio              | \$179,711 |
|    | See attached pricing detail |           |

<b>TOTAL THIRD PARTY PRODUCTS AND SERVICES</b>	<b><u>\$179,711</u></b>
--	-------------------------



PRICING PROPOSAL

PO Box 2235
Tallahassee, FL 32316
850.701.0725
850.564.7496 fax

Complete and return to:
finance@mccinnovations.com

Client Name: Fayetteville, AR

Order Date: July 06, 2015

Table with columns: Product Description, Qty., Cost, Total. Includes sections for ECM SOFTWARE LICENSING FOR RIO, WEB TOOLS FOR RIO, ANNUAL SOFTWARE SUPPORT - BASIC LSAP, and MCCi PROFESSIONAL SERVICES.

This completed form will constitute as an order and will be in accordance with the terms and conditions of the existing contract between MCCI and the Client. Pricing is valid for 30 days from date appearing on this order.

Note: MCCI will prorate the support of this additional software to be congruent with your current Laserfiche system's support (LSAP) dates, the purpose of which is to align all software with one support date so maintenance of your account is made easy.

**APPENDIX 2**  
**INTERFACE CLARIFICATION**

<b>CITY HALL 400</b>	<b>NEW WORLD PROPOSED SOLUTION (LOGOS)</b>
Teleworks web utility online payments	Standard Journal, Receipt, or Lockbox import
Teleworks batch payment upload	Standard Journal, Receipt, or Lockbox import
AR/Parking Ticket info Download to web payment database	City will need a 3 <sup>rd</sup> party Parking Ticket system
Web payments (Parking Tickets/AR Payments/Business License Payments) Upload	Standard Journal, Receipt, or Lockbox import
Hansen (employee update) download	Business Analytics or Custom SSRS report
Novatime hours upload	3 <sup>rd</sup> party Time and Attendance interface (included in pricing)
Plansource benefit upload	Replace with Benefit Administration and eBenefits
Vanco Bill Pay bank bill pay upload	Standard functionality within Utilities Application
Remit Plus Check scan and upload	Standard functionality within Utilities Application
Faster GL Transaction Upload	Standard Journal Import
Parking ticket upload from handheld	City will need a 3 <sup>rd</sup> party Parking Ticket system
Plates with one ticket download for handheld	City will need a 3 <sup>rd</sup> party Parking Ticket system
Bank of Oklahoma (pension) upload	Standard Journal Import
Pcard Transactions upload	Standard PCard Import
Positive Pay down to ARVEST	Standard within FM Application
ACIC Plate w/o address download	City will need a 3 <sup>rd</sup> party Parking Ticket system
ACIC License plate info upload	City will need a 3 <sup>rd</sup> party Parking Ticket system
Bank Drafts (utility payments) download	Standard within Utilities Application
Direct Deposit (payroll) download	Standard within Payroll Application
Everbridge – download Utility Info	Business Analytics or Custom SSRS report
EDMS Interface	Removing this item per Fayetteville?
Temporary Bridges to Logos Utilities and Payroll	Standard Functionality within Logos

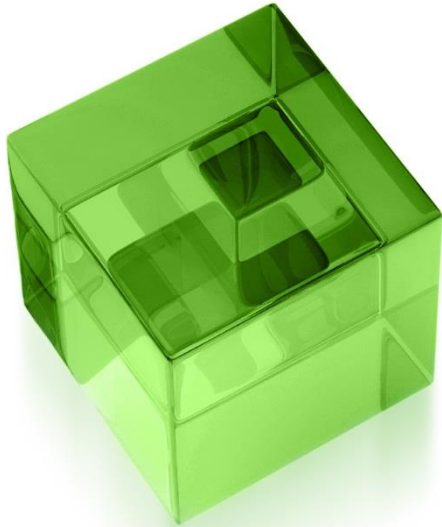
**APPENDIX 3**  
**INITIAL IMPLEMENTATION PLAN**

New World uses Microsoft Project 2010 as its project management tool for managing tasks, schedules and resources. An initial Microsoft Project Gantt Chart and a initial Project Plan (including Work Breakdown Structure and Resource Groups) are attached. The dates included in the initial Gantt chart and Project Plan are for illustrative purposes only.

The initial Project Plan dates are calculated based on generic assumptions about typical time frames for completing the tasks included in the plan. The actual Project Schedule could differ significantly from the Initial Plan. The dates included in the initial Project Plan are for illustrative purposes only.

An actual project plan with the appropriate tasks and schedule will be determined upon contract signing and more detailed discussions about the project can take place between the **City** and **New World** staff. The availability of **City** resources to perform tasks, final determination of the overall task list, **City** schedule constraints (seasonal peak workloads, vacations, holidays, commitments of resources needed to support local events, etc.) and the actual project start date must be determined. A typical implementation project of this size and scope usually spans 18-24 months from contract signing through go live. Based on unique **City** circumstances and/or **City** resource constraints, the actual project schedule could differ significantly.

*Insert INITIAL PROJECT SCHEDULE*



*City of Fayetteville, AR*

**Sample Project Gantt Chart  
And Project Plan**

**Logos Public Administration Software Suite  
July 15, 2015**



## Project Schedule

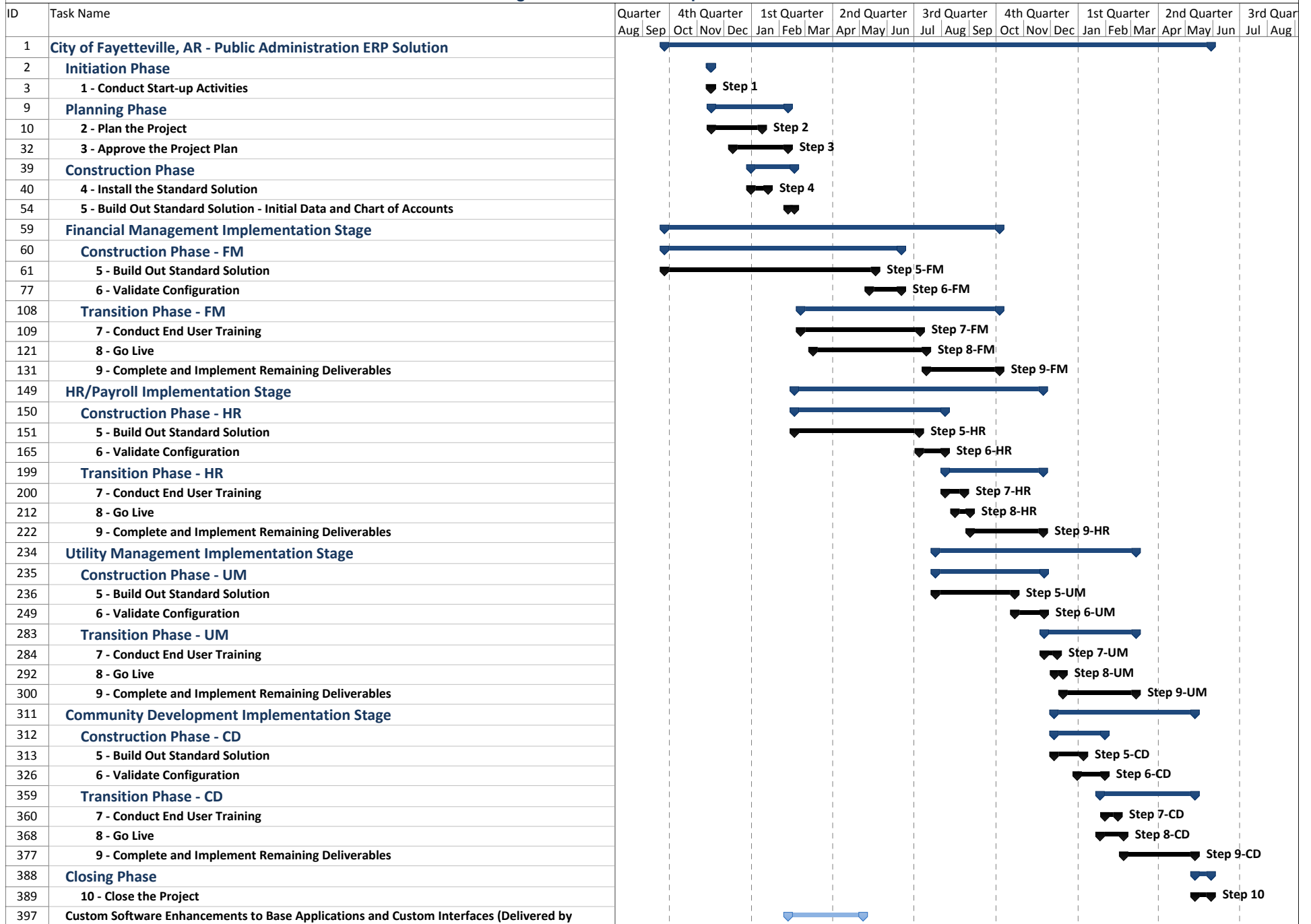
New World uses Microsoft Project Server as its project management tool for managing tasks, schedules and resources. A sample Microsoft Project Gantt Chart and a sample Project Plan (including Work Breakdown Structure and Resource Groups) are attached. The dates included in the sample Gantt Chart and Project Plan are for illustrative purposes only.

A more precise schedule and WBS with the appropriate tasks and schedule will be determined upon contract award. The availability of resources to perform tasks, final determination of the overall task list, schedule constraints (seasonal peak workloads, vacations, holidays, commitments of resources needed to support local events, etc.) and the actual project start date must be determined. A typical implementation project of this size and scope usually spans 12-18 months from contract signing through go live.

This sample plan assumes a project start date of November 16, 2015. Here is a summary of the sample project schedule:

<b>Sample Project Schedule</b>	
<b>Project Start</b>	<b>November 16, 2015</b>
<b>GL/Chart Of Accounts Conversion</b>	<b>February 10, 2016</b>
<b>Finance Go-Live</b>	<b>July 8, 2016</b>
<b>HR/Payroll Go-Live</b>	<b>August 26, 2016</b>
<b>Utility Management Go-Live</b>	<b>December 8, 2016</b>
<b>Community Development Go-Live</b>	<b>February 14, 2017</b>
<b>Project Close</b>	<b>May 29, 2017</b>

**City of Fayetteville, AR  
Logos Public Admin Sample Gantt Chart**



**City of Fayetteville, AR**  
**Logos Public Admin Sample Project Plan**

ID	Task Name	Duration	Start	Finish	Resource Names
1	<b>City of Fayetteville, AR - Public Administration ERP Solution</b>	<b>433.75 day</b>	<b>Fri 9/25/15</b>	<b>Mon 5/29/17</b>	
2	<b>Initiation Phase</b>	<b>1 day</b>	<b>Mon 11/16/15</b>	<b>Mon 11/16/15</b>	
3	<b>1 - Conduct Start-up Activities</b>	<b>1 day</b>	<b>Mon 11/16/15</b>	<b>Mon 11/16/15</b>	
4	Deliver Licensed Standard Software	1 day	Mon 11/16/15	Mon 11/16/15	Logos Project Manager
5	<b>Complete Start-up Communication</b>	<b>1 day</b>	<b>Mon 11/16/15</b>	<b>Mon 11/16/15</b>	
8	Step 1 Complete	0 days	Mon 11/16/15	Mon 11/16/15	
9	<b>Planning Phase</b>	<b>59 days</b>	<b>Tue 11/17/15</b>	<b>Wed 2/10/16</b>	
10	<b>2 - Plan the Project</b>	<b>38 days</b>	<b>Tue 11/17/15</b>	<b>Tue 1/12/16</b>	
11	<b>Perform Discovery</b>	<b>2 days</b>	<b>Tue 11/17/15</b>	<b>Wed 11/18/15</b>	
13	<b>Establish Executive Relationship and Expectations</b>	<b>0.13 days</b>	<b>Wed 12/9/15</b>	<b>Wed 12/9/15</b>	
15	<b>Establish Project Methods, Acceptance Criteria, and Governance</b>	<b>1 day</b>	<b>Wed 12/9/15</b>	<b>Wed 12/9/15</b>	
18	<b>Draft and Present the Project Plan</b>	<b>38 days</b>	<b>Tue 11/17/15</b>	<b>Tue 1/12/16</b>	
31	Step 2 Complete	0 days	Tue 1/12/16	Tue 1/12/16	
32	<b>3 - Approve the Project Plan</b>	<b>42 days</b>	<b>Fri 12/11/15</b>	<b>Wed 2/10/16</b>	
33	Review and Approve Requirements Definitions Complete	0 days	Fri 12/18/15	Fri 12/18/15	
34	Review and Approval of Initial Data Conversion Analysis and Plan	2 wks	Fri 12/11/15	Thu 12/24/15	Logos Customer
35	Finalize the Project Plan	2 wks	Wed 1/13/16	Tue 1/26/16	Logos Project Manager
36	Conduct Project Plan Review Meeting (if plan changed)	1 day	Wed 1/27/16	Wed 1/27/16	Logos Project Manager
37	Approve Project Plan (MPP)	0 days	Wed 2/10/16	Wed 2/10/16	Logos Customer
38	Step 3 complete	0 days	Wed 2/10/16	Wed 2/10/16	
39	<b>Construction Phase</b>	<b>33.75 days</b>	<b>Thu 12/31/15</b>	<b>Wed 2/17/16</b>	
40	<b>4 - Install the Standard Solution</b>	<b>12.5 days</b>	<b>Thu 12/31/15</b>	<b>Tue 1/19/16</b>	
41	<b>Standard Technical System Setup</b>	<b>12 days</b>	<b>Thu 12/31/15</b>	<b>Tue 1/19/16</b>	
42	Pre-requisite Hardware / Software Setup & Installed	0 days	Thu 12/31/15	Thu 12/31/15	Logos Customer
43	Verify Hardware Ready for Technical System Setup Trip	0 days	Tue 1/5/16	Tue 1/5/16	Logos System Assurance
44	Perform Technical System & Software Set Up, Train Users on Server Admin & Maintenance	2 days	Fri 1/15/16	Tue 1/19/16	Logos System Assurance
45	Technical Services Specification Document Delivered	0 days	Tue 1/19/16	Tue 1/19/16	Logos System Assurance
46	Technical System Setup Complete	0 days	Tue 1/19/16	Tue 1/19/16	
47	<b>Decision Support Software Installation</b>	<b>10.5 days</b>	<b>Tue 1/5/16</b>	<b>Tue 1/19/16</b>	
50	<b>eSuite Installation</b>	<b>10.25 days</b>	<b>Tue 1/5/16</b>	<b>Tue 1/19/16</b>	
53	Step 4 Complete	0 days	Tue 1/19/16	Tue 1/19/16	
54	<b>5 - Build Out Standard Solution - Initial Data and Chart of Accounts</b>	<b>5 days</b>	<b>Wed 2/10/16</b>	<b>Wed 2/17/16</b>	
55	<b>Perform Initial Data Conversion and Testing</b>	<b>0 days</b>	<b>Wed 2/10/16</b>	<b>Wed 2/10/16</b>	
56	Up to Win - FM / HR Pre Data Conversion Complete	0 days	Wed 2/10/16	Wed 2/10/16	
57	<b>Build Out the Application - Chart of Accounts, Security, Workflow</b>	<b>5 days</b>	<b>Thu 2/11/16</b>	<b>Wed 2/17/16</b>	
58	Review and Build Out 1 - <Chart of Accounts, Security, Workflow>	5 days	Thu 2/11/16	Wed 2/17/16	Logos FM Prof Serv
59	<b>Financial Management Implementation Stage</b>	<b>264.75 day</b>	<b>Fri 9/25/15</b>	<b>Tue 10/4/16</b>	
60	<b>Construction Phase - FM</b>	<b>186.75 day</b>	<b>Fri 9/25/15</b>	<b>Thu 6/16/16</b>	
61	<b>5 - Build Out Standard Solution</b>	<b>165.75 day</b>	<b>Fri 9/25/15</b>	<b>Wed 5/18/16</b>	
62	<b>Build Out the Application</b>	<b>45 days</b>	<b>Wed 2/10/16</b>	<b>Wed 4/13/16</b>	
63	Review and Build Out - FM <Identify modules to cover>	5 days	Thu 2/18/16	Wed 2/24/16	Logos FM Prof Serv
64	Complete Build Tasks, Application Testing & Internal Process Development - FM	15 days	Thu 2/25/16	Wed 3/16/16	Logos Customer
65	Review and Build Out - FM <Identify modules to cover>	5 days	Thu 3/17/16	Wed 3/23/16	Logos FM Prof Serv
66	Complete Build Tasks, Application Testing & Internal Process Development - FM	15 days	Thu 3/24/16	Wed 4/13/16	Logos Customer
67	Standard Interfaces Construction Complete - FM	0 days	Wed 2/10/16	Wed 2/10/16	

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ID	Task Name	Duration	Start	Finish	Resource Names
68	<b>Complete Pre-Go-Live Custom Software Enhancements</b>	<b>120 days</b>	<b>Fri 9/25/15</b>	<b>Wed 3/16/16</b>	
69	Go Live Required Custom Interfaces Construction Complete - FM	0 days	Wed 2/10/16	Wed 2/10/16	
70	Go Live Required Custom Forms Construction Complete - FM	0 days	Wed 3/23/16	Wed 3/23/16	
71	Go Live Required State Compliance Enhancements Complete - FM	0 days	Wed 2/10/16	Wed 2/10/16	
72	Go Live Required Custom Software Enhancements Construction Complete - FM	0 days	Wed 5/4/16	Wed 5/4/16	
73	<b>Finalize Build</b>	<b>10 days</b>	<b>Thu 5/5/16</b>	<b>Wed 5/18/16</b>	
74	Finalize Build Out - FM <Identify modules to cover>	5 days	Thu 5/5/16	Wed 5/11/16	Logos FM Prof Serv
75	Finalize Build Out - FM <Identify modules to cover>	5 days	Thu 5/12/16	Wed 5/18/16	Logos FM Prof Serv
76	Step 5 Complete - FM	0 days	Wed 5/18/16	Wed 5/18/16	
77	<b>6 - Validate Configuration</b>	<b>26 days</b>	<b>Wed 5/11/16</b>	<b>Thu 6/16/16</b>	
78	<b>Conduct Functional Test</b>	<b>3 days</b>	<b>Thu 5/19/16</b>	<b>Mon 5/23/16</b>	
79	Conduct Functional Testing (Customer) - FM	3 days	Thu 5/19/16	Mon 5/23/16	Logos Customer
80	Conduct Functional Testing (NWS Assist) - FM	3 days	Thu 5/19/16	Mon 5/23/16	Logos FM Prof Serv
81	<b>Update Configuration Settings and Workflows</b>	<b>5 days</b>	<b>Tue 5/24/16</b>	<b>Mon 5/30/16</b>	
82	Update Configuration Settings and Workflows (Customer) - FM	5 days	Tue 5/24/16	Mon 5/30/16	Logos Customer
83	Update Configuration Settings and Workflows (NWS Assist) - FM	5 days	Tue 5/24/16	Mon 5/30/16	Logos FM Prof Serv
84	Final Test Data Conversion and Final Testing Complete - FM	0 days	Wed 5/11/16	Wed 5/11/16	
85	<b>Confirm Ready for Transition Phase</b>	<b>21 days</b>	<b>Thu 5/19/16</b>	<b>Thu 6/16/16</b>	
86	<b>End User Training Preparation - FM</b>	<b>21 days</b>	<b>Thu 5/19/16</b>	<b>Thu 6/16/16</b>	
87	<b>Identify End User Training Requirements</b>	<b>1 day</b>	<b>Thu 5/19/16</b>	<b>Thu 5/19/16</b>	
90	<b>Develop Training Material</b>	<b>5 days</b>	<b>Fri 5/20/16</b>	<b>Thu 5/26/16</b>	
97	<b>Coordinate Training Program</b>	<b>18 days</b>	<b>Tue 5/24/16</b>	<b>Thu 6/16/16</b>	
105	Prepare Pre-Go-Live and Go-Live Checklists - FM	5 days	Tue 5/24/16	Mon 5/30/16	Logos Project Manager
106	Confirm Go-Live Plan - FM	5 days	Tue 5/24/16	Mon 5/30/16	Logos Project Manager
107	Step 6 Complete - FM	0 days	Thu 6/16/16	Thu 6/16/16	
108	<b>Transition Phase - FM</b>	<b>159 days</b>	<b>Thu 2/25/16</b>	<b>Tue 10/4/16</b>	
109	<b>7 - Conduct End User Training</b>	<b>96 days</b>	<b>Thu 2/25/16</b>	<b>Thu 7/7/16</b>	
110	<b>Annual Budgeting</b>	<b>10 days</b>	<b>Thu 2/25/16</b>	<b>Wed 3/9/16</b>	
111	Conduct Train-the-Trainer Training - Annual Budgeting	5 days	Thu 2/25/16	Wed 3/2/16	Logos FM Prof Serv
112	Conduct End User Training - Annual Budgeting	5 days	Thu 3/3/16	Wed 3/9/16	Logos Customer
113	<b>Financial Management</b>	<b>15 days</b>	<b>Fri 6/17/16</b>	<b>Thu 7/7/16</b>	
114	Conduct Train-the-Trainer Training - FM	5 days	Fri 6/17/16	Thu 6/23/16	Logos FM Prof Serv
115	Conduct End User Training (Base) - FM	5 days	Fri 6/24/16	Thu 6/30/16	Logos Customer
116	Conduct End User Training (Additional Modules) - FM	5 days	Fri 7/1/16	Thu 7/7/16	Logos Customer
117	<b>Post Go-Live Training Plan Refinement (if necessary)</b>	<b>0.63 days</b>	<b>Fri 6/24/16</b>	<b>Fri 6/24/16</b>	
118	Assess areas that need further training - FM	1 hr	Fri 6/24/16	Fri 6/24/16	Logos Project Manager,Logos FM Prof Serv
119	Develop Post Go-Live Training Plan - FM	0.5 days	Fri 6/24/16	Fri 6/24/16	Logos Project Manager
120	Step 7 Complete - FM	0 days	Thu 7/7/16	Thu 7/7/16	
121	<b>8 - Go Live</b>	<b>91 days</b>	<b>Thu 3/10/16</b>	<b>Thu 7/14/16</b>	
122	<b>Annual Budgeting</b>	<b>1 day</b>	<b>Thu 3/10/16</b>	<b>Thu 3/10/16</b>	
123	Conduct End User Training & Go Live Support - Annual Budgeting	1 day	Thu 3/10/16	Thu 3/10/16	Logos FM Prof Serv
124	<b>Financial Management</b>	<b>15 days</b>	<b>Fri 6/24/16</b>	<b>Thu 7/14/16</b>	
125	Execute the Pre-Go-Live Checklist - FM	5 days	Fri 6/24/16	Fri 7/1/16	Logos Project Manager,Logos Customer
126	Perform Go-Live Data Conversions - FM (when applicable)	0 days	Thu 7/7/16	Thu 7/7/16	
127	Execute Go Live Plan - FM	1 day	Fri 7/8/16	Fri 7/8/16	Logos Project Manager
128	Complete Go-Live Checklist - FM	4 days	Mon 7/11/16	Thu 7/14/16	Logos Project Manager

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ID	Task Name	Duration	Start	Finish	Resource Names
129	Provide Onsite Live Support - FM	5 days	Fri 7/8/16	Thu 7/14/16	Logos FM Prof Serv
130	Step 8 Complete - FM	0 days	Thu 7/14/16	Thu 7/14/16	
131	<b>9 - Complete and Implement Remaining Deliverables</b>	<b>58 days</b>	<b>Thu 7/14/16</b>	<b>Tue 10/4/16</b>	
132	<b>Perform Post-Go-Live Data Conversions</b>	<b>0 days</b>	<b>Thu 7/14/16</b>	<b>Thu 7/14/16</b>	
133	Remaining Conversions Complete - FM	0 days	Thu 7/14/16	Thu 7/14/16	
134	<b>Complete Post-Live Custom Enhancements (if any)</b>	<b>5 days</b>	<b>Thu 7/14/16</b>	<b>Thu 7/21/16</b>	
135	Remaining Custom Interfaces Construction Complete - FM	0 days	Thu 7/14/16	Thu 7/14/16	
136	Remaining Customizations Complete - FM	0 days	Thu 7/14/16	Thu 7/14/16	
137	Remaining Standard Interfaces Complete - FM	0 days	Thu 7/14/16	Thu 7/14/16	
138	Assist with Final Acceptance Testing - FM <<if Acceptance Testing service contracted>>	5 days	Fri 7/15/16	Thu 7/21/16	Logos FM Prof Serv
139	<b>Provide Post Live Training &amp; Support (if required)</b>	<b>10 days</b>	<b>Fri 8/5/16</b>	<b>Thu 8/18/16</b>	
140	Provide Post Go-Live Support - FM	5 days	Fri 8/5/16	Thu 8/11/16	Logos FM Prof Serv
141	<b>GASB - FM</b>	<b>5 days</b>	<b>Fri 8/12/16</b>	<b>Thu 8/18/16</b>	
143	<b>Complete Decision Support Software (DSS) System Setup and Training</b>	<b>12.13 days</b>	<b>Fri 9/16/16</b>	<b>Tue 10/4/16</b>	
144	Confirm DSS Installation	1 hr	Fri 9/16/16	Mon 9/19/16	Logos Project Manager
145	Conduct Finance Business Analytics Requirements Gathering / Training Planning Call	1 hr	Fri 9/16/16	Mon 9/19/16	Logos FM Prof Serv
146	Provide Finance Business Analytics Training	1 day	Mon 10/3/16	Mon 10/3/16	Logos FM Prof Serv
147	Provide Dashboards for Finance Analytics Training	1 day	Tue 10/4/16	Tue 10/4/16	Logos FM Prof Serv
148	Step 9 Complete - FM	0 days	Tue 10/4/16	Tue 10/4/16	
149	<b>HR/Payroll Implementation Stage</b>	<b>199 days?</b>	<b>Wed 2/17/16</b>	<b>Tue 11/22/16</b>	
150	<b>Construction Phase - HR</b>	<b>121 days</b>	<b>Wed 2/17/16</b>	<b>Thu 8/4/16</b>	
151	<b>5 - Build Out Standard Solution</b>	<b>100 days</b>	<b>Wed 2/17/16</b>	<b>Wed 7/6/16</b>	
152	<b>Build Out the Application</b>	<b>90 days</b>	<b>Wed 2/17/16</b>	<b>Wed 6/22/16</b>	
153	Review and Build Out - HR <Maintenance tables, Workforce Admin>	5 days	Thu 4/14/16	Wed 4/20/16	Logos HR Prof Serv,Logos Customer
154	Complete Build Tasks, Application Testing & Internal Process Development - HR	20 days	Thu 4/21/16	Wed 5/18/16	Logos Customer
155	Review and Build Out - HR <Identify modules to cover>	5 days	Thu 5/19/16	Wed 5/25/16	Logos Customer,Logos HR Prof Serv
156	Complete Build Tasks, Application Testing & Internal Process Development - HR	20 days	Thu 5/26/16	Wed 6/22/16	Logos Customer
157	Standard Interfaces Construction Complete - HR	0 days	Wed 2/17/16	Wed 2/17/16	
158	<b>Complete Pre-Go_Live Custom Software Enhancements</b>	<b>70 days</b>	<b>Wed 2/17/16</b>	<b>Wed 5/25/16</b>	
159	Go Live Required Custom Interfaces Construction Complete - HR	0 days	Wed 2/17/16	Wed 2/17/16	
160	Go Live Required Custom Forms Construction Complete - HR	0 days	Wed 5/25/16	Wed 5/25/16	
161	Conduct Payroll Processing Training - HR	5 days	Thu 6/23/16	Wed 6/29/16	Logos HR Prof Serv,Logos Customer
162	<b>Finalize Build</b>	<b>5 days</b>	<b>Thu 6/30/16</b>	<b>Wed 7/6/16</b>	
163	Finalize Build Out - HR <Identify modules to cover>	5 days	Thu 6/30/16	Wed 7/6/16	Logos HR Prof Serv,Logos Customer
164	Step 5 Complete - HR	0 days	Wed 7/6/16	Wed 7/6/16	
165	<b>6 - Validate Configuration</b>	<b>21 days</b>	<b>Wed 7/6/16</b>	<b>Thu 8/4/16</b>	
166	<b>Conduct Parallel Test</b>	<b>10 days</b>	<b>Thu 7/7/16</b>	<b>Wed 7/20/16</b>	
167	Conduct Parallel Trip 1 - HR	5 days	Thu 7/7/16	Wed 7/13/16	Logos Customer,Logos HR Prof Serv
168	Conduct Parallel Trip 2 - HR	5 days	Thu 7/14/16	Wed 7/20/16	Logos HR Prof Serv,Logos Customer
169	<b>Conduct Functional Test</b>	<b>3 days</b>	<b>Thu 7/21/16</b>	<b>Mon 7/25/16</b>	
170	Conduct Functional Testing (Customer) - HR	3 days	Thu 7/21/16	Mon 7/25/16	Logos Customer
171	Conduct Functional Testing (NWS Assist) - HR	3 days	Thu 7/21/16	Mon 7/25/16	Logos FM Prof Serv
172	<b>Update Configuration Settings and Workflows</b>	<b>5 days</b>	<b>Tue 7/26/16</b>	<b>Mon 8/1/16</b>	
173	Update Configuration Settings and Workflows (Customer) - HR	1 wk	Tue 7/26/16	Mon 8/1/16	Logos Customer
174	Update Configuration Settings and Workflows (NWS Assist) - HR	5 days	Tue 7/26/16	Mon 8/1/16	Logos FM Prof Serv
175	Final Test Data Conversion and Final Testing Complete - HR	0 days	Wed 7/6/16	Wed 7/6/16	

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ID	Task Name	Duration	Start	Finish	Resource Names
176	<b>Confirm Ready for Transition Phase</b>	<b>21 days</b>	<b>Thu 7/7/16</b>	<b>Thu 8/4/16</b>	
177	<b>End User Training Preparation - HR</b>	<b>21 days</b>	<b>Thu 7/7/16</b>	<b>Thu 8/4/16</b>	
178	<b>Identify End User Training Requirements</b>	<b>1 day</b>	<b>Thu 7/7/16</b>	<b>Thu 7/7/16</b>	
181	<b>Develop Training Material</b>	<b>5 days</b>	<b>Fri 7/8/16</b>	<b>Thu 7/14/16</b>	
188	<b>Coordinate Training Program</b>	<b>18 days</b>	<b>Tue 7/12/16</b>	<b>Thu 8/4/16</b>	
196	Prepare Pre-Go-Live and Go-Live Checklists - HR	5 days	Tue 7/26/16	Mon 8/1/16	Logos Project Manager
197	Confirm Go-Live Plan - HR	5 days	Tue 7/26/16	Mon 8/1/16	Logos Project Manager
198	Step 6 Complete - HR	0 days	Thu 8/4/16	Thu 8/4/16	
199	<b>Transition Phase - HR</b>	<b>78 days?</b>	<b>Fri 8/5/16</b>	<b>Tue 11/22/16</b>	
200	<b>7 - Conduct End User Training</b>	<b>15.63 days</b>	<b>Fri 8/5/16</b>	<b>Fri 8/26/16</b>	
201	<b>HR/Payroll</b>	<b>15 days</b>	<b>Fri 8/5/16</b>	<b>Thu 8/25/16</b>	
202	Conduct Train-the-Trainer Training - HR	5 days	Fri 8/5/16	Thu 8/11/16	Logos HR Prof Serv
203	Conduct End User Training (Base) - HR	5 days	Fri 8/12/16	Thu 8/18/16	Logos Customer
204	Conduct End User Training (Additional Modules) - HR	5 days	Fri 8/19/16	Thu 8/25/16	Logos Customer
205	<b>Position Budgeting</b>	<b>7 days</b>	<b>Fri 8/5/16</b>	<b>Mon 8/15/16</b>	
206	Prepare Trainers - Position Budgeting	2 days	Fri 8/5/16	Mon 8/8/16	Logos Project Manager
207	Conduct End User Training - Position Budgeting	5 days	Tue 8/9/16	Mon 8/15/16	Logos HR Prof Serv
208	<b>Post Go-Live Training Plan Refinement</b>	<b>0.63 days</b>	<b>Fri 8/26/16</b>	<b>Fri 8/26/16</b>	
209	Assess areas that need further training - HR	1 hr	Fri 8/26/16	Fri 8/26/16	Logos HR Prof Serv, Logos Project Manager
210	Develop Post Go-Live Training Plan - HR	0.5 days	Fri 8/26/16	Fri 8/26/16	Logos Project Manager
211	Step 7 Complete - HR	0 days	Fri 8/26/16	Fri 8/26/16	
212	<b>8 - Go Live</b>	<b>13 days</b>	<b>Tue 8/16/16</b>	<b>Thu 9/1/16</b>	
213	<b>HR/Payroll</b>	<b>7.5 days</b>	<b>Tue 8/23/16</b>	<b>Thu 9/1/16</b>	
214	Execute the Pre-Go-Live Checklist - HR	0.5 days	Tue 8/23/16	Wed 8/24/16	Logos Project Manager
215	Perform Go-Live Data Conversions - HR (when applicable)	0 days	Thu 8/25/16	Thu 8/25/16	
216	Execute Go Live Plan - HR	1 day	Fri 8/26/16	Fri 8/26/16	Logos Project Manager
217	Complete Go-Live Checklist - HR	4 days	Mon 8/29/16	Thu 9/1/16	Logos Project Manager
218	Provide Onsite Live Support - HR	5 days	Fri 8/26/16	Thu 9/1/16	Logos HR Prof Serv
219	<b>Position Budgeting</b>	<b>3 days</b>	<b>Tue 8/16/16</b>	<b>Thu 8/18/16</b>	
220	Conduct End User Training & Go Live Support - Position Budgeting	3 days	Tue 8/16/16	Thu 8/18/16	Logos HR Prof Serv
221	Step 8 Complete - HR	0 days	Thu 9/1/16	Thu 9/1/16	
222	<b>9 - Complete and Implement Remaining Deliverables</b>	<b>58 days?</b>	<b>Thu 9/1/16</b>	<b>Tue 11/22/16</b>	
223	<b>Perform Post-Go-Live Data Conversions</b>	<b>0 days</b>	<b>Thu 9/1/16</b>	<b>Thu 9/1/16</b>	
224	Remaining Conversions Complete - HR	0 days	Thu 9/1/16	Thu 9/1/16	
225	<b>Provide Post Live Training &amp; Support (if required)</b>	<b>53 days?</b>	<b>Fri 9/9/16</b>	<b>Tue 11/22/16</b>	
226	Provide Post Go-Live Support - HR	5 days	Fri 9/9/16	Thu 9/15/16	Logos HR Prof Serv
227	Provide Optional Module Training/Implementation - HR	1 day?	Fri 9/16/16	Fri 9/16/16	Logos HR Prof Serv
228	<b>Complete Decision Support Software (DSS) System Setup and Training</b>	<b>12.13 days</b>	<b>Fri 11/4/16</b>	<b>Tue 11/22/16</b>	
229	Confirm DSS Installation	1 hr	Mon 11/7/16	Mon 11/7/16	Logos Project Manager
230	Conduct Human Resource/Payroll Business Analytics Requirements Gathering /	1 hr	Fri 11/4/16	Mon 11/7/16	Logos HR Prof Serv
231	Provide Human Resource/Payroll Business Analytics Training	1 day	Mon 11/21/16	Mon 11/21/16	Logos HR Prof Serv
232	Provide Dashboards for Human Resources Training	1 day	Tue 11/22/16	Tue 11/22/16	Logos HR Prof Serv
233	Step 9 Complete - HR	0 days	Tue 11/22/16	Tue 11/22/16	
234	<b>Utility Management Implementation Stage</b>	<b>161 days</b>	<b>Mon 7/25/16</b>	<b>Mon 3/6/17</b>	
235	<b>Construction Phase - UM</b>	<b>88 days</b>	<b>Mon 7/25/16</b>	<b>Wed 11/23/16</b>	

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ID	Task Name	Duration	Start	Finish	Resource Names
236	<b>5 - Build Out Standard Solution</b>	<b>65 days</b>	<b>Mon 7/25/16</b>	<b>Fri 10/21/16</b>	
237	<b>Build Out the Application</b>	<b>55 days</b>	<b>Mon 7/25/16</b>	<b>Fri 10/7/16</b>	
238	Review and Build Out - UM	5 days	Mon 7/25/16	Fri 7/29/16	Logos UM Prof Serv,Logos Customer
239	Complete Build Tasks, Application Testing & Internal Process Development - UM	20 days	Mon 8/1/16	Fri 8/26/16	Logos Customer
240	Conduct Conversion Mapping - UM	5 days	Mon 8/29/16	Fri 9/2/16	Logos UM Prof Serv,Logos Customer
241	Complete Build Tasks, Application Testing & Internal Process Development - UM	20 days	Mon 9/5/16	Fri 9/30/16	Logos Customer
242	Standard Interfaces Construction Complete - UM	0 days	Fri 7/29/16	Fri 7/29/16	
243	Standard Mail Merge Forms Construction Complete - UM	0 days	Fri 10/7/16	Fri 10/7/16	Logos Customer
244	<b>Core Application Training (SME)</b>	<b>15 days</b>	<b>Mon 10/3/16</b>	<b>Fri 10/21/16</b>	
245	Provide Core Application Training 1 - UM	5 days	Mon 10/3/16	Fri 10/7/16	Logos Customer,Logos UM Prof Serv
246	Provide Core Application Training 2 - UM	5 days	Mon 10/10/16	Fri 10/14/16	Logos UM Prof Serv,Logos Customer
247	Provide Core Application Training 3 - UM	5 days	Mon 10/17/16	Fri 10/21/16	Logos Customer,Logos UM Prof Serv
248	Step 5 Complete - UM	0 days	Fri 10/21/16	Fri 10/21/16	
249	<b>6 - Validate Configuration</b>	<b>23 days</b>	<b>Fri 10/21/16</b>	<b>Wed 11/23/16</b>	
250	<b>Parallel Testing</b>	<b>10 days</b>	<b>Mon 10/24/16</b>	<b>Fri 11/4/16</b>	
251	Conduct Parallel Trip 1 - UM	5 days	Mon 10/24/16	Fri 10/28/16	Logos Customer,Logos UM Prof Serv
252	Conduct Parallel Trip 2 - UM	5 days	Mon 10/31/16	Fri 11/4/16	Logos Customer,Logos UM Prof Serv
253	<b>Functional Test</b>	<b>3 days</b>	<b>Mon 11/7/16</b>	<b>Wed 11/9/16</b>	
254	Conduct Functional Testing (Customer) - UM	3 days	Mon 11/7/16	Wed 11/9/16	Logos Customer
255	Conduct Functional Testing (NWS Assist) - UM	3 days	Mon 11/7/16	Wed 11/9/16	Logos FM Prof Serv
256	<b>Update Configuration Settings and Workflows</b>	<b>5 days</b>	<b>Thu 11/10/16</b>	<b>Wed 11/16/16</b>	
257	Update Configuration Settings and Workflows (Customer) - UM	1 wk	Thu 11/10/16	Wed 11/16/16	Logos Customer
258	Update Configuration Settings and Workflows (NWS Assist) - UM	5 days	Thu 11/10/16	Wed 11/16/16	Logos FM Prof Serv
259	Final Test Data Conversion and Final Testing Complete - UM	0 days	Fri 10/21/16	Fri 10/21/16	
260	<b>Confirm Ready for Transition Phase</b>	<b>23 days</b>	<b>Mon 10/24/16</b>	<b>Wed 11/23/16</b>	
261	<b>End User Training Preparation - UM</b>	<b>21 days</b>	<b>Mon 10/24/16</b>	<b>Mon 11/21/16</b>	
262	<b>Identify End User Training Requirements</b>	<b>1 day</b>	<b>Mon 10/24/16</b>	<b>Mon 10/24/16</b>	
265	<b>Develop Training Material</b>	<b>5 days</b>	<b>Tue 10/25/16</b>	<b>Mon 10/31/16</b>	
272	<b>Coordinate Training Program</b>	<b>18 days</b>	<b>Thu 10/27/16</b>	<b>Mon 11/21/16</b>	
280	Prepare Pre-Go-Live and Go-Live Checklists - UM	5 days	Thu 11/17/16	Wed 11/23/16	Logos Project Manager
281	Confirm Go-Live Plan - UM	5 days	Thu 11/17/16	Wed 11/23/16	Logos Project Manager
282	Step 6 Complete - UM	0 days	Wed 11/23/16	Wed 11/23/16	
283	<b>Transition Phase - UM</b>	<b>73 days</b>	<b>Thu 11/24/16</b>	<b>Mon 3/6/17</b>	
284	<b>7 - Conduct End User Training</b>	<b>10.63 days</b>	<b>Thu 11/24/16</b>	<b>Thu 12/8/16</b>	
285	<b>Utility Management</b>	<b>10 days</b>	<b>Thu 11/24/16</b>	<b>Wed 12/7/16</b>	
286	Conduct Train-the-Trainer Training - UM	5 days	Thu 11/24/16	Wed 11/30/16	Logos UM Prof Serv
287	Conduct End User Training - UM	5 days	Thu 12/1/16	Wed 12/7/16	Logos Customer
288	<b>Post Go-Live Training Plan Refinement</b>	<b>0.63 days</b>	<b>Thu 12/8/16</b>	<b>Thu 12/8/16</b>	
289	Assess areas that need further training - UM	1 hr	Thu 12/8/16	Thu 12/8/16	Logos UM Prof Serv,Logos Project Manager
290	Develop Post Go-Live Training Plan - UM	0.5 days	Thu 12/8/16	Thu 12/8/16	Logos Project Manager
291	Step 7 Complete - UM	0 days	Thu 12/8/16	Thu 12/8/16	
292	<b>8 - Go Live</b>	<b>7.5 days</b>	<b>Mon 12/5/16</b>	<b>Wed 12/14/16</b>	
293	<b>Utility Management</b>	<b>7.5 days</b>	<b>Mon 12/5/16</b>	<b>Wed 12/14/16</b>	
294	Execute the Pre-Go-Live Checklist - UM	0.5 days	Mon 12/5/16	Tue 12/6/16	Logos Project Manager
295	Perform Go-Live Data Conversions - UM	0 days	Wed 12/7/16	Wed 12/7/16	
296	Execute Go Live Plan - UM	1 day	Thu 12/8/16	Thu 12/8/16	Logos Project Manager

**City of Fayetteville, AR**  
**Logos Public Admin Sample Project Plan**

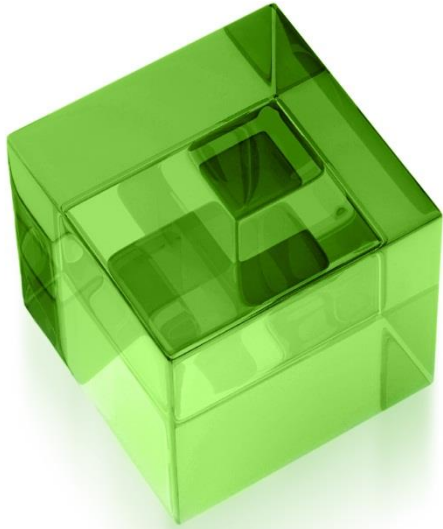
ID	Task Name	Duration	Start	Finish	Resource Names
297	Complete Go-Live Checklist - UM	4 days	Fri 12/9/16	Wed 12/14/16	Logos Project Manager
298	Provide Onsite Live Support - UM	5 days	Thu 12/8/16	Wed 12/14/16	Logos UM Prof Serv
299	Step 8 Complete - UM	0 days	Wed 12/14/16	Wed 12/14/16	
300	<b>9 - Complete and Implement Remaining Deliverables</b>	<b>58 days</b>	<b>Wed 12/14/16</b>	<b>Mon 3/6/17</b>	
301	<b>Perform Post-Go-Live Data Conversions</b>	<b>0 days</b>	<b>Wed 12/14/16</b>	<b>Wed 12/14/16</b>	
302	Remaining Conversions Complete - UM	0 days	Wed 12/14/16	Wed 12/14/16	
303	<b>Provide Post Live Training &amp; Support (if required)</b>	<b>43 days</b>	<b>Thu 1/5/17</b>	<b>Mon 3/6/17</b>	
304	Provide Post Go-Live Support - UM	5 days	Thu 1/5/17	Wed 1/11/17	Logos UM Prof Serv
305	<b>Complete Decision Support Software (DSS) System Setup and Training</b>	<b>12.13 days</b>	<b>Thu 2/16/17</b>	<b>Mon 3/6/17</b>	
306	Confirm DSS Installation	1 hr	Thu 2/16/17	Fri 2/17/17	Logos Project Manager
307	Conduct Utility Management Business Analytics Requirements Gathering / Training	1 hr	Thu 2/16/17	Fri 2/17/17	Logos HR Prof Serv
308	Provide Utility Management Business Analytics Training	1 day	Fri 3/3/17	Fri 3/3/17	Logos UM Prof Serv
309	Provide Dashboards for Utility Management Training	1 day	Mon 3/6/17	Mon 3/6/17	Logos UM Prof Serv
310	Step 9 Complete - UM	0 days	Mon 3/6/17	Mon 3/6/17	
311	<b>Community Development Implementation Stage</b>	<b>114 days</b>	<b>Mon 12/5/16</b>	<b>Thu 5/11/17</b>	
312	<b>Construction Phase - CD</b>	<b>41 days</b>	<b>Mon 12/5/16</b>	<b>Mon 1/30/17</b>	
313	<b>5 - Build Out Standard Solution</b>	<b>25 days</b>	<b>Mon 12/5/16</b>	<b>Fri 1/6/17</b>	
314	<b>Build Out the Application</b>	<b>25 days</b>	<b>Mon 12/5/16</b>	<b>Fri 1/6/17</b>	
315	Review and Build Out - CD	5 days	Mon 12/5/16	Fri 12/9/16	Logos Customer,Logos CD Prof Serv
316	Complete Build Tasks, Application Testing & Internal Process Development - CD	20 days	Mon 12/12/16	Fri 1/6/17	Logos Customer
317	Support Parcel Import - CD	2 days	Mon 12/12/16	Tue 12/13/16	Logos Customer,Logos CD Prof Serv
318	<b>Core Application Training (SME)</b>	<b>10 days</b>	<b>Mon 12/12/16</b>	<b>Fri 12/23/16</b>	
319	Provide Core Application Training 1 - CD	5 days	Mon 12/12/16	Fri 12/16/16	Logos Customer,Logos CD Prof Serv
320	Provide Core Application Training 2 - CD	5 days	Mon 12/19/16	Fri 12/23/16	Logos Customer,Logos CD Prof Serv
321	Standard Interfaces Construction Complete - CD	0 days	Fri 12/9/16	Fri 12/9/16	
322	Standard Mail Merge Forms Construction Complete - CD	0 days	Fri 12/16/16	Fri 12/16/16	Logos Customer
323	<b>Finalize Build</b>	<b>5 days</b>	<b>Mon 12/26/16</b>	<b>Fri 12/30/16</b>	
324	Finalize Build Out - CD	5 days	Mon 12/26/16	Fri 12/30/16	Logos CD Prof Serv,Logos Customer
325	Step 5 Complete - CD	0 days	Fri 12/30/16	Fri 12/30/16	
326	<b>6 - Validate Configuration</b>	<b>21 days</b>	<b>Fri 12/30/16</b>	<b>Mon 1/30/17</b>	
327	<b>Conduct Parallel Test</b>	<b>5 days</b>	<b>Mon 1/2/17</b>	<b>Fri 1/6/17</b>	
328	Conduct Parallel Trip - CD	5 days	Mon 1/2/17	Fri 1/6/17	Logos CD Prof Serv,Logos Customer
329	<b>Conduct Functional Test</b>	<b>3 days</b>	<b>Mon 1/9/17</b>	<b>Wed 1/11/17</b>	
330	Conduct Functional Testing (Customer) - CD	3 days	Mon 1/9/17	Wed 1/11/17	Logos Customer
331	Conduct Functional Testing (NWS Assist) - CD (when applicable)	3 days	Mon 1/9/17	Wed 1/11/17	Logos FM Prof Serv
332	<b>Update Configuration Settings and Workflows</b>	<b>5 days</b>	<b>Thu 1/12/17</b>	<b>Wed 1/18/17</b>	
333	Update Configuration Settings and Workflows (Customer) - CD	1 wk	Thu 1/12/17	Wed 1/18/17	Logos Customer
334	Update Configuration Settings and Workflows (NWS Assist) - CD	5 days	Thu 1/12/17	Wed 1/18/17	Logos FM Prof Serv
335	Final Test Data Conversion and Final Testing Complete - CD	0 days	Fri 12/30/16	Fri 12/30/16	
336	<b>Confirm Ready for Transition Phase</b>	<b>21 days</b>	<b>Mon 1/2/17</b>	<b>Mon 1/30/17</b>	
337	<b>End User Training Preparation - CD</b>	<b>21 days</b>	<b>Mon 1/2/17</b>	<b>Mon 1/30/17</b>	
338	<b>Identify End User Training Requirements</b>	<b>1 day</b>	<b>Mon 1/2/17</b>	<b>Mon 1/2/17</b>	
341	<b>Develop Training Material</b>	<b>5 days</b>	<b>Tue 1/3/17</b>	<b>Mon 1/9/17</b>	
348	<b>Coordinate Training Program</b>	<b>18 days</b>	<b>Thu 1/5/17</b>	<b>Mon 1/30/17</b>	
356	Prepare Pre-Go-Live and Go-Live Checklists - CD	5 days	Thu 1/19/17	Wed 1/25/17	Logos Project Manager
357	Confirm Go-Live Plan - CD	5 days	Thu 1/19/17	Wed 1/25/17	Logos Project Manager



**City of Fayetteville, AR  
Logos Public Admin Sample Project Plan**

ID	Task Name	Duration	Start	Finish	Resource Names
358	Step 6 Complete - CD	0 days	Mon 1/30/17	Mon 1/30/17	
359	<b>Transition Phase - CD</b>	<b>76.5 days</b>	<b>Wed 1/25/17</b>	<b>Thu 5/11/17</b>	
360	<b>7 - Conduct End User Training</b>	<b>10.63 days</b>	<b>Tue 1/31/17</b>	<b>Tue 2/14/17</b>	
361	<b>Community Development</b>	<b>10 days</b>	<b>Tue 1/31/17</b>	<b>Mon 2/13/17</b>	
362	Conduct Train-the-Trainer Training - CD	5 days	Tue 1/31/17	Mon 2/6/17	Logos CD Prof Serv
363	Conduct End User Training (Base) - CD	5 days	Tue 2/7/17	Mon 2/13/17	Logos Customer
364	<b>Post Go-Live Training Plan Refinement</b>	<b>0.63 days</b>	<b>Tue 2/14/17</b>	<b>Tue 2/14/17</b>	
365	Assess areas that need further training - CD	1 hr	Tue 2/14/17	Tue 2/14/17	Logos CD Prof Serv,Logos Project Manager
366	Develop Post Go-Live Training Plan - CD	0.5 days	Tue 2/14/17	Tue 2/14/17	Logos Project Manager
367	Step 7 Complete - CD	0 days	Tue 2/14/17	Tue 2/14/17	
368	<b>8 - Go Live</b>	<b>18.5 days</b>	<b>Wed 1/25/17</b>	<b>Mon 2/20/17</b>	
369	<b>Community Development</b>	<b>18.5 days</b>	<b>Wed 1/25/17</b>	<b>Mon 2/20/17</b>	
370	Review Parcel Import Process	1 day	Wed 1/25/17	Thu 1/26/17	Logos UM Prof Serv
371	Execute the Pre-Go-Live Checklist - CD	0.5 days	Thu 2/9/17	Fri 2/10/17	Logos Project Manager
372	Perform Go-Live Data Conversions - CD (when applicable)	0 days	Mon 2/13/17	Mon 2/13/17	
373	Execute Go Live Plan - CD	1 day	Tue 2/14/17	Tue 2/14/17	Logos Project Manager
374	Complete Go-Live Checklist - CD	4 days	Wed 2/15/17	Mon 2/20/17	Logos Project Manager
375	Provide Onsite Live Support - CD	5 days	Tue 2/14/17	Mon 2/20/17	Logos CD Prof Serv
376	Step 8 Complete - CD	0 days	Mon 2/20/17	Mon 2/20/17	
377	<b>9 - Complete and Implement Remaining Deliverables</b>	<b>58 days</b>	<b>Mon 2/20/17</b>	<b>Thu 5/11/17</b>	
378	<b>Perform Post-Go-Live Data Conversions</b>	<b>0 days</b>	<b>Mon 2/20/17</b>	<b>Mon 2/20/17</b>	
379	Remaining Conversions Complete - CD	0 days	Mon 2/20/17	Mon 2/20/17	
380	<b>Provide Post Live Training &amp; Support (if required)</b>	<b>58 days</b>	<b>Tue 2/21/17</b>	<b>Thu 5/11/17</b>	
381	Provide Post Go-Live Support - CD	5 days	Tue 2/21/17	Mon 2/27/17	Logos CD Prof Serv
382	<b>Complete Decision Support Software (DSS) System Setup and Training</b>	<b>12.13 days</b>	<b>Tue 4/25/17</b>	<b>Thu 5/11/17</b>	
383	Confirm DSS Installation	1 hr	Tue 4/25/17	Wed 4/26/17	Logos Project Manager
384	Conduct Human Resource/Payroll Business Analytics Requirements Gathering /	1 hr	Tue 4/25/17	Wed 4/26/17	Logos HR Prof Serv
385	Provide Community Development Business Analytics Training	1 day	Wed 5/10/17	Wed 5/10/17	Logos CD Prof Serv
386	Provide Dashboards for Community Development Training	1 day	Thu 5/11/17	Thu 5/11/17	Logos CD Prof Serv
387	Step 9 Complete - CD	0 days	Thu 5/11/17	Thu 5/11/17	
388	<b>Closing Phase</b>	<b>12 days</b>	<b>Fri 5/12/17</b>	<b>Mon 5/29/17</b>	
389	<b>10 - Close the Project</b>	<b>12 days</b>	<b>Fri 5/12/17</b>	<b>Mon 5/29/17</b>	
390	<b>Verify All Contracted Items are Delivered and Payments are Collected</b>	<b>5 days</b>	<b>Fri 5/12/17</b>	<b>Thu 5/18/17</b>	
393	<b>Transition from Project Team to Ongoing Account Team Members</b>	<b>7 days</b>	<b>Fri 5/19/17</b>	<b>Mon 5/29/17</b>	
396	Step 10 Complete	0 days	Mon 5/29/17	Mon 5/29/17	
397	<b>Custom Software Enhancements to Base Applications and Custom Interfaces (Delivered by</b>	<b>60 days</b>	<b>Wed 2/10/16</b>	<b>Wed 5/4/16</b>	

APPENDIX 4



*City of Fayetteville, AR*

**Statement of Work**

**Logos Public Administration Software Suite  
July 30, 2015**

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*The terms and conditions governing this project are specified in the **Agreement** between the parties. In the event statements in this Logos Public Administration Software Suite Statement of Work (SOW) conflict with the terms and conditions in the **Agreement** (including all of its Exhibits, Attachments and Addendums), the **Agreement** shall take precedence over this SOW.*

---

**A. PROJECT OVERVIEW**

---

This Statement of Work (SOW) defines the principal activities and responsibilities of **City** and **New World** for the implementation of an integrated ERP system consisting of the following primary software applications:

<b>LOGOS.NET Modules and Functions</b>
Financial Management Suite
Payroll & Human Resources Suite
Utility Management
Community Development Suite
eSuite Web Applications
Decision Support Analytics & Reporting

**A.1 Objectives**

The project will provide an integrated Enterprise Resource Management (ERP) system, Logos.NET, as described in the Agreement to assist and support **City** staff in the delivery of services and activities, take advantage of best practices, and significantly improve the efficiency and effectiveness of **City** operations.

Below is a summary of the planned objectives for the project:

- a) Replace the **City**'s AS/400-based software and certain other related business systems and shadow systems.
- b) Provide better front-end services by improving the **City**'s back-end services and systems.
- c) Incorporate fully integrated "best business practices".
- d) Develop a system that is user-friendly and empowers core **City** users and other **City** stakeholders to improve their financial processes.
- e) Improve quality and accessibility of information for decision support.
- f) Utilize data to create informative reports on financial activity.
- g) Reduce paper-based workflow processes and forms.
- h) Reduce redundant "shadow systems", data entry, storage, and paper processing.
- i) Improve operational effectiveness and productivity.
- j) Reduce the number of systems the **City** owns and supports and their related costs by retiring existing legacy and back office "systems" and tools.

## **A.2 Schedule**

This project is targeted to be completed and the project closed as identified in the **Agreement** and detailed Project Plan, to be completed after signing of **Agreement**. Many factors will impact the ability of the **New World** and **City** project teams to meet this target.

The **New World** and **City** Project Managers will work together, along with **New World** and **City** senior management, to develop a project plan that itemizes the specific tasks, resources, dependencies and schedules. **New World** will work hard to help build a project plan to meet the targeted timeline.

However, unforeseen **City** dependencies, unexpected **City** circumstances or changes to **City** requirements may cause the **New World** and **City** Project Managers to build a project plan that does not meet the targeted project completion timeline.

When the planning activity is completed and the Project Plan is approved by **New World** and **City** senior management, then the actual scheduled completion date will be determined for this project.

Developing the Project Plan and then approving the Project Plan are specific steps called out in the **New World** Project Implementation Methodology (PIM) outlined in later sections of this SOW.

### **A.3 Scope and Deliverables**

The success of the project is dependent upon all of the organizations identified below to participate fully in this project and to fulfill all of their assigned tasks with quality and on schedule.

The scope of this project includes three types of deliverables from **New World**:

1. Licensed Standard Software Deliverables
2. **New World** Service Deliverables
3. Third Party Hardware, Software, Service Deliverables

The scope and deliverables proposed for this project are outlined in the agreement.

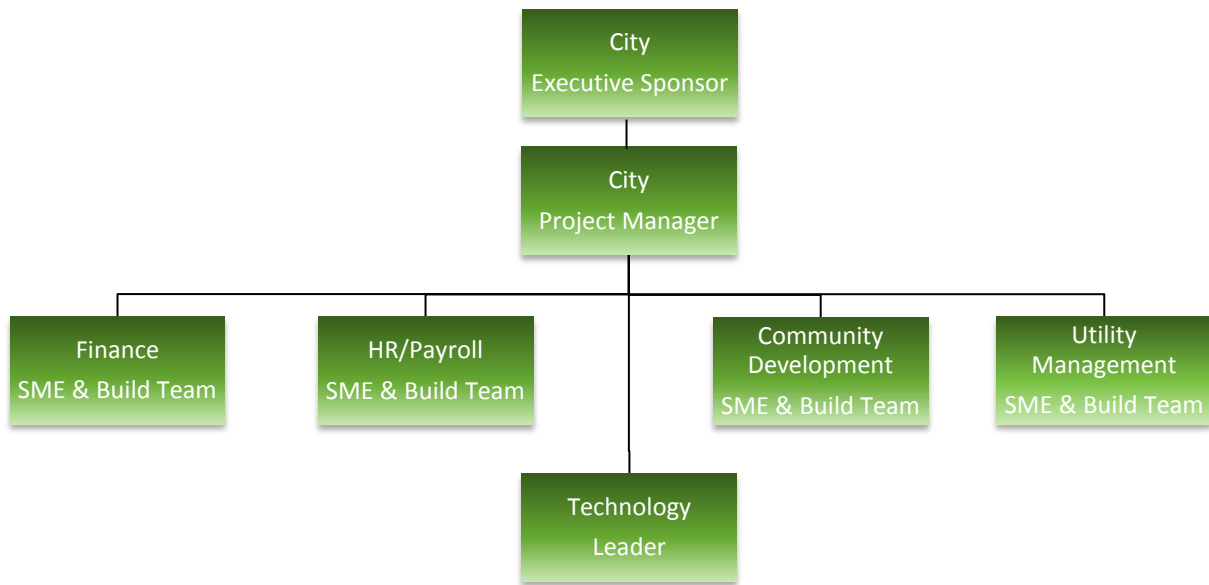
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## B. PROJECT ORGANIZATION & DECISION MAKING

---

### B.1 City Project Organization

The City project organization, roles and assigned individuals are shown below:





**B.1.1 City Project Team Assignments**

Here are the **City** Project Roles and Assignments:

Project Role		Functional Organization and Role	Name
1	Executive Sponsor	Chief Financial Officer Chief of Staff	Paul Becker Don Marr
2	Project Manager	TBD	TBD
3	Finance Subject Matter Expert	Accounting Manager	Marsha Hertweck
4	HR/Payroll Subject Matter Expert	Accounting Manager-Payroll	Trish Leach
5	Utilities Management Subject Matter Expert	Billing and Collections Manager	Cheryl Partain
6	Community Development Subject Matter Export		
7	Technology Leader	TBD	TBD

The **City** Project Manager will maintain a current version of the Project Team Assignments in the Project Management Workbook.

**B.1.2 City Project Team Roles & Responsibilities**

Here are the **City** Project Roles and Responsibilities:

**B.1.2.1 City Executive Sponsor**

- Provides executive level oversight of the project conduct and outcomes on behalf of **City**.
- Executive Sponsor is appointed by (the Governing Group/some other entity) and serves for the duration of the project.
- Executive Sponsor (is/is not) a Governing Group member.
- Executive Sponsor attends Governing Group meetings and (votes/does not vote) on resolutions presented.
- Executive Sponsor is accountable to the Governing Group for project conduct and outcomes.
- Executive Sponsor reports project status to the Governing Group.
- Executive Sponsor monitors contract and budget compliance.
- Executive Sponsor presents and recommends approval of project funding requests to the Governing Group.
- Executive Sponsor presents and recommends final top level project decisions to the Governing Group.
- Executive Sponsor makes executive project decisions that do not require Governing Group approval.
- Executive Sponsor is accountable for project results and outcomes.

**B.1.2.2 City Project Manager**

- Project Manager provides day-to-day oversight of the project conduct and outcomes on behalf of **City**.
- Project Manager is accountable to the Executive Sponsor for project conduct and outcomes.
- Project Manager reports project status to the Executive Sponsor.
- Project Manager monitors contract and budget compliance.
- Project Manager presents and recommends approval of project funding requests to the Executive Sponsor.
- Project Manager presents and recommends executive level project decisions to the Executive Sponsor.
- Project Manager makes and/or coordinates with project constituents to make daily project decisions that do not require Executive Sponsor approval.
- Project Manager is accountable for project results and outcomes.

**B.1.2.3 City Subject Matter Experts (SMEs)**

- SMEs represent functional senior managers and users for the functional areas engaged in the project. The functional areas include:
  - Finance
  - HR/Payroll
  - Utility Management
  - Community Development
- SMEs provide day-to-day oversight and coordination of the project tasks and outcomes on behalf of the assigned functional areas on behalf of City.
- SMEs make and/or coordinate with functional constituents to make daily project decisions that do not require Project Manager approval.
- SMEs are appointed by (the functional senior managers/some other entity) and serve for the duration of the project.
- SMEs train end users.
- SMEs are accountable to the Project Manager and their Functional senior managers for project conduct and outcomes.
- SMEs report project status to the Project Manager and their Functional senior managers.
- SMEs are accountable for the results and outcomes of project activities in their functional areas.

**B.1.2.4 City Technology Leader**

- Technology Leader represents technology senior managers for project.
- Technology Leader provides day-to-day oversight and coordination of the technology tasks and outcomes on the project.
- Technology Leader is appointed by (the technology senior managers/some other entity) and serves for the duration of the project.
- Technology Leader is accountable to the Project Manager and their Technology senior managers for technology task conduct and outcomes for the project.
- Technology Leader reports status to the Project Manager and their Technology senior manager.
- Technology Leader makes and/or coordinates with technology constituents to make daily technology decisions that do not require Project Manager approval.
- Technology Leader is accountable for the results and outcomes of technology activities of the project.

**B.1.2.5 City Build Teams**

- Build teams are representatives from the functional areas engaged in the project. The functional areas include:
  - Finance
  - HR/Payroll
  - Utility Management
  - Community Development
- Build Teams complete project tasks to configure and setup their assigned functional areas of the product suite.
- Build Teams are appointed by the (SME/functional senior manager/some other entity) and serve for the duration of the project.
- Build Teams are accountable for the results and outcomes of the project activities in their functional areas.

## **B.2 New World Project Organization**

The **New World** project organization, roles and assigned individuals are described in B.2.1, below:

### **B.2.1 New World Project Team Assignments**

	<b>Project Role</b>	<b>Functional Role</b>	<b>Name(s)</b>
1	Group VP	Vice President of Customer Care	Mark Dvorak
2	Account Manager	Customer Care Manager	Brad Reed
3	Executive Sponsor	General Manager Logos Professional Services	Andy Breeden
4	Sr. Project Manager	Sr. Project Manager	Felix Winkler
5	Finance Application Specialist	Finance Application Specialist(s)	Ron Vedder
6	HR/Payroll Application Specialist	HR/Payroll Application Specialist(s)	Dave Jankowski
7	Community Development Application Specialist	Community Development Application Specialist(s)	Ben Cheney
8	Utility Management Application Specialist	Utility Management Application Specialist(s)	Shannon Landis
9	Technical Services Specialist	Technical Services Specialist(s)	Joyce Wiazowski
10	Data Conversion Lead	Data Analyst	Imran Ahmad

The **New World** Project Manager will maintain a current version of the Project Team Assignments in the Project Management Workbook.

**B.2.2 New World Project Team Roles & Responsibilities**

**New World** Project Roles and Responsibilities:

**B.2.2.1 New World Group VP**

- Served as the **New World** leader of the procurement process.
- Serves as a source of information about discussions and expectations formed during the procurement process.
- Responsible to help complete additional procurements if any required for the project.
- Available to meet with **City** and **New World** senior managers during the project for project discussions if requested by Project Managers.
- Available to help make contract adjustments if requested.

**B.2.2.2 New World Account Manager**

- Served as the **New World** sales representative during the procurement process.
- Serves as a source of information about discussions and expectations formed during the procurement process.
- Responsible to help complete additional procurements if any required in order to complete the project.
- Available to meet with **City** and **New World** managers during the project for project discussions if requested by Project Managers.
- Available to help make contract adjustments if requested.

**B.2.2.3 New World Executive Sponsor**

- Executive Sponsor is assigned at the project initiation and serves for the duration of the project.
- Provides executive level oversight of the project conduct and outcomes on behalf of **New World**.
- Executive Sponsor is accountable to **New World** executives for project conduct and outcomes.
- Executive Sponsor monitors contract and budget compliance.
- Executive Sponsor makes executive project decisions, or facilitates obtaining decisions for **New World**.
- Executive Sponsor meets with and reviews status with **City** Executive Sponsor.
- Executive Sponsor is accountable for project results and outcomes.

**B.2.2.4 New World Project Manager**

- Project Manager is appointed at project initiation and serves for the duration of the project.
- Project Manager provides day-to-day oversight of the project conduct and outcomes on behalf of **New World**.
- Project Manager is responsible for project planning.
- Project Manager is responsible for **New World** resource management.

- Project Manager is accountable to the Executive Sponsor and **New World** executive managers for project conduct and outcomes.
- Project Manager reports project status to the **New World** Executive Sponsor.
- Project Manager reports project status to the **City** Project Manager.
- Project Manager monitors contract and budget compliance.
- Project Manager presents and recommends approval of project funding requests to the **New World** Executive Sponsor.
- Project Manager presents and recommends executive level project decisions to the **New World** Executive Sponsor.
- Project Manager makes and/or coordinates with **New World** project constituents to make daily project decisions that do not require **New World** Executive Sponsor approval.
- Project Manager is accountable for project results and outcomes.
- Project Manager is responsible for production, coordination and management of the project management workbook.

#### **B.2.2.5 New World Application Specialist**

- Application Specialists serve as the product experts for their assigned functional areas of the Logos product suite. The functional areas include:
  - Finance
  - HR/Payroll
  - Utility Management
  - Community Development
- Application Specialists provide training and knowledge transfer to **City** functional experts to enable **City** staff to set up and configure each application area of the product suite.
- Application Specialists provide support to **City** functional experts to help them make project decisions.
- Application Specialists provide training to **City** trainers to enable them to train end users.
- Application Specialists provide training to **City** trainers to end users.
- Application Specialists are assigned by **New World** resource managers and serve for the specific tasks as assigned during the project.
- Application Specialists are accountable to the **New World** Project Manager and their resource managers for project conduct and outcomes.
- Application Specialists report project status to the Project Manager and their resource managers.
- Application Specialists are accountable for the results and outcomes of project activities in their functional areas.

#### **B.2.2.6 New World Technical Services Specialist**

- Technical Services Specialist provides hardware, system software and network infrastructure services.

- Technical Services Specialist reports status to the Project Manager and their technical services resource manager.
- Technical Services Specialist makes and/or coordinates with **City** technology constituents to project technology decisions that do not require Project Manager approval.
- Technical Services Specialist reports technical issues and resolution recommendations to the **New World** Project Manager.
- Technical Services Specialist is accountable to the Project Manager and their **New World** technical services resource manager for the technical services outcomes and results during the project.

#### **B.2.2.7          New World Data Conversion Lead**

- Data Conversion Lead manages the **New World** data conversion activities and resources for the project.
- Data Conversion Lead works with assigned **City** data conversion staff during the project.
- Data Conversion Lead is assigned early in the project and serves for the duration of the data conversion activities.
- Data Conversion Lead is accountable to the **New World** Project Manager and their data conversion senior managers for data conversion task conduct and outcomes for the project.
- Data Conversion Lead reports status to the **New World** Project Manager and their data conversion senior manager.
- Data Conversion Lead is accountable for the results and outcomes of data conversion activities of the project.

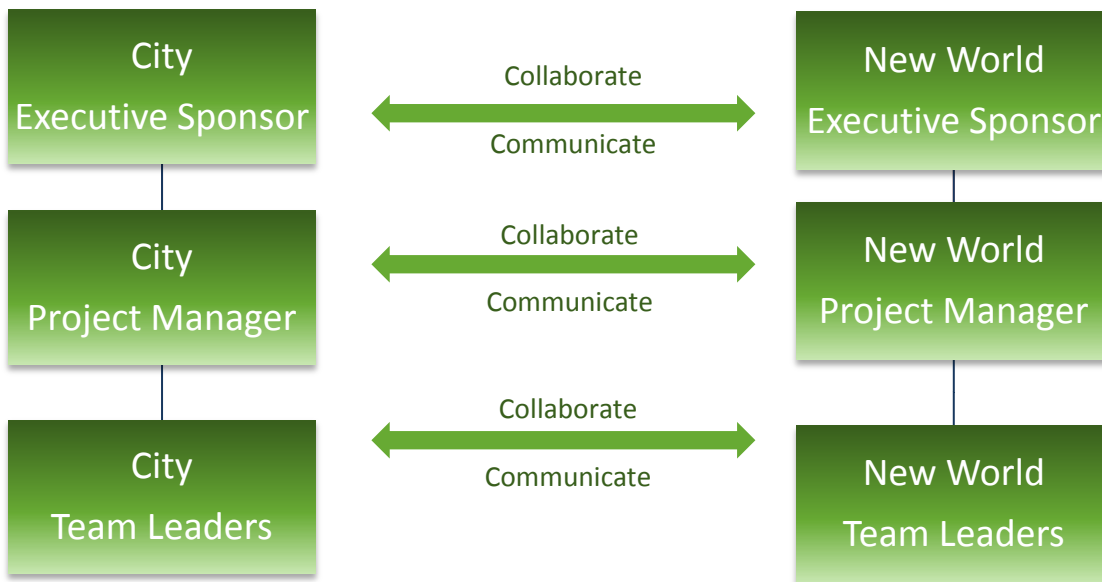


### B.3 Project Decision Making Process

Decisions will be made at multiple organization levels at **City** and **New World** in order to deliver the desired project results. Many decisions need to be made during the project. Many people are involved in the project. If decision making is not appropriately defined, the risks increase that undesirable project outcomes could occur. In setting up the decision making process for the project, the following are desired:

1. It is desirable that decisions are made in a timely fashion and in accordance with the appropriate level of authority required to establish policies and procedures, to authorize/approve plans and resources, and/or to resolve issues.
2. It is desirable to enable decision-making authority to be granted to managers who are as close to the daily project activities as possible to avoid delays or bottlenecks yet to also attain quality results for the project.

Here are the decision-making levels at **City** and **New World**. If collaboration and communication between the individuals on the same level (in the hierarchy shown below) at **City** and **New World** fail to result in a timely decision or issue resolution as required to keep the project on track, then the individuals must escalate the decision or issue resolution one level up as shown below.



## **C. PROJECT RESPONSIBILITY & RISK SUMMARY**

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**New World**'s objective for every project is to fulfill all contracted obligations successfully, on time and on budget.

In order to complete a successful project, both **New World** and **City** team must be engaged fully in the project and support is required in a number of areas. To aid in completing a successful project, the following responsibilities must be fulfilled and the risks must be mitigated.

### **C.1 Project Ownership and Success**

1. Project ownership is shared between **City** and **New World** teams.
2. Executive sponsors from **City** team and **New World** need to collaborate to manage through strategic issues, help drive change management, and maintain consistent communication throughout the project.

### **C.2 City Executive Sponsor Responsibilities**

1. Provide leadership and clear direction to **City** project team throughout the project.
2. Allocate sufficient and qualified resources to ensure a successful project.
3. Confirm achievement of all milestones and contract deliverables after each phase of the project.
4. Track progress and resolve issues during executive milestone reviews.
5. Ensure the assigned resources adhere to timeframes and schedules.
6. Partner with the **New World** Executive Sponsor to resolve any disputes that may arise.
7. Work as a team with **New World** to drive and promote change, and take advantage of best practices.

### **C.3 Managing Change within City Organization**

1. **City** is responsible for managing change within their organization.
2. Limit the scope of changes that may delay implementation or increase the cost of the project.
3. Users will need consistent coaching and reassurance from the leadership team.
4. Team should expect to provide extra effort during the implementation period.
5. Users need to understand the differences and overall benefits of the new system.
6. Do not allow individual desires or agendas to overshadow the needs of the many.
7. City management needs to explain the differences and benefits of the new solution.
  - a. Workflow may be slower at first, but there is more information and long-term organization value
  - b. More data integration is available which contributes to the overall solution value

**C.4 Provide a Stable Environment and Sufficient Infrastructure**

1. Adhere to **New World** specifications for hardware, software and infrastructure.
2. Manage and maintain the necessary network bandwidth and stability.
3. Adhere to industry-standard practices when managing security, network and database resources.
4. Establish organization-wide policies and procedures to govern use of hardware, software and networks.

**C.5 New World Systems Escalation Policy**

1. **City** identifies an issue and categorizes it as a product, project or business issue.
2. **City** contacts the **New World** Project Manager and provides detailed documentation of the issue.
3. If **New World** Project Manager is unavailable, **City** contacts **City** Account Manager (Regional Territory Manager or Customer Care Representative assigned to **City** ).
4. If **City** is unable to resolve the issue or not satisfied with the issue resolution, **City** escalates to **New World** Executive Sponsor for the project.

**C.6 Expectations for Project Implementation**

1. Project execution will follow the **New World** Project Implementation Methodology as described in later sections of this SOW.
2. **City** and **New World** Project Managers shall identify key timeframes and requirements early in the project.
  - a. Project start dates
  - b. Milestone dates
  - c. **City** blackout dates
  - d. Non-standard contract deliverables required for go-live (generally delivered after go-live)
3. Resource scheduling will be planned and agreed to by both **City** and **New World**.
  - a. Scheduled resource assignments will be held for a 90-day lock period
  - b. Schedule changes within the lock period are costly, and can put the project plan at risk

**C.7 Software & Warranty Expectations**

1. Large-scale ERP software solutions typically have some open warranty issues
2. Software issues may arise as a normal part of any project implementation
3. Any issue with the software system should be documented using **New World**'s standard methodology
4. As with all projects, this is a partnership between **City** and **New World**, and the parties need to work together to quickly diagnose and resolve any potential issues

**C.8 Top ERP Implementation Risks: What Can Endanger Project Success?**

1. **City Senior Leadership Not Engaged**
  - a. Without sustained executive support and leadership, project delays and failure may occur

2. **Increasing Project Scope**
  - a. Changing or adding requirements mid-project may delay project and increase costs
  - b. Delayed approvals on non-standard contract deliverables may delay project and increase costs
  - c. Adding non-standard features increases the project complexity and risk of successful implementation. Simplifying the go-live requirements early in the project plan and minimizing requirements changes during project implementation mitigates risk
  
3. **Change Management**
  - a. Failure to manage process change in **City** organization increases risk
  - b. Effective communication is imperative during the entire implementation process
  
4. **Third Party Contract Deliverables**
  - a. Document and obtain approvals on requirements involving third parties early in the project
  - b. Set and manage expectations with all participants
  
5. **Environment, Infrastructure and System Administration**
  - a. Adhere to **New World** specifications for hardware, software and infrastructure
  - b. Manage and maintain the necessary network bandwidth requirements
  - c. Managing **City** environment during and after the project requires one or more skilled system administrators to manage the technical resources
  
6. **Data Conversion**
  - a. Only submit data to **New World** after thoroughly reviewing **City** data mappings
  - b. Analyze all converted data closely, including controls, before resubmitting
  - c. Continue to stress user review and accuracy

**City** and **New World** Executive Sponsors and Project Managers are expected to work with each other throughout the project to ensure mutual understanding of the responsibilities and risks described above, work together to ensure both parties fulfill their respective responsibilities and mitigate the risks to help ensure successful project completion.

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**D. PROJECT MANAGEMENT RESPONSIBILITIES**

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**New World** and **City** Project Managers will use the PIM to manage the implementation of the **New World** technology and to transition **City** from its existing technologies and operation to the technology provided and described in the **Agreement**. In addition to using the PIM, the following guidelines shall be followed:

1. Work will be performed at the **City's** location and **New World's** project offices and will be performed on business days during **City's** normal business hours, except when both parties agree otherwise.
2. A project consists of the delivery, installation, configuration, testing and implementation and go-live of the licensed standard software that provides the functionality and operation described in the **Agreement**.
3. Additional work activities and software functionality not described in the **Agreement** and/or the SOW will be considered a change to a project and will be authorized by **City** using the Project Change Order document. Depending on the nature of the change, a cost adjustment may result which shall be managed according to the **Agreement**.
4. The **City** and **New World** expect and agree that the **Agreement** and/or SOW may be modified from time to time, especially after **New World** gains a more complete understanding of **City's** existing technologies, business practices and operations.
5. Training will take place during normal business hours, which is typically from 8:00 am - 5:00 pm, and will not exceed eight (8) hours per 24-hour period. Nonstandard training hours may be accommodated upon mutual **Agreement**. Training arrangements for observers may be made upon mutual **Agreement**.
6. **City** is responsible for the WAN/LAN infrastructure.
7. The operation and availability of the external systems or third party software is the responsibility of **City** and necessary for the success of the project.
8. **City** is responsible for maintaining in good working order the third party systems that it operates and that interface with **New World** software as part of this project.
9. With the **City's** prior approval, the **New World** Implementation teams must have access to all servers and workstations that are applicable to the project. This includes having a domain login with local administrative privileges to remove/install software, access to registries, the ability to set scheduled tasks and remote access to applicable desktops.

### **D.1 New World's Project Management Responsibilities**

Detailed Project Management responsibilities are outlined in each step of the PIM. Overall, **New World** responsibilities include the following:

1. Managing the efforts of **New World**'s staff and coordinating **New World** activities with **City** Project Manager.
2. Providing monthly project status reports to **City**.
3. Documenting, coordinating and managing the overall Implementation Plan (both summary and detail level) with the **City**'s management and the City Project Manager.
4. Conducting a project review (kick-off) meeting at the **City**'s location.
5. Managing the efforts of the **New World** staff and coordinating **New World**'s activities with the **City**'s Project Manager.
6. Coordinating delivery of contracted services throughout the project.
7. Providing **New World** consultation with the City and its other vendors or third parties when necessary.
8. Maintaining a record of all project communications.
9. Conducting bi-weekly or weekly as needed regular project review meetings with the **City**'s Project Manager via telephone conference calls.
10. Preparing and submitting monthly regular status reports to the City and to **New World** management.
11. Responding to issues if any rose by the **City**'s Project Manager throughout the project.
12. Preparing and submitting project Change Orders to the **City**'s Project Manager (or designee) as necessary and gaining **New World** and City approvals before implementing the requested changes.
13. Conducting a project close-out meeting at the **City**'s location to conclude the project.

Project Management Responsibilities are executed by the **New World** Project Manager (PM), or representative of the PM, if the PM is not available.

## **D.2 City's Project Management Responsibilities**

Detailed Project Management responsibilities are outlined in each step of the PIM. Overall, **City** responsibilities include the following:

1. Assigning a competent Project Manager with authority to make project decisions and commitments on behalf of **City**, including:
  - a. provide timely answers to **New World**'s requests for information
  - b. coordinate a mutually agreeable implementation and training schedule
  - c. have authority to sign for and obligate **City** to any matters relating to service requests, design documents, test documents and/or delivery and service schedules
  - d. In situations where **City** participation is required, provide timely input for systems definition, detail design, and use of the software system
2. Managing the efforts of **City**'s staff and coordinating **City** activities with the **New World** Project Manager.
3. Providing status reports to **New World** on **City** tasks.
4. Providing overall status reports to **City** managers and teams.
5. Maintaining project communications with the **New World** Project Manager.
6. Providing input to **New World** for creation of the regular status reports.
7. Ensuring that **City** personnel have ample time, resources and expertise to carry out their respective tasks and responsibilities.
8. Participating in the status gathering and sharing activities with the **New World** Project Manager as required for determining project status.
9. Providing responses to issues raised by the **New World** Project Manager in a timely manner.
10. Serving as liaison with all **City** provided third party vendors and associated systems.
11. Ensuring that acceptable Change Orders are approved in a timely fashion by authorized signature(s).
12. Providing workspace for **New World** personnel as reasonably requested.
13. Ensuring **New World** personnel have access to server and network equipment and work areas with pre-authorization for off-hours.
14. Ensuring timely payment of invoices.

Project Management Responsibilities are executed by the **City** Project Manager (PM), or representative of the PM, if the PM is not available.

### **D.3 Managing Project Scope – Use of Contract Addendums and Change Orders**

During the course of this project, it may become necessary to make adjustments to the scope of the project. If such a situation arises, a formal process shall be used to document requests and solicit approvals to change the scope. Contract Addendums or Change Orders will be used to request and approve changes to project scope.

Changes to project scope include alterations, deletions, additions, deviations and omissions to the products and services identified in the **Agreement**. The standard method of documenting and executing a change to the **Agreement** are shown below:

- Exhibit A (Licensed Standard Software and Fees) – Contract Addendum
- Exhibit B (Implementation and Training Support Services) – Change Order
- Exhibit F (Data Conversions) – Change Order
- Exhibit G (Custom Interfaces) – Change Order
- Appendix 1 (Third Party Products and Services) – Contract Addendum
- The Logos Statement of Work (SOW) – Change Order

Note that the terms and conditions governing this project are specified in the **Agreement** between the parties. In the event that statements in this Logos Statement of Work (SOW) conflict with the terms and conditions in the **Agreement** (including all of its Exhibits, Attachments and Addendums), the **Agreement** shall take precedence over this SOW.

Requests for changes that require Contract Addendums and/or Change Orders are typically initiated by **City**. However, the **New World** Project Manager may offer proposals to **City** Project Manager for consideration.

**City** approval of a **New World**-initiated Contract Addendum and/or Change Order will be indicated through execution (signature) of the Contract Addendum and/or Change Order documents by duly authorized **City** representatives before any additional work is performed.



#### D.4 Project Communication and Planning Tools

During the course of this project, it is necessary to communicate information between **City** and **New World** and vice versa. **New World** will provide project information to **City** in various formats appropriate to each type of information that is communicated. Key communication and planning tools to be used include:

Project Communication and Planning Tools	
Project Plan	<ul style="list-style-type: none"> <li>• Project Tasks</li> <li>• Project Scheduling</li> <li>• Resource Assignments</li> <li>• Payment Milestones</li> <li>• Key Milestones</li> <li>• Contract Deliverables (Services and Software)</li> <li>• Gantt Chart</li> </ul>
Project Management Workbook	<ul style="list-style-type: none"> <li>• Project Methodology Overview</li> <li>• Monthly Project Status Report</li> <li>• Project Schedule <b>City</b> Blackout Dates</li> <li>• Contact Information</li> <li>• Roles and Responsibilities</li> <li>• Communication Plan</li> <li>• Risk Management Plan</li> <li>• Action Items</li> <li>• Issues</li> <li>• Change Control Definition, Register and Forms</li> <li>• Pre Go-Live Readiness Checklist</li> <li>• Pre Go-Live Systems Assurance Readiness Checklist</li> <li>• Go-Live Checklist</li> <li>• Post Go-Live Checklist</li> </ul>
Data Conversion Plan	
Technical Services Plan	
Requirements Definitions (Custom Enhancements, Custom Interfaces)	
Pre-Trip Reports	
Post-Trip Reports	
Build Plans	
Training Plans	
Functional Test Checklist	

Additional tools will be used by the Project Managers as appropriate to communicate activity specific information throughout the project.

## **D.5 Project Status Reports**

During the course of this project, the **New World** Project Manager will prepare and provide to **City** monthly written status reports. In addition, regular status review meetings and/or conference calls will be used at the discretion of the Project Managers to further ensure appropriate status information is exchanged. These review meetings and calls will also be used to identify and/or resolve issues where possible, coordinate action items and schedule activities as appropriate.

**City** is responsible to provide **New World** with updated status regarding **City** tasks and activities. The Project Managers shall collaborate to determine the best format and process for communicating **City** status to **New World**.

In addition, the **New World** and **City** Executive Sponsors will meet periodically to review project status. The initial meeting will take place during project initiation. At that meeting, a schedule will be agreed upon for status meetings between the Executive Sponsors for the remainder of the project duration. **City** will host the meetings at their location and is responsible to attend as planned.

Communication between the senior managers at **City** and **New World** is essential to ensure project success and these meetings are a key activity to ensure project success.

## **D.6 Formal City Notifications**

During the course of this project, it is necessary to formally notify **City** of completion of key events or fulfillment of key project obligations. The **New World** Project Manager will notify **City** in writing of the completion of these key events and obligations. The reasons for formal notification include:

1. Bring **City's** attention to the **New World** position that a key event has occurred or a key project obligation has been fulfilled.
2. Establish "for the record" that **City** has been notified.
3. Provide a specified time period for **City** to take exception or dispute the **New World** position, if so desired.
4. To bring clear closure for the project teams that key events did occur and fulfillment of key project obligations were made.

When notified by **New World**, **City** may:

1. Sign and return the notification as acknowledgement and approval of the completion of the key event or fulfillment of the key project obligation in a timely manner.
2. Provide written notice to **New World** within the specified time period (typically 15 days) that **City** does not agree that of the completion of the key event or fulfillment of the key project obligation occurred and why.
3. Do nothing within the specified time period (typically 15 business days), in which case the completion of the key event or fulfillment of the key project obligation is deemed approved by **City**.

## E. 5 PHASE PROJECT IMPLEMENTATION METHODOLOGY (PIM)



### 5 Phase Project Implementation Methodology (PIM)

Since its inception, **New World** has successfully completed thousands of implementation projects. **New World** has developed this standard project implementation methodology to be predictable, repeatable, lower risk and maximize project success. This standard approach is based upon a blend of Project Management Institute (PMI) Project Management Book of Knowledge (PMBOK) guidelines and knowledge obtained from years of successful **New World** project management activity deploying public sector solutions.

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, test and review the system to verify system readiness.
4. **Transition** – Train users, perform data conversion (if required), execute go-live, complete Post Go-Live activities, finalize **City** application customizations, optimize implementations (if applicable) and complete final acceptance of the operating system.
5. **Closing** – Review and approve the project closure, disengage project management and formally transfer **City** to **New World** Account Management team.



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

1. **New World Responsibilities** – Tasks **New World** staff is responsible to complete.
2. **City Responsibilities** – Tasks **City** staff is responsible to complete.
3. **Product and Service Deliverables** — Contract items that are delivered during the step.
4. **Key Milestones** – Events that are key to monitoring the status and health of the project.
5. **Completion Criteria** - requirements in order to consider the step complete.

The Phases, Steps, Milestones, Product and Service Deliverables, and Work Breakdown Structure (WBS) that comprise the PIM are summarized in the matrix on the following pages. Each step and project deliverable are described in detail in the sections following this matrix. Although the PIM steps are shown in diagrams as sequential, steps will overlap based on individual project needs and circumstances.

Also note, the Phases, Steps, Milestones, Product and Service Deliverables, and WBS are embedded in the Project Plan template, which is used in conjunction with this methodology.

*Note, the Construction Phase (Steps 5 and 6) and the Transition Phase (Steps 7 through 9) are repeated for each application if the project contains staged go-live events.*

### E.1 Milestone Summary

These are the milestones specified for this project per the **Agreement** terms and conditions along with the Key Project Milestones that will be used to help monitor project status.

		Milestones
		Key Project Milestones
Phases	Steps	
<b>Initiation</b>	<b>1 - Conduct Start-up Activity</b>	Execute Customer Agreement
<b>Planning</b>	<b>2 - Plan the Project</b>	Complete Executive Summary Project Plan Draft Project Plan
	<b>3 - Approve the Project Plan</b>	Approve Project Plan
<b>Construction</b>	<b>4 - Install the Standard Solution</b>	Deliver Technical Services Specification Document
	<b>5 - Build Out Standard Solution</b>	Complete Build of Configuration for Functional Test
	<b>6 - Validate Configuration</b>	Approve Final Configuration for Training and Go-Live
<b>Transition</b>	<b>7 - Conduct End User Training</b>	Complete Pre-Go-Live User Training
	<b>8 - Conduct Go-Live</b>	Go-Live
	<b>9 - Complete and Implement Remaining Deliverables</b>	Complete Development and Implementation of Remaining Deliverables
<b>Closing</b>	<b>10 - Close the Project</b>	Project Complete

## E.2 Formal Notifications Summary

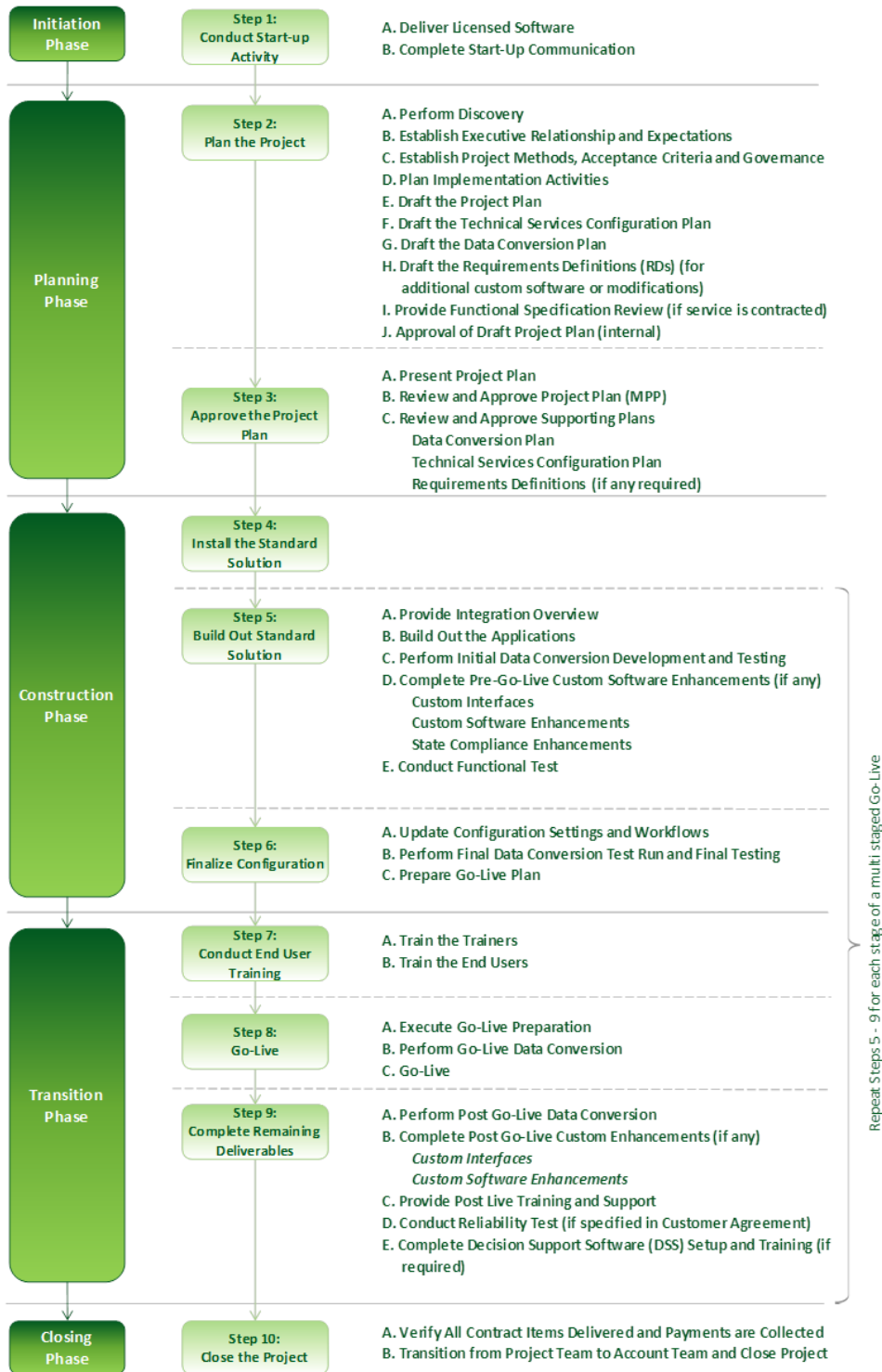
Certain communications are so important during the course of a project they cannot be left to verbal conversation or email messages alone. Formal notifications will be used to help manage expectations, ensure senior managers are informed, cause **City** and **New World** decisions to be made in a timely fashion, and help the Project Managers adhere to project timelines.

Here are the required formal notifications that the **New World** Project Manager will use in managing this implementation project.

		Formal Communications
Phases	Steps	City Notifications
Initiation	1 - Conduct Start-up Activity	Notification that Milestone is Complete – Deliver Licensed Standard Software Notification of Start of Warranty Period
Planning	2 - Plan the Project	Notification that Milestone is Complete – Complete Executive Summary Project Plan
	3 - Approve the Project Plan	Notification that Milestone is Complete – Approve Project Plan (MPP)
Construction	4 - Install the Standard Solution	Notification that Milestone is Complete – Deliver Technical Services Specification Document Notification that Project Deliverable is Complete – Deliver 3 <sup>rd</sup> Party Hardware; Deliver 3 <sup>rd</sup> Party Software
	5 - Build Out Standard	Notification that Project Deliverable is Complete – Deliver Licensed Custom Software Enhancements – Deliver Licensed Custom Interfaces Notification that Milestone is Complete – Complete Build Out of Configuration for Functional Test
	6 - Validate Configuration	Notification of Data Conversion Pre-Go-Live Approval Notification that Milestone is Complete – Approve Final Configuration for Training and Go-Live
Transition	7 - Conduct End User Training	Notification that Milestone is Complete – Complete Pre-Go-Live User Training
	8 - Conduct Go-Live	Notification of Data Conversion Pre-Go-Live Approval Notification that Milestone is Complete – Go-Live
	9 - Complete and Implement Remaining Deliverables	Notification that Milestone is Complete – Complete Development and Implementation of Remaining Deliverables Notification that Project Deliverable is Complete – Deliver Remaining Licensed Standard Software – Deliver Remaining Licensed Custom Software Enhancements – Deliver Remaining Licensed Custom Interfaces
Closing	10 - Close the Project	Notification that Milestone is Complete – Close Project

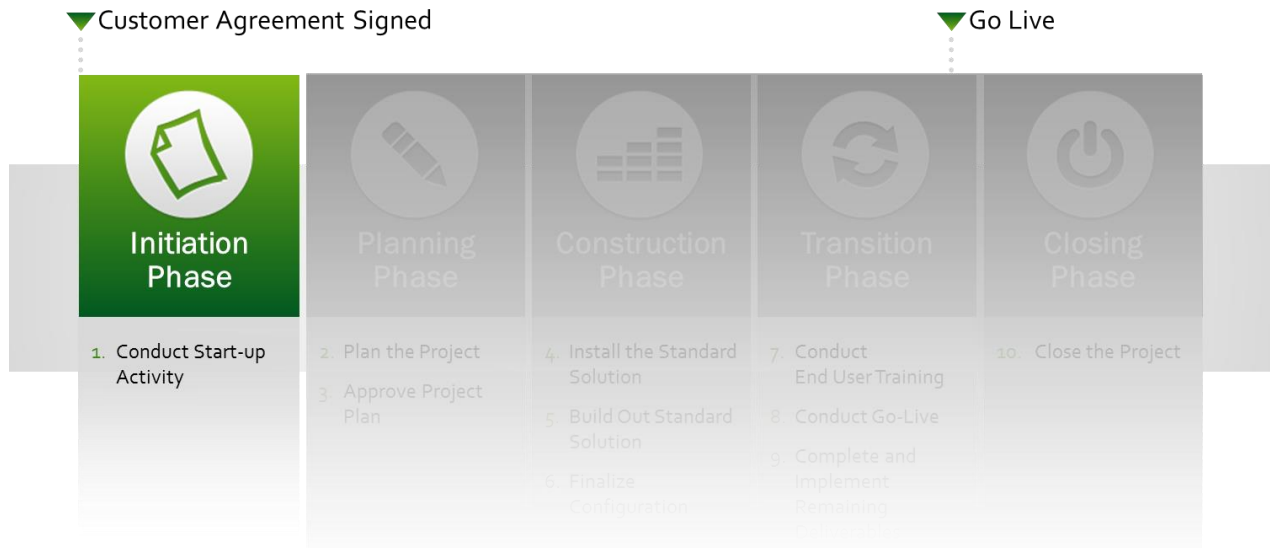
## E.3 Work Breakdown Structure (WBS)

Here is the Work Breakdown Structure for this implementation project.





## E.4 Initiation Phase

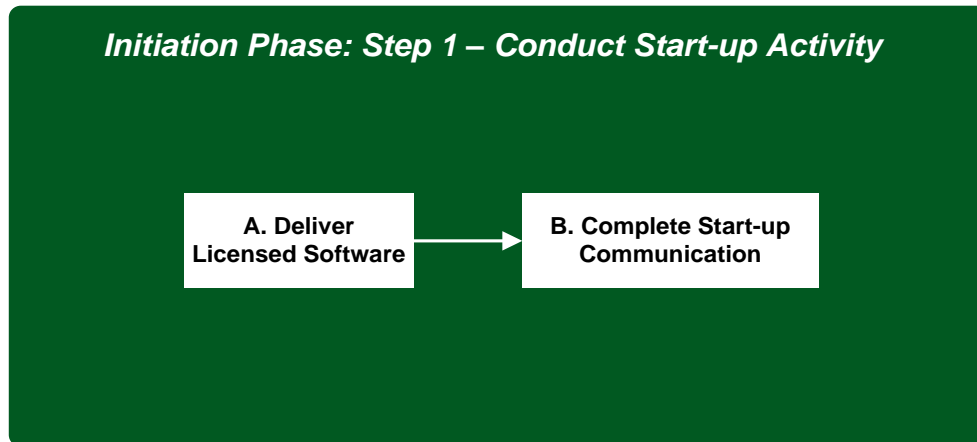


**Purpose:** Deliver standard licensed software, engage project management, establish initial communication channels and begin planning.

**Description of Phase:** The Initiation Phase initiates with the **Agreement** being signed by both parties. This phase consists of one step:

- Step 1: Conduct Start-up Activities

**New World** will deliver the standard licensed software. Also, the initial communication takes place between **New World** and the **City**, the Project Managers are assigned and the **New World** Sales representative initiates the formal transition of the project to the **New World** Operations team. The Operations team (when completely formed) includes Executive Sponsorship, Project Management and Professional Services Application Specialists.

**E.4.1 Step 1: Conduct Start-up Activities**

**Step 1A - Deliver Licensed Software**

**Overview:** When the **Agreement** is signed, **New World** will deliver to **City** the standard licensed software in the **Agreement**. This delivery excludes any custom software enhancements or custom interfaces (which will be delivered later in the project once completed).

Responsibilities	
New World	City
1. Deliver the standard licensed software electronically by posting the software to a Customer Portal for download. 2. If posted to a Customer Portal for download, <b>New World</b> will notify <b>City</b> the software is available and is considered “delivered.”	1. Download the standard licensed software from the Customer Portal.

Product and Service Deliverables	
Products	Services
1. Licensed Standard Software	None

Milestones
1. Execute Customer <b>Agreement</b>
2. Deliver Licensed Standard Software

Milestones
1. Notification of Delivery of Licensed Standard Software

**Completion Criteria:** This step shall be complete upon delivery of the standard licensed software.

**Step 1B - Complete Start-Up Communication**

**Overview:** The **New World** Project Manager will complete one or more conference calls with **City**. The objectives for this communication are:

1. Describe key teams/groups and identify their roles and responsibilities during the project.
2. Discuss expectations of **City** and **New World**.
  - a. Notify **City** their senior leadership will be required for executive project reviews and signing approval documents.
  - b. Discuss Project timeframes
3. Discuss Account Management Planning meeting agenda and objectives.
4. Review Account Management slide deck, adjust as necessary.
5. Set date for onsite Account Management Planning meeting and discuss site preparation.
6. Discuss keys to project success.
7. Request topology diagram of **City's** network.

Responsibilities	
New World	City
<ol style="list-style-type: none"> <li>1. Schedule <b>New World</b> staff to participate in the start-up call(s).</li> <li>2. Clearly define the objectives for each of the start-up call(s).</li> <li>3. Request topology diagram of the <b>City's</b> network.</li> <li>4. Request a copy of <b>City's</b> Organization Chart.</li> <li>5. Review <b>City</b> Competency Matrix.</li> <li>6. Complete Internal Contract Review</li> </ol>	<ol style="list-style-type: none"> <li>1. Schedule <b>City</b> resources to participate in the start-up call(s).</li> <li>2. Participate in the call and discuss agenda items during the start-up call(s).</li> <li>3. Provide the topology diagram of the <b>City's</b> network.</li> <li>4. Provide a copy of the <b>City's</b> Organization Chart.</li> </ol>

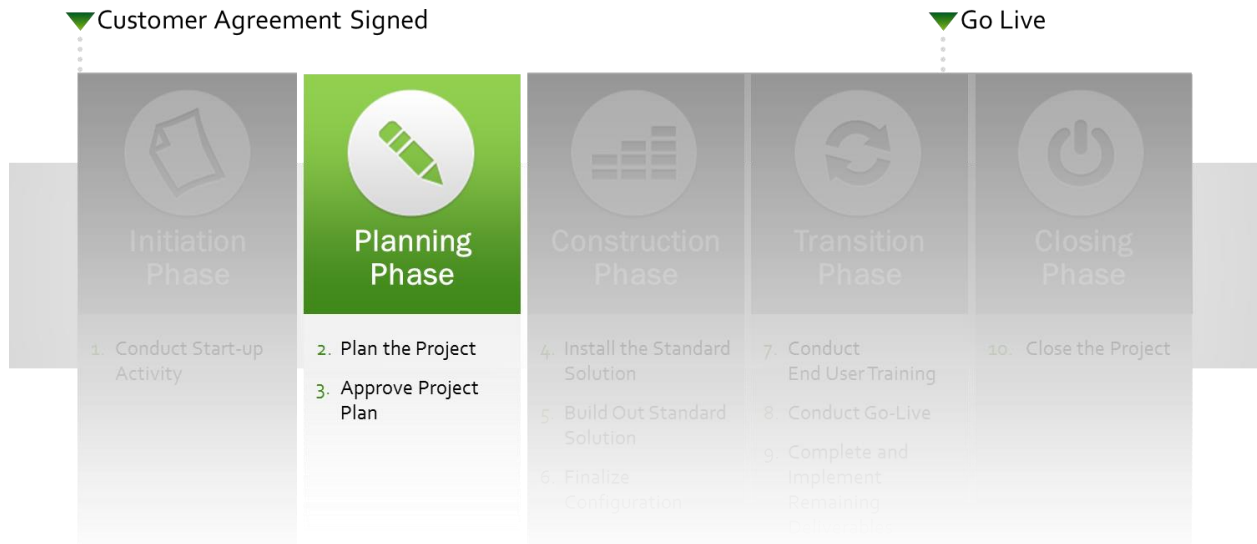
Product and Service Deliverables	
Products	Services
None	None

Milestones
None

Formal Notifications
None

**Completion Criteria:** This step shall be complete at the conclusion of the Start-Up Conference Call(s).

**E.5 Planning Phase**



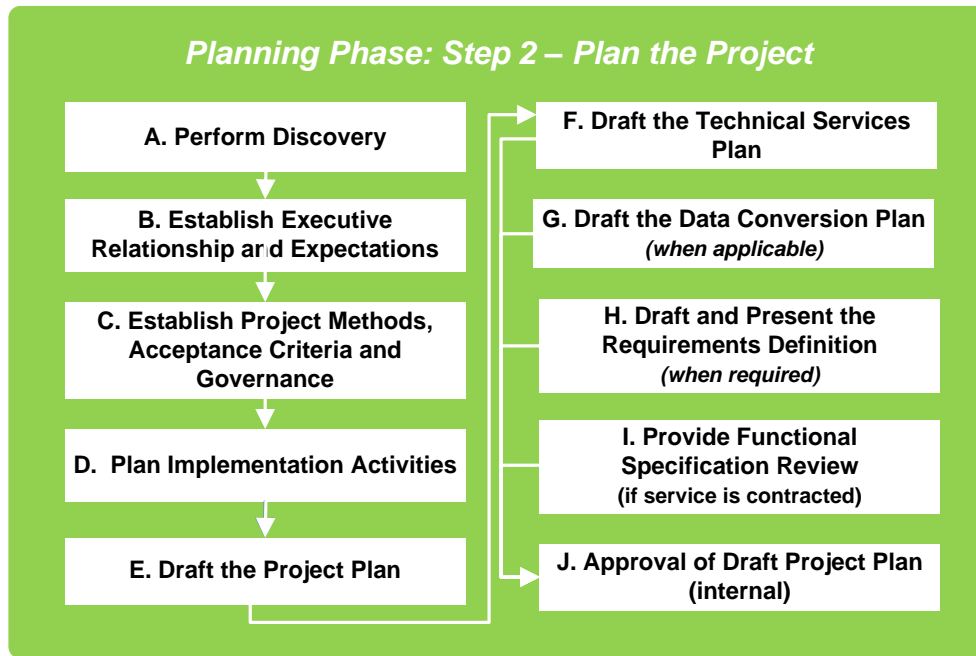
**Purpose:** Create and approve the Project Plan ( ).

**Description of Phase:** The Planning Phase consists of two steps:

- Step 2: Plan the Project
- Step 3: Approve the Project Plan

During this Phase, the **New World** and **City** Project Managers organize the project, establish project teams, confirm requirements, develop the Executive Summary Project Plan, develop the MPP, develop the Data Conversion Plan, establish acceptance criteria and obtain senior management approval for these plans.

**E.5.1 Step 2: Plan the Project**



**Step 2A – Perform Discovery**

**Overview:** New World and City Project Managers will review City’s business practices, environment and workflow. Key events include:

1. In-depth review of City operations and policies to establish an understanding of City’s environment.
2. Review of contracted Requirement Documents (RDs) as specified in the Agreement for Custom Software Enhancements and/or Custom Interfaces.

Key participants include:

1. New World Account Sales or Customer Care Account Manager
2. New World Project Manager
3. New World Application Specialists
4. City Project Manager
5. City SMEs

Responsibilities	
New World	City
<ol style="list-style-type: none"> <li>1. Review <b>City</b> workflow requirements as described above.</li> <li>2. Document workflows and requirements reviewed.</li> <li>3. Review any and all documents detailing discovery activity completed during the sales process including:               <ol style="list-style-type: none"> <li>a. Discovery Document (Demonstration Team)</li> <li>b. Best Process Review (Demonstration Team)</li> <li>c. Turnover Document</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>1. Coordinate with City participants to be available as necessary including supervisors, SMEs and others to discuss all licensed applications, modules and functions.</li> </ol>

Product and Service Deliverables	
Products	Services
Write up of Discovery Findings	None

Milestones
None

Formal Notifications
None

**Completion Criteria:** This step shall be complete upon review of **City**'s operations, workflows and policies.

**Step 2B - Establish Executive Relationship and Expectations**

**Overview:** The assigned **New World** Executive Sponsor will meet with **City** Senior Manager(s) to establish a business relationship between **New World** and **City** executives. During this meeting, these key topics will be reviewed:

1. Executive overview with Executive Management and identification of **City** Executive Sponsor(s).
2. Review of project scope (**Agreement**, project implementation methodology) with **City** Senior Management.
3. Discuss initial Project Schedule and resource management policy.
4. Presentation of the overall implementation strategy, roles, responsibilities and keys to project success.

Key participants include:

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

This meeting is commonly referred to as the Executive Sponsor Meeting.



Responsibilities	
New World	City
<p>Executive Sponsor will meet with <b>City</b> senior managers to discuss topics listed above. Once complete, the Executive Sponsor (and/or designee) will document and distribute the information to the appropriate members of the project teams. The <b>New World</b> Executive Sponsor responsibilities include:</p> <ol style="list-style-type: none"> <li>1. Review summary of project</li> <li>2. Establish framework for future senior manager meeting agendas and schedule, roles and responsibilities of <b>New World</b> and <b>City</b> senior managers</li> <li>3. Discuss <b>City</b> initial senior input for Project Schedule</li> </ol>	<ol style="list-style-type: none"> <li>1. Schedule appropriate senior managers participate in the meeting.</li> <li>2. Reach <b>Agreement</b> with <b>New World</b> on senior management status reporting, meeting agendas and schedules.</li> <li>3. Accept responsibility for prescribed expectations of City senior management team.</li> </ol>

Product and Service Deliverables	
Products	Services
Implementation Overview Presentation	None

Milestones
1. Complete Executive Summary Project Plan

Formal Notifications
1. Project Deliverable Completion Notification – Complete Executive Summary Project Plan

**Completion Criteria:** This step shall be complete upon completion of the initial Executive Summary meeting.

**Step 2C - Establish Project Methods, Acceptance Criteria and Governance**

**Overview:** The assigned **New World** Project Manager will coordinate a series of onsite meetings with key **City** staff associated with project planning, development and implementation. In this series of meetings, **New World** and **City** will establish project methods, acceptance criteria and governance.

Key topics include:

1. Review of project scope (**Agreement**, project implementation methodology) with **City** project management.
2. Discuss initial Project Schedule and resource management policy.
3. Presentation of the overall implementation strategy, roles, responsibilities and keys to project success.

Key participants include:

1. General Manager of Professional Services
2. New Account Sales or Customer Care Account Manager
3. **New World** Project Manager
4. **City** Project Manager
5. **City** project planning staff as appropriate

These meetings are commonly called the Account Management Planning meetings.

Responsibilities	
New World	City
<p>Project Manager will meet with <b>City</b> staff to discuss topics listed above. Once complete, the Project Manager (and/or designee) will document and distribute the information to the appropriate members of the project teams. The <b>New World</b> Project Manager responsibilities include:</p> <ol style="list-style-type: none"> <li>1. Review project methodology</li> <li>2. Establish framework for account management, roles and responsibilities of <b>New World</b> and <b>City</b></li> <li>3. Establish initial Project Management Workbook (PMW) with <b>City</b>:               <ol style="list-style-type: none"> <li>a. Roles and Responsibilities</li> <li>b. Communication Plan</li> <li>c. Risk Management Plan</li> <li>d. Initial issues/concerns</li> </ol> </li> <li>4. Discuss <b>City</b> initial input for Project Schedule</li> </ol> <p>Once compiled, documents will be provided to <b>City</b> for review.</p>	<ol style="list-style-type: none"> <li>1. Discuss with <b>New World</b> and help outline a document describing the project methods, acceptance criteria and governance topics.</li> <li>2. Provide written list of any specific issues found by <b>City</b> with the project documentation prepared through this process.</li> <li>3. Reach <b>Agreement</b> with <b>New World</b> on adjusting documents to reflect issues identified.</li> </ol>

Product and Service Deliverables	
Products	Services
Initial Project Management Workbook	None

Milestones
None

Formal Notifications
None

**Completion Criteria:** This step shall be complete upon delivery of the final Project Management Workbook documents to **City**.

**Step 2D – Plan Implementation Activities**

**Overview:** The assigned New World Project Manager will coordinate a series of internal meetings with key New World staff associated with project planning, development and implementation. In this series of meetings, New World will refine project methods, scope and requirements for functional teams who will provide project deliverables.

Key topics include:

1. Review of project scope (City Agreement, project implementation methodology, Discovery Review)
2. Discuss initial Project Schedule and resource assignments

Key participants include:

1. New World Executive Management
2. New Account Sales or Customer Care Account Manager
3. New World Project Manager
4. New World Functional Team Managers

Responsibilities	
New World	City
<p>Project Manager will meet with New World staff to review information documented during <i>Perform Discovery</i> and City meetings to <i>Establish Project Methods, Acceptance Criteria and Governance</i> activities.</p> <p>The New World Project Manager responsibilities include:</p> <ol style="list-style-type: none"> <li>1. Provide functional managers with a refined scope of project, City’s project expectations and project information.</li> <li>2. Review any required or possible future changes to the contract.</li> <li>3. Develop an overall implementation strategy to meet the City’s needs by identifying:               <ol style="list-style-type: none"> <li>a. Schedule</li> <li>b. Resource assignment</li> <li>c. Work assignments</li> <li>d. Project workflow</li> </ol> </li> <li>4. Complete executive project requirements review</li> <li>5. Complete second Internal Contract Review</li> </ol>	<p>None</p>

Product and Service Deliverables	
Products	Services
Draft Project Plan and Gantt Chart	None

Milestones
None

Formal Notifications
None

**Completion Criteria:** This step shall be complete upon presentation to **City** of the draft Project Plan.

**Step 2E - Draft the Project Plan**

**Overview:** In parallel to *Establish Executive Relationship and Expectations*, the assigned **New World** and **City** Project Managers will review of **City’s** business practices, environment and workflow to examine the fit into the **New World** software product. Following this assessment, **New World** and **City** will create the initial draft of the MPP. Key topics include:

1. High level review of **City** workflows and policies to establish the foundation to facilitate discussions related to a proposed timeline, custom requirements and an initial training schedule.
2. Address go-live requirement for custom interfaces, custom software modules and/or data conversions.
3. Development of the initial draft of Project the Plan.

The initial draft of the Project Plan can be a full MPP or it can be the Project Schedule from the PMW. At this time, the draft plan is based on the future availability of **New World** and **City** resources, the successful completion of project tasks over time, and the mitigation of potential project delays. It is a baseline project plan that may require alterations due to changes in the project as the plan is executed.

Key participants include:

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

Responsibilities	
New World	City
<ol style="list-style-type: none"> <li>1. Review <b>City</b> workflow requirements.</li> <li>2. Document the workflows and requirements reviewed.</li> <li>3. Distribute the documents to the appropriate members of project team.</li> <li>4. Develop initial draft of MPP.</li> </ol>	<ol style="list-style-type: none"> <li>1. Identify any <b>City</b> schedule dependencies, constraints, conflicts and requirements inclusive of City holidays, end of year conflicts, and any peak workload periods.</li> <li>2. Work with <b>New World</b> Project Manager on developing the initial draft of the MPP.</li> <li>3. Provide written list of any specific issues found by <b>City</b> with the project documentation prepared through this process.</li> </ol>

Product and Service Deliverables	
Products	Services
None	<ol style="list-style-type: none"> <li>1. Draft the initial Project Management Workbook</li> <li>2. Draft the Project Plan</li> </ol>

Milestones
<ol style="list-style-type: none"> <li>1. Draft Project Plan</li> </ol>

Formal Notifications
None

**Completion Criteria:** This step shall be complete upon presentation to **City** of the draft Project Plan.

**Step 2F - Draft the Technical (Hardware Systems Assurance) Services Configuration Plan**

**Overview:** In parallel to *Establish Project Methods, Acceptance Criteria and Governance* and *Draft the Project Plan*, the Technical Services team will work with the Project Manager to coordinate and facilitate a set of conference calls with **City** to address the Technical Services activities required to deploy application servers and software at **City** location. The key objective of the conference calls is to ensure all parties understand what is required for each component the Technical Services team will deploy, infrastructure requirements for deployment and environmental factors that could affect deployment.

Responsibilities	
New World	City
<ol style="list-style-type: none"> <li>1. Technical Service Lead facilitates conference call with <b>City</b> and <b>New World</b> technical resources to address the initial Technical Services planning and analysis.</li> <li>2. Document <b>City</b> site technical information.</li> <li>3. Develop a Technical Services Plan (incorporated within the MPP) detailing the tasks required to execute the Technical Services activities for deployment (Technical System Stet-up, Mobile Messaging Installation and Field Reporting Deployment).</li> </ol>	<ol style="list-style-type: none"> <li>1. Identify any <b>City</b> schedule dependencies, constraints, conflicts and requirements.</li> <li>2. Work with <b>New World</b> Project Manager on developing the initial draft of the Technical Services Plan.</li> </ol>

Product and Service Deliverables	
Products	Services
None	<ol style="list-style-type: none"> <li>1. Draft Technical Services Configuration Plan</li> </ol>

Milestones
None

Formal Notifications
None

**Completion Criteria:** This step shall be completed upon creation of the draft Technical Services Plan.



**Step 2G - Draft the Data Conversion Plan**

**Overview:** In parallel to *Establish Project Methods, Acceptance Criteria and Governance* and *Draft the Project Plan*, **New World** will provide conversion assistance to **City** to help convert the existing data files defined in the **Agreement**. If additional files are identified after the execution of the **Agreement**, estimates will be provided to **City** prior to **New World** beginning work on those newly identified files.

Based on the **Agreement**, **City** and **New World** will conduct the data conversion and migration. **New World** will analyze **City** source data, develop and deliver a Data Conversion/Migration Plan. This conversion effort includes data coming from one unique database or source, not multiple sources. No data cleansing, consolidation of records, or editing of data will be part of the data conversion effort. Any data cleansing, removal of duplicate records or editing must take place by **City** prior to providing the data to **New World**.

A data conversion analysis and assessment to verify the scope of effort for the project will be conducted onsite at **City** location. **City** will be responsible for actual travel expenses for this trip.

The scope specification shall include identification of **City** files to be converted, the number of records to be converted and the number of data drops provided to **City**. The standard number of data drops is five (5) test and 1 (one) final production data drop.

Should **City** require a change in scope, a revised cost estimate for the data conversion may be provided at the conclusion of the assessment. **City** may elect to cancel or proceed with the conversion effort based on the revised estimate.

Responsibilities	
New World	City
<ol style="list-style-type: none"> <li>1. Data Conversion Lead facilitates conference call with the City and <b>New World</b> participants to address the data conversion process and initial requirements.</li> <li>2. Document <b>City</b>'s preliminary conversion requirements.</li> <li>3. Develop a Data Conversion Plan (incorporated within the MPP) detailing the tasks required to execute the data conversion activities.</li> <li>4. Distribute and explain the Data File Conversion Implementation Guide.</li> </ol>	<ol style="list-style-type: none"> <li>1. City will provide data in standard conversion record layouts as required by <b>New World</b> with an accurate count of records contained in the files.</li> <li>2. Appoint key contact regarding delivery and loading of conversion data.</li> <li>3. 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.</li> </ol>

Product and Service Deliverables	
Products	Services
Data Conversion Implementation Guide	1. Draft Data Conversion Plan

Milestones
None

Formal Notifications
None

**Completion Criteria:** This step shall be complete upon creation of the draft Data Conversion Plan.

**Step 2H - Draft Requirements Definitions (RDs) (for additional custom software or modifications)**

**Overview:** In parallel to *Establish Project Methods, Acceptance Criteria and Governance* and *Draft the Project Plan*, the **New World** Project Manager will coordinate a series of discussions with key **City** SMEs associated with requested scope changes/additions to the contracted Custom Software Enhancements and/or Custom Interfaces. Working with **City**, **New World** will develop the additional Requirements Definition (RDs) to support contract changes associated with the additional development activity.

Responsibilities	
New World	City
<ol style="list-style-type: none"> <li>The Project Manager will meet onsite or via conference calls with <b>City</b> staff and review requirements for additional Custom Software Enhancements and/or Custom Interface development.</li> <li>Once the process of requirements definition gathering is complete, the Project Manager working with <b>City</b> will review the draft Requirements Definition documents and distribute them to the appropriate members of the Project Team for validation.</li> <li>Submit approved Requirements Definitions to <b>New World</b> Sales Administration team to generate a contract addendum to add the additional RDs to the scope of the project.</li> </ol>	<ol style="list-style-type: none"> <li>Meet with <b>New World</b> Project Manager and review requirements for additional Custom Software Enhancements and/or Custom Interfaces.</li> <li>Review and validate the draft Requirements Definitions (RDs) as documented.</li> <li>Provide written list of any specific issues found by <b>City</b> with the Requirements Definitions prepared through this process.</li> </ol>

Product and Service Deliverables	
Products	Services
Draft Requirements Definition Documents (RD's)	1.

Milestones
None

Formal Notifications
None

**Completion Criteria:** This step shall be complete upon delivery of the draft Requirements Definition Documents.

**Step 2I - Provide Functional Specification Review**

**Overview:** The **New World** Project Manager will meet onsite with City and review the functional specifications for the licensed software.

Responsibilities	
New World	City
<ol style="list-style-type: none"> <li>The Project Manager and an appropriate number of <b>New World</b> Application Specialists, working with <b>City</b>, will review the functional specifications for the licensed software (typically functional specifications are attached in the <b>Agreement</b> from the <b>New World</b> Response to <b>City</b> RFP) if review services are purchased.</li> <li>Approve validation of the functional specifications on behalf of <b>New World</b>. (if applicable)</li> </ol>	<ol style="list-style-type: none"> <li><b>City</b> working with <b>New World</b> Project Manager and SMEs will review the functional specifications for the licensed software (typically attached in the <b>Agreement</b> from the <b>New World</b> Response to <b>City</b> RFP) if review services are purchased.</li> <li>Approve validation of the functional specifications on behalf of <b>City</b>. (if applicable)</li> </ol>

Product and Service Deliverables	
Products	Services
None	<ol style="list-style-type: none"> <li>Provide Functional Specification Review</li> </ol>

Milestones
None

Formal Notifications
None

**Completion Criteria:** This step shall be complete upon completion of the onsite review meeting(s) of the functional specifications.

**Step 2J – Approval of Draft Project Plan (internal)**

**Overview:** The last activity in the Plan the Project step of the implementation is internal New World management approval of the draft project plan for presentation to the City. Management approval is an acknowledgement of project plan variance, acceptance of the planned deployment strategy for the project and an endorsement of the proposed schedule of events for execution of the plan.

One major goal of the approval process is to acknowledge project variances during the project planning process and document a plan to address these variances before any detailed project plan is presented to the City.

By obtaining management approval to present a draft project plan to the City, New World provides project managers with acknowledgment of plan variance and the corporation’s commitment to executing the approved draft project plan.

Key participants include:

1. Senior/Executive Sponsor
2. Director of Professional Services
3. New World Project Manager

Responsibilities	
New World	City
1. Review Project Plan with New World management to confirm the selected project deployment strategy is in-line with stakeholder’s understanding of City’s needs and requirements. 2. Identify and address variances between project plan and City’s contract requirements. 3. Obtain New World management approval to present project plan to City.	None

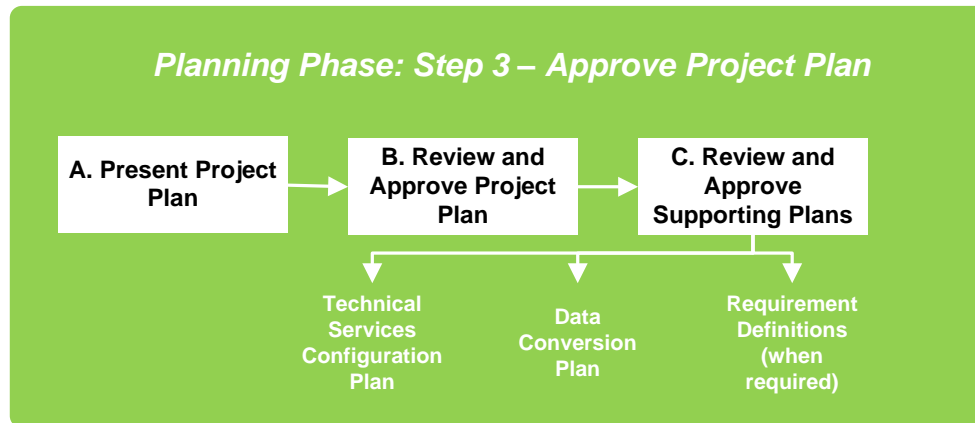
Product and Service Deliverables	
Products	Services
None	None

Milestones
None

**Formal Notifications**

None

**Completion Criteria:** This step shall be complete upon New World management team's approval of the draft project plan and a meeting date for presentation of the plan has been scheduled.

**E.5.2 Step 3: Approve the Project Plan**

**Step 3A – Present Project Plan**

**Overview:** The initial draft of the Project Plan can be either the MPP or it can be the Project Schedule from the PMW. At this time, the draft plan is based on the future availability of New World and City resources, the successful completion of project tasks over time, and the mitigation of potential project delays. It is a baseline project plan that may require alterations due to changes in the project as the plan is executed.

Key participants include:

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

Responsibilities	
New World	City
<ol style="list-style-type: none"> <li>1. Review draft MPP with City.</li> <li>2. Ensure there is a clear alignment of the Project Plan and the Supporting Plans (Technical Services Configuration Plan, GIS Plan, Data Conversion Plan and Requirements Definitions for custom software/interfaces) to the implementation of the standard application solution in the City's live environment.</li> <li>3. Distribute the documents to the appropriate members of project team.</li> </ol>	<ol style="list-style-type: none"> <li>1. Review draft MPP with New World.</li> <li>2. Provide written list of any specific issues found by City with the project documentation prepared through this process.</li> </ol>

Product and Service Deliverables	
Products	Services
Project Plan	1. Present draft Project Plan

Milestones
1. Present draft Project Plan

Formal Notifications
None

**Completion Criteria:** This step shall be complete upon the presentation of the finalized draft Project Plan to City.



**Step 3B – Review and Approve the Project Plan**

**Overview:** The objective of this step is to approve the MPP based upon the planning completed in reviewing **City** work processes discovered during Step 2B above. The resulting document defines the specific project tasks, timelines for completion and ownership of each activity throughout the remainder of the project.

The approved project plan can be the MPP or it can be the Project Schedule from the PMW as drafted during the *Draft Project Plan* step of the Project Implementation Methodology. At the time of approval, the plan is based on the future availability of resources, the successful completion of project tasks over time and the mitigation of potential project delays. It is a baseline project plan that may require alterations due to changes in the plan as the project is completed.

Responsibilities	
New World	City
<ol style="list-style-type: none"> <li>1. Ensure there is a clear alignment of the MPP and the Supporting Plans (Systems Assurance Configuration Plan, Data Conversion Plan and Requirements Definitions for custom software/interfaces) to the implementation of the standard application solution in <b>City's</b> live environment.</li> <li>2. Review resources confirmed in the project schedule. Ensure <b>New World</b> resources can be locked into the schedule with sufficient notification of assignment prior to deployment of service deliveries.</li> <li>3. Review the draft MPP with <b>City</b> staff.</li> <li>4. Approve the MPP on behalf of <b>New World</b>.</li> <li>5. Upon mutual approval of the MPP, establish the document as the baseline for the project. If there are no deficiencies communicated, the Plan shall be finalized after review and acceptance of <b>New World</b> and the <b>City</b>.</li> </ol>	<ol style="list-style-type: none"> <li>1. Review the draft MPP.</li> <li>2. Document any specific deficiencies found with the Plan and provide to <b>New World</b> within fifteen (15) business days of receipt.</li> <li>3. Approve the MPP on behalf of <b>City</b>, by either:               <ol style="list-style-type: none"> <li>a. Signing off on the draft MPP by <b>City</b> Project Manager and Executive Manager.</li> </ol> </li> </ol>

Product and Service Deliverables	
Products	Services
None	2. Finalize the MPP

Milestones
1. Approve Project Plan

Formal Notifications
----------------------

- |   |
|---|
| 1. Project Deliverable Completion Notification – Approve Project Plan |
|---|

The *Approve Project Plan* step must be completed prior to executing any activities outlined in the *Build Out the Standard Solution* step (Step 5) of the Project Implementation Methodology.

**Completion Criteria:** This step shall be complete upon **City's** acceptance of the plan.

**Step 3C – Review and Approve Supporting Plans**

**Overview:** The objective of this task is to approve the Supporting Plans: Technical Services Configuration Plan, Data Conversion Plan and Requirements Definitions.

Responsibilities	
New World	City
<ol style="list-style-type: none"> <li>1. Ensure there is a clear alignment of the Project Plan and the Supporting Plans (Technical Services Configuration Plan, Data Conversion Plan and Requirements Definitions (for additional custom software or modifications) to the implementation of the standard application solution in the <b>City's</b> live environment.</li> <li>2. Review the draft supporting plans with City staff.</li> <li>3. Approve the Supporting Plans on behalf of <b>New World</b>.</li> </ol>	<ol style="list-style-type: none"> <li>1. Review the draft supporting plans.</li> <li>2. Document any specific deficiencies found with the Supporting Plans and provide to <b>New World</b> within fifteen (15) business days of receipt.</li> <li>3. Approve the Supporting Plans on behalf of City, by either:               <ol style="list-style-type: none"> <li>a. Signing off on the Supporting Plans by City Project Manager and Executive Manager.</li> </ol> </li> </ol>

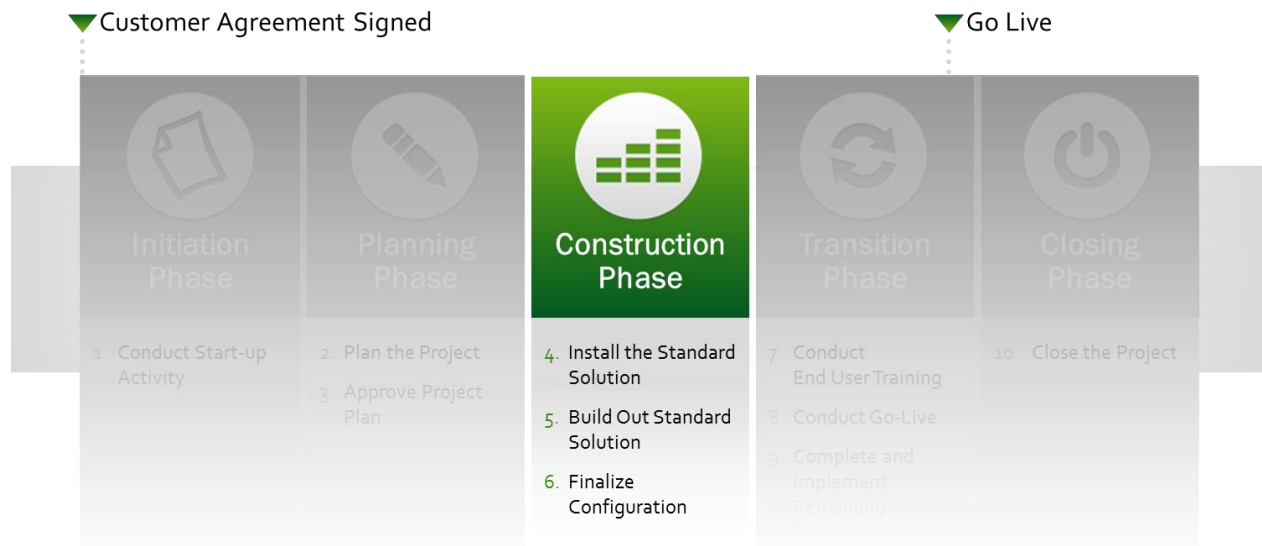
Product and Service Deliverables	
Products	Services
None	<ol style="list-style-type: none"> <li>1. Finalize the Data Conversion Plan</li> <li>2. Finalize the Technical Services Configuration Plan</li> <li>3. Finalize Requirements Definition Documents (RDs)</li> </ol>

Milestones
None

Formal Notifications
None

**Completion Criteria:** This step shall be complete upon **City's** acceptance of the last of the Supporting Plan delivered.

### E.6 Construction Phase



**Purpose:** Execute the Project Plan to install, setup, build, review, finalize configuration and verify system readiness for training and go-live.

**Description of Phase:** The Construction Phase consists of three steps.

- Step 4 – Install the Standard Solution
- Step 5 – Build Our Standard Solution
- Step 6 – Validate Configuration

During this Phase, the **New World** and **City** 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. **City** 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. Success requires commitment from **New World** and **City** to include necessary leadership and governance by both parties over their respective teams.

The methodology diagram indicates each step of the Construction Phase follows the previous step, but occasionally steps may occur concurrently.

***Steps 5 and 6 of the Construction Phase are repeated for each Application if the project contains multiple go-live events.***

**E.6.1 Step 4: Install the Standard Solution**

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*Construction Phase: Step 4 – Install the Standard Solution*

Install the Standard Solution

**Step 4 – Install the Standard Solution**

**Overview:** During this step, **New World** validates and finalizes **City’s** hardware configuration, software requirements and implementation. The result of this effort is documented in the Technical Services Setup Plan.

**New World** will install the licensed standard software (including standard interfaces) and standard database on City supplied servers and configure the system to meet application specifications.

These services do not include hardware and/or third party product costs which shall be **City’s** responsibility, unless otherwise stated in the **Agreement**. Whenever possible, these services will be provided remotely, resulting in savings in travel expenses and time. If onsite installation is required, **City** will be responsible for the actual travel expenses and time.

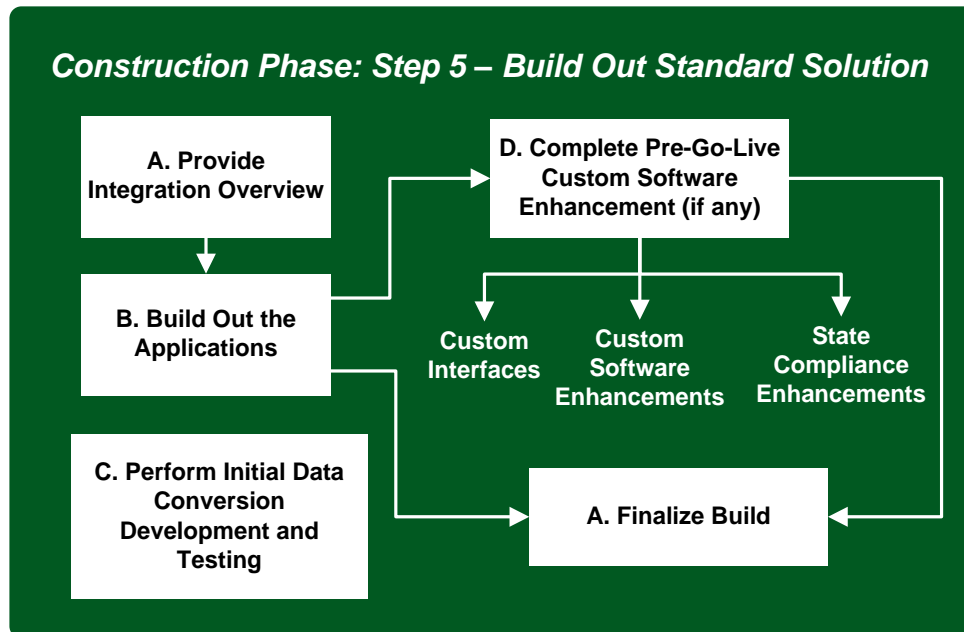
Responsibilities	
New World	City
<p>Configure the system as required and provide knowledge transfer to <b>City</b> System Administrator:</p> <ol style="list-style-type: none"> <li>1. Verify with <b>City</b> personnel the computer processor(s), operating system software, third party software, associated workstation requirements, printers, network communications and other related components supplied by <b>City</b>.</li> <li>2. Document the required site resources (e.g., facility, power, network, cooling, etc.) necessary to operate the application; as part of the review, <b>New World</b> will make recommendations for necessary site modifications to meet minimum operating requirements for the application.</li> <li>3. Review with <b>City</b> the minimum requirements for workstations as identified in <b>Agreement</b>, as applicable to the application.</li> <li>4. Train <b>City</b> to install client workstations, administer servers, manage disaster recovery systems and review any other items of concern related to hardware and software configuration.</li> <li>5. Review ongoing <b>City</b> management expectations of how system will be managed by <b>City</b>.</li> <li>6. Identify role of <b>New World</b> vs. <b>City</b> post system setup.</li> <li>7. Provide <b>City</b> with a Technical System Setup document that includes the following:               <ol style="list-style-type: none"> <li>a. Identification of any special space requirements</li> <li>b. Functional system diagram, showing a high level view of the <b>New World</b> standard software subsystems and their associated hardware</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>1. Provide <b>City</b> technology staff to assist <b>New World</b> with executing the Technical System Setup Plan.</li> <li>2. Provide in writing, information on existing hardware and operating system software components and terminal networks, as well as projected utilization statistics (i.e. number of users, number of concurrent users, number of transactions, database sizes) and other information reasonably required to validate final hardware requirements.</li> <li>3. Review and approve the final hardware and operating system configuration with the <b>New World</b> project team.</li> <li>4. Review <b>New World</b>'s recommendations regarding any existing communications networks and workstations and make any modifications identified by <b>New World</b> to ensure compatibility with the equipment and system to be installed.</li> <li>5. Ensure hardware is ordered, delivered and installed prior to scheduling <b>New World</b>'s Technical Services visit onsite.</li> <li>6. Provide information technology support staff onsite and accessible via phone or email for knowledge transfer and to help address any concerns encountered during the system installation.</li> <li>7. Provide approval indicating completion of system set-up and administration training.</li> </ol>

Product and Service Deliverables	
Products	Services
1. Third Party Hardware Third Party Software	1. Prepare Initial Databases 2. Setup <b>City</b> Environment(s) 3. Install Standard .NET Applications on <b>City</b> Servers (including standard interfaces) 4. Install Initial Data Bases 5. Train <b>City</b> Staff on Server Administration & Maintenance

Milestones
1. Deliver Technical Services Specification Document

Formal Notifications
1. Project Deliverable Completion Notification – Deliver Technical Services Specification Document
2. Project Deliverable Completion Notification – Deliver Third Party Hardware; Deliver Third Party Software

**Completion Criteria:** This step shall be complete upon the delivery of the Technical Services Specification Document.

**E.6.2 Step 5: Build Out the Standard Solution**


*Steps 5 through 9 are repeated for each Application if the project contains multiple go-live events.*

**Step 5A – Provide Integration Overview**

**Overview:** **New World** and **City Build** Teams will meet for one or two days to review the Logos application in its entirety to generate a solid understanding of how each of application component functions, how components are integrated and how data is managed throughout the system.

The *Provide Integration Overview* focuses on developing an end-to-end perspective across all applications for the **City's** Build Team on how data management and construction decisions in one area of the software can impact other areas.

Key participants include:

1. **New World** Project Manager
2. **New World** Application Specialist
3. **City** Project Manager
4. **City Build** Team Members
5. **City** SMEs



Responsibilities	
New World	City
<ol style="list-style-type: none"> <li>To provide appropriate Application Specialists onsite to assist with integration overview.</li> <li>To guide <b>City</b> through the application integration and operational specifications of the licensed components.</li> </ol>	<ol style="list-style-type: none"> <li>Coordinate with <b>City</b> participants to be available as necessary.</li> <li>Provide and schedule necessary facilities for session.</li> <li>Assign, schedule and ensure attendance and participation of appropriate staff for session.</li> </ol>

Product and Service Deliverables	
Products	Services
None	None

Milestones
None

Formal Notifications
None

The *Approve Project Plan* step must be completed prior to executing any activities outlined in the *Build Out the Standard Solution* step (Step 5) of the Project Implementation Methodology.

**Completion Criteria:** This step shall be complete upon delivery of the integration overview.

## **Step 5B- Build Out the Applications**

**Overview:** The *Build Out of the Applications* includes reviewing the available functionality of each application and module and assisting/training **City** SMEs to:

1. Define **City** workflows
2. Build out validation sets
3. Make application configuration settings
4. Set up standard forms as required for each application and module purchased

To define **City** workflows, a hands-on Build Review of each application is completed in a class room with computer workstations with access to the application software. Build Reviews are facilitated by **New World** Application Specialists for each application area. **City** operations staff expert(s) on the application area attend the reviews to learn how to set up, configure, and maintain the software.

The Build Reviews are conducted by walking through each function within each application from the user/administrator point-of-view and examining every project construction element as it relates to a particular process. During the review, **City** staff makes decisions regarding the configuration elements and they set up the system accordingly on-the-spot where possible. In addition, homework is assigned to **City** staff to complete additional tasks outside of the Build Review sessions regarding definition of workflows and/or set up of the system configuration. The homework results are reviewed in subsequent review sessions with the full group.

The goal is at the conclusion of each application's Build Review; the application is properly configured with all related system variables fully defined and set-up.

The Build Reviews include:

1. Reviewing the various **City** work processes and the functional relationship to the software.
2. Review of any applicable Requirements Definition documentation for Custom Enhancements and/or Interfaces regarding impacts on **City** workflows.
3. Identification and documentation of any desired configuration modifications to the standard software solution (not previously contracted).
4. 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
5. Identification of any Municipality-specific reports (management reports, public inquiries, etc.).

Responsibilities	
New World	City
<ol style="list-style-type: none"> <li>1. Provide access to up-to-date user manuals for workshop participants.</li> <li>2. <b>New World</b>'s Project Manager and Application Specialist(s) will act as facilitators to lead the walk through of the <b>New World</b> standard software solution with <b>City</b> staff and train <b>City</b> Staff on how to configure and set up each Application.</li> <li>3. The <b>New World</b> Project Manager will assist <b>City</b> Project Manager to prepare the <b>City</b> team for the Build Reviews</li> <li>4. The <b>New World</b> Project Manager and/or Application Specialist will provide additional applicable documentation required during the review.</li> <li>5. The <b>New World</b> Application Specialist will present the configured applications facilitate an interactive exchange with <b>City</b> and to review the configured applications with <b>City</b>.</li> <li>6. A <b>New World</b> Executive Manager may participate in the Build Reviews, as well as in a project review meeting with <b>City</b>'s senior staff.</li> <li>7. The <b>New World</b> Project Manager will work with <b>City</b> Project Manager to finalize the content of the User Training Plans as part of the Build Reviews.</li> </ol>	<ol style="list-style-type: none"> <li>1. <b>City</b> Project Manager is responsible for preparing <b>City</b> team for the Build Reviews, ensuring all necessary <b>City</b> team members attend the reviews, configure the system and complete homework assignments.</li> <li>2. <b>City</b> is responsible to make decisions regarding configuration and set up and to apply those decisions to the configuration and set up of the application software.</li> <li>3. Once initial Build Out is complete for each application area, <b>City</b> team leaders and SMEs will walk the review group through <b>City</b> workflow and policy set up in the configured <b>New World</b> applications.</li> <li>4. During the walk through, <b>City</b> will determine any additional workflow modifications and/or minor software configuration changes required and will document in writing the list of any additional configuration changes required.</li> <li>5. <b>City</b> is responsible for ensuring the implementation of any workflow changes prior to rollout and training to its end-user community.</li> <li>6. Provide in writing a list of any required non-standard <b>New World</b> reports not yet identified or included in the <b>Agreement</b>.</li> <li>7. <b>City</b> Project Manager will work with <b>New World</b> Project Manager to finalize the content of the User Training Plans as part of the Build Reviews.</li> <li>8. Presentation of the final configuration and set up to <b>City</b> staff: "Here's how the system has been constructed."</li> </ol>

Product and Service Deliverables	
Products	Services
None	<ol style="list-style-type: none"> <li>1. Train and Assist <b>City</b> to Build Out Each Application Purchased (Configuration and Setup)</li> <li>2. Train <b>City</b> Staff on Application System Administration</li> </ol>

Milestones
None

Formal Notifications
None

**Completion Criteria:** This step shall be complete upon the conclusion of the build out activity.

**Step 5C - Perform Initial Data Conversion Development and Testing**

**Overview:** In parallel *Build Out of the Applications*, **New World** and **City** will perform the initial data conversion development, mapping and testing to convert the existing data files defined in the **Agreement**. If additional files are identified after execution of the **Agreement**, estimates will be provided to the City prior to **New World** beginning work on those newly identified files.

Based on the Data Conversion Plan, **City** and **New World** will conduct the initial data conversion tasks. Note, no data cleansing, consolidation of records, or editing of data will be part of the data conversion effort. Any data cleansing, removal of duplicate records or editing must take place by **City** prior to providing the data to **New World**.

Responsibilities	
New World	City
<ol style="list-style-type: none"> <li>1. Program the data conversion tools per the Data Conversion Plan.</li> <li>2. Test the data conversion tools to validate they correctly follow the mappings.</li> <li>3. Provide converted test data files to <b>City</b> for testing.</li> <li>4. Assist <b>the City</b> in analyzing the source data extracted as requested.</li> <li>5. Enter the <b>City's</b> issues into <b>New World's</b> issue tracking database and notifies the programmer.</li> <li>6. Resolve issues prior to the next scheduled delivery of the conversion.</li> </ol>	<ol style="list-style-type: none"> <li>1. Cleanse the data to be converted as required prior to providing to <b>New World</b>.</li> <li>2. Map the data fields for the files to be converted so they align to the <b>New World</b> data base fields.</li> <li>3. Provide <b>New World</b> with the data files to be converted by extracting live data from the legacy system and submitting to <b>New World</b>.</li> <li>4. Assist <b>New World</b> in analyzing the source data extracted as requested.</li> <li>5. Correct any data issues in the source identified by <b>New World</b> when necessary.</li> <li>6. When provided with a converted test data set, test the conversion to validate for accuracy and completeness.</li> <li>7. Identify any concerns within fifteen (15) business days of each data conversion iteration.</li> </ol>

Product and Service Deliverables	
Products	Services
None	<ol style="list-style-type: none"> <li>1. Provide initial data conversion development, mapping, testing</li> </ol>

Milestones
None

Formal Notifications
None

**Completion Criteria:** This step shall be completed at the conclusion of the first delivery of test data conversion files. *(There are five (5) test and one (1) final production data conversion “drops” in the Agreement.*

**Step 5D - Complete Pre-Go-Live Custom Software Enhancements (if any)**

**Overview:** During this step, working with **City**, **New World** will complete development and installation of any Custom Software Enhancements, Custom Interfaces and/or State Compliance Enhancements in **City** environment required for go-live. The results of this step are a completed system ready for go-live.

Responsibilities	
New World	City
<ol style="list-style-type: none"> <li>1. Complete development tasks for Custom Enhancements, Custom Interfaces and/or State Compliance Enhancements.</li> <li>2. Working with <b>City</b>, implement the Custom Enhancements, Custom Interfaces and/or State Compliance Enhancements as required for go-live.</li> </ol>	<ol style="list-style-type: none"> <li>1. Provide liaison to participating City agency staff and third party vendors as required supporting installation and test of interfaces to third party systems.</li> <li>2. Test the Custom Enhancements, Custom Interfaces and/or State Compliance Enhancements.</li> <li>3. Notify <b>New World</b> within 15 business days of installation of Custom Software of any issues discovered during test.</li> </ol>

Product and Service Deliverables	
Products	Services
<ol style="list-style-type: none"> <li>1. Licensed Custom Software (Pre-Go-Live) <ul style="list-style-type: none"> <li>- Custom Interfaces</li> <li>- Custom Software Enhancements</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>1. Install any remaining go-live Contract Deliverables (Custom Interfaces, Custom Enhancements)</li> </ol>

Milestones
None

Formal Notifications
<ol style="list-style-type: none"> <li>1. Project Deliverable Completion Notification – Deliver Licensed Custom Software Enhancements and Licensed Custom Interfaces</li> </ol>

**Completion Criteria:** This step shall be complete upon the expiration of the fifteen (15) day testing period or **City's** acceptance of the interfaces, whichever occurs first.

**Step 5E – Finalize Build**

**Overview:** The *Finalize Build* includes a review of overall application functionality, the integration of the system to additional modules, interface operations and data capture processes. During Finalize Build, City staff confirms decisions previously made regarding the configuration elements they set up during the build process.

Responsibilities	
New World	City
<ol style="list-style-type: none"> <li>1. <b>New World</b>'s Project Manager and Application Specialist(s) will act as facilitators during the Finalize Build process.</li> <li>2. The <b>New World</b> Project Manager will assist the City Project Manager to prepare the City team for the Finalize Build activity.</li> <li>3. The <b>New World</b> Project Manager and/or Application Specialist will provide additional applicable documentation required during the review.</li> <li>4. The <b>New World</b> Application Specialist will present the configured applications and facilitate an interactive exchange with the City and to review the configured applications with the City.</li> </ol>	<ol style="list-style-type: none"> <li>1. Once initial Build Out is complete for each application area, City team leaders and SMEs will walk the review group through the City workflow and policy set up in the configured <b>New World</b> applications.</li> <li>2. During the walk through, City will determine any additional workflow modifications and/or minor software configuration changes required and will document in writing the list of any additional configuration changes required.</li> <li>3. City is responsible for ensuring the implementation of any workflow changes prior to executing the parallel test and functional test.</li> </ol>

Product and Service Deliverables	
Products	Services
None	<ol style="list-style-type: none"> <li>1. Assist City to Finalize the Build of Each Application Licensed (Configuration and Setup)</li> </ol>

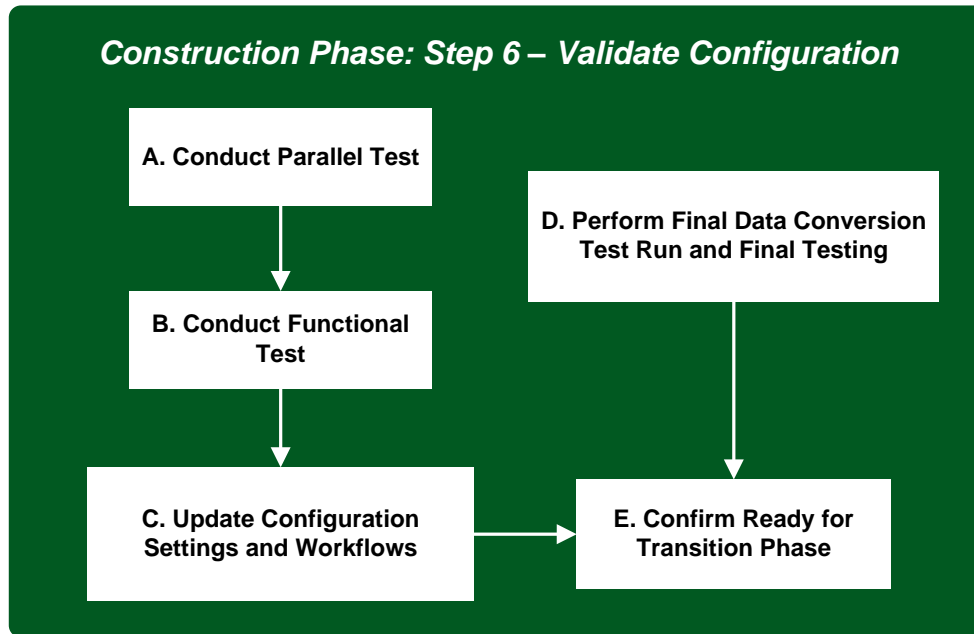
Milestones
<ol style="list-style-type: none"> <li>1. Complete Build Out of the Configuration for Functional Test</li> </ol>

Formal Notifications
<ol style="list-style-type: none"> <li>1. Project Deliverable Completion Notification -Complete Build Out of the Configuration for Functional Test</li> </ol>

**Completion Criteria:** This step shall be complete upon notification from **New World** the standard solution build is ready for functional test.



### E.6.3 Step 6: Validate Configuration



*Steps 5 through 9 are repeated for each Application if the project contains multiple go-live events.*

#### Step 6A – Conduct Parallel Test

**Overview:** The parallel test, as defined in the project plan, is the process used to validate the overall function of the **New World** software using **City’s** production data. During the test, the City will utilize their current production system and the **New World** test environment simultaneously for data entry and production activities. The results between the two systems will be compared to confirm that both systems operate as expected and the results of the data import and management processes are equal. The parallel test uses production data to insure **New World** software will be able to function with the data available and the input processes used to populate the data in the **New World** software.

Responsibilities	
New World	City
<ol style="list-style-type: none"> <li>1. <b>New World</b>'s Application Specialist(s) will act as facilitators during the parallel test and will assist City to:               <ol style="list-style-type: none"> <li>a. Review the process used for data capture to emulate this process on both systems</li> <li>b. Review all calculations and required data management processes on both systems</li> <li>c. Generate required reports from both systems and review reports for accuracy and data discrepancies</li> <li>d. Review journal entries on both systems and confirm data accuracy</li> <li>e. Review any other printed documents generated from both systems and confirm data accuracy</li> </ol> </li> <li>2. The <b>New World</b> Project Manager will assist the City Project Manager to prepare for the Parallel Test by confirming the following (As applicable):               <ol style="list-style-type: none"> <li>a. The previous data set as required for the test is available in the <b>New World</b> system</li> <li>b. The required City SMEs have the appropriate availability to participate in the parallel test</li> <li>c. The appropriate work location with client availability to work with the <b>New World</b> software and the production system</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>1. The City Project Manager is responsible for preparing the City team for the parallel test, ensuring all necessary City team members attend the events, participate in the process and complete assignments associated with the successful conclusion of the parallel test.</li> <li>2. The City must provide access to current production system for data comparison activity required by the parallel test.</li> <li>3. City is responsible for identifying data discrepancies and making decisions required to resolve the discrepancies.</li> <li>4. Provide in writing a list of any required non-standard <b>New World</b> reports not yet identified or included in the <b>Agreement</b>.</li> </ol>

Product and Service Deliverables	
Products	Services
None	<ol style="list-style-type: none"> <li>1. Conduct Parallel Test with City</li> </ol>

Milestones
None

Formal Notifications
None

**Completion Criteria:** The parallel test shall be completed upon validation that input, process and output between the **New World** software and the **City's** current system are accurate with all discrepancies resolved.

**Step 6B – Conduct Functional Test**

**Overview:** The functional test is a determination if the software solution is ready for user training and go-live. It can be performed by City, or if functional test services are contracted from **New World**, the functional test can be performed jointly by **New World** and City. The functional test is intended to validate the licensed software satisfies the functional specifications included in the **Agreement** and/or RFP response from **New World**. If no functional specifications were provided in the **Agreement** or RFP response, then the functional test is simply a final review of readiness to begin User Training.

Responsibilities	
New World	City
<ol style="list-style-type: none"> <li>1. If City has purchased Functional Test Services, then:               <ol style="list-style-type: none"> <li>a. To provide appropriate Application Specialists onsite to assist with functional test</li> <li>b. To guide City through the functional specifications one at a time, and demonstrate/verify the specification is satisfied by the software</li> <li>c. To assist City to record the results of each functional test</li> <li>d. To assist City to tally the test results</li> <li>e. To confirm pass/fail of the functional test per the test criteria.</li> </ol> </li> <li>2. <b>New World</b> shall:               <ol style="list-style-type: none"> <li>a. Provide City the Functional Test Checklist.</li> <li>b. Review the <b>City's</b> test plan(s) to ensure alignment with the Functional Test Checklist and project scope.</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>1. If City has purchased Functional Test Service, then:               <ol style="list-style-type: none"> <li>a. To walk through functional specifications one at a time to witness, observe and verify the specification is satisfied by the software</li> <li>b. To assist <b>New World</b> to record the results of each functional test</li> <li>c. To assist <b>New World</b> to tally the test results</li> </ol> </li> <li>2. If City has not purchased Functional Test Services, then City shall:               <ol style="list-style-type: none"> <li>a. Verify the software meets the specifications defined in the Functional Test Checklist for licensed software</li> <li>b. Document concerns identified during the review of the Functional Test Checklist using the standard notification process provided by New World</li> <li>c. Lead the development of the test plan(s) (test approach, test scenarios, test scripts, test schedule, and requirements traceability) that will be used in the Functional Test.</li> </ol> </li> </ol>

Product and Service Deliverables	
Products	Services
None	1. Conduct Functional Test with City.

Milestones
None

Formal Notifications
None

**Completion Criteria:** This step shall be complete upon delivery of the functional test results to City.

**Step 6C – Update Configuration Settings and Workflows**

**Overview:** During this step, **City** updates the Workflows, Validation Sets, Configuration Settings and Standard Forms based on the results of the functional test.

Responsibilities	
New World	City
<ol style="list-style-type: none"> <li>1. Review results of functional test with <b>City</b>.</li> <li>2. Provide guidance to <b>City</b> to changes to the software based on the results of the functional test.</li> </ol>	<ol style="list-style-type: none"> <li>1. Apply configuration or other changes as determined by the functional test results.</li> </ol>

Product and Service Deliverables	
Products	Services
None	<ol style="list-style-type: none"> <li>1. Assist <b>City</b> to Conduct Final System Configuration Review</li> <li>2. Assist <b>City</b> to Make Final Workflow, Configuration and Setup Adjustments</li> </ol>

Milestones
None

Formal Notifications
None

**Completion Criteria:** This step shall be complete upon commencement of User Training.

**Step 6D – Perform Final Data Conversion Test Run and Acceptance Testing (per Exhibit H in the Agreement)**

**Overview:** In parallel to *Update Configuration Settings and Workflows*, **New World** and **City** will perform the final data conversion test run and testing of the converted data files defined in the **Agreement**.

Responsibilities	
New World	City
<ol style="list-style-type: none"> <li>1. Provide final converted test data files to <b>City</b> for testing.</li> <li>2. Coordinate <b>New World</b> resources to support <b>City's</b> Acceptance Testing.</li> </ol>	<ol style="list-style-type: none"> <li>1. When provided with a converted test data set, test the conversion to validate for accuracy and completeness.</li> <li>2. Coordinate and conduct Acceptance Testing.</li> <li>3. Identify any concerns within fifteen (15) business days of receiving the data conversion test files.</li> </ol>

Product and Service Deliverables	
Products	Services
None	<ol style="list-style-type: none"> <li>1. Provide final data conversion for testing</li> </ol>

Milestones
None

Formal Notifications
<ol style="list-style-type: none"> <li>1. Notification of Data Conversion Pre-Go-Live Approval</li> </ol>

**Completion Criteria:** This step shall be complete when **City** provides Data Conversion Pre-Go-Live Approval to **New World** or within fifteen (15) business days of receiving the final data conversion test files, whichever comes first.

**Step 6E – Confirm Ready for Transition Phase**

**Overview:** Review the overall project status to ensure all requirements for the 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.

Responsibilities	
New World	City
<ol style="list-style-type: none"> <li><b>New World</b> Project Manager will review the Project Management Workbook with the <b>City</b> to ensure all applicable issues and action items were addressed.</li> <li><b>New World</b> will assist <b>City</b> to prepare the go-live Checklist.</li> <li>Develop Conversion Cutover Plan (as part of the Go-Live Plan).</li> <li>Final verification <b>New World</b> resources are scheduled to conduct <b>City</b> go-live activities.</li> <li>Review Training Plans with <b>City</b>.</li> </ol>	<ol style="list-style-type: none"> <li>Working with <b>New World</b>, review the Project Management Workbook to ensure all applicable issues and action items have been addressed to move forward with training and transition to the live environment.</li> <li>Ensure its team is fully committed to the go-live event and the proper governance and leadership is in place to guide the <b>City</b> through a successful go-live event.</li> <li>Assist <b>New World</b> to prepare the Go-Live Checklist.</li> <li>Plan, schedule, communicate and coordinate all user planning, preparation and go-live tasks and events.</li> <li>Ensure requirements for training sessions have been met and attendees have been notified of their required participation.</li> <li>Working with <b>New World</b>, review the Training Plans to ensure training will meet the needs of the user base.</li> </ol>

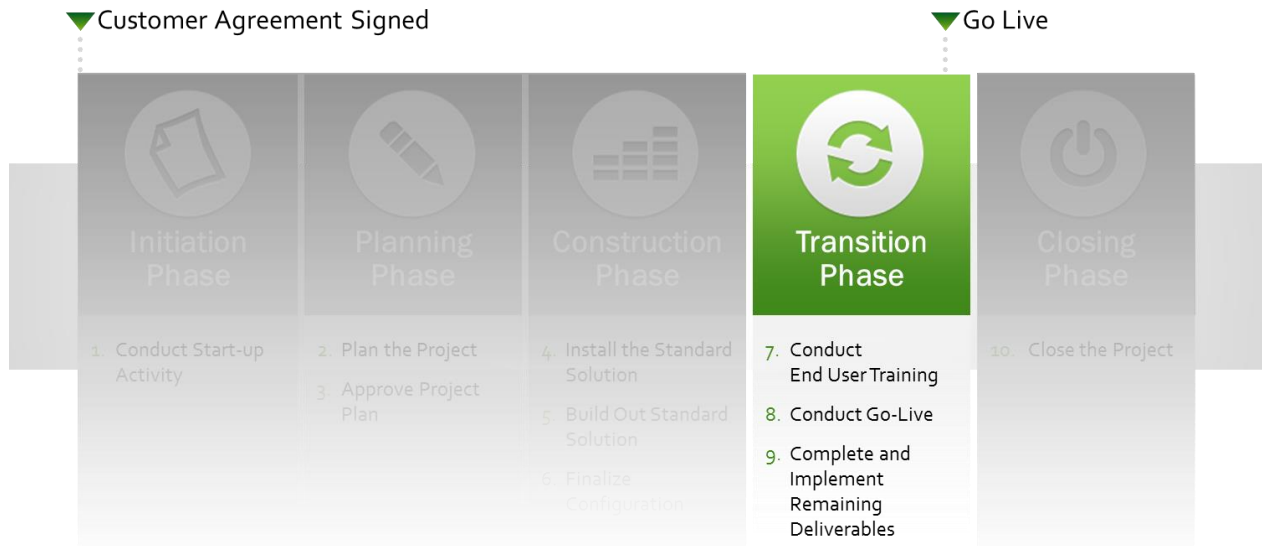
Product and Service Deliverables	
Products	Services
None	<ol style="list-style-type: none"> <li>Confirm Go-Live Plan</li> <li>Confirm Training Plans</li> </ol>

Milestones
<ol style="list-style-type: none"> <li>Approve Final Configuration for Training and Go-Live</li> </ol>

Formal Notifications
<ol style="list-style-type: none"> <li>Project Deliverable Completion Notification - Approve Final Configuration for Training and Go-Live</li> </ol>

**Completion Criteria:** This step shall be complete upon delivery to **City** of completed Pre-Go-Live Readiness Checklist.

**E.7 Transition Phase**



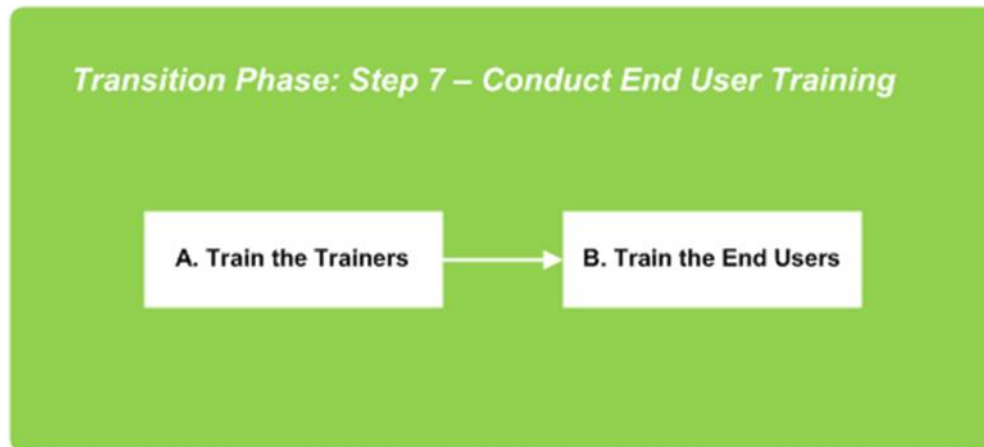
**Purpose:** Train users, perform data conversion, execute go-live, complete post-go-live activities, finalize City application customizations and optimize implementation (if appropriate).

**Description of Phase:** The Transition Phase consists of three steps.

- Step 7 - Conduct End User Training
- Step 8 - Conduct Go-Live
- Step 9 - Complete and Implement Remaining Contract Deliverables

During this Phase, **New World** and **City** project teams train users, cut over from legacy systems and complete post go-live requirements.

*The Transition Phase is repeated for each Application if the project contains multiple go-live events.*

**E.7.1 Step 7: Conduct End User Training**


*Steps 5 through 9 are repeated for each Application if the project contains multiple go-live events.*

**7A – Train the Trainers**

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

Responsibilities	
New World	City
<ol style="list-style-type: none"> <li>1. The <b>New World</b> Project Manager will assist <b>City</b> Project Manager to prepare the <b>City</b> team for Train-the Trainer Training.</li> <li>2. The <b>New World</b> Project Manager and/or Application Specialist will provide additional applicable documentation required during the course.</li> <li>3. The <b>New World</b> Application Specialist will present the configured applications in a manner that facilitate an interactive exchange with <b>City</b> staff to:               <ol style="list-style-type: none"> <li>a. Understand the functional use of the application</li> <li>b. Establish that attendees have the knowledge to successfully train others</li> <li>c. Develop training techniques and lesson plans to successfully train end users</li> <li>d. Resolve common training problems to minimize disruption and delays during the end user training process</li> </ol> </li> <li>4. Monitor training course attendance and ensure all appropriate users receive training.</li> <li>5. Identify in writing any issues regarding training delivery.</li> <li>6. Provide a recap of the training activities related to each application.</li> </ol>	<ol style="list-style-type: none"> <li>1. Assign, schedule and ensure attendance and participation of appropriate staff for training sessions.</li> <li>2. Provide and schedule necessary facilities for training sessions.</li> <li>3. Ensure training facilities are set up and configured with all requisite hardware/software.</li> <li>4. If a Train-the-Trainer approach is used, select <b>City</b> trainers and receive the Train-the-Trainer training from <b>New World</b>.</li> <li>5. If a Train-the-Trainer approach is used, <b>City</b> must provide end user training.</li> <li>6. Monitor training course attendance and ensure all appropriate users receive training.</li> <li>7. Identify in writing any issues regarding training delivery.</li> </ol>



Product and Service Deliverables	
Products	Services
None	<ol style="list-style-type: none"> <li>1. Provide Training for <b>City</b> Trainers</li> <li>2. Prepare assessment of areas that need further training</li> <li>3. Develop Post Go-Live Training Plan (if necessary)</li> </ol>

Milestones
1. Complete Pre-Go-Live User Training

Formal Notifications
1. Project Deliverable Completion Notification – Complete Pre-Go-Live User Training

**Completion Criteria:** This step shall be complete at the conclusion of the training session(s).

**Step 7B – Train the End Users (if applicable)**

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

Responsibilities	
New World	City
<ol style="list-style-type: none"> <li>1. None, unless City has purchased End User Training Services from <b>New World</b>.</li> <li>2. If City has purchased End User Training Service, then:               <ol style="list-style-type: none"> <li>a. The <b>New World</b> Project Manager will assist City Project Manager to prepare the City team for the End User Training</li> <li>b. The <b>New World</b> Project Manager and/or Application Specialist will provide additional applicable documentation required during the course</li> <li>c. The <b>New World</b> Application Specialist will present the configured applications in a manner that facilitate an interactive exchange with City staff to understand the functional use of the application</li> <li>d. Monitor training course attendance and ensure all appropriate users receive training.</li> <li>e. Identify in writing any issues regarding training delivery</li> <li>f. Provide a recap of the training activities related to each application</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>1. Assign, schedule and ensure attendance and participation of appropriate staff for training sessions.</li> <li>2. Provide and schedule necessary facilities for training sessions.</li> <li>3. Ensure training facilities are set up and configured with all requisite hardware/software.</li> <li>4. If a Train-the-Trainer approach has been selected and <b>City</b> is providing End User Training, <b>City</b> must do the following:               <ol style="list-style-type: none"> <li>a. Train all users.</li> <li>b. Monitor training course attendance and ensure all appropriate users receive training.</li> <li>c. Identify in writing any issues regarding training delivery.</li> <li>d. Provide <b>New World</b> with a recap of the training activities related to each application</li> </ol> </li> </ol>

Product and Service Deliverables	
Products	Services
None	<ol style="list-style-type: none"> <li>1. Provide Training for <b>City</b> End Users (if purchased)</li> <li>2. Prepare assessment of areas that need further training</li> <li>3. Develop Post Go-Live Training Plan (if necessary)</li> </ol>

Milestones
<ol style="list-style-type: none"> <li>1. Complete Pre-Go-Live User Training</li> </ol>

**Formal Notifications**

1. Project Deliverable Completion Notification – Complete Pre-Go-Live User Training

**Completion Criteria:** This step shall be complete at the conclusion of all **New World** delivered End User Training session(s).

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**E.7.2 Step 8: Conduct Go-Live**

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*Steps 5 through 9 are repeated for each Application if the project contains multiple go-live events.*

**Step 8A - Execute Go-Live Preparation**

**Overview:** During and immediately after User Training, **New World** and **City** work together to prepare for go-live as documented in the PMW.

Responsibilities	
New World	City
<ol style="list-style-type: none"> <li>1. Working with <b>City</b>, execute the Pre-Go-Live Checklist.</li> <li>2. In preparation for go-live, <b>New World</b> will assist <b>City</b> to verify the operational readiness of the production environment. This activity may be managed by the Project Manager. The key areas to be reviewed (when applicable) and the <b>New World</b> team members that will assist in the review are:               <ol style="list-style-type: none"> <li>a. Infrastructure and related operational environment (Technical Services)</li> <li>b. Application configuration, compliance adherence and custom software modifications (Application Specialists)</li> <li>c. Standard and custom interfaces (Interface team/Application Specialists)</li> <li>d. Data conversion (Data Conversion team)</li> </ol> </li> <li>3. <b>New World</b> assists <b>City</b> in preparing production server for go-live:               <ol style="list-style-type: none"> <li>a. Set counters</li> <li>b. Other maintenance tasks</li> </ol> </li> <li>4. Provide final updates, when applicable, to the following:               <ol style="list-style-type: none"> <li>a. Standard software</li> <li>b. Custom software</li> <li>c. Hardware</li> <li>d. Interfaces</li> <li>e. State reporting</li> <li>f. Data conversion</li> </ol> </li> <li>5. In preparation for go-live <b>New World</b> will coordinate an internal Pre-Live Leadership Meeting with resources assign to provide go-live services for <b>City</b>.</li> </ol>	<ol style="list-style-type: none"> <li>1. Verify the operational readiness of the production environment (<b>New World</b> will assist).</li> <li>2. Prepare production server for go-live (<b>New World</b> will assist):               <ol style="list-style-type: none"> <li>a. Set counters</li> <li>b. Other maintenance tasks</li> </ol> </li> <li>3. Schedule, communicate and coordinate all user planning, preparation and go-live tasks and events.</li> </ol>

Product and Service Deliverables	
Products	Services
None	1. Assist City to Execute Go-Live Preparations

Milestones
None

Formal Notifications
None

**Completion Criteria:** This step shall be complete on the day **City** cuts over to live production use of the software

**Step 8B - Perform Go-Live Data Conversion**

**Overview:** In parallel to *Execute Go-Live Preparation*, **New World** and **City** will perform the go-live data conversion.

Responsibilities	
New World	City
1. Execute the go-live data conversion per the Data Conversion Plan. (Typically this process involves moving tested data conversion from Test Environment into Production Environment.)	1. Assist <b>New World</b> as requested in executing the go-live data conversion plan. 2. When provided with the go-live data set, test the conversion in the Production Environment to validate for accuracy and completeness. 3. Identify any concerns as soon as possible, but no later than fifteen (15) business days of <b>New World</b> applying the go-live data conversion files to the Production environment.

Product and Service Deliverables	
Products	Services
None	1. Execute Data Conversion

Milestones
None

Formal Notifications
1. Notification of Data Conversion Go-Live Approval

**Completion Criteria:** This step shall be complete when **City** provides Data Conversion Pre-Go-Live Approval to **New World** or within fifteen (15) business days of applying the go-live data conversion files to **City** Production environment, whichever comes first.

**Step 8C - Go-Live**

**Overview:** With assistance from **New World**, **City** goes live on all applications, modules and interfaces identified in the **Agreement** and as documented in the PMW.

Responsibilities	
New World	City
<ol style="list-style-type: none"> <li>Execute the Go-Live Checklist.</li> <li><b>New World</b> conducts <b>City</b> turnover to City Support.</li> <li><b>New World</b> receives clearance for onsite to depart <b>City</b> site.</li> </ol>	<ol style="list-style-type: none"> <li>Provide SME staff to assist with go-live for each of the applications to serve as the first line of support during the go-live period.</li> <li>Place the software into production and begin operational use in consultation with <b>New World</b> and in accordance with the PMW.</li> <li>Provide a detailed list of questions and issues that require explanation or resolution by <b>New World</b> at the end of each day during go-live period.</li> </ol>

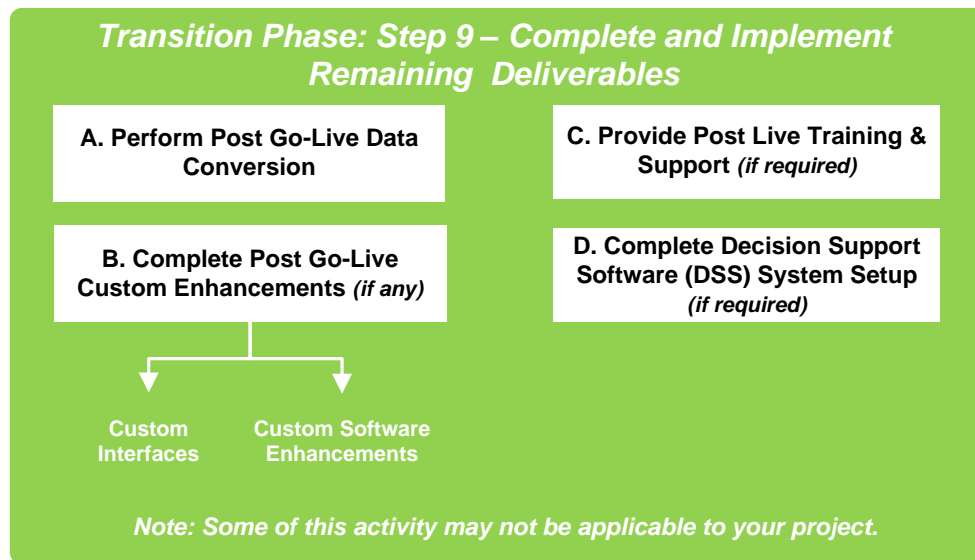
Product and Service Deliverables	
Products	Services
None	<ol style="list-style-type: none"> <li>Support City During Go-Live Period</li> </ol>

Milestones
<ol style="list-style-type: none"> <li>Go-Live</li> </ol>

Formal Notifications
<ol style="list-style-type: none"> <li>Project Deliverable Completion Notification – Go-Live</li> </ol>

**Completion Criteria:** This step shall be complete on the day the **New World** go-live team leaves **City** site.



**E.7.3 Step 9: Complete and Implement Remaining Contract Deliverables**


*Steps 5 through 9 are repeated for each Application if the project contains multiple go-live events.*

**Step 9A - Perform Post Go-Live Data Conversion**

**Overview:** **New World** and City will perform the post-go-live (and final) data conversion.

Responsibilities	
New World	City
1. Execute the post-go-live data conversion per the Data Conversion Plan.	1. Assist <b>New World</b> as requested in executing the Post Go-Live Conversion Plan. 2. When provided with the post go-live data set, test the conversion in the Production Environment to validate for accuracy and completeness. 3. Identify any concerns as soon as possible, but no later than fifteen (15) business days after <b>New World</b> applying the post go-live data conversion files to the production environment.

Product and Service Deliverables	
Products	Services
None	1. Install any Post Go-Live Contract Deliverables (Data Conversion)

<b>Milestones</b>
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None
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<b>Formal Notifications</b>
None

**Completion Criteria:** This step shall be complete when **City** provides Data Conversion Post Go-Live Approval to **New World** or within fifteen (15) business days of applying the post go-live data conversion files to **City** Production environment, whichever comes first.

**Step 9B - Complete Post Go-Live Custom Enhancements (if any)**

**Overview:** **New World** will provide **City** remaining contracted Custom Software Enhancements and/or Custom Interfaces and Installation Services per the **Agreement**.

Responsibilities	
New World	City
<ol style="list-style-type: none"> <li>1. Complete development and deliver Custom Software Enhancements and Custom Interfaces to <b>City</b>.</li> <li>2. Assist <b>City</b> to implement Custom Software Enhancements and/or Custom Interfaces as appropriate.</li> <li>3. Provide training for Custom Software Enhancements and/or Custom Interfaces as appropriate.</li> <li>4. Perform Final Acceptance Testing Services working with <b>City</b>. (if applicable)</li> </ol>	<ol style="list-style-type: none"> <li>1. Provide resources and work with <b>New World</b> to support the installation of software upgrades when enhancements and/or custom software are available, including interfaces and state reporting.</li> <li>2. Coordinate access to third parties as requested by <b>New World</b> to install and test the interfaces.</li> <li>3. Test the Custom Software Enhancements and Custom Interfaces.</li> <li>4. Provide timely approval (within 15 business days of delivery) of each Custom Software Enhancement and/or Custom Interface as meeting the requirements of each appropriate Requirements Definition Document.</li> <li>5. Perform Final Acceptance Testing working with <b>New World</b>.</li> </ol>

Product and Service Deliverables	
Products	Services
<ol style="list-style-type: none"> <li>1. Licensed Custom Software (post go-live) <ul style="list-style-type: none"> <li>- Custom Interfaces</li> <li>- Custom Software Enhancements</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>1. Install any post go-live contract deliverables (Custom Interfaces, Custom Enhancements)</li> <li>2. Provide <b>City</b> with assistance for Final Acceptance Testing.</li> </ol>

Milestones
<ol style="list-style-type: none"> <li>1. Complete Development and Implementation of Remaining Deliverables</li> </ol>

Formal Notifications
<ol style="list-style-type: none"> <li>1. Project Deliverable Completion Notification – Complete Development and Implementation of Remaining Deliverables</li> <li>2. Project Deliverable Completion Notification - <ul style="list-style-type: none"> <li>- Deliver Remaining Licensed Standard Software</li> <li>- Deliver Remaining Licensed Custom Software Enhancements</li> <li>- Deliver Remaining Licensed Custom Interfaces</li> </ul> </li> </ol>

**Completion Criteria:** This step shall be complete when **City** provides approval to **New World** for each of the custom contract deliverables or within fifteen (15) business days of delivery, whichever comes first.

**Step 9C – Provide Post Live Training and Support**

**Overview:** New World will provide City with Training and Support Services post go-live to ensure successful transition from City previous systems to the New World software.

Responsibilities	
New World	City
<ol style="list-style-type: none"> <li>1. Provide remotely or onsite Training as specified in the MPP</li> <li>2. Provide additional support services remotely or onsite as specified in the Project Plan (MPP including reviewing:               <ol style="list-style-type: none"> <li>a. Infrastructure and related operational environment</li> <li>b. Application configuration, compliance adherence and custom software modifications</li> <li>c. Standard and Custom Interfaces</li> <li>d. Data conversion</li> <li>e. Release pathing/open item review</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>1. City staff to attend training as specified in the MPP</li> </ol>

Product and Service Deliverables	
Products	Services
None	<ol style="list-style-type: none"> <li>1. Post Go-Live Training and Support Services</li> </ol>

Milestones
None

Formal Notifications
None

**Completion Criteria:** This step shall be complete upon completion of the Post-Live Training and Support for City Staff.

**Step 9D - Complete Decision Support Software Setup and Training (if required)**

**Overview:** If licensed, **New World** will provide **City** with implementation DSS modules and provide purchased training services.

Responsibilities	
New World	City
<ol style="list-style-type: none"> <li>1. Facilitate one or more consultative session(s) (onsite) with executive staff to discuss data needs and information requirements for decision making.</li> <li>2. Lead solution design and review sessions to document and collaboratively design reporting cubes and dashboards to assist with data needs and decision making as discussed during the consultative session(s).</li> <li>3. Configure and train on DSS software.</li> <li>4. Provide training session(s) to provide an overview of using each DSS licensed module including basic reporting and dashboard creation and other standard features.</li> <li>5. Build City specific reporting cube(s) and dashboard(s) as agreed upon during solution design and review.</li> </ol>	<ol style="list-style-type: none"> <li>1. Ensure appropriate managerial level personnel/decision makers are available for the consultative sessions to discuss data needs and information requirements for decision making.</li> <li>2. Ensure infrastructure is in place to support DSS implementation (generally setup in Step 4 of Construction phase).</li> <li>3. Approve agreed upon requirements of reporting cubes and dashboards.</li> <li>4. Assign, schedule and ensure attendance and participation of appropriate staff for training sessions.</li> <li>5. Provide and schedule necessary facilities for training sessions.</li> <li>6. Ensure training facilities are set up and configured with all requisite hardware/software.</li> <li>7. Monitor training course attendance and ensure all appropriate users receive training.</li> <li>8. Identify any issues in writing.</li> </ol>

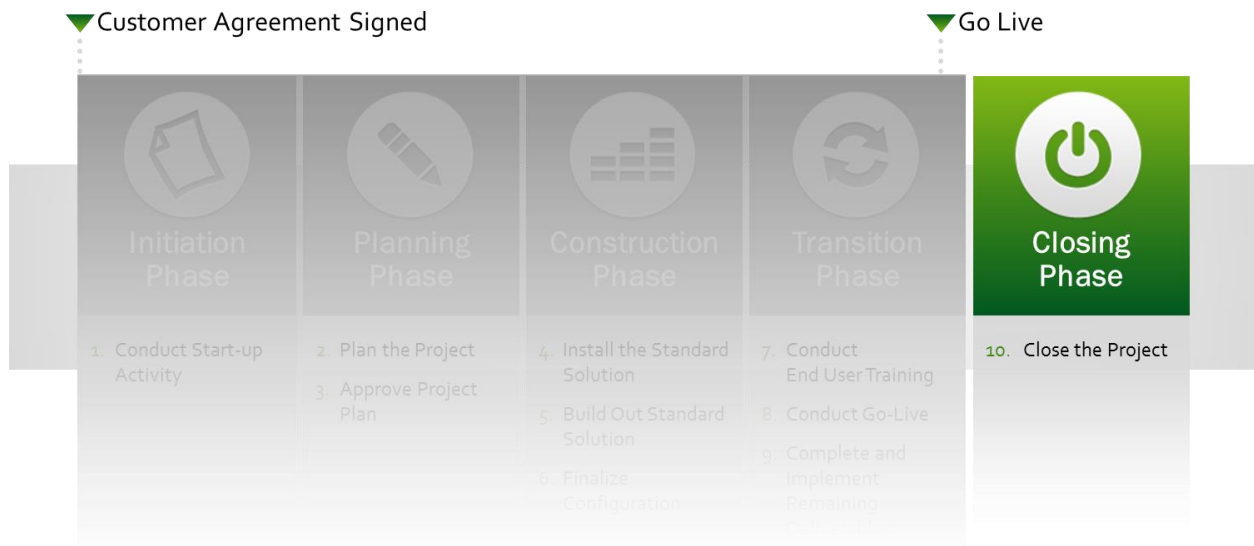
Product and Service Deliverables	
Products	Services
None	<ol style="list-style-type: none"> <li>1. Install Post Go-Live Contract Deliverables Decision Support Software               <ol style="list-style-type: none"> <li>a. City Specific Reporting Cubes and Dashboards</li> <li>b. Installation services of <b>City</b> specific Reporting Cube(s) and Dashboard(s).</li> <li>c. Training services for <b>City</b> staff</li> </ol> </li> </ol>

Milestones
None

Formal Notifications
None

**Completion Criteria:** This step shall be complete upon completion of the DSS Training Services for **City Staff**.

**E.8 Closing Phase**



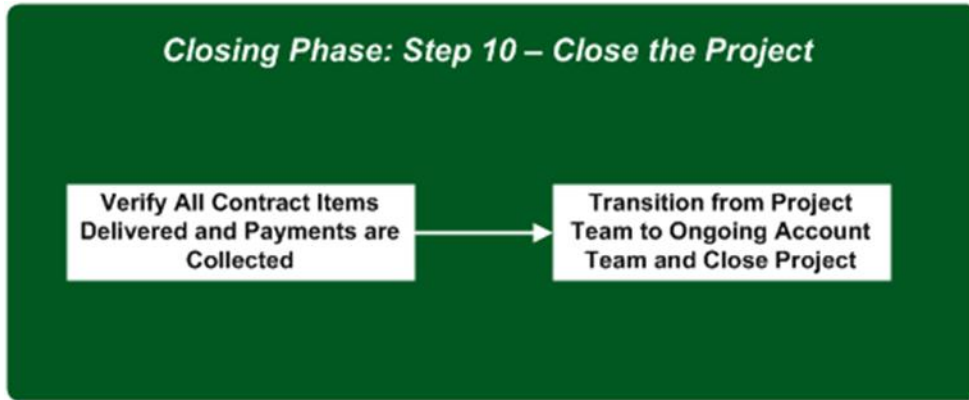
**Purpose:** Review the project, approve closure, disengage project management and transition City to the Account Management Team.

**Description of Phase:** The Closing Phase consists of one step.

- Step 10 – Close the Project

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 **City**.

**E.8.1 Step 10: Close the Project**



**Step 10A – Verify All Contract Items Delivered and Payments are Collected**

**Overview:** New World and City will review the **Agreement** and Project Plan to confirm all deliverables and services have been deployed per the terms of the **Agreement**. The Project Manager will confirm all payments have been collected related to contact terms and conditions.

Responsibilities	
New World	City
1. The Project Manager will review final project status with <b>City</b> to ensure all product and services contract deliverables contracted in the <b>Agreement</b> are delivered, billed and all invoices have been paid.	1. Complete any remaining payments from the <b>Agreement</b> .

Product and Service Deliverables	
Products	Services
None	None

Milestones
None

Formal Notifications
None

**Completion Criteria:** This step shall be complete upon delivery of the Project Closure Letter to **City**.

**Step 10B – Transition from Project Team to Account Team and Close Project**

**Overview:** **New World** Project Manager will schedule a formal turnover with **City** to the **New World** Account Management Team. The **New World** Account Management team includes the Executive Sponsor, Customer Support and Customer Care. The managers of Customer Care and Customer Support will introduce their organization structure and review the services each team provides.

Project Closure will be formally communicated to **City**, ensuring **City** and the **New World** Customer Support team members are aware the deployment of the **New World** software and services has been completed.

From this point forward, **City** and **New World** shall operate in a support relationship as provided for in the Software Support Maintenance **Agreement** (Exhibit C) of the **Agreement**.

Responsibilities	
New World	City
<ol style="list-style-type: none"> <li>The <b>New World</b> Project Manager will coordinate a meeting, either via teleconference or onsite, to review the project status and transition ongoing communications with <b>City</b> to the assigned Account Team.</li> <li>Prepare the Project Closure Letter.</li> <li>Managers of <b>New World</b> Customer Support participate in the meeting with <b>City</b>.</li> <li>The Project Manager will deliver the Project Closure Letter to <b>City</b>.</li> </ol>	<ol style="list-style-type: none"> <li>Provide appropriate personnel for the Customer Support turnover meeting.</li> <li>Provide a location with a conference phone for the support turnover meeting.</li> </ol>

Product and Service Deliverables	
Products	Services
None	<ol style="list-style-type: none"> <li>Close Out the Project</li> </ol>

Milestones
<ol style="list-style-type: none"> <li>Project Complete</li> </ol>

Formal Notifications
<ol style="list-style-type: none"> <li>Project Deliverable Completion Notification – Close Project</li> </ol>

**Completion Criteria:** This step shall be complete upon delivery of the Project Closure Letter to **City**.