File #: 2015-0353, **Version:** 1

NEW WORLD SYSTEMS CORPORATION

A RESOLUTION TO AUTHORIZE A CONTRACT WITH NEW WORLD SYSTEMS CORPORATION IN THE AMOUNT OF $1,184,576.00 TO UPGRADE THE CITY'S PUBLIC SAFETY SOFTWARE FOR POLICE, FIRE AND AFTER HOURS CITY-WIDE SERVICES, TO APPROVE A FIVE (5) YEAR MAINTENANCE AGREEMENT IN THE AMOUNT OF $846,675.00, TO APPROVE A PROJECT CONTINGENCY IN THE AMOUNT OF $160,000.00, AND TO APPROVE A BUDGET ADJUSTMENT

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 authorizes a contract with New World Systems Corporation in the amount of $1,184,576.00 to upgrade the City's Public Safety Software for police, fire and after hours city-wide services, approves a five (5) year maintenance agreement in the amount of $846,675.00, and further approves a project contingency in the amount of $160,000.00.

Section 2: That the City Council of the City of Fayetteville, Arkansas hereby approves a budget adjustment, a copy of which is attached to this Resolution.

City of Fayetteville Staff Review Form

2015-0353

Legistar File ID

8/18/2015

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

Greg Tabor GT	7/31/2015	Police / Police Department
Submitted By	**Submitted Date**	**Division / Department**

Action Recommendation:

Request a resolution to approve the software upgrade and extend the maintenance agreement with New World Systems; approval of a budget adjustment. The agreement, in the amount of $1,184,576, with a project contingency of $160,000, will upgrade public safety software for police, fire and after hours city-wide services. The agreement includes a five (5) year Standard Software Maintenance Agreement in the amount of $846,675, implementation services, data conversion and project management services to fully implement the upgraded Records Management System, Computer Aided Dispatch, and expand the mobile vehicle computer system.

Budget Impact:

4470.9470.5801.00	Sales Tax Capital Improvement
Account Number	Fund
14009	Public Safety Records Management System
Project Number	Project Title

Budgeted Item?	Yes	Current Budget	$	624,000.00
		Funds Obligated	$	-
		Current Balance	$	**624,000.00**
Does item have a cost?	Yes	Item Cost	$	1,184,576.00
Budget Adjustment Attached?	Yes	Budget Adjustment	$	622,000.00
		Remaining Budget	$	**61,424.00**

V20140710

Previous Ordinance or Resolution # _____

Original Contract Number: _____ Approval Date: _____

Comments:

CITY OF Fayetteville ARKANSAS

CITY COUNCIL AGENDA MEMO

MEETING OF AUGUST 18, 2015

TO: Mayor and City Council

FROM: Greg Tabor, Chief of Police GT by

DATE: July 31, 2015

SUBJECT: **Request a Resolution to Approve the Software Upgrade and Extend the Maintenance Agreement with New World Systems, and Approve a Budget Adjustment**

RECOMMENDATION:

Staff recommends a resolution to approve the software upgrade and extend the maintenance agreement with New World Systems and approval of a budget adjustment. The agreement, in the amount of $1,184,576, with a project contingency of $160,000, will upgrade public safety software for police, fire and after hours city-wide services. The agreement includes a five (5) year Standard Software Maintenance Agreement (SSMA) in the amount of $846,675, implementation services, data conversion and project management services to fully implement the upgraded Records Management System (RMS), Computer Aided Dispatch (CAD) and expand the mobile vehicle computer system.

BACKGROUND:

Our current Records Management System, Computer Aided Dispatch and mobile vehicle computer system, provided by New World Systems, operate on an AS400/RS6000 platform that was purchased in 1997. Our public safety software supports our core operations including fire, police and city-wide dispatching, police and fire records, and police and fire mobile vehicle access. We utilize the software for tracking and maintenance of records including: tickets, warrants, accidents and incidents, etc. The City has performed updates to the system over the years, but it has not upgraded the system to keep pace with major technology advances. Our current system performs most basic functions, but New World is no longer developing the product. It is difficult to integrate with other systems, and it does not provide adequate reporting.

DISCUSSION:

New World Systems is a top tier system that provides software for public safety, including police and fire. The City has examined other software companies, both through demonstrations and by attending user conferences, but it has not found another company that provides the total software solution offered by New World Systems. By upgrading with New World Systems, the City can continue to benefit from our existing regional information sharing project with local agencies that also use New World Systems. New World continues to utilize the same terminology with their old and new software, making the transition for our employees less difficult and more seamless. The City will be able to easily convert historical data to the new system. This historical data is invaluable to the continued safety of police and fire personnel.

For example, existing records include arrest histories, officer safety alerts and mug shots on subjects known to be threats to police officers, firefighters, and the general public. Staff is recommending approval of an extension to the City's existing agreement with New World Systems. State purchasing laws do not require competitive bidding of software upgrades.

BUDGET/STAFF IMPACT:

There is currently $624,000 budgeted in the 2015 Capital Improvement Plan (CIP) for this project. A budget adjustment of $622,000 is requested to be approved moving funds from the ERP Upgrade/Replacement, Geographic Information System, and AS/400 Computer Upgrade projects to meet the items contained within this agreement.

In addition, the project contingency part of this agreement 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, 2016, will be funded from the appropriate fiscal year operating budgets.

Attachments:

SRF- Public Safety RMS 2015
BA
PO

New World Systems®
The Public Sector Software Company

Document Number: 0743-15A1L

ADDITIONAL SOFTWARE LICENSE AGREEMENT

For an Aegis 400 to Aegis .NET / MSP Upgrade and Additional Modules

July 31, 2015

New World Systems is pleased to license you additional software per your request.

The attached Exhibits and Appendix are to be reviewed and approved by you and/or your authorized representative. They describe the additional software and services you have requested along with the related fees.

The attached Exhibits and Appendix include:

Exhibit AA	**TOTAL COST SUMMARY AND PAYMENT SCHEDULE**
Exhibit A	**LICENSED STANDARD SOFTWARE AND FEES**
Exhibit B	**IMPLEMENTATION AND TRAINING SUPPORT SERVICES**
Exhibit C	**STANDARD SOFTWARE MAINTENANCE AGREEMENT**
Exhibit D	**NON-DISCLOSURE AND SECURITY AGREEMENT FOR THIRD PARTIES**
Exhibit E	**DEMONSTRATION SITE DISCOUNT**
Exhibit F	**DATA FILE CONVERSION ASSISTANCE**
Exhibit G	**CITY REQUESTED STANDARD SOFTWARE ENHANCEMENTS / MODIFICATIONS AND / OR CUSTOM SOFTWARE**
Exhibit H	**DECISION SUPPORT SYSTEMS (DSS) IMPLEMENTATION SERVICES**
Exhibit I	**ACCEPTANCE TESTING**
Exhibit J	**INCORPORATION BY REFERENCE OF NEW WORLD'S SOFTWARE SPECIFICATION TEMPLATE AND BAFO**
Exhibit K	**TRAVEL POLICY**
Exhibit L	**INITIAL IMPLEMENTATION PLAN**
Exhibit M	**FINALIZED THIRD PARTY HARDWARE ENVIRONMENT**
Exhibit O	**SOFTWARE PERFORMANCE TEST CRITERIA**
Appendix 1	**AGREEMENT AND AUTHORIZATION FOR PROCUREMENT OF THIRD PARTY PRODUCTS AND SERVICES**
Appendix 2	**STATEMENT OF WORK**

The General Terms and Conditions from our Logos License Agreement dated July 31, 2015 are incorporated and will apply. Any taxes or fees imposed from the course of this Agreement are the responsibility of the City.

We thank you for your continued business with New World Systems. We look forward to working on this project with you.

ACKNOWLEDGED AND AGREED TO BY:

NEW WORLD SYSTEMS® CORPORATION
(New World)

By: _____
Larry D. Leinweber, President

Date: 07-31-15

CITY OF FAYETTEVILLE, ARKANSAS
(City)

By: _____
Lioneld Jordan, Mayor

ATTEST:
By: _____
Sondra E. Smith, City Clerk/Treasurer

Date: _____

Each individual signing above 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.

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

EXHIBIT AA
TOTAL COST SUMMARY AND PAYMENT SCHEDULE

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

	DESCRIPTION OF COST		COST
A.	LICENSED STANDARD SOFTWARE as further detailed in Exhibit A		$612,396
	1. Licensed Standard Software	$1,020,825	
	2. Less Customer Loyalty Software Credit	(113,157)	
	3. Less Customer Loyalty Software Discount (Additional Modules)	(140,648)	
	4. Less Demonstration Site Discount	(48,924)	
	5. Less Additional BAFO Discount	(105,700)	
B.	IMPLEMENTATION SERVICES		416,400
	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. DECISION SUPPORT SOFTWARE SERVICES as further described in Exhibit H		
C.	THIRD PARTY PRODUCTS AND SERVICES		65,780
	1. THIRD PARTY PRODUCTS AND SERVICES as further described in Appendix 1		
D.	TRAVEL EXPENSES (Estimate) – billed as incurred		$90,000
		ONE TIME PROJECT COST:	**$1,184,576**

E. 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

	DESCRIPTION OF PAYMENT		PAYMENT
A.	LICENSED STANDARD SOFTWARE as further detailed in Exhibit A		$612,396
	1. Amount invoiced upon Effective Date (25%)	$153,099	
	2. Amount invoiced 90 Days After Effective Date (25%)	153,099	
	3. Amount invoiced 180 Days After Effective Date (25%)	$153,099	
	4. Amount invoiced 270 Days After Effective Date (25%)	153,099	
B.	IMPLEMENTATION SERVICES		416,400
	1. Amount invoiced upon completion of Step 1 in SOW - Conduct Start up Activity	$62,460	
	2. Amount invoiced upon completion of Step 3 in SOW – Approve Project Plan	62,460	
	3. Amount invoiced upon completion of Step 4 in SOW - Install the Standard Solution	62,460	
	4. Amount invoiced upon completion of Step 7 in SOW - Conduct End User Training	83,280	
	5. Amount invoiced upon completion of Step 9 in SOW - Conduct Go-Live	83,280	
	6. Amount invoice upon completion of Step 10 in SOW – Close the Project	62,460	
C.	THIRD PARTY PRODUCTS AND SERVICES		65,780
	1. Amount invoiced upon the Effective Date (50%)	$32,890	
	2. Amount invoiced upon Delivery of Third Party Products and Services (50%)	32,890	
D.	TRAVEL EXPENSES (Estimate) (These expenses are billed as incurred)		$90,000*
	1. 45 trips are anticipated.		

*Estimate

ONE TIME PAYMENTS: $1,184,576

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

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 the City:

Application Package [1,2,3,4] Cost

EXISTING AEGIS iSERIES (AS/400) STANDARD SOFTWARE TO BE REPLACED BY THE AEGIS .NET / MSP STANDARD SOFTWARE

CAD

1. **Aegis/400 Combined Multi-Jurisdiction LE/Fire/EMS CAD**
   - Call Scheduling - Call Stacking
   - Geo-File Verification
   - Hazard and Location Alerts
   - Hydrant Inventory
   - Access to Aegis/400 LE Records
   - Access to Aegis/400 Fire/EMS Records
   - Note Pads
   - Rip-N-Run[1]
   - Run Cards
   - Tone Alerts
   - Unit Recommendations
   - Unit Status Monitors
   - Fire/EMS Recommendations

2. **Additional *Aegis*®/400 Software for Computer Aided Dispatch**
   - CAD Mapping (ESRI based)
   - CAD Redundancy
   - Service Vehicle Rotation (Wrecker, Ambulance)

LAW ENFORCEMENT RECORDS

3. **Aegis/400 Single Jurisdiction Base Law Enforcement Records**
   - Accidents
   - Arrest
   - Business Registry
   - Case Processing
   - Computer Aided Investigations
   - Federal Reports (UCR/IBR)
   - Geo-File Verification
   - Impounded Vehicles
   - Incident Tracking
   - Jacket Processing
   - Personnel/Education
   - Property
   - Traffic Tickets and Citations
   - Wants and Warrants

4. Aegis/400 Federal and State Compliance Reporting for LE Records

- Federal UCR/IBR

5. Additional Aegis/400 Software for Law Enforcement Records

- Activity Reporting and Scheduling
- Case Management
- Field Investigations
- GEO File Verification
- Hazardous Materials
- Paperless Automated Case Entry (PACE)
- Property Room Bar Coding

6. Aegis/400 Third Party LE Records Interface Software

- Ticket Writer Interface

FIRE/EMS RECORDS

7. Aegis/400 Fire Records Software Base Package

- Activity Reporting and Scheduling
- Investigations
- Hazardous Materials
- Hose Inventory and Maintenance
- Hydrant Inventory and Inspections
- Incident Tracking
- Inspection Tracking
- Personnel/Education
- Pre-plans

8. Aegis/400 Federal and State Compliance Reporting for Fire Records

- State/NFIRS 5.0 Electronic Reporting

ADDITIONAL PUBLIC SAFETY SOFTWARE

9. Aegis/400 Public Safety State/NCIC Interface Software

- Aegis/400 State/NCIC Interface
- On-Line CAD Interface to State/NCIC

10. Aegis/400 Imaging Software

Server Software

- Public Safety Line Ups/Mug Shots

Client Software

- Image Capture/View

- Licenses (12 units)

11. Aegis/400 Data Management and Retrieval Tools

- Microsoft Word® Interface
- Data Analysis/Crime Mapping

SUB-TOTAL DELETED AS/400 MODULES	**($113,157)**

EXISTING AEGIS .NET/MSP STANDARD SOFTWARE TO REMAIN UNCHANGED

AEGIS DATA SHARING

12. Data Connector to NWS DB - Agency 1

13. Data Connector to NWS DB - Agency 1

14. Web Consolidated Search

- Web Query

SUB-TOTAL AEGIS LINK SOFTWARE MODULES	**N/A**

EXISTING AEGIS MOBILE STANDARD SOFTWARE AT FAYETTEVILLE POLICE DEPT. TO BE RECONFIGURED TO BE COMPATIBLE WITH THE AEGIS .NET/MSP STANDARD SOFTWARE

MOBILE SOFTWARE

MOBILE SOFTWARE ON THE RS/6000

15. **Base Message Switch to State/NCIC (1-30 users)**
    - Base Message Switch for MDT/MCT
    - State/NCIC Interface

16. **Additional Aegis Software for RS/6000 Message Switch**
    - New World CAD Interface for Aegis 400 (1-30 users)
    - AVL Interface (1-30 devices)

MOBILE SOFTWARE ON THE iSERIES 400

17. **Aegis/400 Mobile Integration Software**
    - MDT/MCT Base CAD/RMS Interface (1-30 users)
    - AVL CAD Interface (1-30 users)

MOBILE MANAGEMENT SERVER

18. **Aegis Mobile Management Server Software (1-30 units)**
    - Base CAD/NCIC/Messaging
    - AVL Mapping Server

CLIENT SOFTWARE

19. **Aegis® Law Enforcement Mobile Unit Software**

    Mobile Messaging

    LE State/NCIC via Switch (27 units)

    LE CAD via Switch (29 units)

    In-Car Mapping (2 units)

    Field-Based Reporting

    MCT Ticket Writer Interface (1 unit)

SUB-TOTAL MOBILE SOFTWARE MODULES (POLICE)	**N/A**

EXISTING AEGIS MOBILE STANDARD SOFTWARE AT FAYETTEVILLE FIRE DEPT. TO BE RECONFIGURED TO BE COMPATIBLE WITH THE AEGIS .NET/MSP STANDARD SOFTWARE

MOBILE SOFTWARE

MOBILE SOFTWARE ON THE RS/6000

20. Base Message Switch to State/NCIC (Upgrade from 30 to 50 users)
- Base Message Switch for MDT/MCT
- State/NCIC Interface

21. Additional Aegis Software for RS/6000 Message Switch

- New World CAD Interface for Aegis 400 (Upgrade from 30 to 50 users)
- AVL Interface (Upgrade from 30 to 50 devices)

MOBILE SOFTWARE ON THE iSERIES 400

22. Aegis/400 Mobile Integration Software

- MDT/MCT Base CAD/RMS Interface (Upgrade from 30 to 50 users)
- AVL CAD Interface (Upgrade from 30 to 50 users)

MOBILE MANAGEMENT SERVER

23. Aegis Mobile Management Server Software

- Base CAD/NCIC/Messaging (Upgrade from 30 to 50 Users)

CLIENT SOFTWARE

24. Aegis® Fire Mobile Unit Software (20 Units)

Fire CAD via Switch

In-Car Mapping

New World AVL

SUB-TOTAL MOBILE SOFTWARE MODULES (FIRE)	**N/A**

AEGIS .NET/MSP STANDARD SOFTWARE TO UPGRADE THE EXISTING AEGIS iSERIES (AS/400) STANDARD SOFTWARE

CAD

25. Aegis Enterprise Combined LE/Fire/EMS CAD $119,000

- CAD Mapping
- Call Entry
- Call Control Panel
- Unit Recommendations
- Unit Status and Control Panel
- Call Stacking
- CAD Messaging
- Call Scheduling
- Dispatch Questionnaire
- Fire Equipment Search/Fire Equipment Move
- GIS/Geo-File Verification
- Hazard and Location Alerts
- Hazmat Search
- Hydrant Inventory
- Access to Aegis/MSP LE Records
- Access to Aegis/MSP Fire Records
- Note Pads
- Proximity Dispatch (Requires CAD AVL and Mobile)
- Rip-N-Run Remote Printing
- Run Cards/Response Plans

26. Additional Aegis Enterprise Software for Computer Aided Dispatch [5]

- Service Vehicle Rotation (Wrecker, Ambulance) 11,000

27. Aegis Enterprise Third Party Interface Software [5]

- Aegis State/NCIC Interface[8] 17,000
  Includes state-specific standard forms

On-Line Modules[8]

- On-Line CAD Interface to State/NCIC 11,000
  Includes state-specific standard forms

LAW ENFORCEMENT RECORDS

28.	**Aegis/MSP Single Jurisdiction Base Law Enforcement Records**	66,000
	- Accidents - Activity Time Tracking - Arrest - Business Registry - Case Processing - Computer Aided Investigations - Federal Reports (UCR/IBR) - GIS/Geo-File Verification - Impounded Vehicles - Incident Tracking - Jacket Processing - Personnel/Education - Property - Traffic Tickets and Citations - Wants and Warrants	
29.	**Aegis/MSP Federal and State Compliance Reporting for LE Records**	
	- Federal UCR/IBR[9]	20,000
	- State Accidents[10]	20,000
30.	**Additional Aegis/MSP Software for Law Enforcement Records**	
	- Activity Reporting and Scheduling	10,000
	- Case Management	10,000
	- Data Analysis/Crime Mapping/Management Reporting[6]	20,000
	- Field Investigations	10,000
	- Hazardous Materials	10,000
	- Property Room Bar Coding[5]	10,000
31.	**Aegis/MSP Third Party LE Records Interface Software [5]**	
	- Ticket Writer Interface	25,000
32.	**Aegis/MSP Imaging Software**	
	- Public Safety Lineups/Mug Shots [11]	29,000

FIRE RECORDS

33.	**Aegis/MSP Fire Records Software Base Package**	54,000
	- Activity Reporting and Scheduling - Investigations - Business Registry - Hazardous Materials - GIS/Geo-File Verification - Hydrant Inventory and Inspections - Incident Tracking - Inspection Tracking - Personnel/Education - Pre-plans - Station Activity Log - BLS/ALS	
34.	**Federal Compliance Reporting for Fire Records**	
	- NFIRS 5.0 Electronic Reporting	22,000
35.	**Additional Aegis/MSP Software for Fire Records**	
	- Data Analysis/Management Reporting[6]	15,000

AEGIS .NET/MSP STANDARD SOFTWARE TO BE ADDED

CAD

36.	**Additional Aegis Enterprise Software for Computer Aided Dispatch [5]**	
	- CAD Auto Routing	11,000
	- CAD AVL	11,000
	- Web CAD Monitor	30,000
37.	**Aegis Enterprise Third Party Interface Software [5]**	
	- CAD Paging Interface *Supports SNPP, SMTP, Standard TAP, WCTP*	11,000
	- E-911 Interface [7]	11,000

LAW ENFORCEMENT RECORDS

38.	**Additional Aegis/MSP Software for Law Enforcement Records**	
	- Career Criminal Registry (parolee, sex offender)	10,000
	- Equipment Tracking	15,000
	- Inventory	15,000
	- Narcotics Management/Intelligence	15,000
	- Permits	15,000
	- Vehicle Tracking and Maintenance	15,000
39.	**Aegis/MSP Third Party LE Records Interface Software** [5]	
	- Citizen Reporting Interface *Supports CopLogic*	18,000
	On-Line Modules[8] *Includes state-specific standard forms*	
	- On-Line Global Subjects Interface to State/NCIC	11,000
	- On-Line Property Checks Interface to State/NCIC	11,000
	- On-Line Wants and Warrants Interface to State/NCIC	11,000

FIRE RECORDS

40.	**Additional Aegis/MSP Software for Fire Records**	
	- Equipment Tracking and Maintenance	15,000
	- Fire Permits	15,000
	- Inventory	15,000

DECISION SUPPORT SOFTWARE [6,11, 18]

41.	**Law Enforcement Management Data Mart (CAD, RMS)**	
	- Includes 10+ users	20,000
	Dashboards for Law Enforcement	16,000
42.	**Fire Management Data Mart (CAD, RMS)**	
	- Includes 10+ users	20,000
	Dashboards for Fire Management	16,000

MOBILE SOFTWARE

MOBILE SOFTWARE ON THE RS/6000 [12]

43.	**Base Message Switch to State/NCIC (Upgrade from 50 to 100 units)** - Base Message Switch for MDT/MCT - State/NCIC Interface	8,000
44.	**Additional Aegis® Software for RS/6000 Message Switch**	
	- New World CAD Interface for Aegis MSP (Upgrade from 50 to 100 units)	3,000
	- Mobile Upload Software (1-100 units)	35,000
	- AVL Interface (Upgrade from 50 to 100 units) [13]	3,000

MOBILE SOFTWARE ON THE MSP Server

- MDT/MCT Base CAD/RMS Interface (Upgrade from 50 to 100 units)	1,000
- AVL CAD Interface (Upgrade from 50 to 100 units) [13]	3,000

MOBILE MANAGEMENT SERVER

45.	**Aegis Mobile Management Server Software**	
	- Base CAD/NCIC/Messaging (Upgrade from 50 to 100 units)	No Charge
	- Field Reporting (1-100 units)	13,000
	- Field Reporting Data Merge (1-100 units)	3,500

CLIENT SOFTWARE

46. Aegis® Law Enforcement Mobile Unit Software

Mobile Messaging

LE State/NCIC via Switch [8] (11 units)	$500 ea.	$5,500
LE CAD via Switch (9 unit)	$750 ea.	$6,750
Mugshot Image Download (38 units)	$200 ea.	$7,600
State Photo Download (38 units)	$200 ea.	$7,600
In-Car Mapping (36 units)	$400 ea.	$14,400
In-Car Routing (38 units)	$300 ea.	$11,400
New World AVL (38 units)	$300 ea.	$11,400

Field-Based Reporting (38 Units)

LE Accident Field Reporting (38 units) The following New World Report is included: - Accident (1 form)	$1,000 ea.	$38,000
LE Accident Field Reporting Compliance (38 units)	$300 ea.	$11,400
Mobile Upload of Field Reports (38 units)	$600 ea.	$22,800

47.	**In-Station -Based Reporting**			
	LE Field Reporting (Federal Standards) (26 units) The following 5 New World Reports are included: - Incident (1 form) - Case (1 form) - Arrest (1 form) - Supplement (1 form) - Impound Vehicle (1 form)	$1,000 ea.	$26,000	
	LE Field Reporting Compliance (26units)	$200 ea.	$5,200	
	Mobile Upload of Field Reports (26 units)	$600 ea.	$15,600	
48.	**Aegis® Fire Mobile Unit Software**			
	In-Car Routing (20 units)	$300 ea.	$6,000	
	Fire Inspections (2 units)	$500 ea.	$1,000	
	Subtotal	$7,150 ea.	$190,650	
	Less Laptop Software Volume Discount of 50%		($95,325)	
	TOTAL LAPTOP SOFTWARE			95,325
49.	**Workstation License for up to 200 Workstations[19]**			50,000
	NEW WORLD STANDARD SOFTWARE LICENSE FEE			**$1,020,825**
	LESS CUSTOMER LOYALTY SOFTWARE CREDIT			**(113,157)**
	LESS CUSTOMER LOYALTY SOFTWARE DISCOUNT [15]			**(140,648)**
	LESS DEMONSTRATION SITE DISCOUNT			**(48,924)**
	LESS ADDITIONAL BAFO DISCOUNT			**(105,700)**
	TOTAL SOFTWARE LICENSE FEE [16,17]			**$612,396**

Note: Other than for Mobile Software, a Workstation License for up to 200 users is included for the Exhibit A Licensed Standard Software. The Workstation License includes the following agencies as authorized users:
- Fayetteville Police Department, AR
- Fayetteville Fire Department, AR

ENDNOTES

[1] *Personal Computers must meet the minimum hardware requirements for New World Systems' Aegis products. Microsoft Windows 7/8 or later is required for all client machines. Windows 2008/2012 Server and SQL Server 2008/2012 are required for the Application and Database Server(s).*

[2] *New World Systems' Aegis product requires Microsoft Windows 2008/2012 Server and SQL Server 2008/2012 including required Client Access Licenses (CALs) for applicable Microsoft products. Servers must meet minimum hardware requirements provided by New World Systems.*

[3] *New World Systems' Aegis product requires Microsoft Excel or Windows Search 4.0 for document searching functionality; Microsoft Word is required on the application server for report formatting.*

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

[5] *Does not include any required 3rd party hardware or software unless specified in Section C of this proposal. The City is responsible for any 3rd party support.*

[6] *Application may require a separate Server.*

[7] *Requires Lantronix UDS 1100 included in Appendix 1 of this Agreement.*

[8] *The City is responsible for obtaining the necessary State approval and any non-New World hardware and software. Includes state-specific standard forms developed by New World. Additional forms can be provided for an additional fee.*

[9] *Federal UCR/IBR includes edits, reports and electronic submission.*

[10] *State Accidents includes logic, reports and electronic submission, where applicable.*

[11] *Camera must meet product specifications and be procured through New World.*

[12] *Configuration and end user training to occur after the City has been live for 3 months or longer on an application.*

[13] *Currently supporting Commercial 3G/4G Broadband Wireless, 802.11, NetMotion and Radio IP VPN solutions.*

[14] *Requires 3rd party GPS hardware.*

[15] *Discount only available in conjunction with upgrading Aegis AS/400 to Aegis MSP Windows.*

[16] *Prices assume that all software is licensed.*

[17] *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.*

[18] *With decision support software, 10+ shall mean unlimited users.*

[19] *Additional Workstations may be added to the Site License at a 25% discount for up to two (2) years after the Effective Date of this Agreement.*

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.

f) **New World** consultation with other vendors or third parties.

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 for up to **145** working days of **New World** implementation and training support services. 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. The **City** agrees to reimburse **New World** for support trips canceled by the **City** less than ten (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:

a) implementation of each package of Licensed Standard Software;
b) **City** training and/or assistance in testing for each package of Licensed Standard Software;
c) tailoring of Licensed Standard Software by **New World** technical staff and/or consultation with **New World** technical staff.

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. Enterprise Mobile Upgrade Services

Mobile Upgrade includes the following applications:

a) Messaging
b) Fire Messaging
c) Mapping
d) AVL

Note: Enterprise Mobile Upgrade Services includes upgrading both the Fayetteville Police Department and the Fayetteville Fire Department mobile units.

4. Mobile Form(s) Enhancements

The following mobile forms will be upgraded to add Multiples and/or Dynamic Print (no additional form changes included):

a) Case Report (Entry and Print)
b) Case Supplement (Entry and Print)
c) Arrest Report (Entry and Print)
d) Incident /Supplement (Entry and Print)

5. Interface Installation Service

New World shall provide interface installation services as described in this paragraph below. These services do not include hardware and/or third party product costs which shall be the **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, the **City** will be responsible for the actual Travel Expenses and Time. The services include the following interfaces.

a) Web CAD Monitor
b) CAD Pager Interface
c) 911 Interface
d) State/NCIC Interface
e) On-Line CAD Interface to State/NCIC
f) Ticket Writer Interface
g) Citizen Reporting Interface
h) On-Line Global Subjects Interface to State/NCIC
i) On-Line Property Checks Interface to State/NCIC
j) On-Line Wants & Warrants Interface to State/NCIC
k) New World Mug Shots/Imaging
l) Web Query/Data Sharing Reconfiguration
m) Windows System Assurance
n) GIS Implementation

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

6. Hardware Quality Assurance Service

New World shall provide Hardware Systems Assurance of **City's** Aegis .NET/MSP 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, the **City** will be responsible for the actual travel expenses and time.

a) Hardware Quality Assurance Services High Availability Environment:

Hardware Systems Assurance and Software Installation:

- Assist with High Level System Design/Layout
- Validate Hardware Configuration and System Specifications
- Validate Network Requirements, including Windows Domain
- Physical Installation of **New World** Application Servers
- Install Operating System and Apply Updates
- Install SQL Server and Apply Updates
- Install New World Applications Software and Apply Updates
- Establish Base SQL Database Structure
- Install Anti-Virus Software and Configure Exclusions
- Install Automated Backup Software and Configure Backup Routines
- Configure System for Electronic Customer 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

7. Message Switch Operating System Assurance Service

New World shall provide Message Switch Operating System Assurance. These services do not include hardware and/or third party product costs which shall be the **City's** responsibility, if required. On-site installation is required. The **City** will be responsible for the actual travel expenses and time.

a) Message Switch Operating System Assurance Services:

Operating System Assurance and Software Installation Services:

- Unpack and assemble hardware
- Verify core hardware functionality (network/video/storage devices/usb)
- Install and update AIX Operating System
- Install and update applicable system manual pages
- Set AIX environment variables
- Build system user-ids and applicable authorizations
- Install and stage message handler and compilers
- Verify and allocate disk space

- Mirror hard drives and boot sequencing
- Migrate all Message Switch data from the old server to the new server
- Configure devices on the new server (Ethernet cards, print queues, tty's, etc.)
- Verify all scripts are adjusted for new machine
- Migrate all source code from old machine to the new machine
- Compile New World Message Switch programs
- Assure Message Switch operation in the live environment
- Adjust any tables as needed during the assurance phase
- Setup automatic "cron" jobs
- Complete full system and log backups
- Perform any necessary administrator training

8. Support Services

Up to 5 days have been allocated to provide CAD/Mobile NCIC Parsing. **Actual usage may be higher or lower based on** the **City's requirements and use of these support services.**

Support services are typically performed at the **City's** premises but may be provided at **New World** national headquarters in Troy, Michigan. The **City** agrees to reimburse **New World** for support trips canceled by the **City** less than ten (10) days before the scheduled start date to cover **New World's** out of pocket costs.

9. 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.

The **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 the **City** and **New World** and will be provided at the Daily Rate).

10. CJIS Compliance

New World understands and agrees to the provision that all **New World** personnel with physical, virtual, or network access to the System will be required to submit to a fingerprint-based criminal background check and successfully complete the CJIS Security Awareness Training and Test prior to beginning work on the System. New World is responsible for maintaining and providing a signed and completed CJIS Security Addendum.

EXHIBIT C
STANDARD SOFTWARE MAINTENANCE AGREEMENT (SSMA)

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

1. Service 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 1/1/16 ("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 nine (9) 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) Emergency 24-hour per day telephone support, for *Aegis* CAD only, seven (7) days per week for Licensed Standard Software. Normal service is available from 8:00 a.m. to 8:00 p.m. (Eastern Time Zone). After 8:00 p.m., the *Aegis* CAD phone support will be provided via pager and a **New World** support representative will respond to CAD service calls within 30 minutes of call initiation.

g) Includes integration of the embedded software that is a component of the Exhibit A Licensed Standard Software.

h) A no-charge, one time upgrade to the **New World** Enterprise Records software currently under development, to include the following:
   i. A like-for-like Enterprise Records software license for the existing LERMS Licensed Standard Software licensed by the City at the time of the upgrade.
   ii. iii. Additional implementation, training, hardware, travel costs and scope outside a standard upgrade are not included, and are costs **the City** agrees to bear.

i) Registration for three (3) City participants to the 2016 through 2020 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 the 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 the **City** by electronic means.

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

3. Maintenance for Modified Licensed Standard Software and Custom Software

The **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 the **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.

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 the **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 the **City** has cutover to live production use of the Licensed Standard Software, The **City** believes that the Licensed Standard Software does not conform to the current specifications set forth in this Agreement and the then-current **New World** user manuals, the **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, **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).

The **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 the **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 the **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 the **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 the **City** concerning the status of the correction until the Licensed Standard Software is restored to operational status and confirmed as such by the **City**. Immediately after notification of the Priority 1 event by the **City**, **New World** shall offer to the **City** workaround solutions, including patches, configuration changes, and operational adjustments and reverting to prior version of **New World**'s software.

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

(b) **Priority 2**: *An Error, defect, fault, performance degradation, operation or malfunction which substantially degrades the performance of the Software, but does not prohibit the **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 the **City** concerning the status of the correction until the Licensed Standard Software is restored to operational status and confirmed as such by the **City**. Immediately after notification of the Priority 2 event by the **City**, **New World** shall offer to the **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.

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

Vice President of Professional Services, Sandro Viselli
Vice President of Product Support, Erin Miller
Vice President of Product Vision, Brian Leary

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 the **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.

7. Maintenance Costs for Licensed Standard Software Packages Covered for .NET / MSP Servers

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

Annual Maintenance Cost (5-Year Plan, Billed annually)

Year 1	for period	01/01/16 – 12/31/16	$169,335*
Year 2	for period	01/01/17 – 12/31/17	$169,335*
Year 3	for period	01/01/18 – 12/31/18	$169,335*
Year 4	for period	01/01/19 – 12/31/19	$169,335*
Year 5	for period	01/01/20 – 12/31/20	$169,335*

*Includes one-time fee for Executive Conference 2016 through 2020 – three people at $2,000 each per year. See description in Section 2, Item i 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 12/31/15. Maintenance Costs above includes both the Fayetteville Police and Fire Departments.

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 the **City** under the *Standard Software License and Service Agreement* between the **City** and **New World**.

Agreed and Accepted by Third Party (Organization)

Organization: _____

By: _____

Title: _____

Date: _____

Agreed and Accepted by Third Party (Individual)

Individual: _____

By: _____

Title: _____

Date: _____

_____
Accepted and Approved by New World Systems Corp.

By: _____

Title: _____

Date: _____

EXHIBIT E
DEMONSTRATION SITE DISCOUNT

New World has provided the **City** a significant discount in exchange for the privilege of using the **City's** site for demonstration purposes. Accordingly, after the Licensed Software has been delivered and installed, the **City** agrees to act as a demonstration site for prospective **New World** customers. The **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, the **City** is not necessarily endorsing the **New World** software and the **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 the **City's** operations. **New World** will provide the **City** reasonable notice for preparation.

EXHIBIT F
DATA FILE CONVERSION ASSISTANCE

New World will provide conversion assistance to the **City** to help convert the existing data files specified below. If additional files are identified after contract execution, estimates will be provided to the **City** prior to **New World** beginning work on those newly identified files.

General

1. A data conversion analysis and assessment to verify the scope of effort for the project will be conducted. A revised cost estimate for the data conversion may be provided at the conclusion of the assessment. The **City** may elect to cancel or proceed with the conversion effort based on the revised estimate.

2. This conversion effort includes data coming from one unique database or source on the AS/400 and the Drug Trak Database, not multiple sources.

3. 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 the **City** prior to providing the data to **New World**.

New World Responsibilities

1. **New World** will create and provide the **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 the **City** approves this document.

2. **New World** will provide the data conversion programs to convert the **City's** data from a single data source to the **New World Licensed Standard Software** for the specified files. This conversion effort includes data coming from one unique database or source on the AS/400 and the Drug Trak Database, not multiple sources.

3. As provided in the approved project plan for conversions, **New World** will schedule on-site trips to the **City** location in order to conduct the following:

    a. Conversion Analysis
    b. Assistance for Mapping and Testing
    c. Conversion Go-Live Implementation and Support

    The **City** will be responsible for actual Travel Expenses for these trips.

4. **New World** will provide the **City** up to five (5) test iterations of converted data. One test iteration consists of:

    a. Running a conversion test in the **City's** test environment
    b. **City** reviewing a conversion test and responding in writing to **New World** (see **City** responsibilities paragraph 3 below)
    c. **New World** correcting or otherwise responding to issues discovered and reported by the **City**.
    d. **New World** conducting internal testing to verify corrections
    e. **New World** and **City** planning for the next test iteration and/or the live implementation.

5. **New World** will provide warranty coverage for any conversion-related issue reported by the **City** to **New World** within 30 days after the conversion is run in the live database.

Exhibit F / DATA FILE CONVERSION ASSISTANCE

City Responsibilities

1. Data files from the **City's** current AS400 database are included in this conversion. This conversion effort includes data coming from one unique database or source on the AS/400 and the Drug Trak Database, not multiple sources.

2. The **City** will respond to each test iteration in writing, on a form provided by **New World**, either:

    a. Indicating acceptance that the Data Conversion Process is ready for the final conversion, or
    b. Indicating a list of changes that need to be applied to the Data Conversion Process for the next test iteration.

    Up to five (5) test iterations and one (1) final are provided as part of the Data Conversion Process. The **City** will promptly review each test iteration when delivered by **New World**. Prompt **City** review will reduce the likelihood that a need for additional test iteration(s) may arise due to an extended delay between delivery of a test iteration and its review.

3. As provided in the project plan for conversions, the **City** will provide a dedicated resource in each application area to focus on conversion mapping and testing. This includes dedicating a support person(s) whenever **New World** staff is on site regarding conversions. Roughly a one to one ratio exists for **City** commitment and the **New World** commitment. The **City** understands that thorough and timely testing of the converted data by **City** personnel is a key part of a successful data conversion.

4. The **City** agrees to promptly review and signoff on both the conversion design document, and on the final conversions after appropriate review.

Exhibit F / DATA FILE CONVERSION ASSISTANCE

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

MASTER FILES

Master Names			
PSAADR	Addresses	**PSINBR**	Jacket ID Numbers
PSGADR	Global Addresses	**PSJBUS**	Jacket School / Business Information
PSAJCK	Jacket Master	**PSPADR**	Jacket Previous Address
PSALIS	Alias Master	**PSPHON**	Jacket Additional Contacts
PSASSC	Known Associates	**PSSMTH**	Jacket Scars / Marks / Tattoos / Handicaps
PSBUSN	Business Additional Characteristics	**PLFSBJ**	Field Investigation Subjects (if applicable)
PSCHAR	Jacket Additional Characteristics	**FRSUBJ**	Fire Records Investigation Subjects (if applicable)
PSCRIM	Jacket Criminal Characteristics	**OPSUBJ**	Orders Of Protection Subjects (if applicable)
PSFPRT	Person Fingerprints		
Master Property			
PLPROP	Property	**PLOWNR**	Owner Information
PSPITM	Property Item	**PSJITM**	Jacket Associated Items
Master Gun			
PSGUNS	Global Guns	**PSJGUN**	Jacket Associated Guns
Master Vehicles			
PSVHCL	Vehicles	**PSJVHL**	Jacket Associated Vehicles
Statutes			
PLCRIM	Crime Codes	**PSSTAT**	Statutes

Exhibit F / DATA FILE CONVERSION ASSISTANCE

COMPUTER AIDED DISPATCH

Calls For Service			
CDPLAT	CAD - Plate Information	**PLQDSP**	Cleared Dispositions
CDPLOG	CAD - Personnel History Log	**PLQUIK**	Incidents
CDULOG	CAD - Unit History Log	**PLSPVM**	Suspect Vehicle
PLIDSP	Cleared Dispositions	**PSDOCI**	Document Processing Document Index
PLINCD	Incidents	**PSFDOC**	Document Processing Free Form Documents
PLNADR	Incident Additional Name/Address	**CEHIST**	E911 History
CDHOUS	CAD – House Watch		
Run Cards			
GORCRD	GEO - Run Card Master	**GOQUAD**	GEO - Quad. Exceptions
GORCAM	GEO - Run Card Assignments		
Alarms			
CAAACT	Alarm Account History	**CAINVH**	Alarm Invoice History
CAAMST	Alarms Master	**CASUBJ**	Alarms Subject
CAEDIT	Alarm Transaction Edits	**CATRAN**	Alarm Transaction History

Incidents			
CDPLAT	Plate Information	**PLSPVM**	Suspect Vehicle
PLIDSP	Cleared Dispositions	**PSREVU**	Generic Review Date Master
PLINCD	Incidents	**PLINDX**	Index Cards
PLNADR	Incident Additional Name/Address		

Exhibit F / DATA FILE CONVERSION ASSISTANCE

LAW ENFORCEMENT RECORDS

Cases			
PLOWNR	Owner Information	**PLEOKA**	Officer Killed/Assaulted file
PLPDSP	Property Disposition	**PLMISS**	Missing Persons
PLPHST	Police Case Property History	**PLOFNS**	Case Offense
PLPLAB	Property Lab/Evidence	**PLOSMO**	Offender/Suspect MO
PLPLOC	Property Location	**PLSHST**	Case Status History
PLPROP	Property	**PLSPVM**	Suspect Vehicle
PLPTRN	Property Custody Transaction	**PLSREL**	Case Subject Related Offenses
PLASOC	Associated Cases	**PLSVOR**	Victim Offender Relationship
PLCASE	Police Cases	**PLSVWM**	Case Subjects
PLCSAS	Officer Case Assignments	**PSREVU**	Generic Review Date Master
PLSOLV	Case Solvability Factors		
Arrests			
BKSCHG	Bookings / Courts Supplemental Charges	**PLACIN**	Arrest Court records
PLAARM	Adult Arrests	**PLJARM**	Juvenile Arrests
PLABCF	Global Charges	**PLSCHG**	Case/Arrest Supplemental Charges
Tickets			
PLABCF	Global Charges	**TKSCHG**	Ticket Supplemental Charges
TKCORT	Ticket Charges	**TKTCKT**	Ticket
TKISSU	Issued Tickets	**TKVOID**	Tickets Voided
TKNYST	New York State Ticket Supplement		
Accidents			
PLACCC	State Accidents	**SCTABE**	Table Entries Master (Used for reference only)
PLACCM	State Accident Unit	**PSVHCL**	Vehicles
PLACCN	State Accident Unit Names	**PSGADR**	Addresses
PLACCT	State Accident Tickets	**PLACCMNY**	State Accident Unit - New York (if applicable)
PLACCV	State Accident Vehicles	**PLACCVNY**	State Accident Vehicles - New York (if applicable)

Exhibit F / DATA FILE CONVERSION ASSISTANCE

Field Investigations			
PLFINV	Field Investigations	**PLFIAC**	Field Investigations Associated Cases
PLFSBJ	Field Investigations Subjects		
Gun Permits			
PLGUNP	Gun Permits		
Gun Registrations			
PLGUNR	Gun Registrations		
Bicycle Registrations			
BYMAST	Bicycle Registration		
Contact Cards			
PSROLO	Card File Master	**PSROLC**	Card File Contacts
Wants and Warrants			
PSWANT	Wants and Warrants Issued	**PSWCHG**	Wants and Warrants Charges
Personnel Training			
PLOEDC	Officer Education		
Officer Equipment			
PLOINV	Officer Equipment Issued		
Pawn Shops			
PLOWNR	Owner Information	**PLPLOC**	Property Location
PLPAWN	Pawn Transactions	**PLPPRP**	Pawn Shop Transaction
PLPDSP	Property Disposition	**PLPROP**	Property
PLPHST	Police Case Property History	**PLPTRN**	Property Custody Transaction
PLPLAB	Property Lab/Evidence		

Civil Papers			
CVNOTE	Civil Papers	**CVSUBJ**	Civil Papers
CVPMST	Civil Papers	**SCTABE**	Table Entries Master (Used for reference only)
CVSINF	Civil Papers		
Orders Of Protection			
OPMAST	Orders Of Protection Master File	**OPLOCT**	Orders Of Protection Locations
OPSUBJ	Orders Of Protection Subjects	**OPUSRD**	Orders Of Protection User Defined
Impounded Vehicles			
PLTOWD	Impounded Vehicle Master		
Narratives			
PSDOCI	Document Processing Document Index	**SCTABE**	Table Entries Master (Used for reference only)
PSFDOC	Document Processing Free Form Documents	**SCTABM**	Table Master (Used for reference only)
NCINTD	Narcotics Intelligence	**PSDMST**	Document Processing Master
PLCUSR	Case User Defined	**OPUSRD**	Orders Of Protection User Defined
PLFINV	Field Investigations	**PLFSBJ**	Field Investigation Subjects

FIRE RECORDS

Fire - Master Files			
FPBLDG	Fire Records Building Master	**FPBSRC**	Fire Records Building Suppression Sources
FRSUBJ	Fire Records Investigation Subject	**FPGACT**	Fire Records PrePlan Activity
FPBEXT	Fire Records Building Auto Extinguishment	**FPHZRD**	Fire Records PrePlan Hazardous Materials
FPBSPK	Fire Records Building Sprinkler	**FRTABE**	Table Entries Master (Used for reference only)
Fire - Inspections			
FNMAST	Fire Records Inspection Master	**FRFDOC**	Document Processing Free Form Documents
FNVIOL	Fire Records Inspection Violation	**FRVIOL**	Fire Violation Code Master
FRDOCI	Document Processing Document Index		
Fire - Incidents			
FRINCD	Fire Records Incident	**FRINCP**	Fire Records Incident - Personnel
FRINCA	Fire Records Incident Arson	**FRINCR**	Fire Records Incident - Hazmat Release
FRADTL	Fire Records - Arson Subject Detail Info	**FRINCS**	Fire Records Incident – EMS Info
FRCASF	Fire Records Incident - Fire Service	**FRINCU**	Fire Records Incident - Units
FRCASN	Fire Records Incident - Civilian Casualty	**FRSUBJ**	Fire Records Investigation Subject
FREMSP	Fire Records Incident - EMS Patient Info	**FRDOCI**	Document Processing Document Index
FRINCH	Fire Records Incident - Haz Mat Response	**FRFDOC**	Document Processing Free Form Documents
FRINCM	Fire Records Incident - Mobile / Equip Involved	**FRTABE**	Table Entries Master (Used for reference only)
Fire - Investigations			
FIEVID	Fire Records Investigation Evidence	**FRSUBJ**	Fire Records Investigation Subject
FINVST	Fire Records Investigation Master	**FRTABE**	Table Entries Master (Used for reference only)

Fire - Narratives			
FRDOCI	Document Processing Document Index	**FRFDOC**	Document Processing Free Form Documents
Hazardous Materials			
HMCAS#	Hazardous Materials CAS Number	**HMMAST**	Hazardous Materials Master File
HMDOCI	Document Processing Document Index	**HMNAME**	Hazardous Materials Chemical Names
HMFDOC	Document Processing Free Form Documents	**HMPROT**	Hazardous Materials Protection Rates

Exhibit F / DATA FILE CONVERSION ASSISTANCE

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

Data File Conversion from 3rd Party Source (DrugTrak)

LERMS Application Database

Additional LERMS Modules (from 3rd party)

- Narcotics

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. The **City** may elect to cancel or proceed with the modifications/interfaces based on the revised estimate.

Capabilities included in the initial scope:

a) Custom Software/Interfaces
   (1) Custom Time Analysis Report:
      - Create a custom report using the following data from Aegis Enterprise CAD
         - Date Range of Calls
         - Priority of Call
         - Type of Call
         - Calls by Particular Unit

   (2) Custom Code Zero Report:
      - Create a custom report from Aegis Enterprise CAD to capture calls received where no officer was immediately available

   (3) Custom Narrative Query:
      - TBD

2. Methodology to Provide Enhancements and/or Custom Software

a) Definition of **New World's** Responsibility

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

(1) Review of required features with **City**. Only items identified in Paragraph 1 above will be provided in this implementation plan.

(2) Preparation of Requirements Document (RD) to include:
- Detailed description of the required feature
- menu samples
- screen samples
- report samples

(3) Programming and programming test.

(4) 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, **the 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 **the City** at a pre-installation planning meeting. The RFS procedure utilizes a form with a narrative description and supporting documentation if applicable to define the work to be done.

b) Implementation Schedule

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

c) **City's** Responsibility

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

EXHIBIT H
DECISION SUPPORT SYSTEMS (DSS) IMPLEMENTATION SERVICES

New World will provide the **City** with implementation of licensed DSS software modules. The implementation will include installation, training, and configuration of DSS modules. The recommended implementation and training shall include:

a) One or more consultative session(s) (onsite) with executive command staff to discuss data needs and information requirements for decision making. The **City** is responsible for ensuring that appropriate command level personnel/decision makers are available for this session.
b) 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). **City** sign off will be required on agreed upon requirements of reporting cubes and dashboards.
c) Installation and configuration of DSS software.
d) Training session(s) to provide an overview of using each DSS licensed module including basic reporting and dashboard creation and other standard features.

Installation of **City** specific reporting cube(s) and dashboard(s) as agreed upon during solution design and review. This enhanced package includes up to 12 reporting cube(s) or dashboard(s).

EXHIBIT I
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 the **City** in conducting the following software Acceptance Test.

Following published specifications and user manuals 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 the **City** has gone "live" on the application. If Criteria 1 is used, the **City** agrees to provide the requisite resources to timely complete the Acceptance Test procedure. If the **City** unreasonably delays the start of the Criteria 1 test procedure for more than fourteen (14) calendar days beyond the designated test date, then **City** agrees to work with **New World** to timely test to obtain Acceptance.

Criteria 2:

Successful acceptance of each application of Licensed Software delivered shall be deemed to have occurred at the time the **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 J
INCORPORATION BY REFERENCE OF NEW WORLD'S SOFTWARE SPECIFICATION TEMPLATE AND BAFO

For the applications licensed on Exhibit A, the **New World** Software Specification Template is incorporated in this **Agreement** by reference.

All items in the **New World** Software Specification Template will be provided to **City** through currently existing Exhibit A software capabilities, **City's** use of 3rd Party software, and/or future enhancements to Exhibit A software provided under Exhibit C.

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 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.

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

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.

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
INITIAL IMPLEMENTATION PLAN

New World uses Microsoft Project 2010 as its project management tool for managing tasks, schedules and resources. A 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

Suite of Aegis Public Safety Software
July 15, 2015

New World Systems®

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.

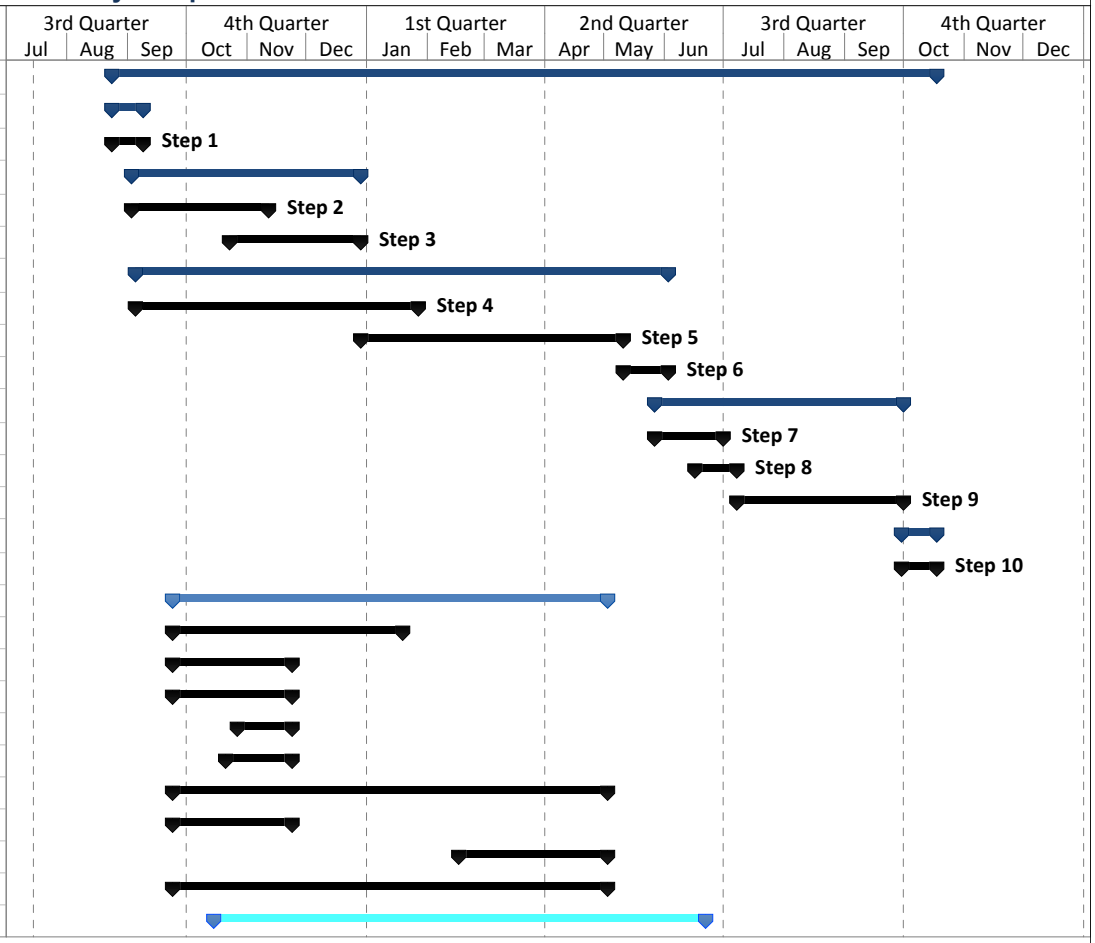
A more precise schedule and WBS with the appropriate tasks and schedule will be determined upon contract award. The availability of resources to perform tasks, final determination of the overall task list, schedule constraints (seasonal peak workloads, vacations, holidays, commitments of resources needed 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 August 24, 2015 to stagger a month after the start of the Logos Public Administration ERP project. Here is a summary of the sample project schedule:

Sample Project Schedule	
Project Start	**August 24, 2015**
Construction Start	**September 4, 2015**
User Training Start	**May 27, 2016**
Go-Live	**July 1, 2016**
Project Close	**October 17, 2016**

Fayetteville Police Department, AR
Aegis Public Safety Sample Gantt Chart

ID	Task Name
1	**Fayetteville Police Department, AR - Public Safety Solution**
2	**Initiation Phase**
3	**1 - Conduct Start-up Activities**
10	**Planning Phase**
11	**2 - Plan the Project**
48	**3 - Approve the Project Plan**
57	**Construction Phase**
58	**4 - Install the Standard Solution**
126	**5 - Build Out Standard Solution**
175	**6 - Validate Configuration**
190	**Transition Phase**
191	**7 - Conduct End User Training**
217	**8 - Go-Live**
242	**9 - Complete and Implement Remaining Deliverables**
270	**Closing Phase**
271	**10 - Close the Project**
279	**Standard Interfaces**
280	**NCIC**
291	**Aegis Third Party CAD Interface Software**
292	**CAD Pager Interface**
297	**911 Interface**
303	**Web CAD Monitor**
307	**Aegis Third Party LE Records Interface Software**
308	**Ticket Writer Interface**
316	**COPLOGIC Citizen Reporting Interface**
327	**Standard Interface Related Milestones**
333	**Data Conversion**



Fayetteville Police Department, AR
Aegis Public Safety Sample Project Plan

ID	Task Name	Duration	Start	Finish	Resource Names
1	**Fayetteville Police Department, AR - Public Safety Solution**	**297 days**	**Mon 8/24/15**	**Mon 10/17/16**	
2	**Initiation Phase**	**11 days**	**Mon 8/24/15**	**Tue 9/8/15**	
3	**1 - Conduct Start-up Activities**	**11 days**	**Mon 8/24/15**	**Tue 9/8/15**	
4	Execute Agreement	0 days	Mon 8/24/15	Mon 8/24/15	
5	Deliver Licensed Standard Software	1 day	Tue 9/8/15	Tue 9/8/15	Aegis Project Manager
6	**Complete Start-up Communication**	**9 days**	**Wed 8/26/15**	**Tue 9/8/15**	
9	Step 1 Complete	0 days	Tue 9/8/15	Tue 9/8/15	
10	**Planning Phase**	**80 days**	**Thu 9/3/15**	**Mon 12/28/15**	
11	**2 - Plan the Project**	**49 days**	**Thu 9/3/15**	**Wed 11/11/15**	
12	**Perform Discovery**	**2 days**	**Wed 9/9/15**	**Thu 9/10/15**	
15	**Establish Executive Relationship and Expectations**	**0.13 days**	**Thu 9/24/15**	**Thu 9/24/15**	
17	**Establish Project Methods, Acceptance Criteria, and Governance**	**14 days**	**Thu 9/3/15**	**Wed 9/23/15**	
20	**Draft and Present the Project Plan**	**44 days**	**Thu 9/10/15**	**Wed 11/11/15**	
21	Train and Assist Customer to build Data Collection Workbook	0.5 days	Thu 9/24/15	Thu 9/24/15	Aegis MSP Prof Svc
22	**Conduct Planning Calls**	**1 day**	**Thu 9/24/15**	**Thu 9/24/15**	
28	**Plan for Compliance Submission(s)**	**2 days**	**Thu 9/24/15**	**Fri 9/25/15**	
30	**Draft Supporting Plans**	**18.75 days**	**Thu 9/24/15**	**Tue 10/20/15**	
31	Draft Technical Services Configuration Plan	1 day	Thu 9/24/15	Fri 9/25/15	Aegis System Assurance
32	Draft GIS Plan	1 day	Thu 9/24/15	Fri 9/25/15	Aegis System Assurance (GIS)
33	Draft Initial Data Conversion Plan	1 day	Tue 10/20/15	Tue 10/20/15	Aegis Conv Lead
34	Draft Requirements Definitions (if required)	4 wks	Fri 9/11/15	Thu 10/8/15	Aegis Solution Consulting (Custom)
35	**Gather Specific Forms Requirements**	**0 days**	**Thu 9/10/15**	**Thu 9/10/15**	
36	**Property Notification Letter (Standard with LERMS Property Room)**	**0 days**	**Thu 9/10/15**	**Thu 9/10/15**	
38	**Victim Notification Letters (Standard with LERMS Case Management)**	**0 days**	**Thu 9/10/15**	**Thu 9/10/15**	
40	**Provide Functional Specification Review <<if Acceptance Testing service**	**2 days**	**Thu 9/24/15**	**Fri 9/25/15**	
43	Draft the Project Plan (MPP)	2 wks	Wed 10/21/15	Tue 11/3/15	Aegis Project Manager
44	Obtain NWS Senior Management Approval of Draft Project Plan	5 days	Wed 11/4/15	Tue 11/10/15	Aegis Project Manager
45	Present Requirements Definitions (if required)	1 day	Fri 10/9/15	Fri 10/9/15	Aegis Project Manager
46	Present Project Plans (including all supporting plans)	1 day	Wed 11/11/15	Wed 11/11/15	Aegis Project Manager,Aegis Customer
47	Step 2 Complete	0 days	Wed 11/11/15	Wed 11/11/15	
48	**3 - Approve the Project Plan**	**45 days**	**Thu 10/22/15**	**Mon 12/28/15**	
49	Review and Approve Requirements Definitions Complete (if required)	0 days	Thu 10/22/15	Thu 10/22/15	Aegis Project Manager,Aegis Customer
50	Estimate Release Timing for Custom Enhancements Complete (if required)	0 days	Thu 11/19/15	Thu 11/19/15	Aegis Project Manager
51	Review and Approval of Initial Data Conversion Analysis and Plan	2 wks	Thu 11/12/15	Wed 11/25/15	Aegis Customer
52	Finalize the Project Plan	2 wks	Fri 11/27/15	Thu 12/10/15	Aegis Project Manager
53	**Review and Approve Project Plan (MPP)**	**11 days**	**Fri 12/11/15**	**Mon 12/28/15**	
56	Step 3 complete	0 days	Mon 12/28/15	Mon 12/28/15	
57	**Construction Phase**	**190 days**	**Fri 9/4/15**	**Thu 6/2/16**	
58	**4 - Install the Standard Solution**	**98.25 days**	**Fri 9/4/15**	**Wed 1/27/16**	
59	**Complete Technical System Setup and Training**	**98.25 days**	**Fri 9/4/15**	**Wed 1/27/16**	
60	**Complete Aegis Suite Technical System Setup and Training**	**71.25 days**	**Wed 9/9/15**	**Fri 12/18/15**	
61	**Prepare Initial Database**	**26.63 days**	**Wed 9/9/15**	**Thu 10/15/15**	
62	**State Compliance**	**0.5 days**	**Wed 9/9/15**	**Wed 9/9/15**	

ID	Task Name	Duration	Start	Finish	Resource Names
64	**State Statutes**	**2.13 days**	**Wed 9/9/15**	**Fri 9/11/15**	
68	**Customer Data**	**10.13 days**	**Thu 10/1/15**	**Thu 10/15/15**	
71	**Conduct GIS Setup and Training**	**46 days**	**Wed 9/9/15**	**Wed 11/11/15**	
72	Provide Required GIS Data to New World	20 days	Wed 9/9/15	Tue 10/6/15	Aegis Customer
73	Preliminary Review of GIS Data	1 day	Wed 10/7/15	Wed 10/7/15	Aegis System Assurance (GIS)
74	Update GIS Data	10 days	Thu 10/8/15	Wed 10/21/15	Aegis Customer
75	Primary Review of GIS Data	5 days	Thu 10/22/15	Wed 10/28/15	Aegis System Assurance (GIS)
76	Customer to Update GIS Data - based upon Preliminary Review	7 days	Thu 10/29/15	Fri 11/6/15	Aegis Customer
77	Provide Required GIS Data to New World	1 day	Mon 11/9/15	Mon 11/9/15	Aegis Customer
78	Install and Test GIS Data	1 day	Tue 11/10/15	Tue 11/10/15	Aegis System Assurance (GIS)
79	Provide Overview of GIS within Aegis and Update Process	1 day	Wed 11/11/15	Wed 11/11/15	Aegis System Assurance (GIS)
80	**Procure and Install ArcEditor**	**12 days**	**Mon 10/12/15**	**Wed 10/28/15**	
83	**Complete Aegis Technical System Setup**	**60 days**	**Thu 9/24/15**	**Fri 12/18/15**	
97	**Complete Mobile Technical System Setup**	**98.25 days**	**Tue 9/8/15**	**Wed 1/27/16**	
98	**Mobile Preparation**	**56.5 days**	**Wed 9/9/15**	**Fri 11/27/15**	
103	**Mobile Messaging**	**98.25 days**	**Tue 9/8/15**	**Wed 1/27/16**	
117	**Complete Messaging for NCIC System Setup**	**73.25 days**	**Fri 9/4/15**	**Mon 12/21/15**	
123	Aegis Technical Services Complete	0 days	Fri 11/20/15	Fri 11/20/15	
124	Mobile Technical Services Complete	0 days	Wed 1/27/16	Wed 1/27/16	
125	Step 4 complete	0 days	Wed 1/27/16	Wed 1/27/16	
126	**5 - Build Out Standard Solution**	**95 days**	**Tue 12/29/15**	**Tue 5/10/16**	
127	**Build Out the Applications**	**95 days**	**Tue 12/29/15**	**Tue 5/10/16**	
128	**CAD**	**90 days**	**Tue 12/29/15**	**Tue 5/3/16**	
129	Review and Build Out - Week 1 - CAD	5 days	Tue 12/29/15	Tue 1/5/16	Aegis Customer,Aegis MSP Prof Svc
130	Review and Build Out - Project Manager	2 days	Tue 12/29/15	Wed 12/30/15	Aegis Project Manager
131	Complete Build Tasks, Application Testing & Internal Process	8 wks	Wed 1/6/16	Tue 3/1/16	Aegis Customer
132	Review and Build Out - Week 2 - CAD	5 days	Wed 3/2/16	Tue 3/8/16	Aegis Customer,Aegis MSP Prof Svc
133	Complete Build Tasks, Application Testing & Internal Process	8 wks	Wed 3/9/16	Tue 5/3/16	Aegis Customer
134	**LERMS**	**50 days**	**Wed 1/6/16**	**Tue 3/15/16**	
135	Review and Build Out - Week 1 - LERMS	5 days	Wed 1/6/16	Tue 1/12/16	Aegis Customer,Aegis MSP Prof Svc
136	Review and Build Out - Project Manager	2 days	Wed 1/6/16	Thu 1/7/16	Aegis Project Manager
137	Complete Build Tasks, Application Testing & Internal Process	4 wks	Wed 1/13/16	Tue 2/9/16	Aegis Customer
138	Review and Build Out - Week 2 - LERMS	5 days	Wed 2/10/16	Tue 2/16/16	Aegis Customer,Aegis MSP Prof Svc
139	Complete Build Tasks, Application Testing & Internal Process	4 wks	Wed 2/17/16	Tue 3/15/16	Aegis Customer
140	**Field Reporting**	**74.75 days**	**Wed 1/27/16**	**Tue 5/10/16**	
141	**Build & Deploy Field Reporting Forms (as necessary)**	**5 days**	**Wed 1/27/16**	**Wed 2/3/16**	
142	Build Incident Supplement template	0.5 days	Wed 1/27/16	Wed 1/27/16	Aegis Solution Consulting (State Compliance)
143	Build State Case & Case Supplement templates	2 days	Wed 1/27/16	Fri 1/29/16	Aegis Solution Consulting (State Compliance)
144	Build State Arrest template	1 day	Fri 1/29/16	Mon 2/1/16	Aegis Solution Consulting (State Compliance)
145	Build Impound Vehicle template	1 day	Mon 2/1/16	Tue 2/2/16	Aegis Solution Consulting (State Compliance)
146	Build Field Investigations template	0.5 days	Tue 2/2/16	Wed 2/3/16	Aegis Solution Consulting (State Compliance)
147	Deploy Field Reporting Forms	5 days	Wed 2/17/16	Tue 2/23/16	Aegis Mobile Prof Svc
148	Deploy Accident Field Reports	5 days	Wed 2/24/16	Tue 3/1/16	Aegis Mobile Prof Svc

ID	Task Name	Duration	Start	Finish	Resource Names
149	Review and Form Adjust - Field Reporting	5 days	Wed 3/9/16	Tue 3/15/16	Aegis Customer,Aegis Mobile Prof Svc
150	Review and Form Adjust - Field Reporting - Project Manager	1 day	Wed 3/9/16	Wed 3/9/16	Aegis Project Manager
151	Application Testing & Internal Process Development - Field Reporting	8 wks	Wed 3/16/16	Tue 5/10/16	Aegis Customer
152	**Mobile Messaging**	**25 days**	**Wed 3/2/16**	**Tue 4/5/16**	
153	Deploy Mobile - NCIC Parcing	5 days	Wed 3/2/16	Tue 3/8/16	Aegis Mobile Prof Svc
154	Application Testing & Internal Process Development - Mobile Messaging	4 wks	Wed 3/9/16	Tue 4/5/16	Aegis Customer
155	**Fire RMS**	**20 days**	**Wed 1/13/16**	**Tue 2/9/16**	
156	Review and Build Out - Fire Records	5 days	Wed 1/13/16	Tue 1/19/16	Aegis Customer,Aegis MSP Prof Svc
157	Complete Build Tasks, Application Testing & Internal Process	5 days	Wed 1/20/16	Tue 1/26/16	Aegis Customer
158	Review and Build Out - Week 2 - Fire Records	5 days	Wed 1/27/16	Tue 2/2/16	Aegis Customer,Aegis MSP Prof Svc
159	Complete Build Tasks, Application Testing & Internal Process	5 days	Wed 2/3/16	Tue 2/9/16	Aegis Customer
160	Final System Configuration Review	5 days	Wed 5/4/16	Tue 5/10/16	Aegis MSP Prof Svc,Aegis Customer
161	**Build Out Specific Modules and Standard Interfaces**	**79 days**	**Wed 1/13/16**	**Mon 5/2/16**	
162	**Property Notification Letter (Standard with LERMS Property Room)**	**0.5 days**	**Wed 1/13/16**	**Wed 1/13/16**	
163	Configure and Deliver Property Notification Letter	4 hrs	Wed 1/13/16	Wed 1/13/16	Aegis MSP Prof Svc
164	**Victim Notification Letters (Standard with LERMS Case Management)**	**0.5 days**	**Wed 1/13/16**	**Wed 1/13/16**	
165	Configure and Deliver Victim Notification Letter	4 hrs	Wed 1/13/16	Wed 1/13/16	Aegis MSP Prof Svc
166	**Property Room Bar Code - LERMS**	**25 days**	**Wed 1/20/16**	**Tue 2/23/16**	
167	Authorize Ordering of Property Room Barcode Kit	0 days	Wed 1/20/16	Wed 1/20/16	Aegis Project Manager
168	Install and Setup Wireless Infrastructure, Handheld Devices - charge	5 days	Wed 2/3/16	Tue 2/9/16	Aegis Customer
169	Install and Configure Property Room Bar Code Software	1 day	Tue 2/16/16	Tue 2/16/16	Aegis MSP Prof Svc
170	Complete Property Data Entry and Label Generation	5 days	Wed 2/17/16	Tue 2/23/16	Aegis Customer
171	**Public Safety Lineups/Mug Shots - LERMS**	**0.5 days**	**Wed 2/17/16**	**Wed 2/17/16**	
172	Install & Configure Mug Shot Interface	0.5 days	Wed 2/17/16	Wed 2/17/16	Aegis MSP Prof Svc
173	Standard Interfaces Configuration Complete	0 days	Mon 5/2/16	Mon 5/2/16	
174	Step 5 Complete	0 days	Tue 5/10/16	Tue 5/10/16	
175	**6 - Validate Configuration**	**17 days**	**Wed 5/11/16**	**Thu 6/2/16**	
176	**Conduct Functional Test**	**3 days**	**Wed 5/11/16**	**Fri 5/13/16**	
180	**Update Configuration Settings and Workflows**	**5 days**	**Mon 5/16/16**	**Fri 5/20/16**	
183	Final Data Conversion Test Run and Final Testing Complete	0 days	Thu 5/19/16	Thu 5/19/16	
184	**Prepare Go-Live Plan**	**9 days**	**Mon 5/23/16**	**Thu 6/2/16**	
188	Finalize Training Plans	2 days	Mon 5/23/16	Tue 5/24/16	Aegis Project Manager,Aegis Customer
189	Step 6 Complete	0 days	Thu 6/2/16	Thu 6/2/16	
190	**Transition Phase**	**91 days**	**Fri 5/27/16**	**Fri 9/30/16**	
191	**7 - Conduct End User Training**	**25 days**	**Fri 5/27/16**	**Thu 6/30/16**	
192	**Trainer Preparation**	**1 day**	**Fri 5/27/16**	**Fri 5/27/16**	
193	Prepare Aegis Suite Trainers	1 day	Fri 5/27/16	Fri 5/27/16	Aegis MSP Prof Svc
194	**LERMS Training Delivered by New World**	**5 days**	**Fri 6/3/16**	**Thu 6/9/16**	
195	Train the Trainers - LERMS	5 days	Fri 6/3/16	Thu 6/9/16	Aegis MSP Prof Svc,Aegis Customer
196	**LERMS Training Delivered by Customer**	**10 days**	**Fri 6/10/16**	**Thu 6/23/16**	
197	Train the End Users - LERMS week 1	5 days	Fri 6/10/16	Thu 6/16/16	Aegis Customer
198	Train the End Users - LERMS week 2 (Depending Upon Size and Number of	5 days	Fri 6/17/16	Thu 6/23/16	Aegis Customer
199	**Fire Training Delivered by New World**	**5 days**	**Fri 6/3/16**	**Thu 6/9/16**	

ID	Task Name	Duration	Start	Finish	Resource Names
200	Train the Trainers - Fire RMS	5 days	Fri 6/3/16	Thu 6/9/16	Aegis MSP Prof Svc,Aegis Customer
201	**Fire Training Delivered by Customer**	**5 days**	**Fri 6/10/16**	**Thu 6/16/16**	
202	Train the End Users - Fire RMS week 1	2.5 days	Fri 6/10/16	Tue 6/14/16	Aegis Customer
203	Train the End Users - Fire RMS week 2 (Depending Upon Size and Number	2.5 days	Tue 6/14/16	Thu 6/16/16	Aegis Customer
204	**Mobile Training Delivered by New World**	**10 days**	**Fri 6/3/16**	**Thu 6/16/16**	
205	Train the Trainers - Mobile Law Enforcement + Prep and Solution	5 days	Fri 6/3/16	Thu 6/9/16	Aegis Customer,Aegis Mobile Prof Svc
206	Train the Trainers - Mobile Fire + Prep and Soution Assurance	5 days	Fri 6/10/16	Thu 6/16/16	Aegis Customer,Aegis Mobile Prof Svc
207	**Mobile Training Delivered by Customer**	**15 days**	**Fri 6/10/16**	**Thu 6/30/16**	
208	Train the End Users - Mobile Law Enforcement	10 days	Fri 6/10/16	Thu 6/23/16	Aegis Customer
209	Train the End Users - Mobile Fire	10 days	Fri 6/17/16	Thu 6/30/16	Aegis Customer
210	**CAD Training Delivered by New World**	**10 days**	**Fri 6/3/16**	**Thu 6/16/16**	
211	Train the End Users - CAD week 1	5 days	Fri 6/3/16	Thu 6/9/16	Aegis MSP Prof Svc,Aegis Customer
212	Train the End Users - CAD week 2 (Depending Upon Size and Number of	5 days	Fri 6/10/16	Thu 6/16/16	Aegis Customer,Aegis MSP Prof Svc
213	**Post Go-Live Training Plan Refinement**	**5.13 days**	**Fri 6/3/16**	**Fri 6/10/16**	
214	Assess areas that need further training	1 hr	Fri 6/3/16	Fri 6/3/16	Aegis Customer,Aegis Project Manager,Aegis MSP Prof Svc
215	Develop Post Go-Live Training Plan	5 days	Fri 6/3/16	Fri 6/10/16	Aegis Project Manager,Aegis Customer
216	Step 7 Complete	0 days	Thu 6/30/16	Thu 6/30/16	
217	**8 - Go-Live**	**15.5 days**	**Thu 6/16/16**	**Thu 7/7/16**	
218	**Execute Go-Live Preparation**	**7.5 days**	**Thu 6/16/16**	**Tue 6/28/16**	
219	Conduct Pre-Go-Live Readiness Assessment - SA	0.5 days	Thu 6/16/16	Fri 6/17/16	Aegis System Assurance
220	Respond to Issues Found in SA Pre-Go-Live Readiness Assessment (if	1 day	Fri 6/17/16	Fri 6/17/16	Aegis System Assurance
221	Execute the Pre-Go-Live Checklist	2 days	Fri 6/24/16	Tue 6/28/16	Aegis Project Manager
222	Perform Go-Live Data Conversions (when applicable)	0 days	Fri 7/1/16	Fri 7/1/16	
223	**Go-Live**	**5 days**	**Fri 7/1/16**	**Thu 7/7/16**	
224	Execute Go-Live Plan	1 day	Fri 7/1/16	Fri 7/1/16	Aegis Project Manager
225	Complete Go-Live Checklist	4 days	Mon 7/4/16	Thu 7/7/16	Aegis Project Manager
226	**Support and Control Go-Live**	**5 days**	**Fri 7/1/16**	**Thu 7/7/16**	
227	**CAD Live Support**	**5 days**	**Fri 7/1/16**	**Thu 7/7/16**	
230	**LERMS Live Support**	**5 days**	**Fri 7/1/16**	**Thu 7/7/16**	
235	**Mobile Live Support**	**5 days**	**Fri 7/1/16**	**Thu 7/7/16**	
237	**Fire RMS Live Support**	**5 days**	**Fri 7/1/16**	**Thu 7/7/16**	
239	Provide Onsite Live Support - Standard Interfaces	5 days	Fri 7/1/16	Thu 7/7/16	Aegis Standard Interfaces
240	Turnover Support from Project Team to New World Customer Support	1 hr	Thu 7/7/16	Thu 7/7/16	Aegis Project Manager,Aegis Support
241	Step 8 Complete	0 days	Thu 7/7/16	Thu 7/7/16	
242	**9 - Complete and Implement Remaining Deliverables**	**61 days**	**Thu 7/7/16**	**Fri 9/30/16**	
243	**Perform Post-Go-Live Data Conversions**	**0 days**	**Thu 7/7/16**	**Thu 7/7/16**	
244	Remaining Conversions Complete	0 days	Thu 7/7/16	Thu 7/7/16	
245	**Provide Post Go-Live Training & Support**	**5 days**	**Fri 7/8/16**	**Thu 7/14/16**	
246	Post Go-live on site support - Aegis	5 days	Fri 7/8/16	Thu 7/14/16	Aegis MSP Prof Svc
247	Post Go-live on site support - Mobile	5 days	Fri 7/8/16	Thu 7/14/16	Aegis Mobile Prof Svc
248	**Complete State Compliance Enhancements and Submission**	**15 days**	**Thu 7/7/16**	**Thu 7/28/16**	
249	**Execute Compliance Submission(s) Plan**	**3 days**	**Mon 7/25/16**	**Wed 7/27/16**	
251	**Mobile Accidents Deployment**	**15 days**	**Thu 7/7/16**	**Thu 7/28/16**	

ID	Task Name	Duration	Start	Finish	Resource Names
256	**Complete DSS and DA&M and System Setup and Training**	**11 days**	**Fri 9/16/16**	**Fri 9/30/16**	
257	**Data Analysis/Crime Mapping/Management Reporting Training**	**0.5 days**	**Mon 9/26/16**	**Mon 9/26/16**	
258	CAD - DA&M Training	0.5 days	Mon 9/26/16	Mon 9/26/16	Aegis MSP Prof Svc
259	LERMS - DA&M Training	0.5 days	Mon 9/26/16	Mon 9/26/16	Aegis MSP Prof Svc
260	Fire - DA&M Training	0.5 days	Mon 9/26/16	Mon 9/26/16	Aegis MSP Prof Svc
261	**Decision Support Software Training**	**11 days**	**Fri 9/16/16**	**Fri 9/30/16**	
262	Conduct Decision Support Requirements Gathering / Training Planning	1 hr	Fri 9/16/16	Fri 9/16/16	Aegis Standard Interfaces
263	Law Enforcement Management Data Mart Training	1 day	Mon 9/26/16	Mon 9/26/16	Aegis Standard Interfaces
264	Dashboards for Law Enforcement Training	0.5 days	Tue 9/27/16	Tue 9/27/16	Aegis Standard Interfaces
265	Law Enforcement DSS Enhanced Lab Training <remove if not sold the	1 day	Tue 9/27/16	Wed 9/28/16	Aegis Standard Interfaces
266	Fire Management Data Mart Training	1 day	Wed 9/28/16	Thu 9/29/16	Aegis Standard Interfaces
267	Dashboards for Fire Management Training	0.5 days	Thu 9/29/16	Thu 9/29/16	Aegis Standard Interfaces
268	Fire Management DSS Enhanced Lab Training <remove if not sold the	1 day	Fri 9/30/16	Fri 9/30/16	Aegis Standard Interfaces
269	Step 9 complete	0 days	Thu 9/29/16	Thu 9/29/16	
270	**Closing Phase**	**12 days**	**Fri 9/30/16**	**Mon 10/17/16**	
271	**10 - Close the Project**	**12 days**	**Fri 9/30/16**	**Mon 10/17/16**	
272	**Verify All Contracted Items are Delivered and Payments are Collected**	**5 days**	**Fri 9/30/16**	**Thu 10/6/16**	
275	**Transition from Project Team to Ongoing Accunt Team Members**	**7 days**	**Fri 10/7/16**	**Mon 10/17/16**	
278	Step 10 Complete	0 days	Mon 10/17/16	Mon 10/17/16	
279	**Standard Interfaces**	**155 days**	**Wed 9/23/15**	**Mon 5/2/16**	
280	**NCIC**	**80.25 days**	**Thu 9/24/15**	**Tue 1/19/16**	
281	Setup NCIC Install & Training Plan Conference Call	1 hr	Thu 9/24/15	Thu 9/24/15	Aegis Project Manager
282	Conduct NCIC Install & Training Plan Conference Call	1 hr	Thu 9/24/15	Thu 9/24/15	Aegis 3rd Party Software Vendor,Aegis Standard Interfaces,Aegis Custc
283	Confirm dates with Customer for NCIC Interface Install	3 days	Tue 11/17/15	Fri 11/20/15	Aegis Project Manager
284	NCIC Base Interface Install	4 days	Mon 12/21/15	Mon 12/28/15	Aegis Standard Interfaces
285	On Line CAD Interface Install	1 day	Mon 12/28/15	Tue 12/29/15	Aegis Standard Interfaces
286	On-Line Global Subjects Install	3 days	Tue 12/29/15	Mon 1/4/16	Aegis Standard Interfaces
287	On-Line Wants and Warrants Install	3 days	Mon 1/4/16	Thu 1/7/16	Aegis Standard Interfaces
288	On-Line Property Install	5 days	Thu 1/7/16	Thu 1/14/16	Aegis Standard Interfaces
289	On Site NCIC Interface Training	3 days	Thu 1/14/16	Tue 1/19/16	Aegis Customer,Aegis Standard Interfaces
290	NCIC Interface Sign Off	0 days	Tue 1/19/16	Tue 1/19/16	Aegis Customer,Aegis Standard Interfaces
291	**Aegis Third Party CAD Interface Software**	**43 days**	**Thu 9/24/15**	**Mon 11/23/15**	
292	**CAD Pager Interface**	**43 days**	**Thu 9/24/15**	**Mon 11/23/15**	
297	**911 Interface**	**20 days**	**Tue 10/27/15**	**Mon 11/23/15**	
303	**Web CAD Monitor**	**24 days**	**Wed 10/21/15**	**Mon 11/23/15**	
307	**Aegis Third Party LE Records Interface Software**	**155 days**	**Thu 9/24/15**	**Mon 5/2/16**	
308	**Ticket Writer Interface**	**43 days**	**Thu 9/24/15**	**Mon 11/23/15**	
316	**COPLOGIC Citizen Reporting Interface**	**54 days**	**Wed 2/17/16**	**Mon 5/2/16**	
327	**Standard Interface Related Milestones**	**155 days**	**Wed 9/23/15**	**Mon 5/2/16**	
333	**Data Conversion**	**176 days**	**Thu 10/15/15**	**Tue 6/21/16**	

EXHIBIT M
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
- 128GB 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 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

(100) Microsoft Windows Server 2012 - User/Device CALs (Estimated)

(4) SQL Server 2014 - Standard Core Edition (8 vCPUs Total)

(1) VMware Essentials Plus 6 - Includes vSphere & vCenter for 3 Hosts, 1 Yr. SNS

(2) Microsoft Word 2010 (Production and Test)

(2) Microsoft Excel 2010 (Production and Test)

EXHIBIT M / THIRD PARTY HARDWARE ENVIRONMENT

RECOMMENDED VIRTUAL MACHINE SPECIFICATIONS

SPECIFICATIONS

CAD Enterprise Server

- 4 vCPUs
- 16GB Memory
- 100GB Virtual Disk (OS)
- Windows Server 2012 (R2) - Standard Edition, 64-Bit

Aegis Application Server

- 4 vCPUs
- 8GB Memory
- 100GB Virtual Disk (OS)
- 500GB Virtual Disk (Estimate - File Storage)
- Windows Server 2012 (R2) - Standard Edition, 64-Bit

Database Server

- 4 vCPUs
- 16GB Memory
- 100GB Virtual Disk (OS)
- 250GB Virtual Disk (SQL)
- Windows Server 2012 (R2) - Standard Edition, 64-Bit
- SQL Server 2012 - Standard Edition, 64-Bit

Decision Support Server

- 4 vCPUs
- 8GB Memory
- 100GB Virtual Disk (OS)
- 100GB Virtual Disk (SQL)
- Windows Server 2012 (R2) - Standard Edition, 64-Bit
- SQL Server 2012 - Standard Edition, 64-Bit

GIS Server

- 4 vCPUs
- 16GB Memory
- 100GB Virtual Disk (OS)
- Windows Server 2012 (R2) - Standard Edition, 64-Bit

Enterprise Security Server

- 2 vCPUs
- 4GB Memory
- 100GB Virtual Disk (OS)
- Windows Server 2012 (R2) - Standard Edition, 64-Bit

EXHIBIT M / THIRD PARTY HARDWARE ENVIRONMENT

Mobile Server

- 2 vCPUs
- 4GB Memory
- 100GB Virtual Disk (OS)
- Windows Server 2012 (R2) - Standard Edition, 64-Bit

Aegis Link Server

- 2 vCPUs
- 8GB Memory
- 100GB Virtual Disk (OS)
- Windows Server 2012 (R2) - Standard Edition, 64-Bit

CAD Enterprise Test/Training Server

- 2 vCPUs
- 8GB Memory
- 100GB Virtual Disk (OS)
- Windows Server 2012 (R2) - Standard Edition, 64-Bit

Aegis Test/Training Server

- 2 vCPUs
- 4GB Memory
- 100GB Virtual Disk (OS)
- 500GB Virtual Disk (File Storage)
- Windows Server 2012 (R2) - Standard Edition, 64-Bit

Mobile Test/Training Server

- 2 vCPUs
- 4GB Memory
- 100GB Virtual Disk (OS)
- Windows Server 2012 (R2) - Standard Edition, 64-Bit

VMware vCenter Management Server

- 4 vCPUs
- 8GB Memory
- 100GB Virtual Disk (OS)
- Windows Server 2012 (R2) - Standard Edition, 64-Bit

EXHIBIT M / THIRD PARTY HARDWARE ENVIRONMENT

MESSAGE SWITCH

SYSTEM HARDWARE

IBM POWER 7 Model 710 Express 8231-E1D

- (2) RDX 320GB Removable Disk Drives (System Backup)
- USB Internal Docking Station for Removable RDX Disk Drives
- PCIe2 LP 4-Port 1GbE Adapter
- (2) 146GB 15K-RPM SFF SAS Disk Drives
- Primary OS - AIX
- 8GB System Memory
- Power GXT145 Graphics Adapter
- (2) 1725W AC Power Supplies (Primary & Redundant)
- SATA Slimline DVD-RAM
- (2) 6' Power Cords, 125V, 15A - Plug Type #4
- Chassis with One Processor Planar
- 4 Core 3.6GHz POWER 7 Processor Module
- (2) Factory Deconfiguration of 1-Core
- Language Group Specify - US English

SYSTEM SOFTWARE

IBM POWER 7 Model 710 Express 8231-E1D

- IBM AIX Standard Edition Ver. 7.1
- Per Processor Activation, 2 Core
- DVD Process Charge

IBM SERVICES

IBM POWER 7 Model 710 Express 8231-E1D

- 3 Year HW/SW Maintenance, 24X7X4 WSU

EXHIBIT M / THIRD PARTY HARDWARE ENVIRONMENT

RECOMMENDED CLIENT SPECIFICATIONS

DESCRIPTION

Call Taker/Dispatcher Workstation

- Intel Core i7 Processor
- Windows 7 Professional / Windows 8.1 Professional
- 8GB System Memory
- Keyboard, Mouse, DVD-ROM
- 25GB Available Hard Drive Space
- Integrated GB Ethernet
- Integrated Audio w/External Speakers (Audible Alerts)
- (3) 19" / 21" Flat Panel Color Monitors - DVI/DP
- Dual/Quad Port Graphics with 2GB Memory and Shader Model Graphics

RMS/JMS Workstation

- Intel Core i5/i7 Processor
- Windows 7 Professional / Windows 8.1 Professional
- 4GB System Memory
- Keyboard, Mouse, DVD-ROM
- 25GB Available Hard Drive Space
- Integrated GB Ethernet
- (1) 19" / 21" Flat Panel Color Monitor - DVI/DP
- Standard/Integrated Graphics Adapter

Mobile Data Computer

- Intel Core i5/i7 Processor
- Windows 7 Professional / Windows 8.1 Professional
- 4GB System Memory
- 25GB Available Hard Drive Space
- 13.3" LCD Display (Touchscreen Optional)
- Backlit Keyboard, DVD-ROM
- Optional Integrated 4G/LTE Mobile Broadband w/GPS

Windows Tablet

- Intel Core i5 Processor
- Windows 8.1 Professional
- 4GB System Memory
- 64GB Storage Capacity (SD/Micro SD)
- 10.1" 1920 X 1200 LED Display
- WiFi 802.11a/b/g/n
- Optional Integrated 4G/LTE Mobile Broadband w/GPS

EXHIBIT O
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 including AS/400 data. 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.

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

LERMS and Field Reporting 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 a 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 State/NCIC and latency of commercial wireless provides, 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 the Computer Aided Dispatch and Mobile Messaging 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 the **City**. By execution of this **Agreement**, the **City** authorizes **New World** to order the Exhibit 1 products for delivery to:

Fayetteville Police Department
Attn: Chief Greg Tabor
100 West Rock Street
Fayetteville, AR 72701

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

The **City** is responsible for the site preparation and related costs to install the Exhibit 1 Third Party products. The **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 the **City** of the additional costs and with the **City's** approval these costs shall be borne by the **City**. Without such approval, the change order will not be processed.

The **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. The **City** shall receive the benefit of all warranties, services, etc. provided for in the Agreements.

Exhibit 1

CONFIGURATION

1. THIRD PARTY PRODUCTS AND SERVICES

THIRD PARTY SOFTWARE

a. Embedded Third Party Software

(includes all Third Party executable components)

b. GIS Software [21]

CAD

- CAD Workstations using ArcGIS Engine Runtime (11 workstations)

Mobile

- Mobile In-Car Mapping and Routing (36 units)
- Upgrade Mobile In-Car Mapping to In-Car Routing (22 units)

c. Diagramming Software (Scene PD) (includes 1st yr maintenance)

38 units

THIRD PARTY HARDWARE

d. Hardware, System Software & Services

Message Switch (3 year warranty)

Lantronix UDS-1100 - 2 unit(s)

TOTAL THIRD PARTY PRODUCTS AND SERVICES	**$65,780**

ESRI Notes

1) The **City** will restrict use of the ESRI Software to executable code (used with the Aegis Licensed Standard Software).
2) The **City** will prohibit (a) transfer of the ESRI Software except for temporary transfer in the event of computer malfunction; (b) assignment, time-sharing, lend or lease, or rental of the ESRI Software or use for commercial network services or interactive cable or remote processing services; and (c) title to the ESRI Software from passing to any other party.
3) The **City** will prohibit the reverse engineering, disassembly, or decompilation of the ESRI Software and prohibit duplication of the ESRI Software except for a single archival copy; reasonable Sublicensee backup copies are permitted.
4) The **City** will disclaim, to the extent permitted by applicable law, ESRI's liability for any damages, or loss of any kind, whether special, direct, indirect, incidental, or consequential, arising from the use of the ESRI Software.
5) At the termination of their Agreement (Sublicense) with **New World,** the **City** will certify in writing to **New World** that it has discontinued use and has destroyed or will return to **New World** all copies of the ESRI Software and documentation.

6) The **City** will comply fully with all relevant export laws and regulations of the United States to assure that the ESRI Software, or any direct product thereof, is not exported, directly or indirectly, in violation of United States law.
7) The **City** will prohibit the removal or obscuring of any copyright, trademark notice, or restrictive legend.
8) If **New World** grants a Sublicense to the United States Government, the ESRI Software shall be provided with "Restricted Rights".
9) All Aegis .NET/MSP Customers are required to use ESRI's ArcGIS suite of products to maintain GIS data. All maintenance, training and on-going support of this product will be contracted with and conducted by ESRI. Maintenance for ESRI's ArcGIS suite of products that are used for maintaining the **Ctiy's** GIS data will be contracted by the **City** separately with ESRI.
10) The on-going **New World** SSMA cost is required for any Aegis software changes related to integration with ESRI software.
11) If a new release of ESRI software is incorporated into the Aegis software, an associated upgrade fee may be required for the new ESRI software, depending on the potential cost from ESRI; and/or on the scope of effort required to integrate the new ESRI release with Aegis software.

APPENDIX 2
STATEMENT OF WORK

PLACEHOLDER

City of Fayetteville, AR

Statement of Work

Suite of Aegis Public Safety Software
July 28, 2015

New World Systems®

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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 Aegis Public Safety 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 Public Safety system consisting of the following primary software applications:

AEGIS .NET/MSP Modules and Functions
Computer Aided Dispatch
Records Management for Law Enforcement
Records Management for Fire
Data Sharing
Mobile Management
Interfaces to Third Parties
Federal/Sate Compliance
Decision Support Analytics & Reporting

A.1 Objectives

The project will provide an integrated Public Safety system 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) Upgrade 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** Public Safety 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 Public Safety 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 within 18 months of **Agreement** signing 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 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**:

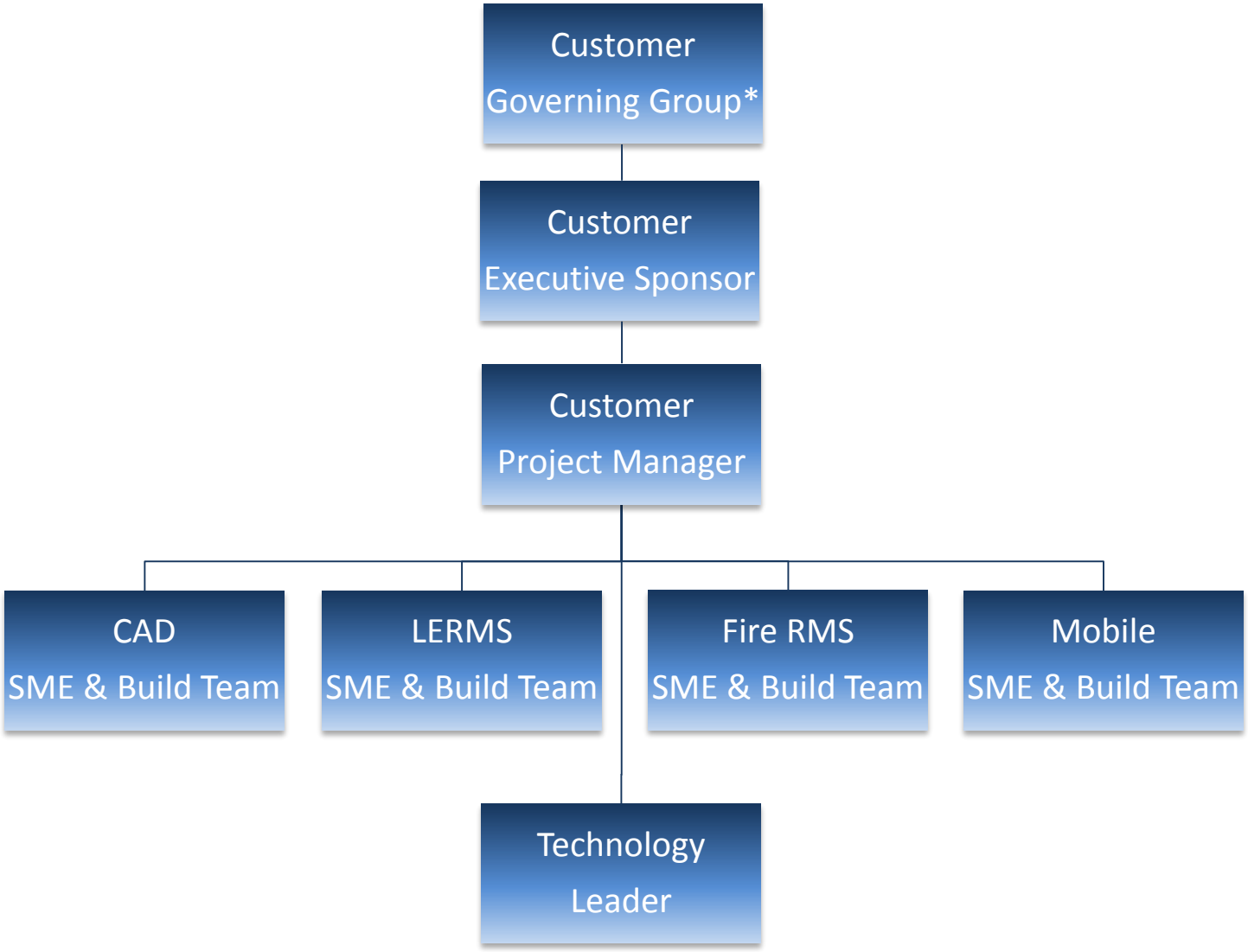
1. Licensed Standard Software Deliverables
2. **New World** Service Deliverables
3. Third Party Hardware, Software, Service Deliverables

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

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	Governing Group Chair		
2	Governing Group Member		
3	Executive Sponsor		
4	Project Manager		
5	CAD Subject Matter Expert		
6	Mobile Subject Matter Expert		
7	LERMS Subject Matter Expert		
8	Fire RMS Subject Matter Expert		
9	Technology Leader		

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 Governing Group Chair

- Serves as leader of the Governing Group.
- Controls the agenda for Governing Group meetings and presides over meeting proceedings.
- Governing Group Chair is (appointed/elected) and serves a defined term.
- Governing Group oversees project outcomes and contract compliance.
- Governing Group (approves/recommends approval) for project funding requests.

B.1.2.2 City Governing Group Members

- Serve on the Governing Group.
- Governing Group members are (appointed/elected) and serve a defined term.
- Attend Governing Group meetings and vote on resolutions presented.
- Governing Group oversees project outcomes and contract compliance.
- Governing Group (approves/recommends approval) for project funding requests.
- Governing Group makes final top level project decisions.
- Governing Group is accountable for project results and outcomes.

B.1.2.3 City Executive Sponsor

- Provides executive level oversight of the project conduct and outcomes on behalf of the **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.1.2.4 City Project Manager

- Project Manager or designee provides day-to-day oversight of the project conduct and outcomes on behalf of the **City**.
- Project Manager or designee is appointed by (the Governing Group/Executive Sponsor/some other entity) and serves for the duration of the project.
- Project Manager or designee (is/is not) a Governing Group member.
- Project Manager or designee attends Governing Group meetings (upon invitation/regularly) to address specific meeting agenda items.
- Project Manager or designee is accountable to the Executive Sponsor for project conduct and outcomes.
- Project Manager or designee reports project status to the Executive Sponsor and the Governing Group.
- Project Manager or designee monitors contract and budget compliance.
- Project Manager presents and recommends approval of project funding requests to the Executive Sponsor.
- Project Manager or designee presents and recommends executive level project decisions to the Executive Sponsor.
- Project Manager or designee makes and/or coordinates with project constituents to make daily project decisions that do not require Executive Sponsor approval.
- Project Manager or designee is accountable for project results and outcomes.

B.1.2.5 City Subject Matter Experts (SMEs)

- SMEs represent functional senior managers and users for the functional areas engaged in the project. The functional areas include:
    - Dispatch, CAD
    - Law Enforcement Patrol, Mobile
    - Law Enforcement Records, LERMS
    - Fire Records, Fire
    - Decision Support Analysis and Reporting

- SMEs provide day-to-day oversight and coordination of the project tasks and outcomes on behalf of the assigned functional areas on behalf of the **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/are not) members of the Governing Group.
- SMEs (attend/do not attend) Governing Group meetings.

- 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.1.2.6 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/is not) a member of the Governing Group.
- Technology Leader (attends/does not attend) Governing Group meetings.
- 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.1.2.7 City Build Teams

- Build teams are representatives from the functional areas engaged in the project. The functional areas include:
    - Dispatch, CAD
    - Law Enforcement Patrol, Mobile
    - Law Enforcement Records, LERMS
    - Fire Records, Fire
    - Decision Support Analysis and Reporting

- 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 managers/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

	Project Role	Functional Role	Name(s)
1	Group VP	Vice President of Customer Care	Mike Aloe
2	Account Manager	Customer Care Manager	Vesta Broady
3	Executive Sponsor	Vice President of Professional Services	Sandro Viselli
4	Project Manager	Project Manager	Doraine Fitzgerald
5	CAD Application Specialist	CAD Application Specialist(s)	Jonathan Cook
6	Mobile Application Specialist	Mobile Application Specialist(s)	David Wright
7	LERMS Application Specialist	LERMS Application Specialist(s)	Tiara Oger
8	Fire Records Application Specialist	Fire Application Specialist(s)	Alan Moravansky
9	Technical Services Specialist	Technical Services Specialist(s)	Anita Jones
10	Data Conversion Lead	Data Analyst	Todd Townley
11	GIS Specialist	GIS Consultant	Britt Wollenweber

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**

Here are the 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 the **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.

B.2.2.5 New World Application Specialist

- Application Specialists serve as the product experts for their assigned functional areas of the Aegis product suite. The functional areas include:
  - Dispatch, CAD
  - Law Enforcement Patrol, Mobile
  - Law Enforcement Records, LERMS
  - Fire Records, Fire
  - Decision Support Analysis and Reporting

- 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 s 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.2.2.8 New World GIS Specialist

- GIS Specialist manages the **New World** GIS activities and resources for the project.

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

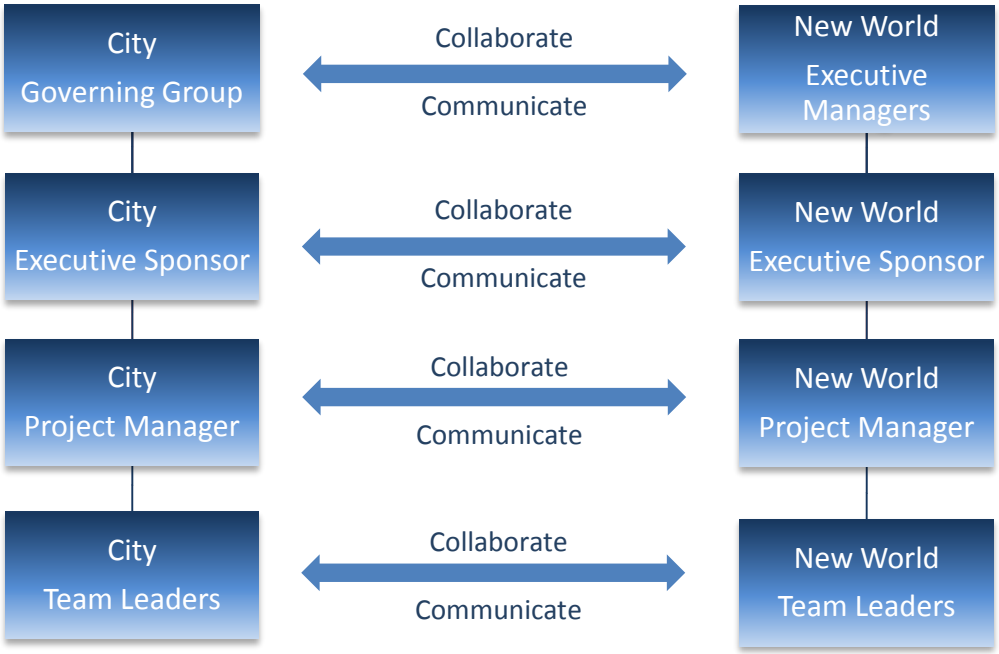
B.3 Project Decision Making Process

Decisions will be made at multiple organization levels at the **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 the **City** and **New World**. If collaboration and communication between the individuals on the same level (in the hierarchy shown below) at the **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

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 Customer Account Manager (Regional Territory Manager or Customer Care Representative assigned to the **City**).
4. If the **City** is unable to resolve the issue or not satisfied with the issue resolution, the **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. Both parties must work together to fulfill their respective responsibilities, mitigate the risks and help ensure successful project completion.

D. PROJECT MANAGEMENT RESPONSIBILITIES

New World and **City** Project Managers will use the PIM to manage the implementation of the **New World** technology and to transition the **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 **Customer**'s location and **New World**'s offices. Work will be performed on business days during **Customer**'s normal business hours except when both parties agree otherwise.
2. A project consists of the delivery, installation, configuration, testing, training and go-live of the licensed 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 the **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 the SOW may be modified from time to time, especially after **New World** gains a more complete understanding of **Customer**'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. The **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 the **City** and necessary for the success of the project.
8. The **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 project status reports to the **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 **Customer**'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 regular project review meetings with the **City's** Project Manager via telephone conference calls.
10. Preparing and submitting 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 Customer'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 the **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 **the 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 the **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 Aegis Statement of Work – Change Order

Note that the terms and conditions governing this project are specified in the **Agreement** between the parties. In the event statements in this Aegis 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 the **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 the **City** and **New World** and vice versa. **New World** will provide project information to the **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 • Project Tasks • Project Scheduling • Resource Assignments • Payment Milestones • Key Milestones • Contract Deliverables (Services and Software) • Gantt Chart
Project Management Workbook • Project Methodology Overview • Monthly Project Status Report • Project Schedule **City** Blackout Dates • Contact Information • Roles and Responsibilities • Communication Plan • Risk Management Plan • Action Items • Issues • Change Control Definition, Register and Forms • Pre Go-Live Readiness Checklist • Pre Go-Live Systems Assurance Readiness Checklist • Go-Live Checklist • Post Go-Live Checklist
Data Conversion Plan
GIS Plan
Technical Services Plan
Requirements Definitions (Custom Enhancements, Custom Interfaces)
Pre-Trip Reports
Post-Trip Reports
Build Plans
Training Plans
Quality Assurance and Test Plan

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 the **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.

The **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. The **City** will host the meetings at their location and is responsible to attend as planned.

Communication between the senior managers at the **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 the **City** of completion of key events or fulfillment of key project obligations. The **New World** Project Manager will notify the **City** in writing of the completion of these key events and obligations. The reasons for formal notification include:

1. Bring **City** 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 the **City** has been duly notified.
3. Provide a specified time period for the **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**, the **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.

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 days), in which case the completion of the key event or fulfillment of the key project obligation is deemed approved by the **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. **Standard Payment Milestones** – Events when completed trigger standard payments.
5. **Key Milestones** – Events that are key to monitoring the status and health of the project.
6. **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 used in conjunction with this methodology are embedded in the Project Plan.

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 payment 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.

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

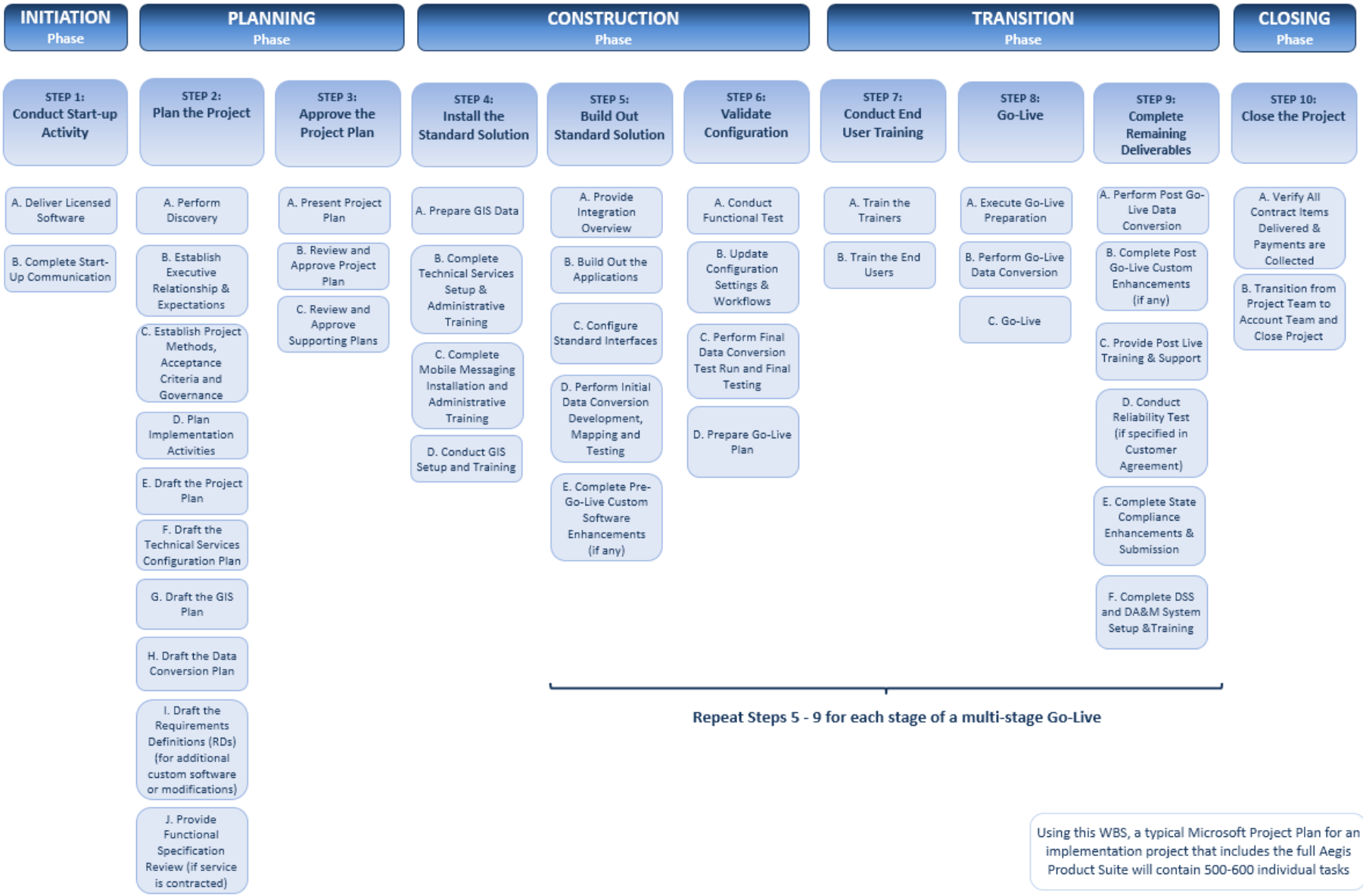
Here are the required formal notifications that the **New World** Project Manager will use in managing this implementation project.

Phases	Steps	Formal Communications City Notifications
Initiation	1 - **Conduct Start-up Activity**	Notification that Payment 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 Payment Milestone is Complete – Approve Project Plan
Construction	4 - **Install the Standard Solution**	Notification that Payment Milestone is Complete – Deliver Technical Services Specification Document Notification that Project Deliverable is Complete – Deliver 3rd Party Hardware; Deliver 3rd Party Software
	5 - **Build Out Standard Solution**	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 Payment Milestone is Complete – Complete Pre-Go-Live User Training
	8 - **Conduct Go-Live**	Notification of Data Conversion Pre-Go-Live Approval Notification that Payment 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)

Shown on the following page is the Work Breakdown Structure for this implementation project.

Aegis Project Implementation Methodology (PIM)
Work Breakdown Structure (WBS)

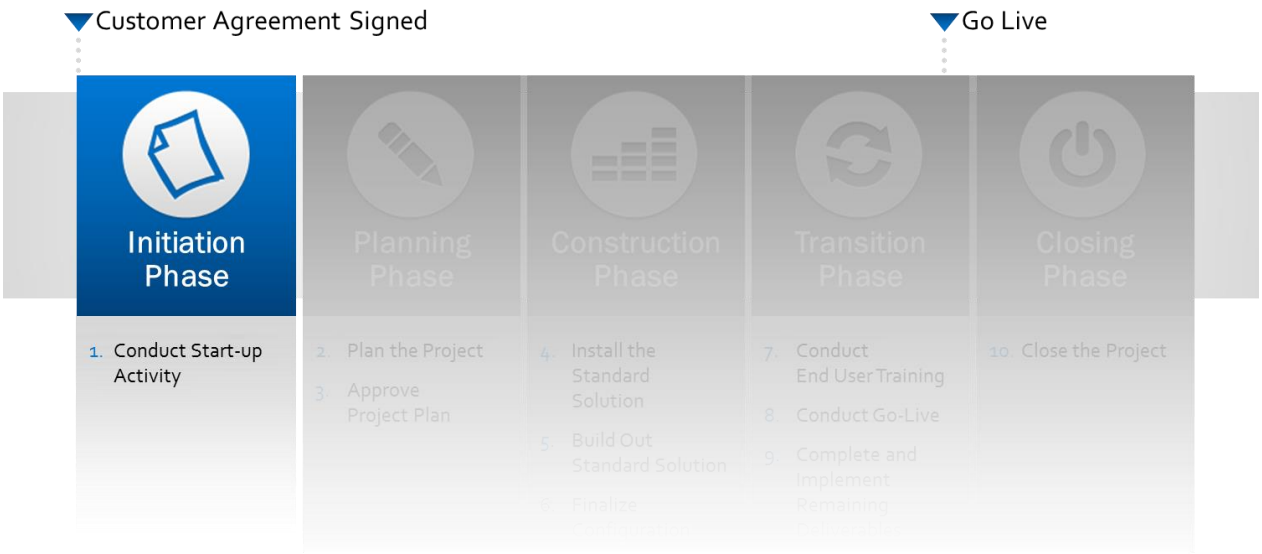


Using this WBS, a typical Microsoft Project Plan for an implementation project that includes the full Aegis Product Suite will contain 500-600 individual tasks

Within each WBS step above, there are a number of assigned responsibilities* as follows:

Step:	1	2	3	4	5	6	7	8	9	10	Total
New World	8	32	11	22	17	10	8	9	16	5	138
Customer	6	25	9	24	24	11	12	9	31	3	154
Total	14	57	20	46	41	21	20	18	47	8	292

E.4 Initiation Phase



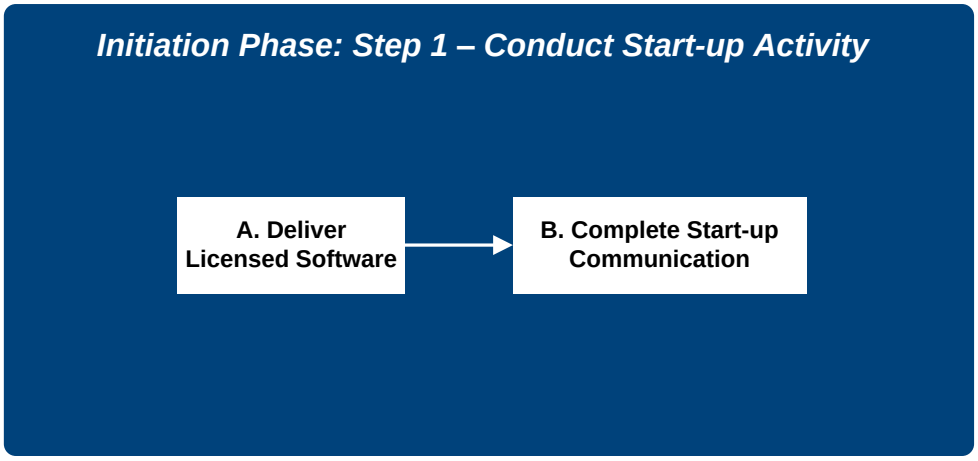
Purpose: Deliver standard licensed software, engage project management, establish initial communication channels and begin planning.

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 the **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 the New World Customer Portal for download. 2. If posted to the New World Customer Portal for download, **New World** will notify **City** that the software is available and is considered "delivered."	1. Download the standard licensed software from the New World Customer Portal.

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

Milestones
1. Execute City Agreement
2. Deliver Licensed Standard Software

Formal Notifications
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 the **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**
1. Schedule **New World** staff to participate in the start-up call(s). 2. Clearly define the objectives for each of the start-up call(s). 3. Request topology diagram of the **City's** network. 4. Request a copy of **City's** Organization Chart. 5. Review **City** Competency Matrix. 6. Complete Internal Contract Review	1. Schedule **City** resources to participate in the start-up call(s). 2. Participate in the call and discuss agenda items during the start-up call(s). 3. Provide the topology diagram of the **City's** network. 4. Provide a copy of the **City's** Organization Chart.

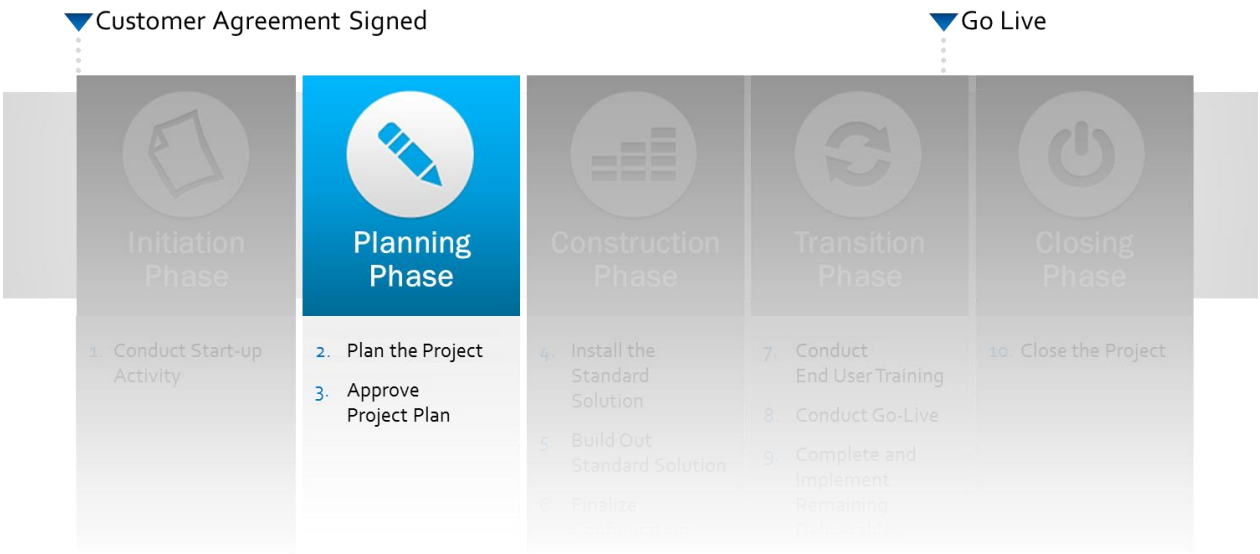
Product and Service Deliverables	
Products	**Services**
None	None

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



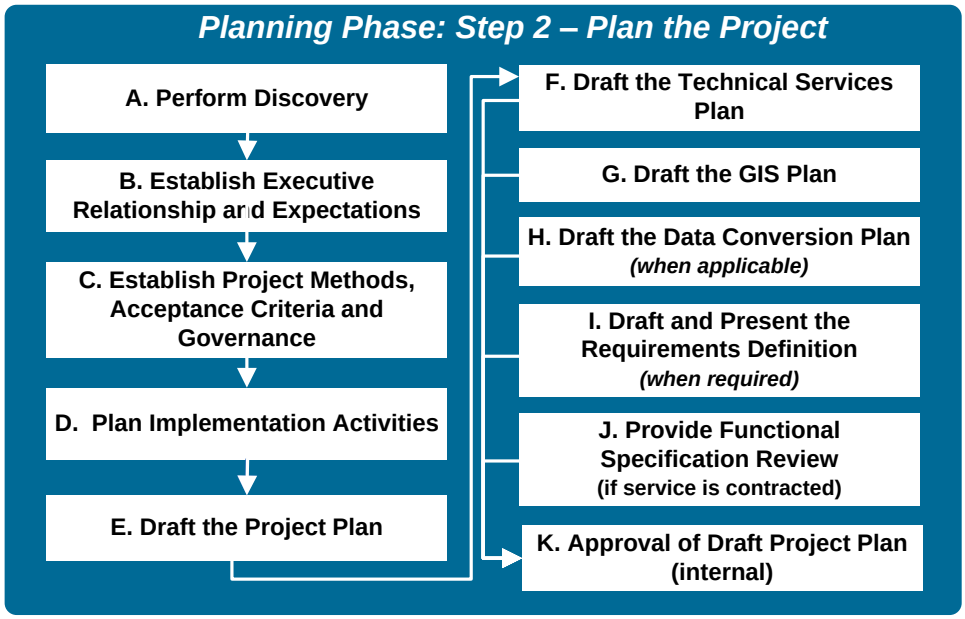
Purpose: Create and approve the Project Plan.

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 Project Plan, 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 RDs for Custom Software Enhancements and/or Custom Interfaces.

Key participants include:

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

Responsibilities	
New World	**City**
1. Review **City** workflow requirements. 2. Document workflows and requirements reviewed. 3. Review any and all documents detailing discovery activity completed during the sales process including: a. Discovery Document (Demonstration Team) b. Best Process Review (Demonstration Team) c. Turnover Document	1. Coordinate with **City** participants to be available as necessary including supervisors, SMEs and others to discuss all contracted applications, modules and functions.

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. Vice President 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**
Executive Sponsor will meet with **City** 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 **New World** Executive Sponsor responsibilities include: 1. Review summary of project 2. Establish framework for future senior manager meeting agendas and schedule, roles and responsibilities of **New World** and **City** senior managers 3. Discuss **City** initial senior input for Project Schedule	1. Schedule appropriate senior managers participate in the meeting. 2. Reach agreement with **New World** on senior management status reporting, meeting agendas and schedules. 3. Accept responsibility for prescribed expectations of **City** senior management team.

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 Sponsor 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 the **City** will establish project methods, acceptance criteria and governance.

Key topics include:

1. Review of project scope (**Agreement**, project implementation methodology) with **City** Project Manager.
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. Vice President 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 Kick-Off and Account Management Planning meetings.

Responsibilities	
New World	**City**
Project Manager will meet with **City** 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 **New World** Project Manager responsibilities include: 1. Review project methodology 2. Establish framework for account management, roles and responsibilities of **New World** and **City** 3. Establish initial Project Management Workbook (PMW) with **City** a. Roles and Responsibilities b. Communication Plan c. Risk Management Plan d. Initial issues/concerns 4. Discuss **City** input for initial Project Schedule. Once compiled, documents will be provided to **City** for review.	1. Discuss with **New World** and help outline a document describing the project methods, acceptance criteria and governance topics. 2. Provide written list of any specific issues found by **City** with the project documentation prepared through this process. 3. Reach agreement with **New World** on adjusting documents to reflect issues identified.

Product and Service Deliverables	
Products	**Services**
Initial Poject Management Workbook	None

Milestones
None

Formal Notifications
None

Completion Criteria: This step shall be complete upon delivery of the initial Project Management Workbook documents to the **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**
Project Manager will meet with New World staff to review information documented during *Perform Discovery* and **City** meetings to *Establish Project Methods, Acceptance Criteria and Governance* activities. The New World Project Manager responsibilities include: 1. Provide functional managers with a refined scope of project, **City's** project expectations and project information. 2. Review any required or possible future changes to the contract. 3. Develop an overall implementation strategy to meet the **City's** needs by identifying: a. Schedule b. Resource assignment c. Work assignments d. Project workflow 4. Complete executive project requirements review 5. Complete second Internal Contract Review	None

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 the **City** of the draft Project Plan.

Step 2E - Draft the Project Plan

Overview: In parallel to the *Establish Executive Relationship and Expectations* step above, the assigned **New World** and **City** Project Managers will review of **Customer's** business practices, environment and workflow to examine the fit into the **New World** software product. Following this assessment, **New World** and the **City** will create the initial draft of the Notification that Payment Milestone is Complete – Approve Project Plan. 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 the Project Plan.

The initial draft of the Project Plan can be either the Microsoft Project Plan (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. Vice President 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**
1. Review **City** workflow requirements. 2. Document the workflows and requirements reviewed. 3. Distribute the documents to the appropriate members of project team. 4. Develop initial draft of Project Plan.	1. Identify any **City** schedule dependencies, constraints, conflicts and requirements. 2. Work with **New World** Project Manager on developing the initial draft of the Project Plan. 3. Provide written list of any specific issues found by **City** with the project documentation prepared through this process. 4. Complete Data Collection Workbook.

Product and Service Deliverables	
Products	**Services**
None	1. Draft the Initial Project Management Workbook 2. Draft the Project Plan 3. Assist **City** to build Data Collection Workbook

Milestones
None

Formal Notifications
None

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

Step 2F - Draft the Technical Services Configuration Plan

Overview: In parallel to the *Establish Project Methods, Acceptance Criteria and Governance* and *Draft and Present the Project Plan* steps above, the Technical Services team will work with the Project Manager to coordinate and facilitate a set of conference calls with the **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**
1. Technical Service Lead facilitates conference call with **City** and **New World** technical resources to address the initial Technical Services planning and analysis. 2. Document **City** site technical information. 3. Develop a Technical Services Plan (incorporated within the Project Plan) detailing the tasks required to execute the Technical Services activities for deployment (Technical System Stet-up, Mobile Messaging Installation and Field Reporting Deployment).	1. Identify any **City** schedule dependencies, constraints, conflicts and requirements. 2. Work with **New World** Project Manager on developing the initial draft of the Technical Services Plan.

Product and Service Deliverables	
Products	**Services**
None	1. Draft Technical Services Configuration Plan

Milestones
None

Formal Notifications
None

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

Step 2G - Draft the GIS Plan

Overview: In parallel to the *Establish Project Methods, Acceptance Criteria and Governance* and *Draft and Present the Project Plan* steps above, the GIS Lead will work with the Project Manager to coordinate and facilitate a conference call with **Customer** to address GIS analysis. The key objective of this conference call is to ensure **Customer** understands what information is needed for the GIS implementation process to be successful and to establish an agreed upon timeline for this information.

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

Responsibilities	
New World	**City**
1. GIS Lead facilitates conference call with **City** and **New World** technical resources to address the initial Technical Services planning and analysis. 2. Distribute and explain GIS implementation packet that needs to be completed by **City.**	1. Appoint a GIS Implementation Specialist to resolve any issues regarding delivery, mapping or functionality of GIS data with the **New World** application. 2. Carefully review the comments and/or requested changes from the **New World** GIS Implementation Specialists related to the compatibility of **City's** GIS data with the **New World** application after the required GIS layers have been reviewed by **New World.**

Product and Service Deliverables	
Products	**Services**
None	1. Draft GIS Plan

Milestones
None

Formal Notifications
None

Completion Criteria: This step shall be completed upon delivery of the draft GIS Plan.

Step 2H - Draft the Data Conversion Plan (*if purchased*)

Overview*:* In parallel to the *Establish Project Methods, Acceptance Criteria and Governance* and *Draft and Present the Project Plan* steps above, **New World** will provide conversion assistance to the **City** to help 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 **Agreement**, the **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 the **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. The **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 the **City**. The standard number of data drops is five (5) test and one (1) final production data drop.

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

Responsibilities	
New World	**City**
1. Data Conversion Lead facilitates conference call with the **City** and **New World** participants to address the data conversion process and initial requirements. 2. Document **City's** preliminary conversion requirements. 3. Develop a Data Conversion Plan (incorporated within the Project Plan) detailing the tasks required to execute the data conversion activities. 4. Distribute and explain the Data File Conversion Implementation Guide.	1. **City** will provide data in standard conversion record layouts as required by **New World** with an accurate count of records contained in the files. 2. Appoint key contact regarding delivery and loading of conversion data. 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.

Product and Service Deliverables	
Products	**Services**
None	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 2I - Draft Requirements Definitions (RDs) (for additonal custom software or modifications)

Overview: In parallel to the *Establish Project Methods, Acceptance Criteria and Governance* and *Draft and Present the Project Plan* steps above, 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 the **City**, **New World** will develop the additional Requirements Definition (RDs) to support contract changes associated with the additional development activity.

Responsibilities	
New World	**City**
1. The Project Manager will meet onsite or via conference calls with **City** staff and review requirements for additional Custom Software Enhancements and/or Custom Interface development. 2. Once the process of requirements definition gathering is complete, the Project Manager working with **City** will review the draft Requirements Definition documents and distribute them to the appropriate members of the Project Team for validation. 3. Submit approved Requirements Definitions to **New World** Sales Administration team to generate a contract addendum to add the additional RDs to the scope of the project.	1. Meet with **New World** Project Manager and review requirements for additional Custom Software Enhancements and/or Custom Interfaces. 2. Review and validate the draft Requirements Definitions (RDs) as documented. 3. Provide written list of any specific issues found by **City** with the Requirements Definitions prepared through this process.

Product and Service Deliverables	
Products	**Services**
None	1. Draft Requirements Definition Documents (RDs)

Milestones
None

Formal Notifications
None

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

Step 2J - Provide Functional Specification Review

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

Responsibilities	
New World	**City**
1. The Project Manager and an appropriate number of **New World** Application Specialist working with **City** will review the functional specifications for the licensed software. 2. Approve validation of the functional specifications on behalf of **New World.**	1. **City** working with **New World** Project Manager and SMEs will review the functional specifications for the licensed software. 2. Approve validation of the functional specifications on behalf of **City**.

Product and Service Deliverables	
Products	**Services**
None	1. Provide Functional Specification Review

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 2K – 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** requirements. 3. Obtain New World management approval to present project plan to **City**.	None

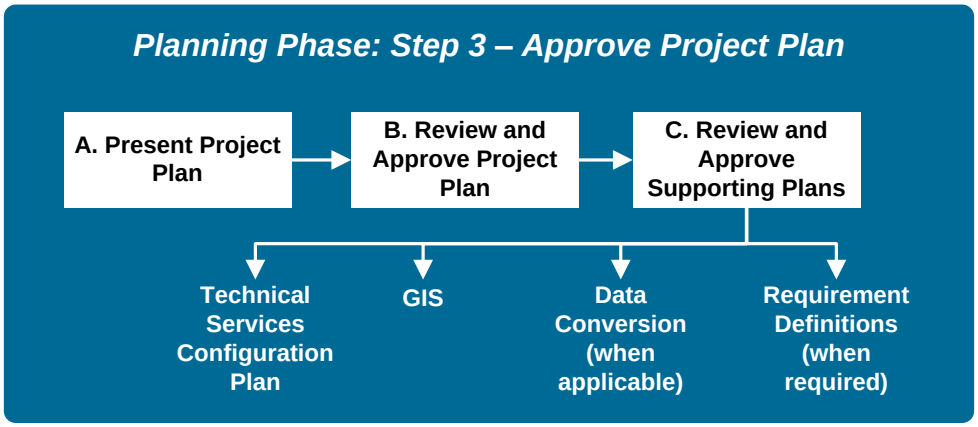
Product and Service Deliverables	
Products	**Services**
None	None

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 Microsoft Project Plan (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. Vice President 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**
1. Review draft Project Plan with **City**. 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. 3. Distribute the documents to the appropriate members of project team.	1. Review draft Project Plan with New World. 2. Provide written list of any specific issues found by **City** with the project documentation prepared through this process.

Product and Service Deliverables	
Products	**Services**
None	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 draft Project Plan to the **City**.

Step 3B – Review and Approve the Project Plan

Overview: The objective of this step is to approve the Project Plan based upon the planning completed in reviewing the **City** work processes discovered during the *Establish Project Methods, Acceptance Criteria and Governance* steps. 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 Microsoft Project Plan (MPP) or it can be the Project Schedule from the PMW as drafted during the *Draft and Present Project Plan* step above. 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**
1. Ensure there is a clear alignment of the Project Plan 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 **City's** live environment. 2. Review resources confirmed in the project schedule. Ensure **New World** resources can be locked into the schedule with sufficient notification of assignment prior to deployment of service deliveries. 3. Review the draft Project Plan with **City** staff. 4. Approve the Project Plan on behalf of **New World.** 5. Upon mutual approval of the Project Plan, establish the document as the baseline for the project.	1. Ensure there is a clear alignment of the Project Plan 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 **City's** live environment. 2. Review resources confirmed in the project schedule. Ensure **New World** resources can be locked into the schedule with sufficient notification of assignment prior to deployment of service deliveries. 3. Review the draft Project Plan with **City** staff. 4. Approve the Project Plan on behalf of the **City.**

Product and Service Deliverables	
Products	**Services**
None	1. Finalize the Project Plan

Milestones
1. Approve Project Plan

Formal Notifications
1. Notification that Payment Milestone is Complete – 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 below.

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 step is to approve the Supporting Plans: GIS Plan, Data Conversion Plan and Requirements Definitions.

Responsibilities	
New World	**City**
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 **City's** live environment. 2. Review the draft supporting plans with **City** staff. 3. Approve the Supporting Plans on behalf of **New World.**	1. Review the draft supporting plans. 2. Document any specific deficiencies found with the Supporting Plans and provide to **New World** within fifteen (15) days of receipt. 3. Approve the Supporting Plans on behalf of **City**, by: a. Signing off on the Supporting Plans by **City** Project Manager and Executive Manager.

Product and Service Deliverables	
Products	**Services**
None	1. Finalize the GIS Plan 2. Finalize the Data Conversion Plan 3. Finalize the Technical Services Configuration Plan 4. Finalize Requirements Definition Documents (RDs)

Milestones
None

Formal Notifications
None

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

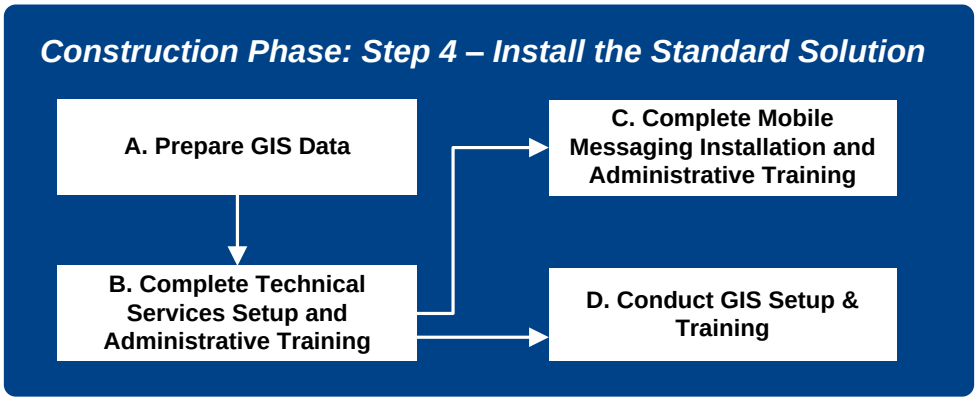
- Step 4 – Install the Standard Solution
- Step 5 – Build Out Standard Solution
- Step 6 – Validate Configuration

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. The **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 the **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 event if the project contains staged go-live events.

E.6.1 Step 4: Install the Standard Solution



Step 4A – Prepare GIS Data

Overview: During this step, New World prepares, validates and finalizes the **City's** GIS data for use in the software implementation. This process requires New World to test the data through a preliminary and primary data review process to insure the **City's** GIS data is compatible with the New World software.

Responsibilities	
New World	**City**
1. Receive from the **City** the required GIS data containing address point layer (optional) and street centerline layer geo-codable by the systems proposed geo-coding service. 2. Receive from the **City** all appropriate required polygon boundary layers. 3. Complete a preliminary review of data to validate GIS data structure. 4. Complete a primary review of GIS data to validate GIS database for compatibility with New World software.	1. Carefully review the comments and/or requested changes from the New World GIS Implementation Specialists related to the compatibility of the **City's** GIS data with the New World application after the required GIS layers have been reviewed by New World. 2. Provide New World with the required GIS data containing address point layer (optional) and street centerline layer geo-codable by the systems proposed. 3. Provide New World all appropriate required polygon boundary layers. 4. Provide any other GIS data requested by New World for use within the New World software at the time of the initial import/load into the New World enterprise geo-database.

Product and Service Deliverables	
Products	**Services**
None	1. Prepare Initial Aegis Database (GIS)

Milestones
None

Formal Notifications
None

Completion Criteria: This step shall be completed when the GIS data is prepared for delivery as part of Technical Services setup.

Step 4B - Complete Technical Services Setup and Administrative Training

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 Specification Plan.

New World will install the licensed standard software 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. Whenever possible, these services will be provided remotely, resulting in savings in travel expenses and time. If onsite installation is required, the **City** will be responsible for the actual travel expenses and time.

Responsibilities	
New World	**City**
1. Configure the system as required and provide knowledge transfer to **City** System Administrator. 2. Complete basic functionality test to verify hardware, system software and application software installation is complete and the system is operational. 3. Verify with **City** personnel the computer processor(s), operating system software, third party software, associated workstation requirements, printers, network communications and other related components supplied by **City.** 4. Document the required site resources (e.g., facility, power, network, cooling, etc.) necessary to operate the application; as part of the review, **New World** will make recommendations for necessary site modifications to meet minimum operating requirements for the application. 5. Review with **City** the minimum requirements for workstations and mobile data devices as identified in the **Agreement**, as applicable to the application. 6. Train **City** to install client workstations, administer servers, manage disaster recovery systems and review any other items of concern related to hardware and software configuration. 7. Review ongoing **City** management expectations of how system will be managed by **City.** 8. Identify role of **New World** vs. **City** post system setup. 9. Provide **City** with a Technical Services Specification Document that includes the following: a. Identification of any special space requirements. b. Functional system diagram, showing a high level view of the **New World** standard software subsystems and their associated hardware	1. Provide **City** technology staff to assist **New World** with executing the Technical Services Setup Plan. 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. 3. Review and approve the final hardware and operating system configuration with the **New World** project team. 4. Review **New World**'s recommendations regarding any existing communications networks and workstations and make any modifications identified by **New World** to ensure compatibility with the equipment and system to be installed. 5. Ensure hardware is ordered, delivered and installed prior to scheduling **New World**'s Technical Services visit onsite. 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. 7. Provide approval indicating completion of system set-up and administration training.

Product and Service Deliverables	
Products	**Services**
1. Third Party Hardware 2. Third Party Software	1. Prepare Initial Aegis Databases 2. Setup **City** Environment(s) 3. Install Applications on **City** Servers 4. Install Initial Databases 5. Train **City** Staff on Server Administration & Maintenance 6. Install Aegis Client on 1-2 Computers 7. Train **City** Staff to install Aegis Application on Client Computers

Milestones
1. Deliver Technical Services Specification document

Formal Notifications
1. Notification that Payment Milestone is Complete – 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.

Step 4C - Complete Mobile Messaging Installation and Administrative Training

Overview: During this step, **New World** will install the licensed standard Mobile Messaging software, Message Switch 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. These services are provided onsite. The **City** will be responsible for the actual travel expenses and time.

Responsibilities	
New World	**City**
1. Configure the system as required and provide knowledge transfer to **City** System Administrator. 2. Complete basic functionality test to verify hardware, system software and application software installation is complete and the system is operational. 3. Verify with **City** personnel the computer processor(s), operating system software, third party software, associated workstation requirements, printers, network communications and other related components supplied by **City.** 4. Review with **Customer** the minimum requirements for workstations and mobile data devices as identified in the **Agreement**, as applicable to the application. 5. Train **City**to install client workstations, administer servers, manage disaster recovery systems and review any other items of concern related to hardware and software configuration. 6. Review ongoing **City** management expectations of how system will be managed by **City.** 7. Identify role of **New World** vs. **City** post system setup.	1. Provide **City** technology staff to assist **New World** with executing the Technical Services Configuration Plan. 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. 3. Review and approve the final hardware and operating system configuration with the **New World** project team. 4. Review **New World**'s recommendations regarding any existing communication networks and workstations. Make any modifications identified by **New World** to ensure compatibility with the equipment and system to be installed. 5. Ensure hardware is ordered, delivered and installed prior to the scheduled **New World**'s Technical Services visit onsite. 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. 7. Provide approval indicating completion of system set-up and administration training. 8. Install and configure the mobile software on additional mobile client computers. (**New World** will install mobile on a maximum of 5 clients.)

Product and Service Deliverables	
Products	**Services**
1. Third Party Hardware 2. Third Party Software	1. Prepare & Install **City** Mobile Server Hardware 2. Install and Configure Mobile Applications on **City** Servers 3. Configure and Connect **City** Servers to State Network 4. Install Mobile Applications on up to 5 Client Computers 5. Train **City** Staff to Install Mobile Applications on addition Client Computers

Milestones
None

Formal Notifications
None

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

Step 4D - Conduct GIS Setup and Training

Overview: New World and the **City** will execute the GIS Plan approved in the *Review and Approve Supporting Plans* step above. As part of executing the GIS Plan, **New World** will recommend procedures to support the loading of **City**-supplied GIS data for use in the **New World** software and assist the **City** with the initial load of GIS data.

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

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

Responsibilities	
New World	**City**
1. Assist **City** (via the GIS Implementation Specialist) in loading/importing their GIS data into the **New World** enterprise geo-database within the **New World** software. 2. Conduct a GIS Overview for **City.**	1. Develop initial GIS data and maintain GIS data ongoing. 2. Identify and make available the **City** GIS point of contact responsible for ongoing GIS maintenance. 3. Provide all software licenses for ESRI Desktop software ArcEditor/ArcInfo and any associated systems software and workstation equipment necessary for the initial import/load of the GIS data into the **New World** enterprise geo-database. 4. Provide trained staff to make GIS data changes or corrections in support of GIS implementation. 5. Be solely responsible for the content and accuracy of the supplied GIS data.

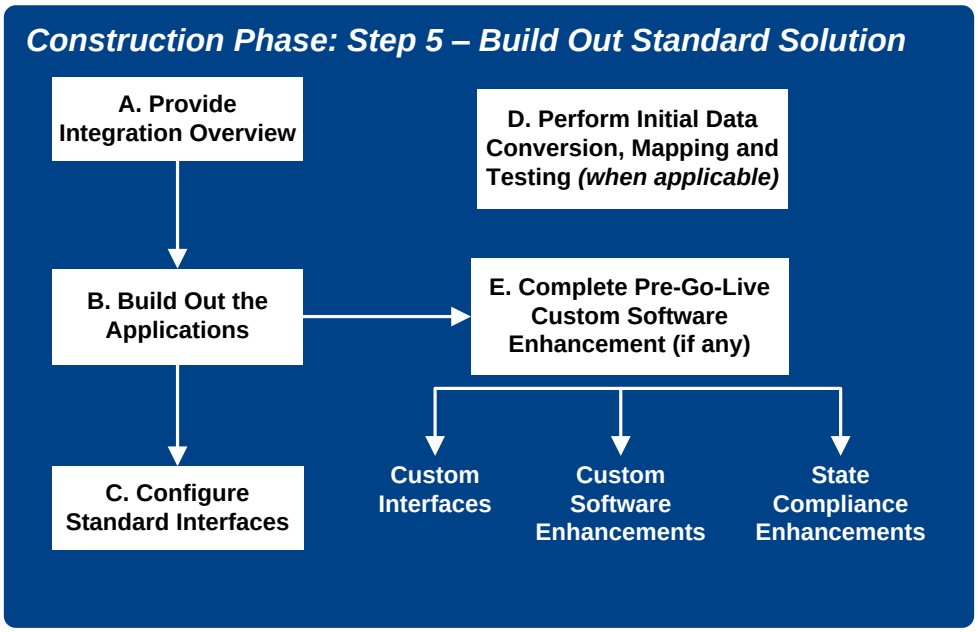
Product and Service Deliverables	
Products	**Services**
None	1. Prepare Initial Databases (GIS) 2. Install Initial Databases (GIS) 3. Train **City** Staff on Server Administration & Maintenance (GIS)

Milestones
None

Formal Notifications
None

Completion Criteria: This step shall be complete upon delivery of GIS Overview Training.

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 Aegis application in its entirety to generate a solid understanding of how each of the application components functions, how components are integrated, and how data is managed throughout the system.

This *Provide Integration Overview* step focuses on developing an end-to-end perspective across all applications for **City's** Build Team on how data management and construction decisions in one area of the Aegis suite 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** Subject Matter Experts

Responsibilities	
New World	**City**
1. To provide appropriate Application Specialists onsite to assist with Integration Introduction. 2. To guide **City** through the application integration and operational specifications of the licensed components.	1. Coordinate with **City** participants to be available as necessary. 2. Provide and schedule necessary facilities for session. 3. Assign, schedule and ensure attendance and participation of appropriate staff for session.

Product and Service Deliverables	
Products	**Services**
None	None

Milestones
None

Formal Notifications
None

Completion Criteria: This step shall be complete upon delivery of the Integration Overview.

Step 5B - Build Out the Applications

Overview: This *Build Out of the Applications* step 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, decisions are made regarding the construction elements and the system is setup accordingly on-the-spot where possible. In addition, homework is assigned to **City** operations staff to complete additional tasks outside of the 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.

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).
   a. Standard software applications
   b. Standard Interfaces
   c. State reporting requirements (e.g. IBR, UCR, Accident)
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 Agency-specific reports (internal management reports, public inquiries, etc.).

Responsibilities	
New World	**City**
1. Provide access to up-to-date user manuals for workshop participants. 2. **New World**'s Project Manager and Application Specialist(s) will act as facilitators to lead the walk through of the **New World** standard software solution with the **City** staff and train **City** Staff on how to configure and set up each application. 3. The **New World** Project Manager will assist **City** Project Manager to prepare the **City** team for the Build Reviews. 4. The **New World** Project Manager and/or Application Specialist will provide additional applicable documentation required during the review. 5. The **New World** Application Specialist will present the configured applications and facilitate an interactive exchange with the **City** to review workflow and usability of the configured applications with the **City**. 6. A **New World** Executive Manager may participate in the Build Reviews, as well as in a project review meeting with **Customer's** senior staff. 7. The **New World** Project Manager will work with **City**Project Manager to finalize the content of the User Training Plans as part of the Build Reviews.	1. The **City** Project Manager is responsible for preparing the **City** team for the Build Reviews, ensuring all necessary **City** team members attend the reviews, configure the system and complete homework assignments. 2. **City** 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. 3. Once initial Build Out is complete for each application area, **City** team leaders and SMEs will walk the review group through **City** workflow and policy to validate the set up and usability in the configured **New World** applications. 4. 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. 5. **City** is responsible for ensuring the implementation of any workflow changes prior to rollout and training to its end-user community. 6. Provide in writing a list of any required non-standard **New World** reports not yet identified or included in the **Agreement.** 7. The **City** Project Manager will work with **New World** Project Manager to finalize the content of the User Training Plans. 8. Presentation of the final configuration and set up to **City** staff: "Here's how the system has been constructed."

Product and Service Deliverables	
Products	**Services**
None	1. Train and Assist **City** to Build Out Each Application Purchased (Configuration and Setup) 2. Train **City** Staff on Application System Administration 3. Install any remaining go-live contract deliverables (Custom Interfaces, Custom Enhancements)

Milestones
1. Complete Build Out of the Configuration for Functional Test

Formal Notifications
1. Notification that Payment Milestone is Complete – Complete Build Out of Configuration for Functional Test

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

Step 5C – Configure Standard Interfaces

Overview: Configure contracted standard interfaces in the **City** environment.

Responsibilities	
New World	**City**
1. Work with **City** to define the desired application workflow. 2. Configure the contracted standard interfaces in **City** environment. 3. Assist **City** with interface integration testing.	1. Work with **New World** to define the desired application workflow. 2. Coordinate access to third parties as requested by **New World** to install and test the interfaces. 3. Complete integration testing for each installed interface.

Product and Service Deliverables	
Products	**Services**
None	1. Configuration of Standard Interfaces

Milestones
None

Formal Notifications
None

Completion Criteria: This step shall be complete upon completion of the tests of the standard interfaces configuration.

Step 5D - Perform Initial Data Conversion Development, Mapping and Testing

Overview*:* In parallel to the *Build Out the Applications* step, **New World** and the **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, the **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 the **City** prior to providing the data to **New World**.

Responsibilities	
New World	**City**
1. Program the data conversion tools per the Data Conversion Plan. 2. Test the data conversion tools to validate they correctly follow the mappings. 3. Provide converted test data files to **City** for testing.	1. Cleanse the data to be converted as required prior to providing to **New World.** 2. Map the data fields for the files to be converted so they align to the **New World** data base fields. 3. Provide **New World** with the data files to be converted by extracting live data from the legacy system and submitting to **New World.** 4. Assist **New World** in analyzing the source data extracted as requested. 5. Correct any data issues in the source identified by **New World** when necessary. 6. When provided with a converted test data set, test the conversion to validate for accuracy and completeness. 7. Identify any concerns within fifteen (15) days of receiving the data conversion test files.

Product and Service Deliverables	
Products	**Services**
None	1. Provide Initial data conversion development, mapping, testing

Milestones
None

Formal Notifications
None

Completion Criteria: This step shall be complete at the conclusion of the next to last delivery of test data conversion files.

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

Overview: During this step, working with the **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**
1. Complete development tasks for Custom Enhancements, Custom Interfaces and/or State Compliance Enhancements. 2. Working with **City**, implement the Custom Enhancements, Custom Interfaces and/or State Compliance Enhancements as required for go-live.	1. Provide liaison to participating **City** agency staff and third party vendors as required supporting installation and test of interfaces to third party systems. 2. Test the Custom Enhancements, Custom Interfaces and/or State Compliance Enhancements. 3. Notify **New World** within 15 days of installation of custom software of any issues discovered during test.

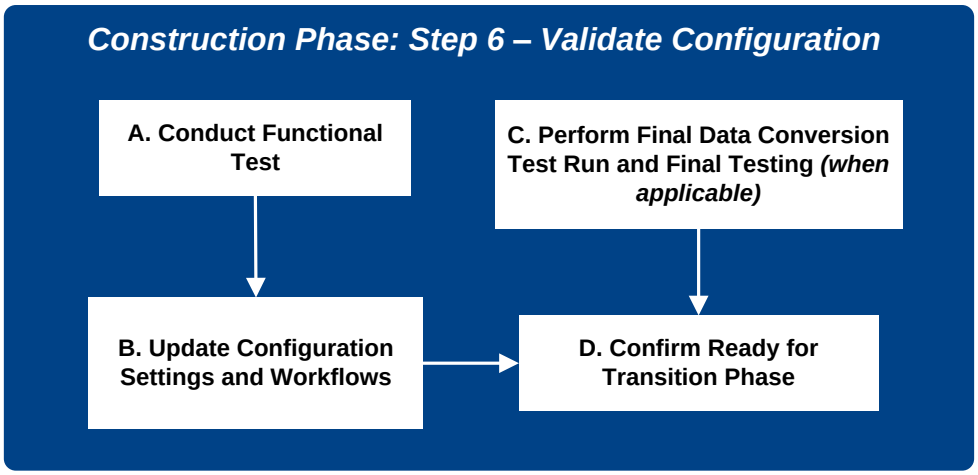
Product and Service Deliverables	
Products	**Services**
1. Licensed Custom Software (pre-go-live) - Custom Interfaces - Custom Software Enhancements	1. Install any remaining go-live Contract Deliverables (Custom Interfaces, Custom Enhancements)

Milestones
None

Formal Notifications
1. Project Deliverable Completion Notification – Deliver Licensed Custom Software Enhancements and Custom Interfaces

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

E.6.3 Step 6: Validate Configuration



Step 6A – Conduct Functional Test

Overview: The functional test is a determination if the standard solution is ready for user training and go-live. It can be performed by the **Customer**, or if Functional Test Services are contracted from **New World**, the functional test can be performed jointly by **New World** and the **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**
1. Functional Test Services shall: a. To provide appropriate Application Specialists onsite to assist with functional test b. To guide **City** through the functional specifications one at a time, and demonstrate/verify the specification is satisfied by the software c. To assist **City** to record the results of each functional test d. To assist **City** to tally the test results e. To confirm pass/fail of the functional test per the test criteria	1. **City** has purchased Functional Test Service, therefore City shall: a. Walk through functional specifications one at a time to witness, observe and verify the specification is satisfied by the software b. Assist **New World** to record the results of each functional test c. Assist **New World** to tally the test results 2. **City** has purchased Functional Test Services, **City** shall: a. Verify the software meets the specifications defined in the Functional Test Checklist for licensed software b. Document concerns identified during the review of the Functional Test Checklist using

	the standard notification process provided by **New World**

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 the **City**.

Step 6B - 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**
1. Review results of functional test with **City.** 2. Provide guidance to **City** to changes to the software based on the results of the functional test.	1. Apply configuration or other changes as determined by the functional test results.

Product and Service Deliverables	
Products	**Services**
None	1. Assist **City** to Conduct Final System Configuration Review 2. Assist **City** to Make Final Workflow, Configuration and Setup Adjustments

Milestones
None

Formal Notifications
None

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

Step 6C - Perform Final Data Conversion Test Run and Final Testing (Per Exhibit H in the Agreement)

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

Responsibilities	
New World	**City**
1. Provide final converted test data files to for testing. 2. Coordinate **New World** resources to support **City's** Acceptance Testing.	1. When provided with a converted test data set, test the conversion to validate for accuracy and completeness. 2. Coordinate and conduct Acceptance Testing, 3. Identify any concerns within fifteen (15) days of receiving the data conversion test files.

Product and Service Deliverables	
Products	**Services**
None	1. Provide final data conversion testing

Milestones
None

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

Completion Criteria: This step shall be complete when the **City** provides data conversion pre-go-live approval to **New World**.

Step 6D – 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**
1. **New World** Project Manager will review the Project Management Workbook with the **City**to ensure all applicable issues and action items were addressed. 2. **New World** will assist **City** to prepare the Pre-Go-Live Checklist. 3. Develop Conversion Cutover Plan (as part of the Go-Live Plan). 4. Final verification **New World** resources are scheduled to conduct **City** go-live activities. 5. Review Training Plans with **City.**	1. Working with **New World**, 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. 2. Ensure its team is fully committed to the go-live event and the proper governance and leadership is in place to guide the **City** through a successful go-live event. 3. Assist **New World** to prepare the Go-Live Checklist. 4. Plan, schedule, communicate and coordinate all user planning, preparation and go-live tasks and events. 5. Ensure requirements for training sessions have been met and attendees have been notified of their required participation. 6. Working with **New World**, review the Training Plans to ensure training will meet the needs of the user base.

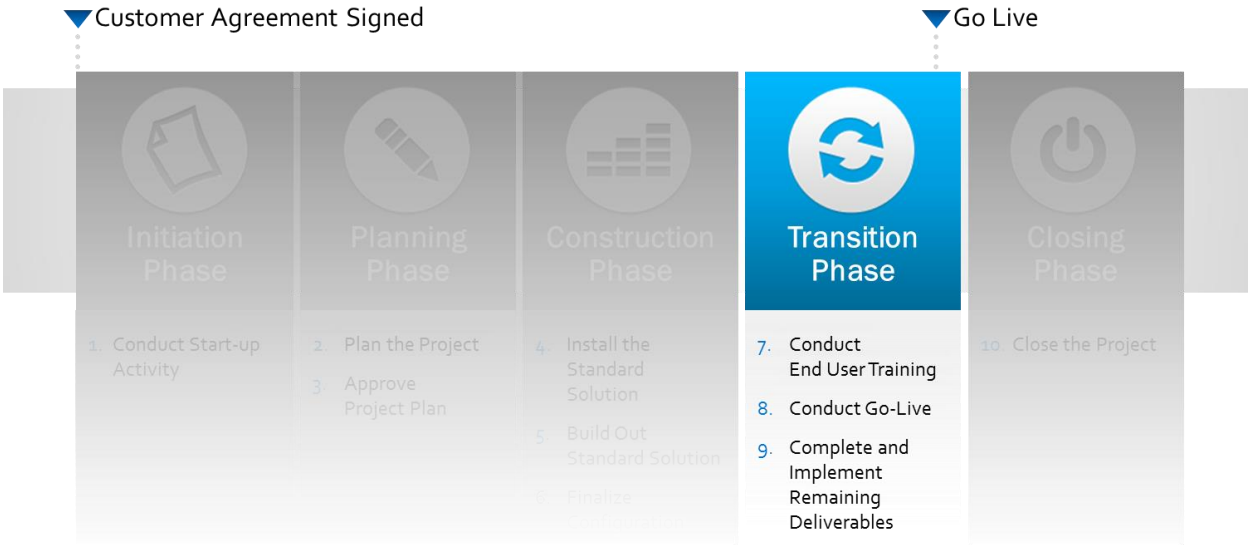
Product and Service Deliverables	
Products	**Services**
None	1. Confirm Go-Live Plan 2. Confirm Training Plans

Milestones
1. Approve Final Configuration for Training and Go-Live

Formal Notifications
1. Notification that Milestone is Complete - Approve Final Configuration for Training and Go-Live

Completion Criteria: This step shall be complete upon delivery to the **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.

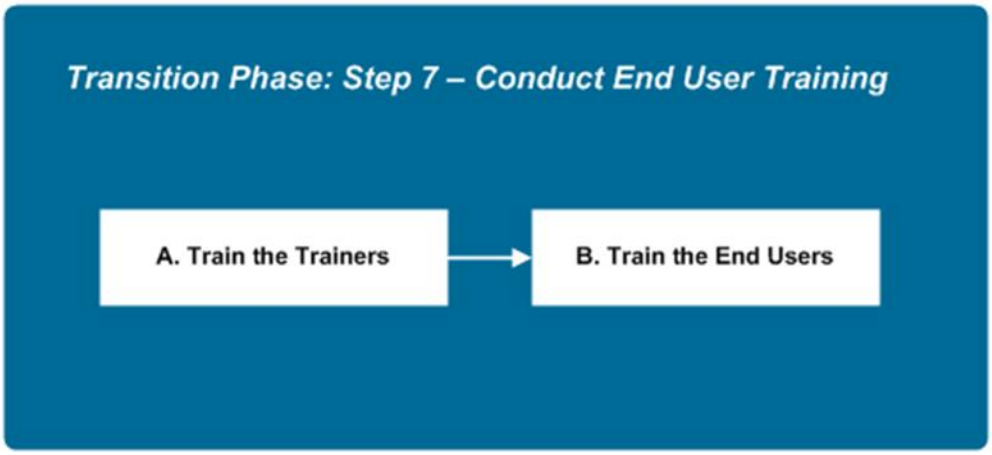
Description of Phase: The Transition Phase consists of three steps.

- 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 staged 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 staged go-live events.

Step 7A – Train the Trainers

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

Responsibilities	
New World	**City**
1. The **New World** Project Manager will assist **City**Project Manager to prepare the **City** team for Train-the Trainer Training. 2. The **New World** Project Manager and/or Application Specialist will provide additional applicable documentation required during the course. 3. The **New World** Application Specialist will present the configured applications in a manner that facilitate an interactive exchange with **City** staff to: a. Understand the functional use of the application b. Establish that attendees have the knowledge to successfully train others c. Develop training techniques and lesson plans to successfully train end users d. Resolve common training problems to minimize disruption and delays during the end user training process 4. Monitor training course attendance and ensure all appropriate users receive training.	1. Assign, schedule and ensure attendance and participation of appropriate staff for training sessions. 2. Provide and schedule necessary facilities for training sessions. 3. Ensure training facilities are set up and configured with all requisite hardware/software. 4. If a Train-the-Trainer approach is used, select the **City** trainers and receive the Train-the-Trainer training from **New World.** 5. If a Train-the-Trainer approach is used, **City**must provide end user training. 6. Monitor training course attendance and ensure all appropriate users receive training. 7. Identify in writing any issues regarding training delivery.

5. Identify in writing any issues regarding training delivery. 6. Provide a recap of the training activities related to each application.	

Product and Service Deliverables	
Products	**Services**
None	1. Provide Training for **City** Trainers 2. Prepare assessment of areas that need further training 3. Develop Post Go-Live Training Plan (if necessary)

Milestones
1. Complete Pre-Go-Live User Training

Formal Notifications
1. Notification that Milestone is Complete – Complete Pre-Go-Live User Training

Completion Criteria: This step shall be complete at the conclusion of all **New World** Delivered Train the Trainer sessions.

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**
1. None, unless **City** has purchased End User Training Services from **New World.** 2. If **City** has purchased End User Training Service, then: a. The **New World** Project Manager will assist **City** Project Manager to prepare the **City** team for the End User Training b. The **New World** Project Manager and/or Application Specialist will provide additional applicable documentation required during the course c. The **New World** 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 d. Monitor training course attendance and ensure all appropriate users receive training. e. Identify in writing any issues regarding training delivery f. Provide a recap of the training activities related to each application CAD End User Training is delivered by **New World** as part of the standard delivery model.	1. Assign, schedule and ensure attendance and participation of appropriate staff for training sessions. 2. Provide and schedule necessary facilities for training sessions. 3. Ensure training facilities are set up and configured with all requisite hardware/software. 4. If a Train-the-Trainer approach has been selected and the **City** is providing End User Training, the **City** must do the following: a. Train all users. b. Monitor training course attendance and ensure all appropriate users receive training. c. Identify in writing any issues regarding training delivery d. Provide **New World** with a recap of the training activities related to each application 5. Test operational performance of the system in conjunction with End User Training to reconfirm solution's readiness for go-live.

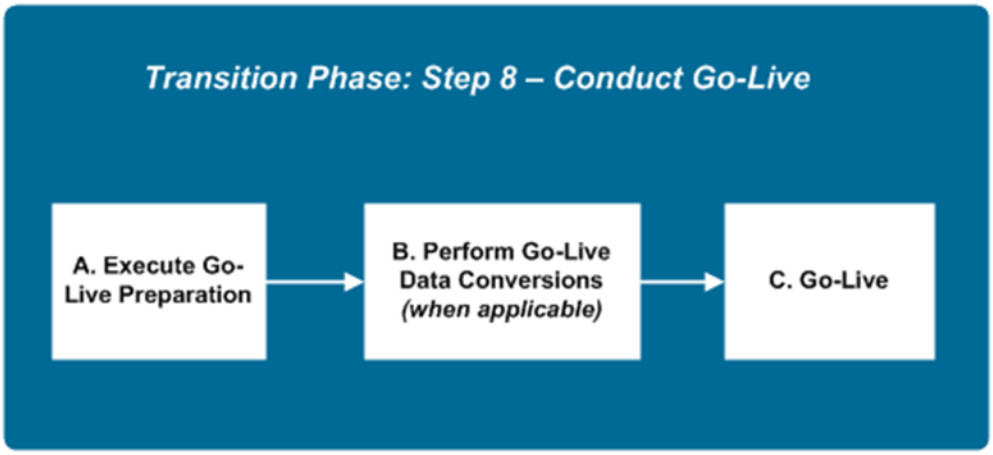
Product and Service Deliverables	
Products	**Services**
None	1. Provide Training for **City** End Users (if purchased) 2. Prepare assessment of areas that need further training 3. Develop Post Go-Live Training Plan (if necessary)

Milestones
1. Complete Pre-Go-Live User Training

Formal Notifications
1. Notification that Payment Milestone is Complete – Complete Pre-Go-Live User Training (If End User Training provided by **New World**)

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

E.7.2 Step 8: Conduct Go-Live



Steps 5 through 9 are repeated for each application if the project contains staged go-live events.

Step 8A - Execute Go-Live Preparation

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

Responsibilities	
New World	**City**
1. Working with **City**, execute the Pre-Go-Live Readiness Checklist. 2. In preparation for go-live, **New World** will assist **City** 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 **New World** team members that will assist in the review are: a. Infrastructure and related operational environment (Technical Services team) b. Application configuration, compliance adherence and custom software modifications (Application Specialists) c. Standard and Custom Interfaces (Interface Team/Application Specialists) d. Custom forms (Form Development team) e. Data Conversion (Data Conversion team) 3. **New World** assists **City** in preparing production server for go-live including: a. Run SQL go-live script b. Set counters c. Other maintenance tasks 4. Provide final updates, when applicable, to the following: a. Standard software b. Custom software c. Hardware d. Interfaces e. State reporting f. Data conversion g. GIS 5. In preparation for go-live **New World** will coordinate an internal Pre-Live Leadership Meeting with resources assign to provide go-live services for **City.**	1. Verify the operational readiness of the production environment. (**New World** will assist.) 2. Prepare production server for go-live (**New World** will assist) including: a. Run SQL go-live script b. Set counters c. Other maintenance tasks 3. Schedule, communicate and coordinate all user planning, preparation and go-live tasks and events.

Product and Service Deliverables	
Products	**Services**
None	1. Assist the **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 the *Execute Go-Live Preparation* step, **New World** and the **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 move tested data conversion from Test Environment into Production Environment.)	1. Assist **New World** as requested in executing the Go-Live 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) days of **New World** 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 Pre-Go-Live Approval

Completion Criteria: This step shall be complete when the **City** provides Data Conversion Pre-Go-Live Approval to **New World**.

Step 8C - Go-Live

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

Responsibilities	
New World	**City**
1. Execute the Go-Live Checklist. 2. **New World** conducts **City** turnover to Customer Support. 3. **New World** receives clearance for onsite staff to depart **City** site.	1. 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. 2. Place the software into production and begin operational use in consultation with **New World** and in accordance with the PMW. 3. Provide a detailed list of questions and issues that require explanation or resolution by **New World** at the end of each day during go-live period.

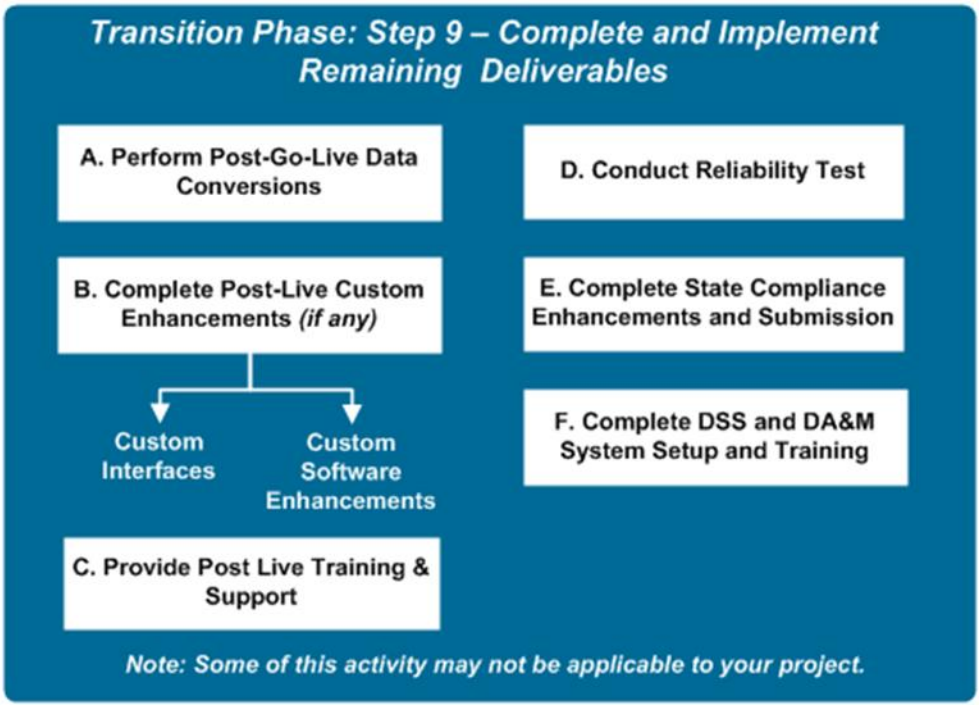
Product and Service Deliverables	
Products	**Services**
None	1. Support **City** During Go-Live Period

Milestones
1. Go-Live

Formal Notifications
2. Notification that Payment Milestone is Complete – Go-Live Complete

Completion Criteria: This step shall be complete on the day the **New World** go-live team leave's the **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 staged go-live events.

Step 9A - Perform Post Go-Live Data Conversion

Overview*:* **New World** and the **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 **New World** 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) days of **New World** 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)

Milestones
None

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

Completion Criteria: This step shall be complete when the **City** provides Data Conversion Post Go-Live Approval to **New World**.

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

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

Responsibilities	
New World	**City**
1. Complete development and deliver Custom Software Enhancements and Custom Interfaces to **City.** 2. Assist **City** to implement Custom Software Enhancements and/or Custom Interfaces as appropriate. 3. Provide training for Custom Software Enhancements and/or Custom Interfaces as appropriate. 4. Perform Final Acceptance Testing Services working with **City** (if applicable).	1. Provide resources and work with **New World** to support the installation of software upgrades when enhancements and/or custom software are available, including interfaces and state reporting. 2. Coordinate access to third parties as requested by **New World** to install and test the interfaces. 3. Test the Custom Software Enhancements and Custom Interfaces. 4. Provide timely approval (within 15 days of delivery) of each Custom Software Enhancement and/or Custom Interface as meeting the requirements of each appropriate Requirements Definition Document. 5. Perform Final Acceptance Testing working with **New World.** (if applicable)

Product and Service Deliverables	
Products	**Services**
1. Licensed Custom Software (Post Go-Live) - Custom Interfaces - Custom Software Enhancements	1. Install any post go-live contract deliverables (Custom Interfaces, Custom Enhancements) 2. Provide **City** with assistance for Final Acceptance Testing

Milestones
1. Complete Development and Implementation of Remaining Deliverables

Formal Notifications
1. Notification that Milestone is Complete – Complete Development and Implementation of Remaining Deliverables 2. Notification that Project Deliverable is Complete - - Deliver Remaining Licensed Standard Software - Deliver Custom Software Enhancements - Deliver Custom Interfaces

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

Step 9C – Provide Post Live Training and Support (if required)

Overview: If required and planned in the Project Plan, **New World** will provide the **City** with Training and Support Services post go-live to ensure successful transition from the **City** previous systems to the **New World** software.

Responsibilities	
New World	**City**
1. Provide remotely or onsite Training as specified in the Project Plan. 2. Provide additional support services remotely or onsite as specified in the Project Plan including reviewing: a. Infrastructure and related operational environment b. Application configuration, compliance adherence and custom software modifications c. Standard and custom interfaces; d. Custom forms e. Data conversion f. Release pathing/open item review	1. **City** staff to attend training as specified in the Project Plan. 2. Provide access and staff support as necessary to support the Post go-live activities. 3. Identify in writing areas of concern regarding workflows, system responsiveness, data inputs, configuration and setup. 4. Implement **New World** recommendations as soon as possible following delivery of recommendations.

Product and Service Deliverables	
Products	**Services**
None	1. Post Go-Live Training and Support Services.

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 State Compliance Enhancements and Submission

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

During the Construction Phase of the project, **New World** works with the agency to implement state reporting rules. The first full test of these rules occurs 3 to 4 weeks after go-live to ensure the **City** has accumulated sufficient data for submission to the state. State reporting and editing can be a significant challenge and to assist the **City** with this event, **New World** schedules and assigns an Application Specialist to assist the **City** with their first submission process post go-live.

Responsibilities	
New World	**City**
1. Assist **City** to submit initial reports (IBR, UCR, NIBRS, etc.) from the **New World** system to the State. 2. Provide consultation, guidance and/or support on issues resulting from initial submission attempts: a. Review infrastructure and related operational environment when there are submission issues, and provide **City** with an explanation that pinpoints the source of the issue when it is unclear whether the issue is software or environmentally related b. Provide application configuration modifications to assist **City** as determined to optimize operational workflow and support compliance reporting requirements c. Modify custom forms based on review of **City** workflows after **City** has worked with the forms in a production environment d. Provide spot training to **City** personnel if needed	1. Identify primary and secondary staff responsible for submission and correction of state reports. 2. Identify state contact and state testing procedures to ensure the state is prepared to assist with the analysis and evaluation of report submissions in order to expedite returns and error reporting. 3. Verify infrastructure and related operational environment. (Assistance provided by **New World** Technical Services team.) 4. Verify application configuration, compliance adherence and custom software modifications. (Assistance provided by **New World** Technical Services team.) 5. Build compliance test plan. 6. Test all forms and compliance submissions. 7. Document all test results. 8. Identify in writing any suspected failures, prioritize and notify **New World.** 9. Provide access and staff support as necessary to support the **New World** activities.

Product and Service Deliverables	
Products	**Services**
None	1. Provide State Reporting Submission Services

Milestones
None

Formal Notifications
None

Completion Criteria: This step shall be complete upon the submission of one report of each required type (IBR, UCR, NIBRS, etc.) within accepted error rate guidelines.

Step 9E - Complete Decision Support Software and Data Analysis & Mapping (DA&M) Setup and Training

Overview: New World will provide the **City** with implementation of licensed Decision Support Software and Data Analysis & Mapping modules and related training services.

Responsibilities	
New World	**City**
1. Facilitate one or more consultative session(s) (onsite) with executive command staff to discuss data needs and information requirements for decision making. 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). 3. Configure and train on DSS software. 4. Configure and train on DA&M software. 5. Provide training session(s) to provide an overview of using each DSS and DA&M licensed module including basic reporting and dashboard creation and other standard features. 6. Build **City** specific reporting cube(s) and dashboard(s) as agreed upon during solution design and review.	1. Ensure appropriate command level personnel/decision makers are available for the consultative sessions to discuss data needs and information requirements for decision making. 2. Ensure infrastructure is in place to support DSS and DA&M implementation. (Generally setup in Step 4 of Construction phase.) 3. Approve agreed upon requirements of reporting cubes and dashboards. 4. Assign, schedule and ensure attendance and participation of appropriate staff for training sessions. 5. Provide and schedule necessary facilities for training sessions. 6. Ensure training facilities are set up and configured with all requisite hardware/software. 7. Monitor training course attendance and ensure all appropriate users receive training. 8. Identify any issues in writing.

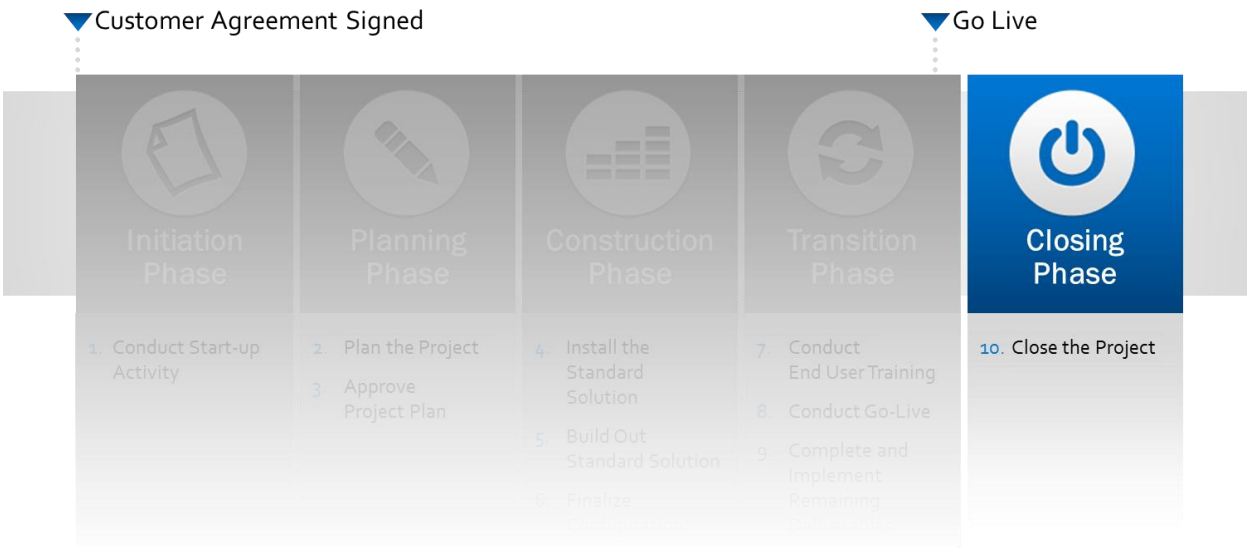
Product and Service Deliverables	
Products	**Services**
None	1. Install Decision Support Software (post go-live) a. **City** Specific Reporting Cubes and Dashboards b. Installation services of **City** specific Reporting Cube(s) and Dashboard(s). c. Training services for **City** staff 2. Install Data Analysis & Mapping software (post go-live)

Milestones
None

Formal Notifications
None

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

E.8 Closing Phase



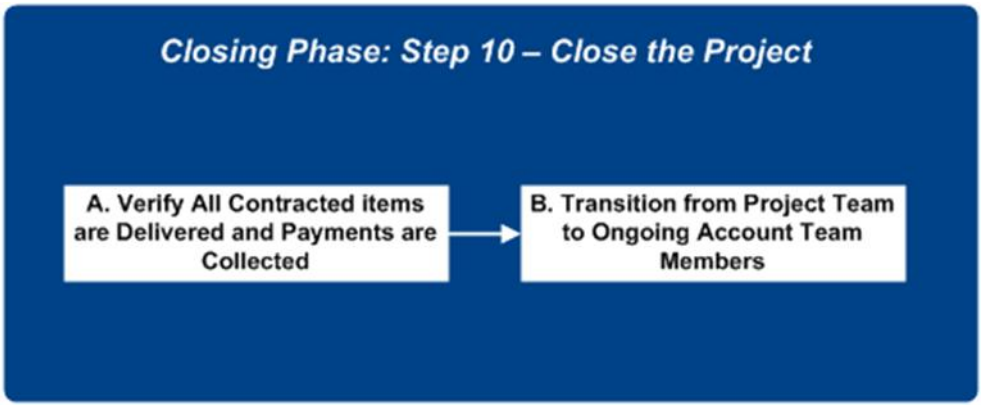
Purpose: Review the project, approve closure, disengage project management and transition **City** to the Account Management Team.

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 the **City**.

E.8.1 Step 10: Close the Project



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

Overview: New World and the **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 **City** to ensure all product and service contract deliverables in the **Agreement** are delivered, billed and all invoices have been paid.	1. Complete any remaining payments from the **Agreement.**

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 and agreement from the **City**.

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

Overview: New World Project Manager will schedule a formal turnover with the **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 the **City**, ensuring the **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, the **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**
1. The **New World** Project Manager will coordinate a meeting, either via teleconference or onsite, to review the project status and transition ongoing communications with **City** to the assigned Account Team. 2. Prepare the Project Closure Letter. 3. Managers of **New World** Customer Support participate in the meeting with **City.** 4. The Project Manager will deliver the Project Closure Letter to **City.**	1. Provide appropriate personnel for the Customer Support turnover meeting. 2. Provide a location with a conference phone for the support turnover meeting.

Product and Service Deliverables	
Products	**Services**
None	1. Close Out the Project

Milestones
1. Project Complete

Formal Notifications
1. Notification that Payment Milestone is Complete – Close Project

Completion Criteria: This step shall be complete upon delivery of the Project Closure Letter and agreement from the City.

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#: 2015-0353

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: Jamie Fields

Requester's Employee #: **303**

Extension: **3500**

Item	Description	Quantity	Unit of Issue	Unit Cost	Extended Cost	Account Number	Project.Sub#	Inventory #	Fixed Asset #
1	**Base Software (AEGIS)**	**1**	**EA**	**612,396.00**	**$612,396.00**	**4470.9470.5801.00**	**14009.2000**		
2	**Implementation Services (AEGIS)**	**1**	**EA**	**416,400.00**	**$416,400.00**	**4470.9470.5801.00**	**14009.2100**		
3	**3rd Party Products and Services (AEGIS)**	**1**	**EA**	**65,780.00**	**$65,780.00**	**4470.9470.5801.00**	**14009.2200**		
4	**Travel (AEGIS)**	**1**	**EA**	**90,000.00**	**$90,000.00**	**4470.9470.5801.00**	**14009.2300**		
5					**$0.00**				
6					**$0.00**				
7					**$0.00**				
8					**$0.00**				
9					**$0.00**				
10					**$0.00**				
*	Shipping/Handling		Lot		**$0.00**				

Special Instructions:
Software upgrade to existing New World software which is excluded from State of Arkansas competitive bidding requirements.

Subtotal:	**$1,184,576.00**
Tax:	**$0.00**
Total:	**$1,184,576.00**

Approvals:

Mayor: _____

Department Director:_____

Purchasing Manager: _____

Chief Financial Officer: _____

Budget Director: _____

IT Director:_____

Dispatch Manager:_____

Utilities Manager:_____

Other:_____

Revised 1/21/2015