ARLINGTON COUNTY, VIRGINIA
OFFICE OF THE PURCHASING AGENT
SUITE 500, 2100 CLARENDON BOULEVARD
ARLINGTON, VA 22201

AGREEMENT NO. 728-12

THIS AGREEMENT is made, on the date of execution by the County, between New World Systems Corporation ("Contractor") a Michigan Corporation, authorized to do business in the Commonwealth of Virginia, and the County Board of Arlington County, Virginia and the Arlington County Sheriff's Office ("County"). The County and the Contractor, for the consideration hereinafter specified, agree as follows:

1.   CONTRACT DOCUMENTS
The "Contract Documents" consist of This Agreement and the following Exhibits and attachments:
- Exhibit A - Statement of Work ("SOW")
  o Appendix 1 - Project Gantt Chart
  o Appendix 2 - Data File Conversion
  o Appendix 3 - County-Requested Standard Software Enhancements/Modifications and/or Custom Software
  o Appendix 4 - Implementation and Training Support Services
  o Appendix 5 - Software Performance Test Criteria
  o Appendix 6 – Hardware System Diagram
  o Appendix 7 – Training Syllabus
  o Appendix 8 – Custom Interface Control Documents
  o Appendix 9 – Preliminary Staffing Plan
  o Appendix 10 – Preliminary Acceptance Plan
  o Appendix 11 – Sample Report Forms
- Exhibit B - Total Pricing Summary and Payment Schedule
- Exhibit C - Standard Software Maintenance Agreement ("SSMA")
- Exhibit D - County Non-Disclosure and Security Agreement - Contractor & Individual ("NDSA")
  o Attachment 1 - NWS Non-Disclosure and Security Agreement for Third Parties
- Exhibit E - County Virtual Private Work Policy
- Exhibit F – Travel Policy
- Exhibit G – Agreement and Authorization for Procurement of Third-Party Products and Services
- Exhibit H – County Procurement of Third-Party Products and Services

Collectively, "Contract Documents".

Where the terms and provisions of this Agreement vary from the terms and provisions of the other Contract Documents, the terms and provisions of this Agreement shall prevail over the other Contract Documents and the remaining Contract Documents shall be complementary to each other, and if there are any conflicts the most stringent terms or provisions shall prevail.

The Contract Documents set forth the entire agreement between the County and the Contractor. The County and the Contractor agree that no representative or agent of either of them has made any representation or promise with respect to the parties' agreement that is not contained in the Contract Documents. The Contract Documents may be referred to herein below as the "Contract" or the "Agreement."

2.   DEFINITIONS
Acceptance
   Acceptance shall take the form of successful delivery or completed and successful Acceptance testing in conformance with the Requirements set forth in this Agreement, as determined by the County.

Agent
   Any third party independent agent of the County.

Application Users

Application Users shall include employees of the County, independent contractors engaged by the County, or entities contracting with the County for services, as well as customers, suppliers, members of the general public, and other entities with whom the County may find it necessary or desirable to communicate electronically or whom the County may process electronically in pursuit of its business.

Authorized Copies

Except as provided in Section 12, the only authorized copies of the Licensed Software and Licensed Documentation are those defined in this Paragraph. They are:

      (i) The single copy of the Licensed Software and the related Licensed Documentation delivered by Contractor under this Agreement; and

      (ii) Any additional copies made by County as authorized in Section 12.c).

An Authorized User/Workstation

Subject to the number of users specified in Exhibit B, any PC workstation that is connected to access the Licensed Software resident on the Computer, as defined below, and that may be logged on to access the programs, interfaces, data, or files created and/or maintained by the Licensed Software.

Business Day/Hours

Normal operating hours for the County: Monday-Friday, 7 a.m.-7 p.m. Eastern Standard/Daylight Time, excluding County-designated holidays.

Computer

The MSP Server(s) to be located at:

Arlington County Police
1425 North Court House Road
Arlington, VA 22201

County shall identify the Computer in writing within ten (10) days of receipt of the Computer or within ten (10) days of the Effective Date, whichever is later. If the Computer is to be relocated, County shall notify Contractor of the new location in writing prior to the relocation.

Content

Any data, including the selection, arrangement and organization of such data, entered, uploaded to the Application, or otherwise provided to Contractor by the County or by any Application User, and any software-related documentation, from whatever source, provided by any Authorized User to Contractor in connection with this Contract.

Computer Virus

Any malicious code, program, or other internal component (e.g., computer virus, computer worm, computer time bomb, or similar component) that could damage, destroy, alter or disrupt any computer program, firmware, or hardware or which could, in any manner, reveal, damage, destroy, alter or disrupt any data or other information accessed through or processed by the Licensed Software in any manner.

Daily Rate

As described in this Agreement, Contractor shall provide services to County at the rate of $1,360/day. The daily rate covers all hours worked by a Contractor employee per day on this project. The daily rate is protected for 12 months after the Effective Date, at which time the daily rate shall be the Contractor's then-current daily rate.

Delivery of Licensed Standard Software

Licensed Standard Software will be delivered to the County in a machine readable form via an agreed upon network connection, or on appropriate media if requested by the County, as soon as the software is available after the Effective Date.

Development Software

Standard application software currently under development by Contractor which, if applicable, will be completed and delivered to County as Licensed Standard Software when available.

Deliverable

The tangible embodiment of the Services, including the development or creation of Work Product, performed or provided by Contractor as identified in the applicable Statement of Work and Contract Documents.

Documentation

All possible Contractor materials detailing the information and instructions, including course materials, system specifications, hardware requirements, and technical manuals needed in order to allow the County and its Agents to install, implement, operate and make productive use of the Licensed Software.

Electronic Self-Help

Any use by Contractor of electronic means to exercise Contractor's license termination rights upon breach, cancellation, termination or expiration of this Contract.

Effective Date

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

Go-Live

The point at which the software system, module or update is implemented into active and live operation mode.

Installation of Licensed Standard Software

Installation of the Licensed Standard Software shall be deemed to occur, for all billings or other events described herein, upon the earlier of:
(a) The transfer or loading of the Licensed Standard Software onto a County server or computer, or
(b) thirty (30) days after delivery of the Licensed Standard Software.

Licensed Custom Interfaces and Licensed Custom Software

Any software (programs or portions of programs) developed by Contractor specifically for the County's own use.

Licensed Documentation

Contractor User Manuals, including the current specifications for the Licensed Standard Software and other written instructions relating to the Licensed Software (such as Product Bulletins, installation instructions, and training materials).

Licensed Products

The Licensed Software, the related Licensed Documentation, and the Authorized Copies of the foregoing.

Licensed Software

The Licensed Standard Software, Development Software, Upgrades, and Licensed Custom Interfaces provided under this Agreement.

Licensed Standard Software

The current version of Contractor standard and development application software package(s) (in machine readable code) listed in Exhibit B.

Maintenance Levels

The parameters of Maintenance Services, including the times during which and time-frames in which Contractor shall respond to a request for Maintenance Services. The available Maintenance Levels are defined in Exhibit C, the Standard Software Maintenance Agreement ("SSMA").

Maintenance Period

The term during which Maintenance is to be provided for a unit of Licensed Software.

Maintenance Services (or Maintenance)

Those Services, preventive and remedial, provided by Contractor at County's request in order to ensure continued operation of the Licensed Software. Maintenance Services shall include support services.

Ninety Day Lock (90-day lock)

Should County fail to meet a project milestone that requires the rescheduling of New World resources, New World shall reschedule said resources to provide the rescheduled services within ninety (90) days of the originally scheduled services.

Requirements

The functional, performance, operational, compatibility and Acceptance testing criteria and other parameters and characteristics of the Software, Services and Deliverables as set forth in the RFP, and other parameters, characteristics or performance standards of the SOW and Contract Documents.

Services

Any work performed or service provided, including development, installation, Software configuration, Maintenance, support and training and provision to the County of any Deliverable described in the SOW, provided by Contractor under this Contract. Services include the discovery, creation, or development of Work Product, if any.

Software Publisher

The licensor of the Software provided by Contractor under this Contract.

SSMA

The Contractor's Standard Software Maintenance Agreement, as set forth in Exhibit C.

Travel Expenses

All actual and reasonable travel expenses incurred by Contractor for trips relating to this project, including but not limited to, airfare, rental car, lodging, mileage, parking/tolls, and daily per diem expenses per the Contractor Travel Policy as described in Exhibit F.

Upgrades

Any enhanced and/or improved versions of the Licensed Software that are provided as Maintenance under Exhibit C of this Agreement and released after the Effective Date of this Agreement.

Work Product

Inventions, combinations, machines, methods, formulae, techniques, processes, improvements, software designs, computer programs, strategies, specific computer-related know-how, data and original works of authorship discovered, created, or developed by Contractor, or jointly by Contractor and County in the performance of this Contract. Work Product shall not include configuration of software.

3.   SCOPE OF WORK

The Contractor agrees to perform the services described in the Contract Documents (hereinafter "the Work"). The primary purpose of the Work is to provide a fully integrated Criminal Justice Records Management System, which includes a Law Enforcement Records Management System (RMS) and Corrections Management System ("CMS"). The Contract Documents set forth the minimum work estimated by the County and the Contractor to be necessary to complete the Work. It shall be the Contractor's responsibility, at the Contractor's sole cost, to provide the specific services set forth in the Contract Documents and sufficient services to fulfill the purposes of the Work. Nothing in the Contract Documents shall be construed to limit the Contractor's responsibility to manage the details and execution of the Work as further defined in the Contract documents.

4. CONTRACT TERM

The Contract Term is divided into 4 segments: System Implementation; No-Charge Standard Software Maintenance Period; Initial Maintenance and System Support; and Subsequent Maintenance and System Support.

System Implementation shall commence upon the Effective Date and shall be completed within twenty four (24) months of that date.

The No-Charge Standard Software Maintenance Period shall commence upon the Effective Date and shall end two (2) years from that date.

The Initial Maintenance and System Support term is for five (5) years, commencing upon completion of No-Charge Standard Software Maintenance Period.

Maintenance and support services are renewable thereafter during the Subsequent Maintenance & System Support period for up to four (4) additional years, in one (1) year increments, subject to any modifications as provided for in the Contract Documents regarding the Contract Term.

5. CONTRACT AMOUNT

This is a fixed-price contract with corresponding payment milestones. The County will pay the Contractor in accordance with the terms of the PAYMENT paragraphs below and Exhibit B, upon the Contractor's satisfactory completion of the Work, as determined by the County Project Officer(s) and the County's Acceptance thereof.

The total Contract Amount for initial System Implementation shall not exceed $2,488,423.

The Contract Amount for Ongoing Support and Maintenance Services, for up to a nine (9) year period, shall not exceed $2,659,662. The annual costs are detailed in Exhibit B to this Agreement.

The Contractor agrees that it shall complete the Work for the total Contract Amount specified in this section unless such amount is modified in writing as provided in this Agreement.

6. PAYMENT

The Contractor will be paid at agreed upon milestones in accordance with Exhibit B upon its submission of a complete invoice, satisfactory to the Project Officer that meets the requirements of this section and other applicable provisions of the Contract. Within ten (10) days after the completion and acceptance of each milestone, the Contractor shall submit, for approval by the Project Officer, an invoice describing the total work done. The Project Officer shall either approve the invoice or require corrections. The County will pay the Contractor within thirty (30) days after the date of receipt of a correct (as determined by the Project Officer) invoice approved by the Project Officer. The number of the County Purchase Order pursuant to which authority shipments have been made or services performed shall appear on all invoices. Invoices shall be submitted in duplicate.

7. PROJECT OFFICER

The performance of the Contractor is subject to the review and approval of the County Project Officer ("Project Officer") who shall be an upper level employee appointed by the Chief of Police. If County must replace the Project Officer for reasons beyond its control, County will assign a new Project Officer as soon as reasonably possible. However, it shall be the responsibility of the Contractor to manage the details of the execution and performance of its work pursuant to the Contract Documents.

8. ADJUSTMENTS FOR CHANGE IN SCOPE

The County may order changes in the Work within the general scope of the Work consisting of additions, deletions or other revisions. No claim may be made by the Contractor that the scope of the Work or the Contractor's services have been changed requiring adjustments to the amount of compensation due the Contractor unless such adjustments have been made by a written amendment to the Contract signed by the County and the Contractor. If the Contractor believes that any particular work is not within the scope of the Work or is a material change or otherwise will call for more compensation to the Contractor, the Contractor must immediately notify the Project Officer after the change or event occurs and within ten (10) calendar days thereafter must provide written notice to the Project

Officer. The Contractor's notice must provide to the Project Officer the amount of additional compensation claimed, together with the basis therefore and documentation supporting the claimed amount. The Contractor will not be compensated for performing any work unless a proposal complying with this paragraph has been submitted in the time specified above and a written Contract amendment has been signed by the County and the Contractor and a County purchase order is issued covering the cost of the services to be provided pursuant to the amendment.

9. ADDITIONAL SERVICES

The Contractor shall not be compensated for any goods or services provided except those included in the Contract Documents and included in the Contract Amount unless those goods or services are covered by a written amendment to this Contract signed by the County and the Contractor and a County Purchase Order is issued covering the expected cost of such services.

Additional services agreed upon by the parties will be billed at the rates set forth in Exhibit B unless otherwise agreed by the parties in writing.

10. TRANSITION OF SERVICES

Prior to or upon expiration or termination of this Contract and at the request of the County, Contractor shall provide reasonable assistance, at the daily rates as described in Exhibit B, that the County may reasonably require to transition Services to any other Contractor with whom the County contracts for provision of Licensed Software-related services.

11. ESCROW OF SOURCE CODE

The Contractor shall, within fifteen (15) days of its execution of this Contract, provide evidence that it has deposited a copy of the source code of the Licensed Software, together with the related Licensed Documentation with a suitable escrow agent, for which the County will make payment as set forth in Exhibit B. Contractor shall instruct the escrow agent to make a copy of the source code available to the County as described below. The source code held in escrow will be updated by the Contractor within forty five (45) days upon each new release of the Licensed Software.

In the event any proceeding in receivership, liquidation, bankruptcy, or insolvency is commenced against the Contractor, or if the Contractor makes any assignment for the benefit of its creditors, becomes insolvent, ceases to do business as an ongoing concern, or seeks any arrangement of compromise within its creditors under any statute or otherwise, or is otherwise in breach of this Contract, the County will, upon payment of the duplication cost and other reasonable handling charges of the escrow agent, be entitled to receive a copy of the source code from the escrow agent. The County agrees that it will only use the copy of the source code internally to support the Licensed Software. The escrow agent's only responsibility will be to use its good faith efforts to cause a copy of the source code, in a form delivered to it by the Contractor, to be delivered to the County within five (5) days when one or more of the events listed above occurs. If a copy of the source code is released by the escrow agent to the County, the County contemporaneously shall receive a perpetual paid-up license to the source code, with free and clear title, interest, ownership, and possession of all configurations and site-specific source code.

12. SOFTWARE LICENSE GRANT

a) LICENSE GRANT

Any software license to be executed by the County with the Contractor shall contain the following terms:

In connection with the transfer of possession of the fully paid software package provided pursuant to this Contract, the Contractor hereby grants to Arlington County a non-exclusive perpetual license to use the software program(s) ("Software") and user manuals, technical manuals, and other information ("Documentation") for the software package. County shall have the right and license to use, enhance, and/or modify the Licensed Software for County's business use. Contractor will deliver to County one copy of each application of the Licensed Software (in machine readable form compatible with the specified operating environment) and one copy of the related Documentation.

b) OWNERSHIP

The Contractor will provide the County with a software license, but title to the Licensed Software and Documentation, all copies thereof and all rights therein, including all rights in patents, copyrights, and trade secrets applicable thereto, shall remain vested in the Contractor, regardless of the form or media in or on which the original and other copies of the Licensed Software and Documentation may subsequently exist. Nothing contained herein shall be deemed to convey any title or ownership interest in the program module(s), Licensed Software or Documentation to the County.

The County agrees not to disclose, transfer, provide or otherwise make available in any form, except as otherwise provided in the Contract Documents, Licensed Software or any portion thereof, to any person other than employees of the County without the prior written consent of the Contractor, and any such disclosure or transfer shall be consistent with use in a single-user computer system.

The County agrees not to reverse compile or disassemble the Licensed Software.

The County agrees that it will not, in any form, export, re-export, resell, ship, or divert or cause to be exported, re-exported, resold, shipped, or diverted, directly or indirectly, the Licensed Software and Documentation or any direct product thereof without first obtaining the requisite license or approval from the Contractor.

c) **COPYING RIGHTS**
The County may make copies of the Licensed Software and Documentation, as required for backup or modification purposes in support of its use of the Licensed Software and Documentation, but the County must include existing copyright notices on any such copies, or modifications. Such notice(s) may appear in several forms, including machine-readable form, and the County agrees to reproduce such notices(s) in each form in which it appears, to the extent it is physically possible to do so.

d) **TERM**
The term of this license agreement is for as long as the County uses the Licensed Software for its intended purpose unless terminated pursuant to this Contract.

13. GENERAL WARRANTY & REPRESENTATIONS
Contractor warrants and represents to the County the Licensed Software described in Exhibit B as follows:

a) **OWNERSHIP**
Contractor is the owner of the Licensed Software or otherwise has the right to grant the license to use the Licensed Software granted hereunder without violating or infringing any law, rule, regulation, copyright, patent, trade secret or other proprietary right of any third party.

b) **LICENSED SOFTWARE and DOCUMENTATION**
Contractor warrants the following with respect to the Licensed Software:

(I) Contractor warrants, for County's benefit only, that the Licensed Standard Software will perform as specified in its user manuals based on the then-current release of the Licensed Standard Software.

(II) Contractor represents that all services shall be provided with a reasonable standard of care, in a workmanlike and professional manner; and each of the human resources assigned to perform services for County shall be fully qualified, experienced, and technically trained and shall perform the services in a reasonably cost-efficient manner.

(III) Contractor is possessed of superior knowledge with respect to its Response to County's RFP and warrants, for County's benefit only, that the items coded "Proposed System Complies with Requirement" in the Response to County's RFP, Appendix F: Functional Requirements, will be met as described in Exhibit A, Appendix 10. Contractor is aware that County is relying on Contractor's skill and judgment in providing these services pursuant to Contractor's RFP Response.

(IV) Contractor has used its best efforts through quality assurance procedures that are consistent with industry best practices to ensure that there are no Computer viruses or undocumented features in the

Licensed Software at the time of the delivery to the County. Contractor will take action to remediate any such issues that do arise upon or after delivery to the County in accordance with the Priority 1 procedures in Exhibit C to this Agreement. Contractor warrants that the Licensed Software does not contain any embedded device or code (e.g., time bomb) that is intended to obstruct or prevent the County's use of the Licensed Software. Notwithstanding any rights granted under this Contract or at law, Contractor hereby waives under any and all circumstances any right it may have or may hereafter have to exercise Electronic Self-Help. Contractor agrees that the County may pursue all remedies provided under law in the event of a breach or threatened breach of this Section, including injunctive or other equitable relief.

(V) Contractor shall notify the County if the Licensed Software provided by Contractor under this contract contains any Open Source code and will identify the specific Open Source License that applies to any embedded code that is dependent on Open Source code

(VI) Contractor represents that the Licensed Software shall be compatible and shall perform as stated with the Hardware Specifications described in Exhibit A, Appendix 6.

14.   MAINTENANCE SERVICES
Contractor shall provide Maintenance Services during the Maintenance Period as described in and at the prices identified in Exhibits B and C.

15.   REIMBURSABLE EXPENSES
No reimbursable expenses are allowed under this Contract. The Contract Amount includes all costs and expenses of providing to the County the services described in this Contract.

16.   PAYMENT OF SUBCONTRACTORS
The Contractor is obligated to take one of the two following actions within seven (7) days after receipt of amounts paid to the Contractor by the County for work performed by any subcontractor under this Contract:

a) Pay the subcontractor for the proportionate share of the total payment received from the County attributable to the work performed by the subcontractor under this Contract; or
b) Notify the County and the subcontractor, in writing, of the Contractor's intention to withhold all or a part of the subcontractor's payment with the reason for nonpayment.

The Contractor is obligated to pay interest to the subcontractor on all amounts owed by the Contractor to the subcontractor that remain unpaid after seven (7) days following receipt by the Contractor of payment from the County for work performed by the subcontractor under this Contract, except for amounts withheld as allowed in subsection b., above. Unless otherwise provided under the terms of this Contract, interest shall accrue at the rate of one percent (1%) per month.

The Contractor shall include in each of its subcontracts, if any are permitted, a provision requiring each subcontractor to include or otherwise be subject to the same payment and interest requirements with respect to each lower-tier subcontractor.

The Contractor's obligation to pay an interest charge to a subcontractor pursuant to this section may not be construed to be an obligation of the County. A Contract modification may not be made for the purpose of providing reimbursement for such interest charge. A cost reimbursement claim may not include any amount for reimbursement for such interest charge.

17.   NON-APPROPRIATION
All funds for payments by the County to the Contractor pursuant to this Contract are subject to the availability of an annual appropriation for this purpose by the County Board of Arlington County, Virginia. County represents and states affirmatively that funds have been appropriated for the Contract Amount for initial System Implementation, per Section 5. In the event of non-appropriation of funds by the County Board of Arlington County, Virginia for the Standard Software Maintenance Agreement ("SSMA") services described in Exhibit C, under this Contract or the

County will terminate the Contract, without termination charge or other liability to the County, on the last day of the then current fiscal year or when the appropriation made for the then current year for the services covered by this Contract is spent, whichever event occurs first.

18.   COUNTY PURCHASE ORDER REQUIREMENT
County purchases are authorized only if a County Purchase Order is issued in advance of the transaction, indicating that the ordering agency has sufficient funds available to pay for the purchase. Such a Purchase Order is to be provided to the Contractor by the ordering agency. The County will not be liable for payment for any purchases made by its employees without appropriate purchase authorization issued by the County Purchasing Agent. If the Contractor provides goods or services without a signed County Purchase Order, it does so at its own risk and expense.

19.   PROJECT STAFF
The County will, throughout the Initial Contract Term and any Subsequent Contract Term, have the right of reasonable rejection and approval of staff or subcontractors assigned to the project by the Contractor. If the County reasonably rejects staff or subcontractors pursuant to this section, the Contractor must provide replacement staff or subcontractors satisfactory to the County in a timely manner at no additional cost to the County. The day-to-day supervision and control of the Contractor's employees, and employees of any of its subcontractors, shall be the sole responsibility of the Contractor. The Contractor shall provide County with its Project Staff in the form of Appendix 9. Essential staff persons named in Appendix 9 may be replaced only with persons having the same level, or better level, of qualification, education, and experience.

20.   CONTRACT ADMINISTRATION
Contractor agrees that at all times during the term of this Contract an account executive, at Contractor's senior management level, shall be assigned and available to the County. Contractor reserves the right to change such account executive upon reasonable advance written notice to the County.

21.   BACKGROUND CHECK
Any Contractor employee or subcontractor assigned by the Contractor to work under this Agreement at the County's site or remotely as determined by the County Project officer, shall be subject to a County standard background check, including fingerprinting by the County Sheriff's Office and a credit check. Permission to work onsite or remotely shall be contingent on an outcome of the background check acceptable to the County. Prior to commencing work related to this Agreement, such employee or subcontractor shall sign the documents set forth in Exhibit E.

22.   SUPERVISION BY CONTRACTOR
The Contractor shall at all times enforce strict discipline and good order among the workers performing under this Contract and shall not employ on the Work any person not reasonably proficient in the work assigned.

23.   EMPLOYMENT DISCRIMINATION BY CONTRACTOR PROHIBITED
During the performance of this Contract, the Contractor agrees as follows:

   a) The Contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability or any other basis prohibited by state law related to discrimination in employment except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the Contractor. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
   b) The Contractor, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, will state that such Contractor is an Equal Opportunity Employer.
   c) Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.
   d) The Contractor will comply with the provisions of the Americans with Disabilities Act of 1990 which prohibits discrimination against individuals with disabilities in employment and mandates their full participation in both publicly and privately provided services and activities.

The Contractor will include the provisions of the foregoing paragraphs in every subcontract or purchase order of over $10,000, so that the provisions will be binding upon each subcontractor or vendor.

24.   EMPLOYMENT OF UNAUTHORIZED ALIENS PROHIBITED
In accordance with §2.2-4311.1 of the Code of Virginia, 1950, as amended, the Contractor acknowledges that it does not, and shall not during the performance of this Contract for goods and/or services in the Commonwealth, knowingly employ an unauthorized alien as that term is defined in the federal Immigration Reform and Control Act of 1986.

25.   DRUG-FREE WORKPLACE TO BE MAINTAINED BY CONTRACTOR
During the performance of this Contract, the Contractor agrees to (i) provide a drug-free workplace for the Contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the Contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the Contractor that the Contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over $10,000, so that the provisions will be binding upon each subcontractor or vendor.

For the purposes of this section, "drug-free workplace" means a site for the performance of work done in connection with a specific contract awarded to a contractor by Arlington County in accordance with the Arlington County Purchasing Resolution, the employees of which contractor are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

26.   TERMINATION FOR CAUSE, INCLUDING BREACH AND DEFAULT; CURE
The Contract shall remain in force for the Contract Term and until the County determines that all of the following requirements and conditions have been satisfactorily met: the County has accepted the Work and thereafter until the Contractor has met all of the requirements and conditions relating to the Work under the Contract Documents, including warranty and guarantee periods. However, Contractor and the County shall each have the right to terminate this Contract sooner if the other party is in breach or default or has failed to perform satisfactorily under the Contract, as follows:

a)   Termination for Unsatisfactory Performance. If the County determines that the Contractor has failed to perform satisfactorily, then the County will give the Contractor written notice of such failure(s) and the opportunity to cure such failure(s) within at least thirty (30) days before termination of the Contract takes effect ("Cure Period"). If the Contractor fails to cure within the 30-day cure period, the Contract may be terminated for the Contractor's failure to provide satisfactory Contract performance. Upon such termination, the Contractor may apply for compensation for Contract services satisfactorily performed by the Contractor, allocable to the Contract and accepted by the County prior to such termination unless otherwise barred by the Contract ("Termination Costs"). In order to be considered, such request for Termination Costs, with all supporting documentation, must be submitted to the County Project Officer within thirty (30) days after the expiration of the Cure Period. The County may accept or reject, in whole or in part, the application for Termination Costs and notify the Contractor of same within a reasonable time thereafter.

If the County fails to make prompt payments to Contractor when invoiced, then Contractor will give the County written notice of such failure and the opportunity to cure such failure within at least thirty (30) days. If the County fails to cure within the 30-day cure period, the Contract may be terminated for the County's failure to provide satisfactory Contract performance.

In the event of termination by either party for failure to perform satisfactorily, Contractor shall continue to provide its services, as previously scheduled, through the termination date and the County shall continue to pay all fees and charges incurred through the termination date as provided in the attached Exhibits.

b) Termination for Breach or Default. If the County terminates the Contract for default or breach of any Contract provision or condition, then the termination shall be immediate after notice of termination for breach or default from the County to the Contractor (unless the County in its discretion provides for an opportunity to cure), and the Contractor shall not be permitted to seek Termination Costs.

Except as otherwise directed by the County in the notice of termination for breach or default, the Contractor shall stop work on the date of receipt of said notice of the termination or other date specified in the notice, place no further orders or subcontracts for materials, services or facilities, except as are necessary for the completion of such portion of the Work not terminated, and terminate all vendors and subcontracts and settle all outstanding liabilities and claims.

Any purchases made by the Contractor after the date of termination shall be the sole responsibility of the Contractor.

In the event any termination for cause shall be found to be improper or invalid by any court of competent jurisdiction then such termination shall be deemed to have been a termination for convenience, per Section 27. In the event that a termination for cause is deemed to have been a termination for convenience, Contractor shall be entitled to receive compensation for all Licensed Software and Contract services satisfactorily performed by the Contractor and allocable to the Contract and accepted by the County prior to the date of such determination by the court.

Upon termination, County will return to Contractor all Licensed Products, including any copies provided to or created by County under this Agreement.

Nothing in this Section is intended to infer that either party has or does not have a claim for damages.

27.   TERMINATION FOR THE CONVENIENCE OF THE COUNTY

Following the Reliability Test and Complete Acceptance of the System, the performance of work under this Contract may be terminated by the County's Purchasing Agent in whole or in part whenever the Purchasing Agent shall determine that such termination is in the County's best interest. Any such termination shall be effected by the delivery to the Contractor of a written notice of termination at least fifteen (15) days before the date of termination, specifying the extent to which performance of the work under this Contract is terminated and the date upon which such termination becomes effective. The Contractor will be entitled to receive compensation for all Licensed Software and Contract services satisfactorily performed by the Contractor and allocable to the Contract and accepted by the County prior to such termination and any other reasonable termination costs as negotiated by the parties, but no amount shall be allowed for anticipatory profits.

After receipt of a notice of termination and except as otherwise directed, the Contractor shall stop all designated work on the date of receipt of the notice of termination or other date specified in the notice; place no further orders or subcontracts for materials, services or facilities except as are necessary for the completion of such portion of the work not terminated; immediately transfer all documentation and paperwork for terminated work to the County; and terminate all vendors and subcontracts and settle all outstanding liabilities and claims.

28.   INDEMNIFICATION

The Contractor covenants for itself, its employees, and subcontractors to save, defend, hold harmless and indemnify the County, and all of its elected and appointed officials, officers, current and former employees, agents, departments, agencies, boards, and commissions (collectively the "County" for purposes of this section) from and against any and all claims made by third parties or by the County for any and all losses, damages, injuries, fines, penalties, costs (including court costs and attorney's fees), charges, liability, demands or exposure, however caused, resulting from, arising out of, or in any way connected with the Contractor's acts or omissions, including the acts or omissions of its employees and/or subcontractors, in performance or nonperformance of the work called for by the Contract Documents. This duty to save, defend, hold harmless and indemnify shall survive the termination of this Contract. If, after notice by the County, the Contractor refuses to fulfill its obligations contained in this section, the Contractor shall be liable for and reimburse the County for any and all expenses, including but not limited to, reasonable attorney's fees incurred and any settlements or payments made. The Contractor shall pay such expenses

upon demand by the County, and failure to do so may result in such amounts being withheld from any amounts due to Contractor under this Contract.

29.   INTELLECTUAL PROPERTY INDEMNIFICATION

The Contractor warrants and guarantees that no intellectual property rights (including copyright, patent, mask rights and trademark) of third parties are infringed or in any manner involved in or related to the services provided hereunder.

The Contractor shall defend, at its expense, any action or claim brought against the County to the extent that the action or claim is based on a claim that the manufacture, sale, operation or use of the Equipment or Licensed Software (or any part thereof) infringes any third party's U.S. patent rights or breaches any third party's U.S. copyright or industrial property rights, and the Contractor shall pay any and all costs (including but not limited to fines, penalties, license fees, court costs, attorney's fees and any costs or fees to the United States Patent and Trademark Office) and damages payable by the County in respect of any such action.   This duty to save, defend, hold harmless and indemnify shall survive the termination of this Contract. If, after notice by the County, the Contractor fails to fulfill its obligations contained in this section, the Contractor shall be liable for and reimburse the County for any and all expenses, including but not limited to, reasonable attorney's fees incurred and any settlements or payments made. The Contractor shall pay such expenses upon demand by the County and failure to do so may result in such amounts being withheld from any amounts due to the Contractor under this Contract.

In addition, and without obviating the Contractor's responsibilities set forth above, if the Equipment or Licensed Software (or any part thereof) becomes or in the Contractor's opinion is likely to become the subject of a claim based on an alleged infringement or breach as aforesaid, Contractor may, at its expense and option, with prior written notice of agreement by the County, do one of the following:

    a)   modify the System so that there is no longer any infringement or breach without adversely affecting the functional capabilities of the System;

    b)   procure for the County the right to continue to use the System;

    c)   substitute for the relevant Equipment or Licensed Software other equipment or Licensed Software having a capability equivalent to the replaced Equipment or Licensed Software at no further expense to the County.

The Contractor shall have no liability respecting any claim of infringement or breach as aforesaid based entirely upon the combination, operation or use of the Equipment or Licensed Software with equipment, Licensed Software, apparatus, devices or items not supplied by the Contractor and in a manner not substantially consistent with the Contractor's specifications and instructions.

30.   OWNERSHIP AND RETURN OF RECORDS

This Contract confers no ownership rights to the Contractor nor any rights or interests to use or disclose the County's data or inputs.

The Contractor agrees that all drawings, specifications, blueprints, data, information, findings, memoranda, correspondence, documents or records of any type, whether written or oral or electronic, and all documents generated by the Contractor or its subcontractors as a result of the County's request for services under this Contract, are the exclusive property of the County ("Record" or "Records"), and all such Records shall be provided to and/or returned to County upon completion, termination, or cancellation of this Contract. The Contractor shall not use or willingly allow or cause such materials to be used, for any other purpose other than performance of all obligations under the Contract without the written consent of the County. Additionally, the Contractor agrees that the Records are confidential records and neither the Records nor their contents shall be released by the Contractor, its subcontractors, or other third parties; nor shall their contents be disclosed to any person other than the Project Officer or his or her designee. The Contractor agrees that all oral or written inquiries from any person or entity regarding the status of any Record generated as a result of the existence of this Contract shall be referred to the Project Officer or his or her designee for response. At the County's request, the Contractor shall deliver all Records to the Project Officer, including "hard copies" of computer records, and at the County's request, shall destroy all computer records created as a result of the County's request for services pursuant to this Contract.

The Contractor agrees to include the provisions of this section as part of any contract or agreement the Contractor enters into with subcontractors or other third parties for work related to work pursuant to this Contract.

No termination of this Contract shall have the effect of rescinding, terminating or otherwise invalidating this section of the Contract.

31. DATA SECURITY AND PROTECTION

The Contractor shall hold County Information in the strictest confidence and comply with all applicable County security and network resources policies as well as all local, state and federal laws or regulatory requirements concerning data privacy and security. The Contractor shall develop, implement, maintain, continually monitor and use appropriate administrative, technical and physical security measures to preserve the confidentiality, privacy, integrity and availability of all electronically maintained or transmitted County Information received from, created or maintained on behalf of the County and shall strictly control access to County Information. For purposes of this provision, and as more fully described in this Contract and the County's Non-Disclosure and Data Security Agreement (NDA), "County Information" (also referred to as "County Data" or "data") includes, but is not limited to, electronic information, documents, data, images, and records including, but not limited to, financial records, personally identifiable information, Personal Health Information (PHI), personnel, educational, voting, registration, tax or assessment records, information related to public safety, County networked resources, and County databases, Licensed Software and security measures that are created, maintained, transmitted or accessed to perform the work under this Contract.

    a) County's Non-Disclosure and Data Security Agreement (NDA). The Contractor shall require that an authorized Contractor designee, and all key employees, agents or subcontractors working on-site at County facilities or otherwise performing non-incidental work under this Contract, sign the NDA (attached as an Exhibit hereto) prior to performing any work or obtaining access to County networked resources, application systems or databases under this Contract. A copy of the signed NDA's shall be available to the County Project Officer upon request.

    b) Use of Data. The Contractor shall ensure that the use, distribution or disclosure of or access to County Information and County networked resources ("use") shall not occur in an unauthorized manner. Use of County Information other than as specifically outlined in this Contract is strictly prohibited, unless such other use is agreed to in writing by the parties. The Contractor will be solely responsible for any unauthorized use, reuse, distribution, transmission, manipulation, copying, modification, or disclosure of or access to County Information and any non-compliance with this DATA SECURITY AND PROTECTION provision or any NDA.

    c) Data Protection. The Contractor agrees that it will protect the County's Information according to standards established by the National Institute of Standards and Technology, including 201 CMR 17.00, Standards for the Protection of Personal Information of Residents of the Commonwealth and the Payment Card Industry Data Security Standard (PCI DSS), as applicable, and no less rigorously than it protects its own data, proprietary and/or confidential information. The Contractor shall provide to the County a copy of its data security policy and procedures describing its efforts to maintain a secure work environment.

    d) Data Sharing. Except as otherwise specifically provided for in this Contract, the Contractor agrees that it shall not share, disclose, sell or grant access to County Information to any third party without the express written authorization of the County's Chief Information Security Officer or designee.

    e) Security Requirements. The Contractor shall maintain the most up to date anti-virus, industry accepted firewalls and/or other protections on its systems and networking equipment. The Contractor certifies that all systems and networking equipment that support, interact or store County Information meet the above standards and industry best practices for physical, network and system security requirements. Printers, copiers or fax machines that store County Data into hard drives must provide data at rest encryption. Any significant deviation from these standards must be communicated to the County's Chief Information Security Officer or designee. The downloading of County information onto laptops or other portable storage media is prohibited without the express written authorization of the County's Chief Information Security Officer or designee.

f) Data Protection. Upon Conclusion of Contract. Upon termination, cancellation, expiration or other conclusion of this Contract, the Contractor shall return all County Information to the County unless the County requests that such data be destroyed. This provision shall also apply to all County Information that is in the possession of subcontractors or agents of the Contractor. The Contractor shall complete such return or destruction not less than thirty (30) days after the conclusion of this Agreement and shall certify completion of this task, in writing, to the County Project Officer.

g) Notification of Security Incidents. The Contractor agrees to notify the County Chief Information Officer and County Project Officer within twenty-four (24) hours of the discovery of any unintended access to or use or disclosure of County Information.

h) Subcontractors. To the extent the use of subcontractors is permitted under this Contract, the requirements of this entire section shall be incorporated into any subcontractor agreement entered into by the Contractor and any data sharing shall be compliant with these security and protection requirements and the NDA. In the event of data sharing, subcontractors shall provide to the Contractor a copy of their data security policy and procedures for securing County Information and a copy of their disaster recovery plan(s).

32.   VIRGINIA FREEDOM OF INFORMATION ACT

The parties understand and agree that the County is subject to the terms and provisions of Code of Virginia §§ 2.2-3700 et. seq, the Virginia Freedom of Information Act ("VFOIA"). All public records in the County's custody, possession or control shall be open to the public for inspection and copying to the extent such disclosure is required by law. Certain exemptions or exclusions may apply but it is the Contractor's obligation to assert any applicable VFOIA exclusions or exemption, to the satisfaction of the County Project officer, within the statutory deadlines. Thereafter it is the obligation of the Contractor to defend and indemnify the County from any claim or suit that may arise as a result of the withholding of records. The County Project Officer shall make available to the Contractor any VFOIA request in which the Project Officer reasonably believes the Contractor may have an interest.

33.   ETHICS IN PUBLIC CONTRACTING

This Contract incorporates by reference Article 9 of the Arlington County Purchasing Resolution, as well as any state or federal law related to ethics, conflicts of interest, or bribery, including by way of illustration and not limitation, the State and Local Government Conflict of Interests Act (Code of Virginia § 2.2-3100 et seq.), the Virginia Governmental Frauds Act (Code of Virginia § 18.2-498.1 et seq.), and Articles 2 and 3 of Chapter 10 of Title 18.2 of the Code of Virginia, as amended (§ 18.2-438 et seq.). The Contractor certifies that its offer was made without collusion or fraud and that it has not offered or received any kickbacks or inducements from any other offeror, Contractor, manufacturer, or subcontractor and that it has not conferred on any public employee having official responsibility for this procurement any payment, loan, subscription, advance, deposit of money, services, or anything of more than nominal value, present or promised unless consideration of substantially equal or greater value was exchanged.

34.   COUNTY EMPLOYEES

No employee of Arlington County, Virginia, shall be admitted to any share in any part of this Contract or to any benefit that may arise there from which is not available to the general public.

35.   FORCE MAJEURE

The Contractor shall not be held responsible for failure to perform the duties and responsibilities imposed by this Contract if such failure is due to fires, riots, rebellions, natural disasters, wars, or an act of God beyond control of the Contractor, and outside and beyond the scope of the Contractor's then current, by industry standards, disaster plan, that make performance impossible or illegal, unless otherwise specified in the Contract.

The County shall not be held responsible for failure to perform its duties and responsibilities imposed by the Contract if such failure is due to fires, riots, rebellions, natural disasters, wars, or an act of God beyond control of the County that make performance impossible or illegal, unless otherwise specified in the Contract.

36.   AUTHORITY TO TRANSACT BUSINESS

The Contractor shall pursuant to Code of Virginia § 2.2-4311.2, be and remain authorized to transact business in the Commonwealth of Virginia during the Initial Term and any Subsequent Contract Term(s) of this Contract. A

contract entered into by a Contractor in violation of this requirement is voidable, without any cost or expense, at the sole option of the County.

37.   RELATION TO COUNTY

The Contractor is an independent contractor and neither the Contractor nor its employees or subcontractors will, under any circumstances, be considered employees, servants or agents of the County. The County will not be legally responsible for any negligence or other wrongdoing by the Contractor, its employees, servants or agents. The County will not withhold payments to the Contractor for any federal or state unemployment taxes, federal or state income taxes, Social Security tax, or any other amounts for benefits to the Contractor. Furthermore, the County will not provide to the Contractor any insurance coverage or other benefits, including workers' compensation, normally provided by the County for its employees.

38.   REPORT STANDARDS

Reports or written material prepared by the Contractor in response to the requirements of this Contract or a request of the Project Officer shall, unless otherwise provided for in the Contract, meet standards of professional writing established for the type of report or written material provided, shall be thoroughly researched for accuracy of content, shall be grammatically correct and not contain spelling errors, shall be submitted in a format approved in advance by the Project Officer, and shall be submitted for advance review and comment by the Project Officer.

When submitting documents to the County, the Contractor shall comply with the following guidelines:

- All submittals and copies shall be printed on at least thirty percent (30%) recycled-content and/or tree-free paper;
- All copies shall be double-sided;
- Report covers or binders shall be recyclable, made from recycled materials, and/or easily removable to allow for recycling of report pages (reports with glued bindings that meet all other requirements are acceptable);
- The use of plastic covers or dividers should be avoided; and
- Unnecessary attachments or documents not specifically asked for should not be submitted, and superfluous use of paper (e.g. separate title sheets or chapter dividers) should be avoided.

39.   AUDIT

The Contractor agrees to retain all books, records and other documents related to this Contract for at least five (5) years after final payment. The County or its authorized agents shall have full access to and the right to examine any of the above documents during this period and during the Initial Contract Term and any Subsequent Contract Term. If the Contractor wishes to destroy or dispose of records (including confidential records to which the County does not have ready access) within five (5) years after final payment, the Contractor shall notify the County at least thirty (30) days prior to such disposal, and if the County objects, shall not dispose of the records.

40.   ASSIGNMENT

The Contractor shall not assign, transfer, convey, sublet, or otherwise dispose of any award, or any or all of its rights, obligations, or interests under this Contract, without the prior written consent of the County.

41.   AMENDMENTS

This Contract shall not be amended except by written amendment executed by persons duly authorized to bind the Contractor and the County.

42.   ARLINGTON COUNTY PURCHASING RESOLUTION AND COUNTY POLICIES

Notwithstanding any provision to the contrary herein, no provision of the Arlington County Purchasing Resolution or any applicable County policy is waived in whole or in part.

43.   DISPUTE RESOLUTION

All disputes arising under this Agreement, or its interpretation, whether involving law or fact, or extra work, or extra compensation or time, and all claims for alleged breach of Contract shall be submitted to the Project Officer for decision at the time of the occurrence or beginning of the work upon which the claim is based, whichever occurs

first. Any such claims shall state the facts surrounding it in sufficient detail to identify it together with its character and scope. In accordance with the Arlington County Purchasing Resolution, claims denied by the Project Officer may be submitted to the County Manager in writing no later than sixty (60) days after final payment. The time limit for final written decision by the County Manager in the event of a contractual dispute, as that term is defined in the Arlington County Purchasing Resolution, is fifteen (15) days. Procedures for considering contractual claims, disputes, administrative appeals, and protests are contained in the Purchasing Resolution, which is incorporated herein by reference. A copy of the Arlington County Purchasing Resolution is available upon request from the Office of the Purchasing Agent. The Contractor shall not cause a delay in the Work pending a decision of the Project Officer, County Manager, County Board, or a court.

44.   APPLICABLE LAW, FORUM, VENUE AND JURISDICTION
This Contract and the work performed hereunder shall be governed in all respects by the laws of the Commonwealth of Virginia and the jurisdiction, forum, and venue for any litigation with respect thereto shall be in the Circuit Court for Arlington County, Virginia, and in no other court. In performing the Work under this Contract, the Contractor shall comply with applicable federal, state, and local laws, ordinances and regulations.

45.   ARBITRATION
It is expressly agreed that nothing under the Contract shall be subject to arbitration, and any references to arbitration are expressly deleted from the Contract.

46.   NONEXCLUSIVITY OF REMEDIES
All remedies available to the County under this Contract are cumulative, and no such remedy shall be exclusive of any other remedy available to the County at law or in equity.

47.   NO WAIVER
The failure of either party to exercise in any respect a right provided for in this Contract shall not be deemed to be a subsequent waiver of the same right or any other right.

48.   SEVERABILITY
The sections, paragraphs, sentences, clauses and phrases of this Contract are severable, and if any phrase, clause, sentence, paragraph or section of this Contract shall be declared invalid by a court of competent jurisdiction, such invalidity shall not affect any of the remaining phrases, clauses, sentences, paragraphs and sections of this Contract.

49.   NO WAIVER OF SOVEREIGN IMMUNITY
Notwithstanding any other provision of this Contract, nothing in this Contract or any action taken by the County pursuant to this Contract shall constitute or be construed as a waiver of either the sovereign or governmental immunity of the County. The parties intend for this provision to be read as broadly as possible.

50.   SURVIVAL OF TERMS
In addition to any numbered section in this Agreement which specifically states that the term or paragraph survives the expiration of termination of this Contract, the following sections, if included in this Contract, also survive: INDEMNIFICATION; RELATION TO COUNTY; OWNERSHIP AND RETURN OF RECORDS; AUDIT; COPYRIGHT; INTELLECTUAL PROPERTY INDEMNIFICATION; WARRANTY; CONFIDENTIAL INFORMATION AND DATA SECURITY, SOFTWARE LICENSE, GENERAL WARRANTY, ESCROW OF SOURCE CODE and LIMITATIONS ON LIABILITY.

51.   HEADINGS
The section headings in this Contract are inserted only for convenience and are not to be construed as part of this Contract or a limitation on the scope of the particular section to which the heading precedes.

52.   AMBIGUITIES
Each party and its counsel have participated fully in the review and revision of this Agreement. Any rule of construction to the effect that ambiguities are to be resolved against the drafting party shall not apply in interpreting this Agreement. The language in this Agreement shall be interpreted as to its fair meaning and not strictly for or against any party.

53.   NOTICES

Unless otherwise provided herein, all notices and other communications required by this Contract shall be deemed to have been given when made in writing and either (a) delivered in person, (b) delivered to an agent, such as an overnight or similar delivery service, or (c) deposited in the United States mail, postage prepaid, certified or registered, addressed as follows:

TO THE CONTRACTOR:
New World Systems Corporation
888 West Big Beaver
Troy MI. 48084

TO THE COUNTY:
Captain Jim Daly, Police Project Officer
1425 North Courthouse Rd.
Arlington, VA 22201

AND

Major, Susie Doyel, Sheriff Project Officer
1425 North Courthouse Rd.
Arlington, VA 22201

AND

Richard D. Warren, Jr., Purchasing Agent
Arlington County, Virginia
2100 Clarendon Boulevard, Suite 500
Arlington, Virginia 22201

54.   NON-DISCRIMINATION NOTICE

Arlington County does not discriminate against faith-based organizations.

55.   INSURANCE REQUIREMENTS

The Contractor shall provide to the County Purchasing Agent a Certificate of Insurance indicating that the Contractor has in force the coverage below prior to the start of any Work under this Contract and upon any contract extension. The Contractor agrees to maintain such insurance until the completion of this Contract or as otherwise stated in the Contract Documents. All required insurance coverages must be acquired from insurers authorized to do business in the Commonwealth of Virginia, with a rating of "A-" or better and a financial size of "Class VII" or better in the latest edition of the A.M. Best Co. Guides, and acceptable to the County. The minimum insurance coverage shall be:

    a) Workers Compensation - Virginia Statutory Workers Compensation (W/C) coverage including Virginia benefits and employers liability with limits of $100,000/100,000/500,000. The County will not accept W/C coverage issued by the Injured Worker's Insurance Fund, Towson, MD.

    b) Commercial General Liability - $1,000,000 combined single limit coverage with $2,000,000 general aggregate covering all premises and operations and including Personal Injury, Completed Operations, Contractual Liability, Independent Contractors, and Products Liability. The general aggregate limit shall apply to this Contract. Evidence of Contractual Liability coverage shall be typed on the certificate.

    c) Business Automobile Liability - $1,000,000 Combined Single Limit (Owned, non-owned and hired).

    d) Additional Insured - Arlington County, and its officers, elected and appointed officials, employees, and agents shall be named as an additional insureds on all policies except Workers Compensation and Auto and Professional Liability; and evidence of the Additional Insured endorsement shall be typed on the certificate.

e) Cancellation - All insurance policies required by this Contract shall be endorsed to include the following provision: "It is agreed that this policy is not subject to cancellation or non-renewal until thirty (30) days prior written notice has been given to the Purchasing Agent, Arlington County, Virginia." If there is a material change or reduction in coverage the Contractor shall notify the Purchasing Agent immediately upon Contractor's notification from the insurer. Any policy on which the Contractor has received notification from an insurer that the policy has or will be cancelled or materially changed or reduced must be replaced with another policy consistent with the terms of this Contract, and the County notified of the replacement, in such a manner that there is no lapse in coverage. Not having the required insurance throughout the Contract Term is grounds for termination of the Contract.

f) Any insurance coverage that is placed as a "claims made" policy must remain valid and in force, or the Contractor must obtain an extended reporting endorsement consistent with the terms of this Contract, until the applicable statute of limitations has expired, such date as determined to begin running from the date of the Contractor's receipt of final payment.

g) Contract Identification - The insurance certificate shall state this Contract's number and title.

h) The Contractor shall carry Errors and Omissions or Professional Liability insurance which will pay for injuries arising out of errors or omissions in the rendering, or failure to render services or perform Work under the contract, in the amount of $1,000,000.

The Contractor shall require all subcontractors to maintain during the term of this Contract, Commercial General Liability insurance, Business Automobile Liability insurance, and Workers' Compensation insurance in the same form and manner as specified for the Contractor. The Contractor shall furnish subcontractors' certificates of insurance to the County immediately upon request by the County.

No acceptance or approval of any insurance by the County shall be construed as relieving or excusing the Contractor from any liability or obligation imposed upon the Contractor by the provisions of the Contract Documents.

The Contractor shall be responsible for the work performed under the Contract Documents and every part thereof, and for all materials, tools, equipment, appliances, and property of any description used in connection with the work. The Contractor assumes all risks for direct and indirect damage or injury to the property or persons used or employed on or in connection with the Work contracted for, and of all damage or injury to any person or property wherever located, resulting from any action, omission, commission or operation under the Contract, or in connection in any way whatsoever with the contracted work.

The Contractor shall be as fully responsible to the County for the acts and omissions of its subcontractors and of persons employed by them as it is for acts and omissions of persons directly employed by it.

Notwithstanding any of the above, the Contractor may satisfy its obligations under this section by means of self-insurance for all or any part of the insurance required, provided that the Contractor can demonstrate financial capacity and the alternative coverages are submitted to and acceptable to the County. The Contractor must also provide its most recent actuarial report and provide a copy of its self-insurance resolution to determine the adequacy of the insurance funding.

56.   LIMITATIONS ON LIABILITY
Contractor's entire liability and County's exclusive remedies are set forth below:

a) For any claim relating to the non-conformance or imperfection of any Licensed Software provided under this Agreement, Contractor shall correct the defect so that it conforms to the warranties set forth in this Contract; or the County may recover its actual damages subject to the limits set forth in subparagraph 56.b below. For any other claim arising under or in connection with this Agreement, County may recover its actual damages subject to the limits set forth in subparagraph 56.b below.

b) Contractor's total liability to County for all claims relating to the Licensed Products and this Agreement, including any action based upon contract, tort, strict liability, or other legal theory, shall be limited to County's actual damages and in no event shall Contractor's liability exceed two and one half (2.5) times the Exhibit B Licensed Standard Software fees paid to Contractor.

c) Contractor shall not be liable for any special, indirect, incidental, punitive, exemplary, or consequential damages, including loss of profits or costs of cover, arising from or related to a breach of this Agreement or any order or the operation or use of the Licensed Products even if the Contractor has been advised of the possibility of such damage.

d) None of the above limitations on damages will apply to claims brought pursuant to Section 28 (Indemnification) and Section 29 (Intellectual Property Indemnification) of this Contract or to claims of personal injury or death.

WITNESS these signatures:

THE COUNTY BOARD OF ARLINGTON COUNTY, VIRGINIA	**NEW WORLD SYSTEMS CORPORATION**
AUTHORIZED	**AUTHORIZED**
SIGNATURE:_____	**SIGNATURE:** _____
NAME: RICHARD D. WARREN, JR.	**NAME: LARRY D. LEINWEBER**
TITLE: PURCHASING AGENT	**TITLE: PRESIDENT**
DATE: _____	**DATE:** _____

Agreement No. 728-12
Exhibit A

Statement of Work

Table of Contents

1. **Inputs (prerequisites)** – Items that must be completed prior to the start of the step and are used during the step

2. **Outputs (completion criteria)** – Items that must be completed during the step and are requirements in order to consider the step complete (outputs of one step are often the inputs of future steps and must be completed in order to keep the project on schedule)

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

New World Systems Project Implementation Methodology

| Initiation | Planning | Construction | Transition | Closing |

- START
- 1 Conduct Start-up Activities
- 2 Acct Mgmt., Planning Meeting
- 3 Complete and Approve Project Plan
- 4 Standard Solution Build
- 5 Functional Review
- 6 Finalize Configuration
- 7 Conduct User Training
- 8 Conduct Go-Live
- 9 Implement Post Go-Live Deliverables
- 10 Project Closure Activities
- Stop

LEGEND — Step — Task Includes Customer Executive Review Meetings — Requires Authorized Customer Signoff

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

New World Systems Project Implementation Methodology

Initiation	Planning	Construction	Transition	Closing

Initiation

(START)

↓

1
Conduct Start-up Activities

↓

1A. Conduct Start-up Activities Meeting

↓

1B. System Assurance Initial Conference Calls

Planning

2
Acct Mgmt., Planning Meeting

↓

2A. Conduct Account Management Planning Meeting

↓

2B. Conduct Application Validation Set Workshop

↓

2C. Perform Data Conversion Analysis

3
Complete and Approve Project Plan

↓

3A. Draft the Project Plan

↓

3B. Finalize the Project Plan

↓

3C. Review and Approve the Project Plan

Construction

4
Standard Solution Build

↓

4A. Technical System Setup

↕

4B. Conduct Geo-File Setup & Training

↓

4C. Implement Standard Interfaces

5
Functional Review

↓

6
Finalize Configuration

↓

6A. Conduct System Admin Application Training

↓

6B. Apply Project Configuration Plan and Implement Interfaces

↓

6C. Build Data Conversions

↓

6D. Provide Customer Agreement Custom Deliverables

↓

6E. Functional and Interface Testing

↓

6F. Go-Live Preparation

Transition

7
Conduct User Training

↓

8
Conduct Go-Live

↓

8A. Perform Final Data Conversions

↓

8B. Execute Go-Live

↓

8C. Compliance Submission(s) – AEGIS applications

9
Implement Post Go-Live Deliverables

↓

9A. Reliability and Final Testing

Closing

10
Project Closure Activities

↓

(Stop)

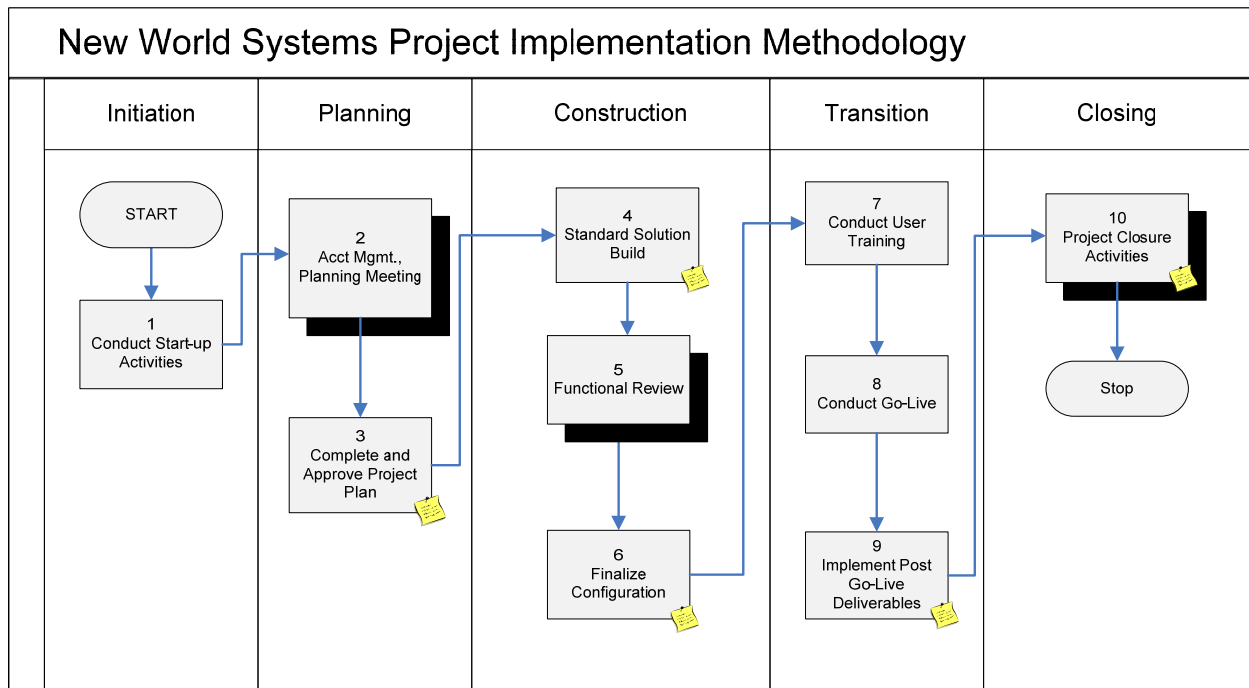LEGEND

☐ Step

☐ Task / Deliverable

☐ Task Includes Customer Executive Review Meetings

🗒 Requires Authorized Customer Signoff

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

Description of Phase: The Initiation Phase consists of one step. During this Phase, the New World and County Project Managers are assigned and the New World Sales representative initiates the formal transition of the project to the New World Operations team. This team includes New World team members as described in Appendix 9. In this Phase, this Operations team establishes a foundation for program governance and retention of project related documents as described in Appendix 11: Sample Report Forms and takes ownership of communications with the County and the execution of the Agreement.

New World Systems Project Implementation Methodology

Initiation	Planning	Construction	Transition	Closing

START

1
Conduct Start-up Activities

2
Acct Mgmt., Planning Meeting

3
Complete and Approve Project Plan

4
Standard Solution Build

5
Functional Review

6
Finalize Configuration

7
Conduct User Training

8
Conduct Go-Live

9
Implement Post Go-Live Deliverables

10
Project Closure Activities

Stop

LEGEND   Step   Task Includes Customer Executive Review Meetings   Requires Authorized Customer Signoff

Initiation Phase: Step 1: Conduct Start-up Activities

Overview: Within one week of the Effective Date of the Agreement, the County's project will be initiated. Key activities to be conducted by New World include:

1. Initial call to the County to set the date and time for a Start-up Activities Meeting
2. The Contractor's Project Management Office (PMO) establishes framework for project execution and governance (e.g., project metrics/status reporting, project artifact storage)
3. The Agreement is assigned to a delivery team (e.g., Executive Sponsor, Project Manager)

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

County responsibilities: None

Inputs (prerequisites):
1. Agreement
2. Turnover Document (internal New World document)

Outputs (completion criteria):
1. Phone call with County
2. Storage of project related documents and governance framework established on the Project Management Portal, an internal New World software system to store project information.

Perform Internal Turnover (Internal New World activity)

Overview: Within five business days of the Effective Date, the assigned New World Project Manager will coordinate and facilitate an internal turnover meeting with key staff members associated with project planning, development and implementation. Key staff members include:

- Executive Sponsor
- Project Manager
- Training Team Lead
- Conversion Team Lead
- Interface Team Lead
- System Assurance Team Lead
- GIS Team Lead
- Go-Live Team Lead
- Customer Support Manager
- Others as needed

New World responsibilities: Individual responsibilities are described below:
Project Manager**:**
1. Review the Agreement
2. Coordinate and schedule meeting
3. Create and distribute meeting agenda
4. Conduct meeting
5. Facilitate a discussion that defines delivery structure and proposed project schedule for this project (e.g., application build approach/WBS; Delivery Center Technical Leadership, anticipated timeline)
6. Initiate the Project Management Plan
7. Document action items, issues and risks in Project Management Plan

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

County responsibilities: None

Inputs (prerequisites):
1. County Agreement
2. Project Manager assigned
3. Project Management Plan
4. Project Schedule Template

Outputs (completion criteria):
1. Revised iteration of the Project Schedule,

Initiation Phase – Step 1

A. Conduct Start-up Activities Meeting

Overview: The Project Manager will facilitate a one day onsite meeting with the County. The objectives for this meeting are:
1. Introduce New World's Project Manager and Executive Management team
2. Describe key teams/groups and identify their roles and responsibilities during the project
3. Discuss expectations of County and New World
   a. Senior County leadership will be required for executive project reviews and signing approval documents
   b. Project timeframes
4. Discuss New World Project Methodology Overview
5. Discuss Account Management Planning meeting agenda and objectives
6. Set date for on-site Account Management Planning meeting and discuss site preparation
7. Discuss keys to projects success
8. Schedule System Assurance Phone conference
9. Obtain updated topology diagram of County's network (as shown in Appendix 6)

New World responsibilities: Responsible for arranging and coordinating the meeting through the initial County phone call. The Project Manager leads the meeting.

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

Inputs (prerequisites):
1. Pre-Trip Report
2. Standard Meeting Agenda and Presentation template for meeting
3. Draft Project Management Plan
4. Initial Project Schedule

Outputs (completion criteria):
1. Post-Trip Report
2. Updated Project Schedule
   a. Initial baseline based on project size and deliverables
   b. Initial County meeting activities schedule
3. Customized meeting agenda and presentation
4. Updated Project Status record; include initial project baseline dates
5. Updated Project Management Plan (e.g., action items, issues, risks identified)
6. Supporting documentation
7. Project Managers', Executive Manager's and Subject Matter Experts' (SMEs) roles reviewed
8. County supplied topology diagram of the network
9. Scheduled System Assurance Phone Conference

Initiation Phase – Step 1

B. System Assurance Initial Conference Calls

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

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

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

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

To support the GIS requirements, the County will need to:
1. Supply accurate GIS data in a standard ESRI format (shape files, personal geo-database, file geo-database, etc.) on the agreed upon date.
2. Appoint a GIS Implementation Specialist to resolve any issues regarding delivery, mapping or functionality of GIS data with the New World application.
3. Carefully review the comments and/or requested changes from the New World GIS Implementation Specialists related to the compatibility of the County's GIS data with the New World application after the required GIS layers have been reviewed by New World.
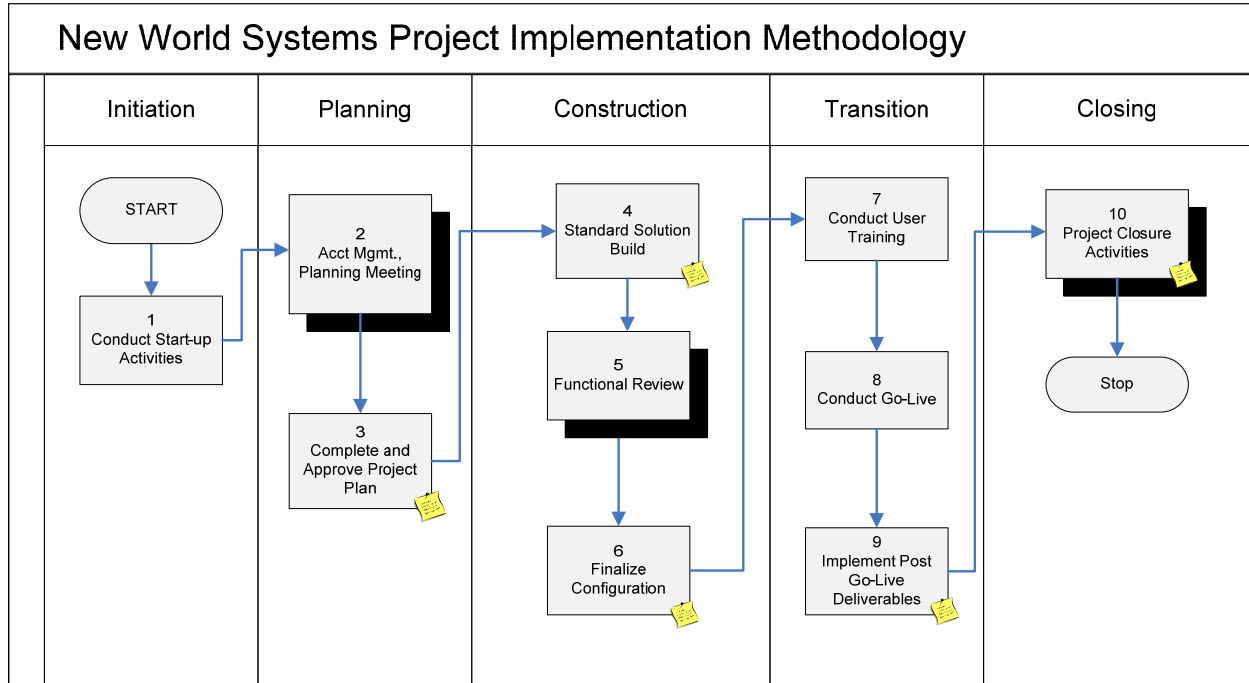
Inputs (prerequisites):
1. System Assurance conference call(s)s scheduled
2. System Assurance meeting agendas and presentation templates
3. Data collection templates and GIS implementation packet

Outputs (completion criteria):
1. Completed Systems Assurance conference call(s)
2. Customized System Assurance meeting agenda and presentation template
3. Updated Project Management Plan (e.g., action items, issues identified)
4. Updated Project Schedule
5. Survey and data collection documents (completed by the County)
6. Supporting documentation
7. Store project related documents and update status of project on Project Management Portal
8. GIS Information

Purpose: Create and approve the Project Management Plan.

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

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New World Systems Project Implementation Methodology

Initiation	Planning	Construction	Transition	Closing

START

1
Conduct Start-up Activities

2
Acct Mgmt., Planning Meeting

3
Complete and Approve Project Plan

4
Standard Solution Build

5
Functional Review

6
Finalize Configuration

7
Conduct User Training

8
Conduct Go-Live

9
Implement Post Go-Live Deliverables

10
Project Closure Activities

Stop

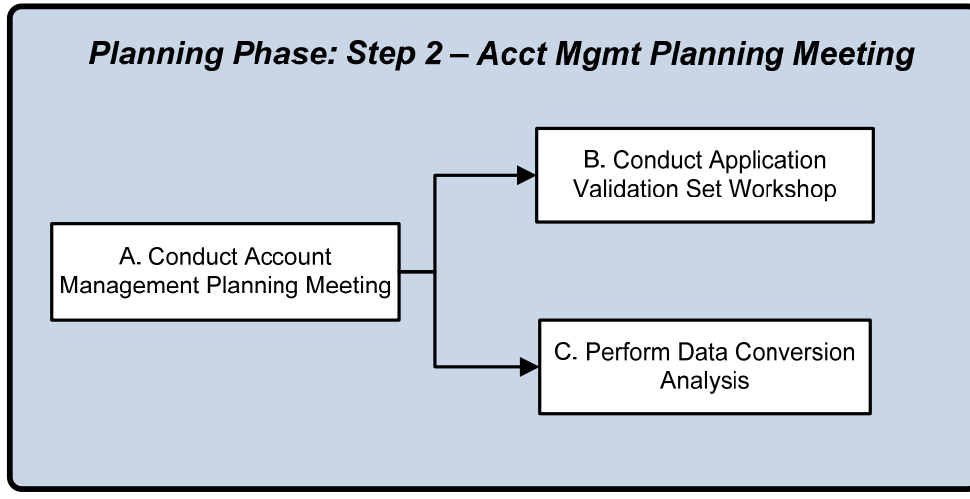LEGEND   [ ] Step   [ ] Task Includes Customer Executive Review Meetings   Requires Authorized Customer Signoff

Planning Phase – Step 2

Step 2: On-Site Account Management Planning Meeting

Planning Phase – Step 2

A. Conduct Account Management Planning Meeting

Overview: During this event, the assigned New World Project Manager will coordinate a series of on-site meetings with key County staff and SMEs associated with project planning, development and implementation. In addition, we will review the County's existing business practices, documented and undocumented, and workflow to examine their fit into the New World software product. In this series of meetings, New World and the County will establish project methods, project acceptance criteria and governance. Key topics include:
1. Executive overview with Executive Management and identification of County Executive Sponsor(s)
2. Review of project scope (Agreement, project methodology) with County project management staff as described in Appendix 9
3. Development of the Project Management Plan (PMP)
4. Discuss initial Project Schedule and resource management policy
5. Presentation of the overall implementation strategy, roles, responsibilities and keys to project success
6. High level review of County workflows and policies to establish the foundation to facilitate discussions related to a proposed timeline, custom requirements and an initial training schedule
7. Address go-live requirement for custom interfaces and data conversions

Key meeting participants include:
1. Senior/Executive Sponsor
2. General Manager Professional Services
3. New Account Sales or Customer Care Account Manager
4. New World Project Manager
5. County Senior Management /Exec Sponsor
6. County Project Manager
7. County SMEs

New World Responsibilities: During this event, the Project Manager (and/or designee) will meet with County staff and review requirements for the seven items listed above. Once complete, the Project Manager (and/or designee) will

document the requirements and distribute the information to the appropriate members of the implementation team. The New World Project Manager responsibilities include:

1. Review framework for account management, roles and responsibilities of New World and County
2. Review Agreement
3. Review project methodology
4. Review initial PMP
   a. Roles and Responsibilities
   b. Communication Plan
   c. Risk Management Plan
   d. Initial issues / concerns
5. Review Preliminary Project Schedule
6. Review the initial Training Plan
7. Review Acceptance Test Plan
8. Review Cutover Plan
9. Create the initial definition for custom requirements (e.g., custom interfaces, data conversion); clearly define implementation timing (e.g., go-live vs. post go-live).
10. Conduct Executive Sponsorship meeting (As defined in Appendix 9)
11. Update the Project Management Plan and Project Schedule

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

County Responsibilities:
1. Site preparation (conference rooms, audio visual equipment, etc.)
2. Meeting coordination with Executive Sponsors, build team members and SMEs (as defined in Appendix 9) to support all contracted modules and functions, including but not limited to:

> **AEGIS Modules and Functions**
> Law Enforcement Records Management
> Corrections Management
> Mobile
> Field-Based Reporting

3. Agreement to account management framework, relationship approach and project review time schedule
4. Attending and participating in the Account Management Planning Meeting
5. Providing liaison support with agencies and vendors required to support interfaces
6. Providing liaison support with the state to support state reporting requirements (e.g., IBR, UCR, Accidents, etc.)
7. Providing appropriate technical staff necessary to complete technical surveys (e.g., the Aegis Mobile Checklist) and interface technical specifications
8. Reviewing all documentation compiled through this process, including the Requirements Document(s) submitted by New World and identify areas of concern in writing
9. Identifying any non-standard New World reports not yet identified or included in the Agreement

Inputs (prerequisites) provided by New World unless noted otherwise:
1. County Agreement
2. Meeting Agenda / Pre-Trip Report
3. Presentation template
4. County completed surveys, data collection documents, as provided by County
5. Standard workflow templates
6. Project Management Plan

7. Data Conversion, System Assurance templates
8. Initial Project Schedule
9. Topology diagram of County's network, as provided by County
10. Requirements Definition template

Outputs (completion criteria) provided by New World unless noted otherwise:
1. Post-trip Report
2. Framework established for account management, roles and responsibilities of New World and County
3. Project methodology and planning templates reviewed
4. Agreement on initial Project Schedule and initial Training Plan
5. Initial Requirement Definitions (e.g., software modifications, custom interfaces, data conversion) and clearly defined implementation timing (e.g., go-live vs. post go-live)
6. Define timeframe for next Executive Sponsorship meeting.
7. Updated, if necessary, Project Management Plan
8. Updated Project Schedule
    a. All activities sequenced (dependencies applied)
    b. Project Schedule defined
9. Supporting documentation
10. Store project related documents and update status of project on Project Management Portal

Planning Phase – Step 2

B. Conduct Application Validation Set Workshop

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

New World responsibilities:
1. Provide access to up-to-date electronic user manuals for workshop participants
2. Instruct County personnel on the validation sets information and process for the various contracted modules and associated application database
3. Provide feedback on results of instruction to County Project Manager

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

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

Outputs (completion criteria):
1. Post-Trip Report
2. Updated Project Plan
3. Updated Validation Set workbook(s)

Planning Phase – Step 2

C. Perform Data Conversion Analysis

Overview: Using the established guidelines from the Agreement (Appendix 2), prepare County and New World for data conversion and migration. New World will analyze County source data, develop and deliver a Data Conversion/Migration Plan. This process will have been initiated during the on-site Account Management Planning meeting(s).

New World responsibilities:
1. With County assistance, New World will analyze existing County source data; during this analysis process, New World will determine compatibility with the New World database structures and the viability of a conversion or migration to the New World database
2. Develop and deliver a Data Conversion/Migration Plan. The plan will identify data sources to be converted, data sources to be migrated, database types, database design and any detected data mapping concerns
3. If required, develop change order that reflects differences between the Agreement and Customer's desired data conversion

County responsibilities:
1. Provide New World with a representative sample of the data to be converted on mutually agreeable transmission media
   a. Assist New World in analyzing source data
   b. Live data in source system
2. Review the Data Conversion/Migration Plan and identify any concerns
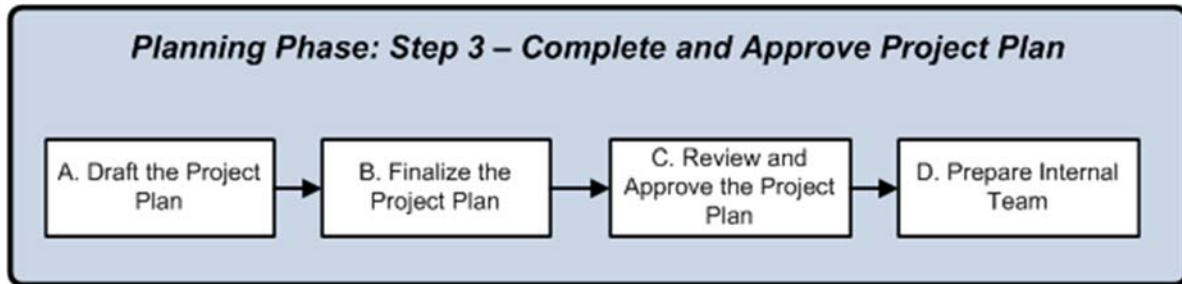
Inputs (prerequisites):
1. Data File Conversion Implementation Guide
2. A copy of the County's' existing Tiburon database in SQL format

Outputs (completion criteria):
1. Data Conversion/Migration Plan
2. County review and sign off on the Data Conversion/Migration Plan

Step 3: Complete and Approve Project Plan

Planning Phase – Step 3

A. Draft the Project Plan

Overview: The purpose of this event is to review the information captured during the Planning Phase, finalize key decisions and prepare to finalize the overall Project Plan. It is important to note that the Project Plan includes all documents prepared during the Planning Phase:
1. Project Management Plan
    a. Roles and Responsibilities
    b. Communication Plan
    c. Risk Management Plan
    d. Action Items
    e. Issues
    f. Key Decisions - Changes
2. Project Schedule
3. Supporting documents
4. Initial Requirement Definition for County Deliverables
5. Initial Training Plan

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

County responsibilities: Support finalization of the Project Plan, providing SMEs as needed. Contact State Police for submission management.

Inputs (prerequisites):
1. Pre-Trip Report
2. Requirements Document(s)
3. Initial Training Plan
4. Information referenced from legacy system(s) as well as New World software
5. Project Management Plan
6. Project Schedule

Outputs (completion criteria):
1. Post-Trip Report
2. Updated Project Management Plan
3. Updated Project Schedule
4. Updated Requirements Document(s), including sign-offs

5. Updated supporting documentation
6. Proposed personnel schedule of New World staff assigned to the project; i.e. trainers, data conversion specialists, etc.

Planning Phase – Step 3

B. Finalize Project Plan

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

New World responsibilities: The New World Project Manager will finalize the Project Plan to meet the requirements of a successful implementation, while establishing clear ownership of activities, deadlines and timeframes for each step of the implementation. The Project Plan provides detailed instructions to the entire County team and once approved, is the guide for all project activity going forward.
1. Review with County personnel the identified implementation tasks, priorities, inter-dependencies, team members, resources and other requirements to approve the final Project Plan.
2. Finalize the Project Management Plan, Project Schedule and supporting documentation that comprise the Project Plan.

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

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

Outputs (completion criteria):
1. Updated Project Plan
2. Confirmed personnel schedule (90-day lock
3. Store project related documents and update status of project on Project Management Portal

Planning Phase – Step 3

C. Review and Approve Project Plan

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

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

County responsibilities:
1. Review the final Project Plan and document any specific deficiencies found with the Plan within fifteen (15) business days.
2. County Project Manager and Executive Manager sign off on final iteration of the Plan.

Inputs (prerequisites):
1. Pre-Trip Report
2. Final Project Plan
3. Supporting Documentation

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

Planning Phase – Step 3

D. Prepare Internal Team

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

New World responsibilities: The New World Project Manager will be responsible for the following:
1. Prepare and coordinate the team briefing
2. Ensure all project documents are stored on the portal and are available to the team
3. During the meeting, the Project Manager will review the Project Plan and supporting documents
4. The Project Manager will review with the individual team members their roles and responsibilities associated with the implementation

County responsibilities: None

Inputs (prerequisites):
1. Agenda
2. Final Project Plan
    a. Project Schedule
    b. Requirements Document(s)
    c. Project Management Plan
    d. Supporting Documentation
        i. State reporting
        ii. Data conversion
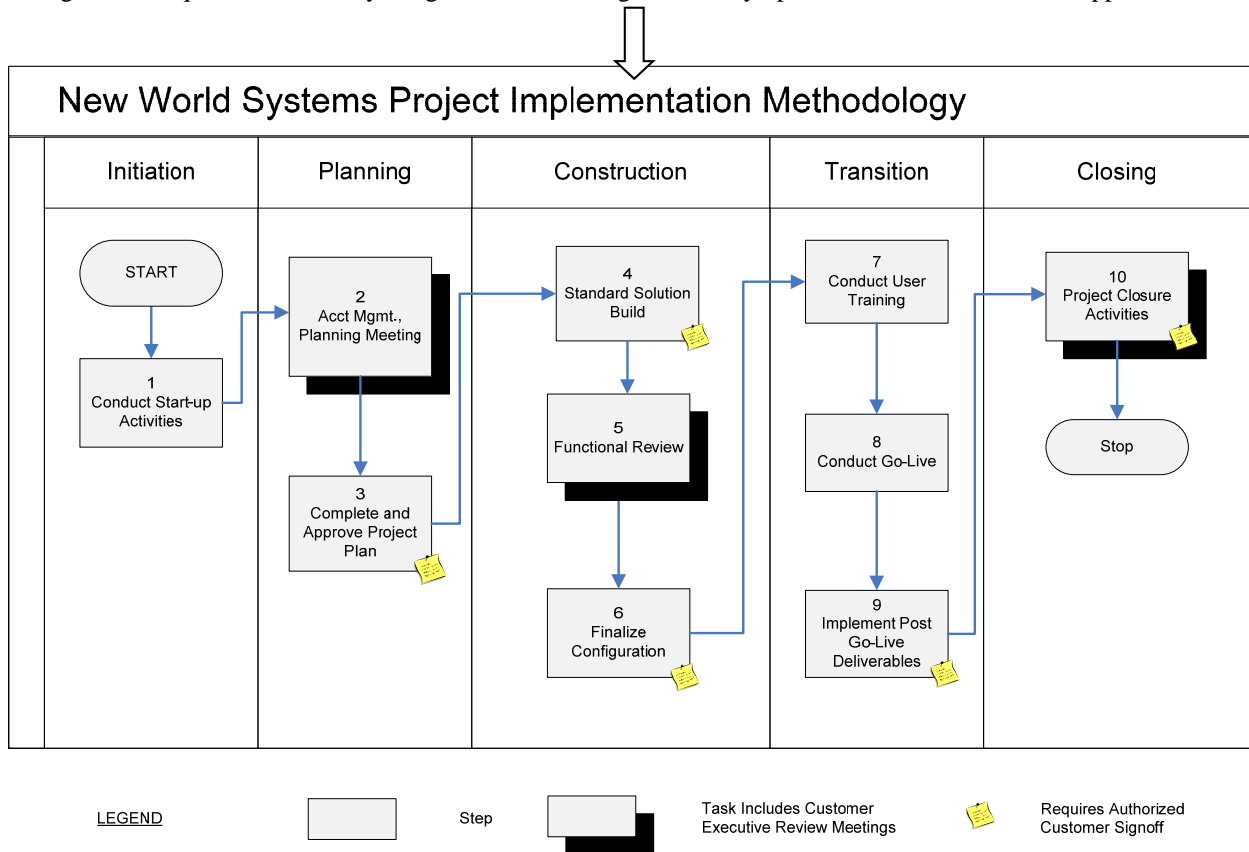   iii. System Assurance
3. Agreement
4. Personnel schedule

Outputs (completion criteria):
1. Updated, if necessary, Project Plan
2. Project team prepared to build application solution

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

Description of Phase: The Construction Phase consists of three steps. During this Phase, New World and County Project Managers lead the project, coordinate project team activities, communicate direction, report on project progress, monitor resources, identify issues, negotiate remediation activities, monitor risk, track intermediate deadlines, and track budgetary issues. The team's focus during this Phase is to execute the Project Plan. County 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 County operations to the New World application.

New World Systems Project Implementation Methodology

Initiation	Planning	Construction	Transition	Closing

START

1
Conduct Start-up Activities

2
Acct Mgmt., Planning Meeting

3
Complete and Approve Project Plan

4
Standard Solution Build

5
Functional Review

6
Finalize Configuration

7
Conduct User Training

8
Conduct Go-Live

9
Implement Post Go-Live Deliverables

10
Project Closure Activities

Stop

LEGEND   Step   Task Includes Customer Executive Review Meetings   Requires Authorized Customer Signoff

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

Step 4: Standard Solution Build
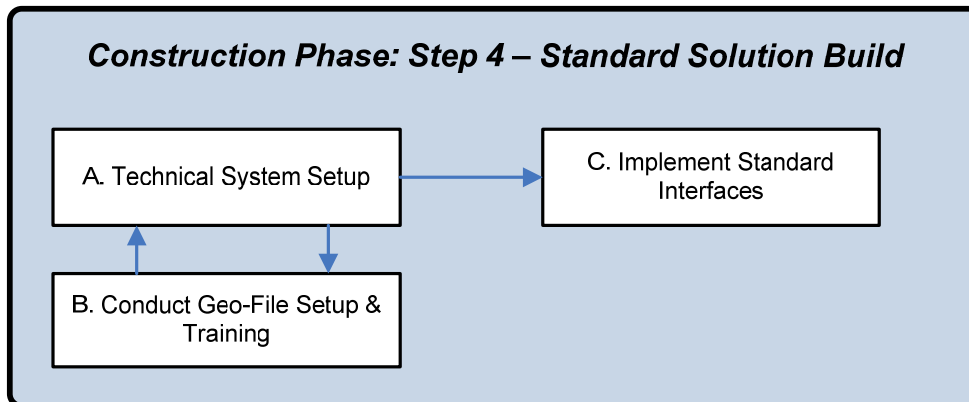
Construction Phase – Step 4

A. Technical System Setup

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

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

New World responsibilities: Configure the system as documented in the Site Plan and provide knowledge transfer to the System Administrator.

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

1. Verify with County personnel the computer processor(s), operating system software, third-party software, associated workstation requirements, printers, network communications and other related components supplied by County according to system specifications
2. Establish the initial application database using the Validation Set Workbook(s) as input (see Appendix 11)
3. Review with County the minimum requirements for workstations and mobile data devices as identified in Appendix 6, as applicable to the application
4. Train County to install client workstations, administer servers, manage disaster recovery systems and review any other items of concern related to hardware and software configuration
5. Review previously agreed-upon County management expectations of how system will be managed by County and roles of New World and County
6. Provide County with a Site Plan that includes the following:
   a. Identification of any special space requirements
   b. Functional system diagram, showing a high level view of the New World Standard Software subsystems and their associated hardware

County responsibilities:
1. Provide County technology staff to assist New World with the Site Plan

2. Provide, upon request, information on existing hardware and operating system software components and terminal networks, as well as projected utilization statistics and other information reasonably required to validate final hardware requirements
3. Review the final hardware and operating system configuration with the New World project team
4. Review New World's recommendations regarding any existing communications networks and workstations and make any reasonable modifications identified by New World and agreed to by the County to ensure compatibility with the equipment and system to be installed
5. Make best efforts to ensure that hardware is ordered, delivered and installed prior to scheduling New World's System Assurance visit on site
6. Have information technology support staff on hand for knowledge transfer and to help address any concerns encountered during the system installation
7. Provide signoff indicating completion of system set-up and administration training, if acceptable
8. Install and configure the mobile software on additional mobile computers

Inputs (prerequisites):
1. Pre-Trip Report
2. System Support documentation
3. Validation Set workbooks
4. County supplied topology diagram of the network and map
5. System Set-up and Administration Training sign-off template
6. Systems Management Expectations Policy template

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

Construction Phase – Step 4

B. Conduct Geo-File Setup and Training

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

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

The County will need to have the appropriate ESRI desktop software of ArcEditor or ArcInfo in order to conduct the initial GIS data load and ongoing maintenance of the data. The ArcEditor or ArcInfo software must be available for use by the New World to assist the County with GIS data support. It is required that all GIS data to be used within the New World software be maintained in a standard ESRI data format (shape files, personal geo-database, file geo-database) and then loaded into the New World software, or the required GIS data be maintained directly in the New World enterprise geo-database using ESRI's ArcGIS ArcEditor or ArcInfo desktop software.

New World responsibilities:
1. Obtain from County the New World required GIS data containing the street centerline layer geo-codable by the systems proposed geo-coding service. If County has GIS address point layer data, this can also be used at the County's' option
2. Obtain from County all appropriate required polygon boundary layers. This may represent Police Beats, Police ORI, Common Name, Alias, and Hydrant layer
3. The GIS Implementation Specialist will assist County in loading/importing its GIS data into the New World enterprise geo-database within the New World software
4. Conduct an Overview of GIS date used in the Licensed Software for the County

County responsibilities:
1. Provide New World with the required GIS data containing address point layer and street centerline layer, geo-codable by the systems proposed
2. Provide New World all appropriate required polygon boundary layers
3. Assume responsibility for both initial GIS data development and ongoing GIS data maintenance
4. Provide a GIS point of contact responsible for ongoing GIS maintenance
5. Provide the above-specified GIS data for import/load into the New World enterprise geo-database
6. Provide any other GIS data for use within the New World software at the time of the initial import/load into the New World enterprise geo-database
7. Provide all ESRI Desktop software ArcEditor/ArcInfo and any associated systems software licenses and workstation equipment necessary for the initial import/load of the GIS data into the New World enterprise geo-database
8. Provide trained staff to make GIS data changes or corrections in support of GIS implementation
9. Be solely responsible for the content and accuracy of the supplied GIS data

Inputs (prerequisites):
1. GIS Implementation Packet and data review document
2. Detailed specifications of required changes or additions to County GIS data to review compatibility within the New World application, provided by New World to County following review of County GIS data

Outputs (completion criteria):
1. The New World Standard Software GIS Implementation has been successfully completed with County-supplied GIS data

2. New World demonstrates to County the New World application is working correctly with the loaded County GIS data
3. New World has provided County with the appropriate GIS overview necessary for ongoing maintenance and uploading of the GIS data within the New World application going forward
4. Store project related documents and update status of project on Project Management Portal

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Construction Phase – Step 4

C. Implement Standard Interfaces

Overview: During this event, New World will implement the following standard interfaces:
1. Citizen Reporting Interface
2. LINX Interface
3. Aegis/MSP State/NCIC Interface
4. On-Line Global Subjects Interface to State/NCIC
5. On-Line Pawn Shop Check Interface to State/NCIC
6. On-Line Property Checks Interface to State/NCIC
7. On-Line Wants and Warrants Interface to State/NCIC
8. On-Line Orders of Protection Interface to State/NCIC
9. On-Line Impounds Interface to State/NCIC
10. Public Safety Lineups/Mug Shots
11. Livescan Interface
12. Commissary Interface
13. VINE Interface
14. Web Query

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

County responsibilities:
1. Provide County technology staff to address the desired interface workflow; (i.e., data direction, import or export, batch process or real-time, etc.)
2. County SMEs (as defined in Appendix 9) work with New World to test the interfaces

Inputs (prerequisites):
1. Pre-Trip Report
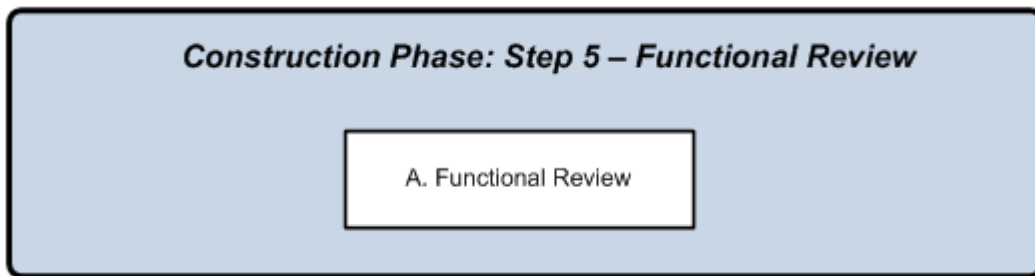2. Configuration requirements for interface operations
3. Standard Interfaces

Outputs (completion criteria):
1. Post-Trip Report
2. Updated, if necessary, Project Plan
3. Store project related documents and update status of project on Project Management Portal
4. Installed and Tested Standard Interfaces

**Step 5: Functional Review / Hands-On Demonstration**

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

New World responsibilities: New World's Project Manager and Application Specialist(s) will act as facilitators during the Functional Review. Their main role is to review the New World standard software solution with the County and identify any County workflow modifications and/or minor software configuration changes that need to be applied.

1. Coordinating this review with the New World Application Specialist and preparing the County to work towards acceptance of the configured applications.
2. Conduct a functional review and create any applicable documentation (e.g., Functional Review Guide, trip reports).
3. New World Application Specialist will present the configured applications and act as SME to facilitate an interactive exchange with County staff members reviewing the configured system
4. Executive Manager(s) will participate in the Functional Review, as well as a project review meeting with the County's senior staff.
5. Finalized content of the Training Plans as part of this Functional Review

The review should include:

1. Comparison of the various County work processes and the functional relationship to the Licensed Software
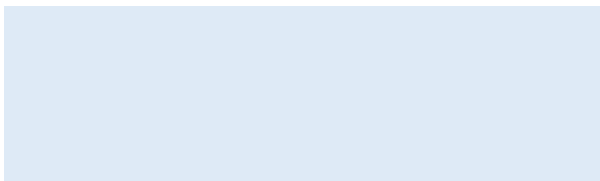
2. Review of any potential custom modification decisions related to implementation of the standard software solution and the post-live custom requirements
   a. Custom software modifications
   b. Custom interfaces
   c. Data conversion
3. Finalization of any applicable Requirements Definition documentation
4. Identification and documentation of any desired configuration modifications to the standard software solution
   a. Standard software applications
   b. Standard Interfaces
   c. State reporting requirements (e.g. IBR, UCR, Accident)
5. Review of existing County-specific reports (internal management reports, citizen inquiries, etc.)

6. Review Hardware and Network Topology
7. Assess impact on workforce
8. Finalize Training Plan
9. Finalize Acceptance Test Plan
10. Discuss Data Conversion Migration Plan
11. Define Cutover (Go-Live) Plan

County responsibilities: For the review, County leadership and SMEs participate to provide County workflow and policy information as it relates to the configured New World applications.

1. Work with New World Project Manager and Application Specialist to determine any additional configuration changes that are required
2. Work with New World to implement agreed upon workflow changes

Inputs (prerequisites):
1. Pre-Trip Report
2. Functional Review Guide
3. Requirements Document(s) for Custom Interfaces / Modifications
4. Standard interfaces
5. Geo-files

Outputs (completion criteria):
1. Post-Trip Report
2. Updated, if necessary, Project Schedule
3. Updated, if necessary, Project Plan
4. Project Configuration Plan
5. Training Plan
6. Supporting documentation
7. Store project related documents and update status of project on Project Management Portal

Step 6: Finalize Configuration
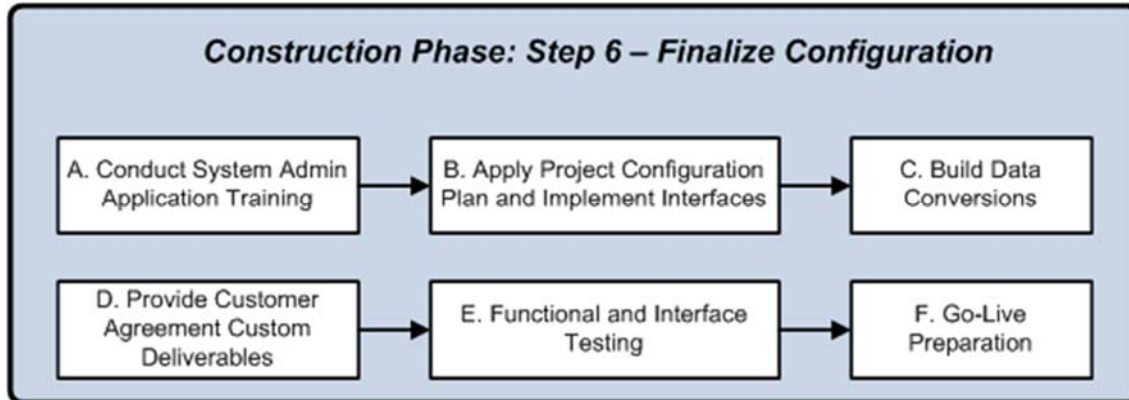
Construction Phase – Step 6

A. Conduct System Admin Application Training

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

Decisions regarding the configuration of the New World application from Step 5, Functional Review, and are applied during this Step.

New World responsibilities:
1. Provide access to up-to-date user manuals for workshop participants
2. Instruct County personnel, including the system administrator, on configuration of the various contracted modules

County responsibilities:
1. Provide and schedule necessary facilities for training sessions
2. Convene workshop team of SMEs for this training
3. Attend and participate in the System Admin Application Training

Inputs (prerequisites):
1. Pre-Trip Report
2. Training material
3. Project Configuration Plan
4. Training room with computers running New World application

Outputs (completion criteria):
1. Post-Trip Report
2. Updated, if necessary, Project Plan

Construction Phase – Step 6

B. Apply Project Configuration Plan and Implement Interfaces

Overview: During this event, the County uses the Project Configuration Plan created during the Functional Review to configure the applications, including any modifications to the standard configuration.

New World will implement any remaining standard interfaces.

In addition, New World will create and implement the custom interfaces described in Appendix 3 that must be in place to bring the applications into a live production environment.

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

County responsibilities:
1. Apply configuration changes as defined in the Project Configuration Plan
2. Provide County technology staff to address the desired application workflow
3. Work with New World to test the interfaces

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

Outputs (completion criteria):
1. Post-Trip Report
2. Updated, if necessary, Project Plan
3. Store project related documents and update status of project on Project Management Portal
4. Configured applications, including applicable interfaces, data conversion, state requirements and field reporting
5. Updated Project Configuration Plan, as provide by New World

Construction Phase – Step 6

C. Build Data Conversions

Overview: New World will provide the County requested-data conversion as described in Appendix 2.   The data conversion processes is to be coordinated with the go-live schedule.

New World responsibilities:
1.   See Appendix 2

County responsibilities:
1.   See Appendix 2

Inputs (prerequisites):
1.   Approved Data Conversion/Migration Plan
2.   Data to be converted

Outputs (completion criteria):
1.   Completed data conversion programs
2.   Conversion test sign-off

Construction Phase – Step 6

D. Provide Custom Deliverables

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

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

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

Inputs (prerequisites):
1. Completed enhancements and/or custom software interfaces
2. County to confirm functionality of software within the scope of the Requirements Document, in accordance with Appendix 3

Outputs (completion criteria):
1. Upgraded application with enhancements and/or custom software
2. Trained personnel

Construction Phase – Step 6

E.   Functional and Interface Acceptance Testing

Overview: The objective of Functional and Interface Acceptance Testing is to verify that the Licensed Software provided by New World meets the agreed upon specifications as provided for in the Agreement including the RFP Functional Specifications.

New World responsibilities:
1.   Functional Acceptance Testing will be provided for the Licensed Software.
2.   Prior to beginning functional testing New World will develop a test plan by adding a 'pass/fail' column to the detailed RFP response.
3.   The New World Project Manager, with input from the County's Project Manager, will plan, coordinate, and manage the testing processes in accordance with the Acceptance Test Plan (Appendix 10 of this SOW).
4.   Any items that are identified by New World and County as 'failed' will be addressed by New World and will be re-tested as necessary.

County responsibilities:

1.   County agrees to conduct acceptance testing in a timely manner following notice by New World that a testing phase is ready to be started.
2.   The County will review and approve each identified item in this test plan document. This document will be used during testing which will occur during System Administration Training and on-site meetings.

Inputs (prerequisites):
See Acceptance Test Plan (Appendix 10 of this SOW).

Outputs (completion criteria):
See Acceptance Test Plan (Appendix 10 of this SOW).

Construction Phase – Step 6

F. Go-Live Preparation

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

New World responsibilities:
1. During this process, the New World Project Manager or Application Specialist will review the system with the County to ensure that each application is functioning as expected
2. In addition, they will review the Project Management Plan with the County to ensure all applicable issues and action items have been addressed and will instruct County personnel, including the system administrator, on configuration of the various contracted modules

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

Inputs (prerequisites):
1. Pre-Trip Report
2. Project Configuration Plan
3. Project Plan
4. Go-Live sign-off template
5. Pre-Go-Live Checklist
6. Go-Live Checklist
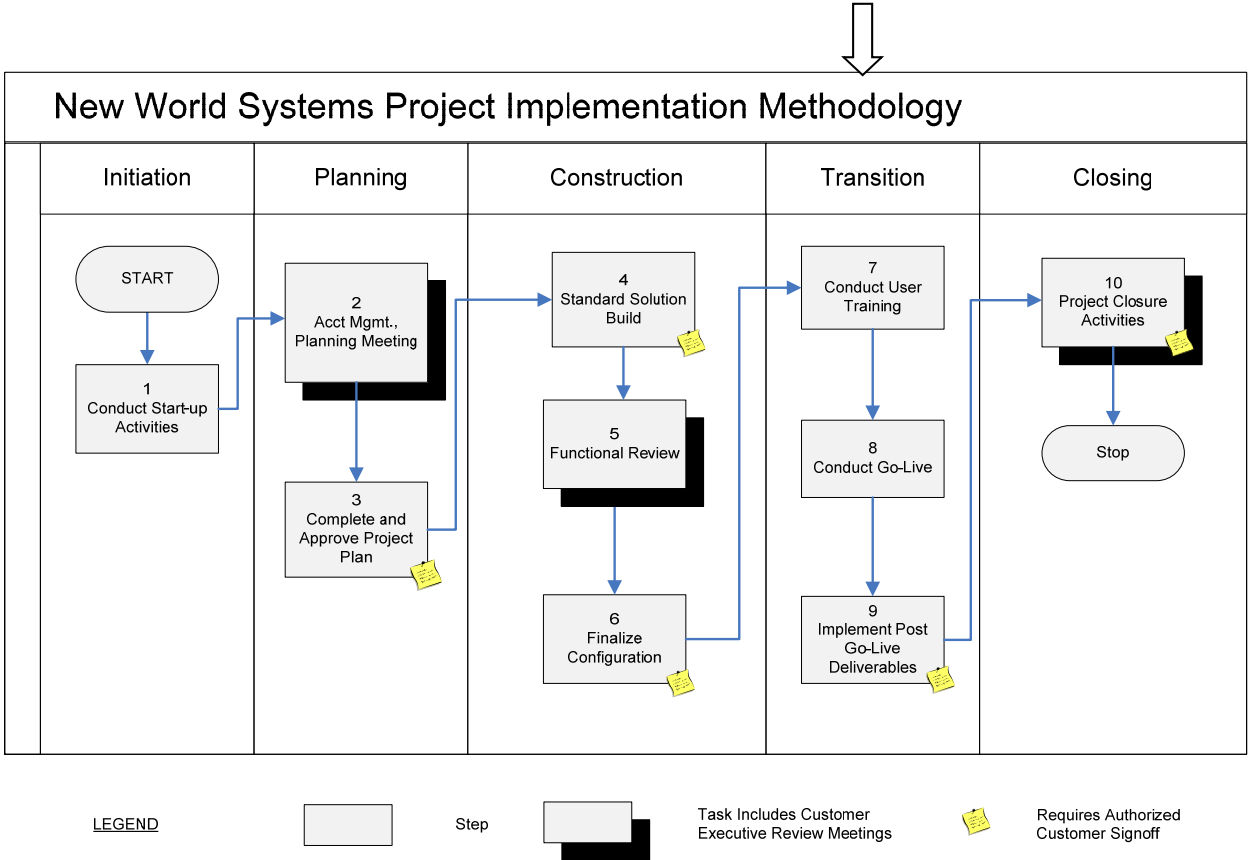
Outputs (completion criteria):
1. Post-Trip Report
2. Updated, if necessary, Project Plan
3. Go-Live sign-off
4. Documentation of all outstanding issues/concerns and written agreement to begin the training/transition to the live environment

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

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

New World Systems Project Implementation Methodology

Initiation	Planning	Construction	Transition	Closing

START

1
Conduct Start-up
Activities

2
Acct Mgmt.,
Planning Meeting

3
Complete and
Approve Project
Plan

4
Standard Solution
Build

5
Functional Review

6
Finalize
Configuration

7
Conduct User
Training

8
Conduct Go-Live

9
Implement Post
Go-Live
Deliverables

10
Project Closure
Activities

Stop

LEGEND — Step — Task Includes Customer Executive Review Meetings — Requires Authorized Customer Signoff

Transition Phase – Step 7

Step 7: Conduct User Training
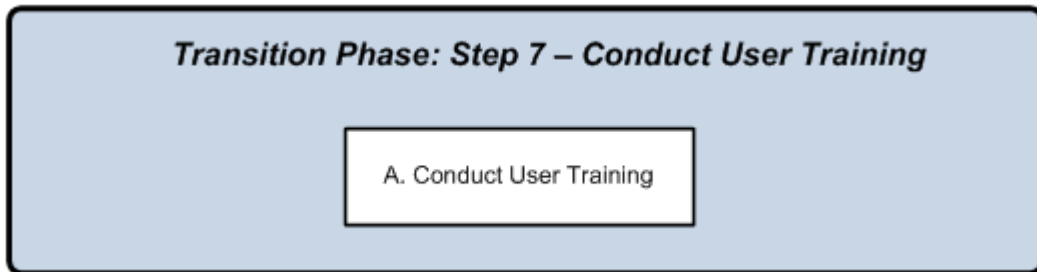
Overview: New World's Application Specialist(s) provide user training to County staff.

New World responsibilities: New World's Application Specialist will provide on-site training services to assigned County staff. Appendix 7 is a preliminary overview of the training to be provided to the County and outlines the number of training hours to be provided by New World. The number of courses and attendees reflected in Appendix 7 is preliminary and subject to change at the County's discretion. Training options include:

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

User Training
New World will provide County-defined User Training courses.

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

Inputs (prerequisites):
1. Pre-Trip Report
2. Training materials
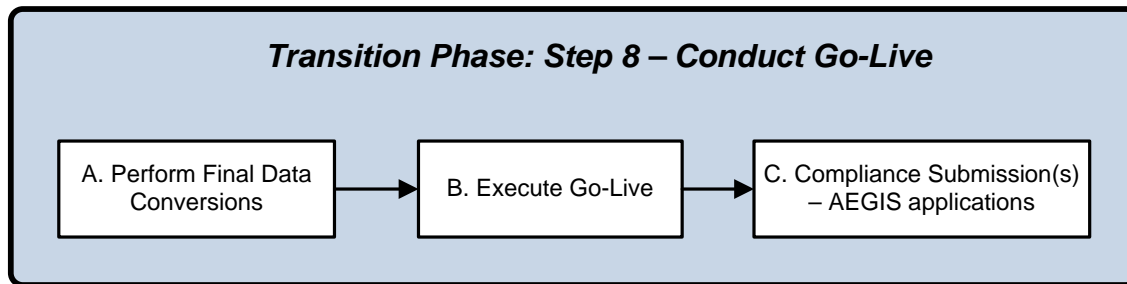   a. Lesson Plan / User Guide
   b. Written Proficiency Examinations

Outputs (completion criteria):
1. Post-Trip Report
2. Written Proficiency Examination results

Step 8: Conduct Go-Live

Transition Phase: Step 8 – Conduct Go-Live

A. Perform Final Data Conversions → B. Execute Go-Live → C. Compliance Submission(s) – AEGIS applications

Transition Phase – Step 8

A. Perform Final Data Conversion

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

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

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

Inputs (prerequisites):
1. Pre-Trip Report
2. Data Conversion Packet
3. Approved Data Conversion/Migration Plan

Outputs (completion criteria):
1. County review and sign off on Acceptance of Data Conversion, if acceptable.
2. Post-Trip Report

Transition Phase – Step 8

B. Execute Go-Live

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

New World responsibilities:
1. In preparation for go-live; New World will proactively verify the operational readiness of the production environment. This activity may be managed by the Project Manager or an Optimization Manager. The key areas to be reviewed and New World team members who will complete the review are:
   a. Infrastructure and related operational environment (System Assurance 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)
   f. Priority Warranty Items / Release Upgrades (Project Manager or Optimization Manager, with assistance from the appropriate teams)

2. New World provides on-site assistance for all applications being put into production use, i.e. "going live"

> **AEGIS APPLICATIONS**
> Law Enforcement Records Management
> Corrections Management
> Mobile
> Field-Based Reporting

3. New World assists County in preparing production server for go-live
   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. Geo-files

5. Turnover to County Support

6. New World's on-site staff cleared to depart County site, upon approval of the County's Project Manager.

County responsibilities:
1. County goes live with applications identified in the Agreement
2. Provide SME team members to assist as first line of support with go-live for each of the applications

Inputs (prerequisites):
1. Pre-Trip Report
2. Standard software
3. Custom software
4. Interfaces
5. Geo-files
6. Pre go-live preparations
    a. System preparation
    b. Team preparation
    c. Preparatory meeting with County project manager to discuss / review open items, if any

Outputs (completion criteria):
1. Post-Trip Report
2. Updated, if necessary, Project Plan
3. County support engaged
4. Live Operations

Transition Phase – Step 8

C. Compliance Submission(s)
Overview: As part of normal operations, County is required to submit crime statistic reports to the state (VA-IBR) 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 agency to adopt the new technology in their environment and submit reports after a period of operation.

New World Responsibilities:
1. During the Construction Phase, New World works with the agency to implement state VA-IBR reporting rules.
2. State reporting and editing can be a significant challenge and to assist Countys with this event, New World schedules and assigns an Application Specialist to assist the County with its first submission process.
3. The first full test of these rules occurs 30 to 60 days after go-live to ensure the County has data for submission to the state. During this 60-day period, or until County has made a successful VA-IBR electronic submission, New World will continue to work with the County to improve County's use of the software.
4. New World Application Specialist will provide training services and support to assigned County staff to submit, edit and correct state-required statistical crime reports.
5. The Project Manager will provide oversight to continue to verify operational efficiencies.

County Responsibilities:
1. Identify primary and secondary staff responsible for submission and correction of state reports. Also, identify state contact and state testing procedures to ensure the state is prepared to assist with the analysis and evaluation of report submissions in order to expedite returns and error reporting
2. For operational optimization, provide access and staff support as necessary to support the optimization activities

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

Outputs (completion criteria):
1. Post-Trip Report
2. State submission within Commonwealth of Virginia accepted error rates
3. Open item list and corresponding release plan

Step 9: Implement Post Go-Live Deliverables

Transition Phase – Step 9

Reliability and Final Tests

Reliability and Final Tests are intended to verify that the software and delivered by New World meets the system performance requirements in accordance with the Agreement between the parties. New World and the County will test the list of performance requirements coded "Yes" by New World in response to the County RFP and/or referenced in the Agreement between the parties.

Reliability and Final Tests are performed in the County live production environment.

For each performance requirement on the list, the County and New World will specify the script to use to verify that the item is performing properly in the County production environment. The script is a simple description of the step or steps taken to perform the test and the time frame for measuring the test result, when appropriate.

In addition, the expected result of the performance requirement will be validated to comply with system performance criteria as described in Appendix 5.

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

Description of Phase: The Closing Phase consists of one step. During this Phase, the New World Project Manager reviews the project with Executive Management, closes out all remaining documentation tasks and disengages from the project. The Account Management Team assumes all responsibilities for ongoing support of the system and County.
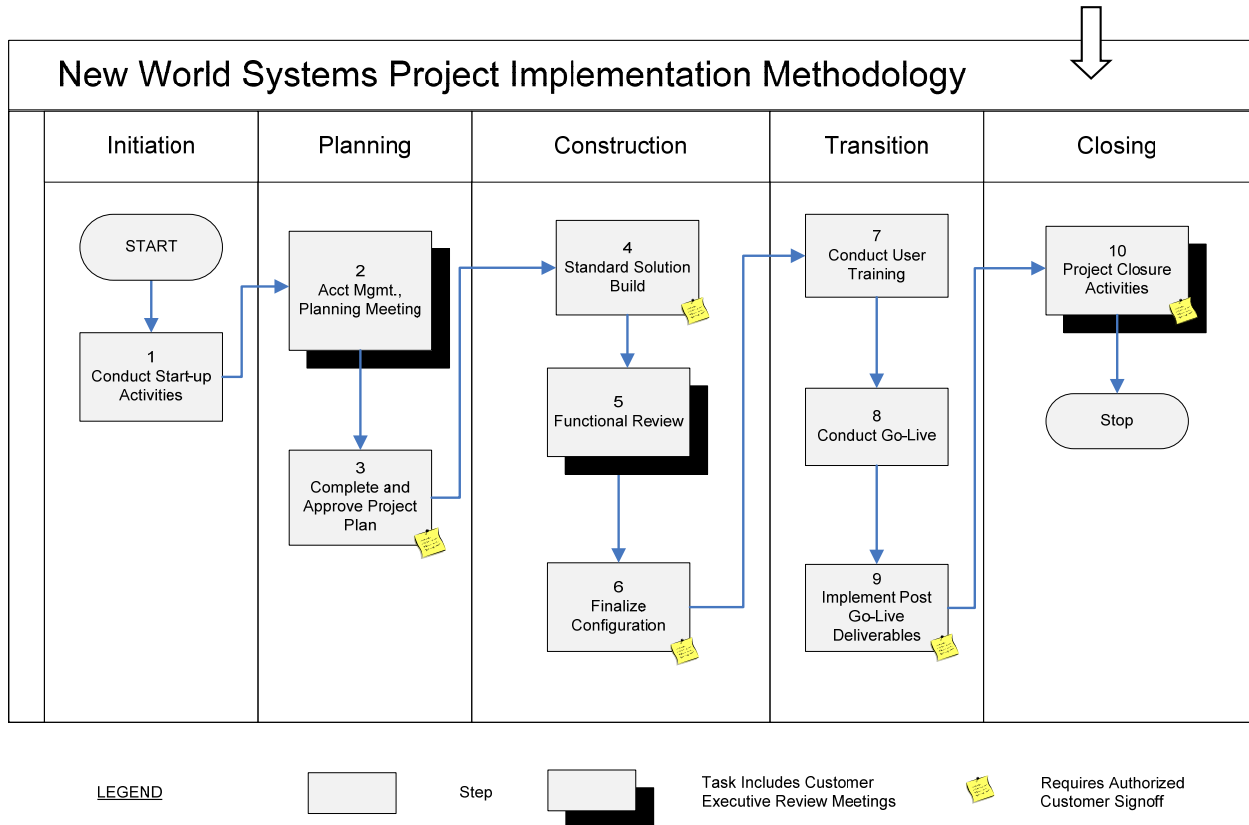
Step 10: Project Closure Activities
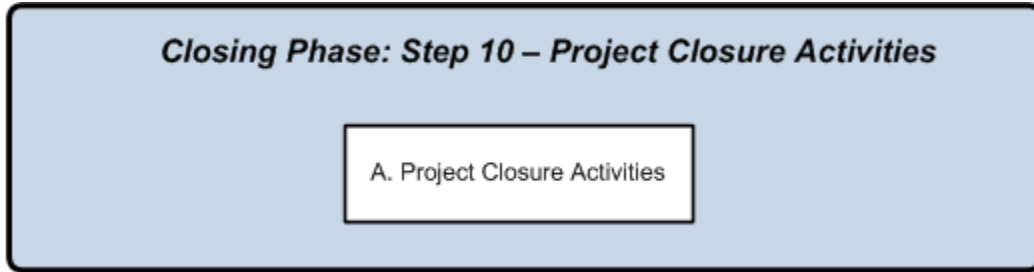
Transition to Account Management

Overview: At the conclusion of the project, the New World applications are fully live and functional in the County's environment with all required components delivered and operational. During this event, the New World Project Manager will schedule a formal turnover of the County to the New World Account Management Team, which includes the Executive Sponsor, Customer Support and Customer Care. The managers of Customer Support and Customer Care introduce their departments' structure and review the services each team provides.
Many of these individuals will have been part of the project, so this transition should be relatively seamless.
Project closure will also be finalized with the County, ensuring the County and the New World Account Management team members are aware of the overall deployment of the New World implementation and that all questions have been addressed and exceptions to the Statement of Work are incorporated into the sign-off document.

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

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

Inputs (prerequisites):
1. Agenda
2. Scheduled meeting
3. Open item list and corresponding release plan
4. Project Closure sign-off template

Outputs (completion criteria):
1. Account Management engaged to support the County
2. Project Closure sign-off

Appendix 1 – Project Gantt Chart

Appendix 2 – Data File Conversion

Appendix 3 – County Requested Standard Software Enhancements and Custom Interfaces

Appendix 4 – Implementation and Training Support Services

Appendix 5 – Software Performance Test Criteria

Appendix 6 – Hardware System Diagram

Appendix 7 – Training Syllabus

Appendix 8 – Custom Interface Control Documents

Appendix 9 – Preliminary Staffing Plan

Appendix 10 – Preliminary Acceptance Test Plan

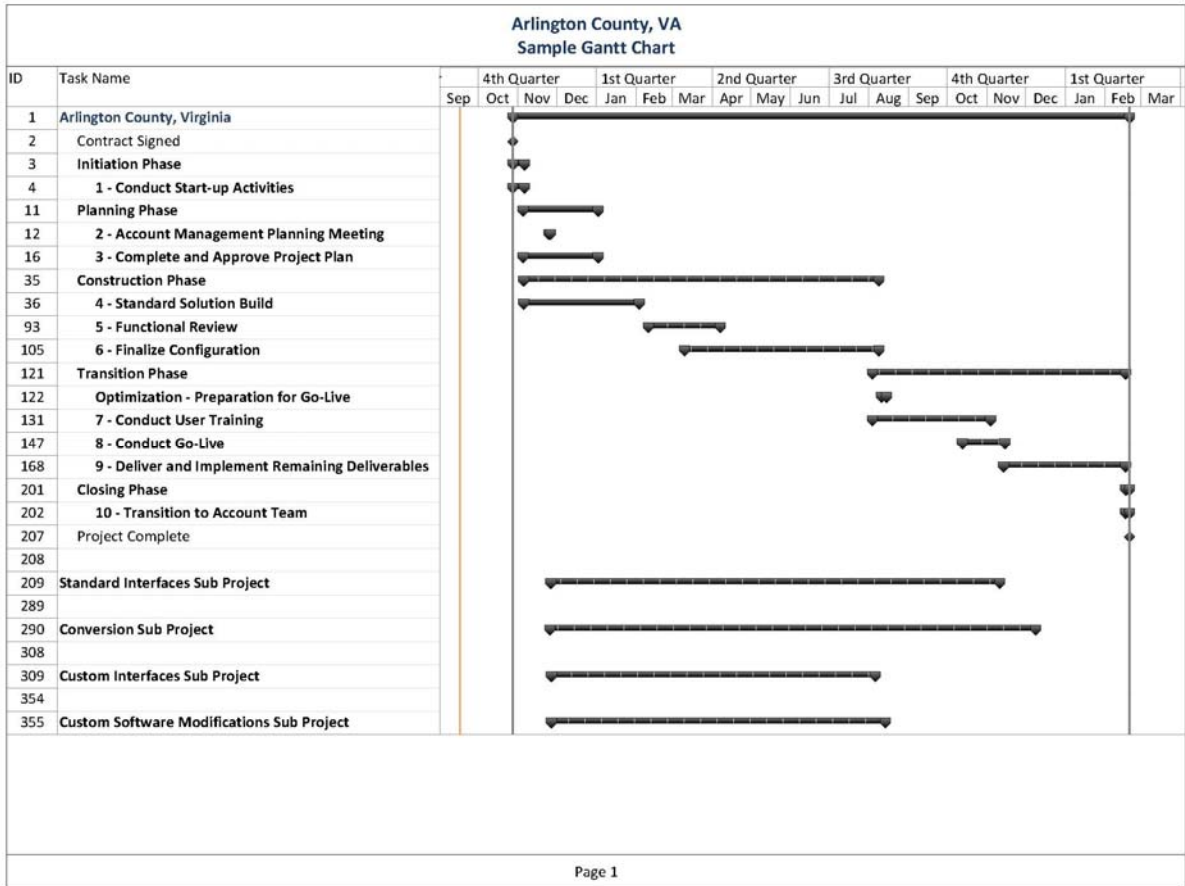**Appendix 11 – Sample Report Forms**

Arlington County, VA
Sample Gantt Chart

ID	Task Name	Sep	4th Quarter (Oct Nov Dec)	1st Quarter (Jan Feb Mar)	2nd Quarter (Apr May Jun)	3rd Quarter (Jul Aug Sep)	4th Quarter (Oct Nov Dec)	1st Quarter (Jan Feb Mar)
1	Arlington County, Virginia							
2	Contract Signed							
3	Initiation Phase							
4	1 - Conduct Start-up Activities							
11	Planning Phase							
12	2 - Account Management Planning Meeting							
16	3 - Complete and Approve Project Plan							
35	Construction Phase							
36	4 - Standard Solution Build							
93	5 - Functional Review							
105	6 - Finalize Configuration							
121	Transition Phase							
122	Optimization - Preparation for Go-Live							
131	7 - Conduct User Training							
147	8 - Conduct Go-Live							
168	9 - Deliver and Implement Remaining Deliverables							
201	Closing Phase							
202	10 - Transition to Account Team							
207	Project Complete							
208								
209	Standard Interfaces Sub Project							
289								
290	Conversion Sub Project							
308								
309	Custom Interfaces Sub Project							
354								
355	Custom Software Modifications Sub Project							

Page 1

Above Gantt Chart is a sample. The actual project Gantt Chart will be produced by New World as part of Statement of Work, Step 3 during the planning phase.

APPENDIX 2

DATA FILE CONVERSION

New World will provide conversion assistance to County to help convert the existing data files specified in this Appendix. The data conversion process is a joint effort between New World and the County. New World is responsible for developing, with the County's assistance, the process that moves data from the Tiburon RMS database to New World's Aegis/MSP RMS database. The County will provide assistance in understanding the structure of the Tiburon RMS data, and will make the decisions about how Tiburon RMS codes will translate to new codes (hair color, eye color, arrest type, call type, case status, personnel IDs, statutes, etc.) using New World's Mapping Tool.

During implementation of the CJRMS, the County will provide to New World a full copy of the Tiburon RMS, including Intellinetics and TIPS, in a Microsoft SQL database format, with a data dictionary or other document describing the data fields and table relationships if available. A New World conversion programmer will review the data layout and documentation with a New World conversion Project Manager. Initial questions or areas of concern will be identified.

The conversion Project Manager will schedule a trip to the County's site to review the modules to be converted as well as cover any questions about the data or data layout. At that time the County will be familiar with the layout of New World's RMS system and will be expected to be able to approve or request specific data field mapping. Screenshots of the current system populated with data may be requested to aid in the coding and testing of the conversion.

Once the analysis trip has been completed, the County will receive a conversion analysis customer approval form to review the scope of the conversion and summary of discussions. At that point, the New World conversion developer will task out the required coding to a New World programmer, provide time estimates for each task and set dates based on the required delivery date.

The required County time to assess the data conversion is minimized; however it is important that a meeting take place between New World and the County to review how the County is using and storing data in the current system. Such meetings reduce development time and the potential need to rework portions of the conversion after delivery due to data being inaccurately mapped into the new system.

General

1. A data conversion analysis and assessment to verify the scope of effort for the project will be conducted by New World.

2. This conversion effort includes data coming from one unique database or source, not multiple sources.

3. No data cleansing, consolidation of records, or editing of data will be part of New World's data conversion effort. Any data cleansing, removal of duplicate records, or editing must take place by County prior to providing the data to New World.

4. A portion of the County's data (old data) may be converted into a separate area (ORI) at the County's discretion

New World Responsibilities

1. New World will provide the appropriate personnel resources for these services, including but not limited to a Solution Consultant and Professional Services team member

2. New World will create and provide County 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 County approves this document.

3. New World will provide the data conversion programs to convert County's data from a single data source to the New World Licensed Standard Software for the specified files that contain 500 or more records.

4. As provided in the approved project plan for conversions, New World will schedule on-site trips to the County's location in order to conduct the following:

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

5. New World will provide County up to four (4) test iterations of converted data. One test iteration consists of:

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

County Responsibilities

1. County will provide appropriate resources to assist with the conversion process, including an Overall Conversion Manager, Application Expert(s), and Technical Support. These individuals' responsibilities include:

- Participation in analysis of data (1-2 Days)
- Mapping of Validation Sets and Master Files
- Testing of converted data
- Verifying the accuracy of the overall conversion including fixes done after testing of converted data
- Certifying that the conversion is correct and ready to run into the 'live' database
- The Technical Support person should be available when needed during the delivery of the test conversion and the final conversion.

2. Up to 42 discrete data file/modules from County's current database are included in this conversion as identified in the table below

	Arlington County: Data Source	New World: Data Destination
	Police	
1	MNI (Master Name Indices)	Master Name Jackets
2	Arrest (adult)	Arrests
3	Citations	Tickets
4	Custody (Juvenile Arrest)	Arrests (Juvenile Jackets)
5	Accidents	State Accident Reports
6	Field Interview	Field Investigations
7	Evidence	Master Property -Chain of Custody -Storage & Disposition -Association to Cases

	Arlington County: Data Source	**New World: Data Destination**
8	Property – (Assigned Equipment)	Personnel Equipment Inventory
9	Personnel	Personnel
10	Training	Personnel Training
11	Permits – Hack	Permits General
12	Permits – Gun	Gun Registration / Permits
13	Permits – Bike	Bicycle Registration
14	Towing and Impound	Vehicle Impounds
15	Vendor permits	Permits General
16	CASE	Cases
17	Incidents	Incidents for Cases w/Narratives
18	Tiburon ARS	Narratives
19	Intellinetics Data	External Documents
20	Alarm Data (false alarms)	Alarm Permits
21	Pawn	Pawn Shop Transactions
22	"Special Flags"	Custom Alerts
Sheriff		
23	Civil	Civil Cases
24	Jail	Bookings & Housing History
25	Jail incidents	Incidents for Cases
26	Jail Keep Separates	Alerts (Master Names)
27	Jail visitation	Inmate Activities
28	Jail classifications	Bookings Classifications
29	Inmate programs	Inmate Activities
30	Arrests	Arrests
31	Jail Gang	Gang Tracking
32	Warrants	Warrants
33	Mug shots (Tiburon TIPS)	Mug Shots

3. The County will provide a complete copy of the SQL-server database to New World. Data will be submitted to New World in one or more of the following formats:

    a. AS/400 files (SAV files),
    b. Microsoft SQL Server database,
    c. Microsoft Access database,
    d. Microsoft Excel spreadsheet,
    e. Visual Fox Pro database or similar format (.dbf files),
    f. An ASCII-format delimited text file (including embedded column headings and text delimiters), or
    g. An ASCII-format fixed-width file (along with structured column definitions in an electronic format suitable for parsing, such as a spreadsheet or document table).

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

Data extraction is the responsibility of the County.

4. County will respond to each test iteration in writing within ten (10) business days, on a form provided by New World, either:

    a.   Indicating Acceptance that the Data Conversion Process is ready for the final conversion, or

    b.   Indicating a list of changes that need to be applied to the Data Conversion Process for the next test iteration.

Up to four (4) test iterations are provided as part of the Data Conversion Process.

5. County 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.

6. County agrees to promptly review and signoff on both the Conversion Design Document and on the final conversions after appropriate review, if both are acceptable to County.

APPENDIX 3

COUNTY REQUESTED STANDARD SOFTWARE ENHANCEMENTS AND CUSTOM INTERFACES

1.   **Overview**

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

Capabilities included:

      a)   Enhancements to Exhibit B Software
         (1)   Up to 400 hours of technical work have been included for Field-Based Reporting Forms Customization

      b)   The following Custom Interfaces:

1.	Tiburon CommandCAD:	Import cleared CAD call information into RMS
2.	E-Magistrate System	Import warrant / charges data based on OTN#
3.	Parking Ticket Import Service	Generic import of standard parking ticket data
5.	Oracle e-Business Suite (EBS)	
4.	VA TREDS (FR-300)	Traffic Reporting Electronic Data System
5.	LIDS/CORIS	Local Inmate Data System
6.	PTCC	Pretrial Community Corrections Case Mgmt. System
7.	Prosecutor's Office	Karpel Prosecutor's S

Please see Interface Control Documents (ICDs) in Appendix 8 for each of the above interfaces.

2.   **Methodology to Provide Enhancements and Custom Interfaces**

      a)   <u>New World Responsibilities:</u>

         (1)   Review of desired features with County. 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.

      b)   <u>Implementation Sequence</u>

<u>Activity</u>

(1)   Complete Design Review with County Staff.

(2)   New World submits completed RD to County.

(3)   RD is Accepted and signed off by County (no programming will be done by New World until the formal sign-off and County's authorization to proceed in writing).

(4)   New World completes programming from RD and provides modified software to County.

(5)   Software Modification Acceptance Test based on RD.

APPENDIX 4

IMPLEMENTATION AND TRAINING SUPPORT SERVICES

1. Project Management Services

New World shall provide a Project Manager to assist County's management in implementing the Exhibit B Software. This responsibility will include documenting, coordinating and managing the overall Implementation Plan with County's management and the Project Officer. 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 (to be at intervals mutually agreeable by New World and County Project Managers.)
   - a project review (kickoff) meeting at County's location
   - progress status meeting(s) will occur during implementation via telephone conference or at County's location; and
   - a project close-out meeting at County's location to conclude the project.
   f) New World consultation with other vendors or third parties.

The implementation services fees described in Exhibit B include Project Management fees for a period up to 24 months after the Effective Date, unless delays are caused by New World which cause the project duration to exceed 24 months.

2. Project Optimization:

In preparation for go-live, New World shall work with County to verify the operational readiness of County's production environment. New World shall review:

   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; and
   f) Priority Warranty Items/Release Upgrades

For a period of 90 days from go-live, New World shall provide oversight to continue to verify operational optimization. In doing so, New World shall review:

   a) Infrastructure and related operational environment;
   b) Application configuration, compliance adherence and custom software modifications;
   c) Custom forms (from Development Team);
   d) Priority Warranty Items/Release Upgrades, and;
   e) Software Releases /Open item review from Project Management Plan

County shall be responsible for providing access and staff support as necessary to support the optimization activities.

3. Implementation and Training Support Services

The implementation and training support services include, but are not limited to the following:
   a) implementation of each package of Licensed Standard Software;
   b) Customer training and/or assistance in testing for each package of Licensed Standard Software; and as further described in SOW Step 5: Functional Review and Appendix 7 – Training Syllabus

c) tailoring of Licensed Standard Software by New World technical staff and/or consultation with New World technical staff; as well as all tasks as further described in SOW Step 6: Finalize Configuration.

The project management, implementation and training support services provided by New World may be performed at County's premises and/or at New World national headquarters in Troy, Michigan (e.g., portions of project management are performed in Troy). There is no obligation or requirement for County personnel to travel to Troy.

As part of this Agreement, New World will provide 1066 hours of training to the County. The County may elect to use the provided training hours at its discretion (e.g., swap training hours between courses). In the event the County does not use all the provided training hours, the balance will "roll-over" so that the County can use the unused hours for other New World billable tasks (e.g., services, on-site support, etc.)

4.   Interface/Other 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 County's responsibility, if required. Whenever possible, these services will be done remotely, resulting in savings in travel expenses and time. The services include the following interfaces.

a)   Software System Testing
b)   Systems Assurance (Disaster Recovery)
c)   Message Switch Installation
d)   Citizen Reporting Interface
e)   LINX Interface
f)   State/NCIC
g)   On-Line Global Subjects Interface to State/NCIC
h)   On-Line Pawn Shop Check Interface to State/NCIC
i)   On-Line Property Checks Interface to State/NCIC
j)   On-Line Wants & Warrants Interface to State/NCIC
k)   On-Line Orders of Protection Interface to State/NCIC
l)   On-Line Impounds Interface to State/NCIC
m)   New World Mug Shots/Imaging
n)   Livescan Interface
o)   Commissary Interface
p)   VINE Interface
q)   Web Query
r)   GIS Implementation
s)   Custom Interfaces

5.   **Hardware Quality Assurance Service**

New World shall provide Hardware Systems Assurance for County's Aegis/MSP server(s), whether supplied by New World or supplied by County. These services do not include hardware and/or third-party product costs, which shall be County's responsibility, if required. Whenever possible, these services will be provided remotely, resulting in savings in travel expenses and time.

a)

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

6. **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 County's responsibility, if required. Whenever possible and at the County's discretion, these services will be provided remotely. If on-site installation is required, County will be responsible for the actual travel expenses and time.

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

7. **On-Site Assistance with Upgrade of Licensed Software**

New World will provide up to five (5) days of on-site technical services to assist County with installation and deployment of the first version upgrade of the Licensed Standard Software.

8. **Decision Support Services (DSS) Implementation Services**

New World will provide County with implementation of licensed DSS software modules. The implementation will include installation, training, and configuration of DSS modules. The 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. County 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). County 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.

e) Installation of Customer specific reporting cube(s) and dashboard(s) as agreed upon during solution design and review. Enhanced package includes up to 12 reporting cube(s) or dashboard(s).

APPENDIX 5
## SOFTWARE PERFORMANCE TEST CRITERIA AND REMEDIATION PROCESS

New World represents that the Exhibit B Licensed Standard Software will provide satisfactory performance to satisfy the current processing requirements of County. This representation is based on current master file sizes, current transaction volumes, and reasonable history retention requirements. It is also conditioned upon County's agreement not to add other applications in addition to those listed on Exhibit B, and not to use any third party software products or hardware in a way that impacts software performance. This representation is further conditioned upon County balancing the computer system properly, including but not limited to, backups, tuning the system as required and in accordance with industry best practices.

Satisfactory performance is defined as average response time of 2 seconds or less in over 80% of the input or inquiry transactions during any measured four hour period, plus an average response time of 5 seconds or less in over 98% of the input or inquiry transactions during any measured four hour period. Given the above definition, should the Exhibit B software not perform satisfactorily, then County shall notify New World in writing and give New World 30 days to determine if the unsatisfactory performance is related to New World products or is related to other factors not part of the New World software (see examples above). New World shall have unrestricted access to the Computer during the 30-day correction period and shall be able to make any adjustments necessary to improve system performance. New World shall document adjustments made and notify County in writing of the adjustments. If requested by County, and using Appendix 4 support services, New World shall train County on how to make adjustments. After 30 days, if the system performance has not improved, and should the unsatisfactory performance be attributable to the New World software, as agreed upon by New World and the County, 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 90 days of the 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 problems, and/or other activities performed on County's behalf to initially start up or improve hardware or software performance will be performed using Appendix 4 support service guidelines. As defined above, given written notice of software performance deficiencies by County, the New World time spent during the 30-day correction period to evaluate the alleged deficiencies will not be billable to County unless New World can document and demonstrate that the alleged deficiencies are not due to deficiencies of the Exhibit B software, in which case the time spent by New World during the 30-day correction period would be billed to County.

The software performance representation set forth in this Appendix expires one year from the date of "Complete Acceptance".

APPENDIX 6
HARDWARE SYSTEM DIAGRAM
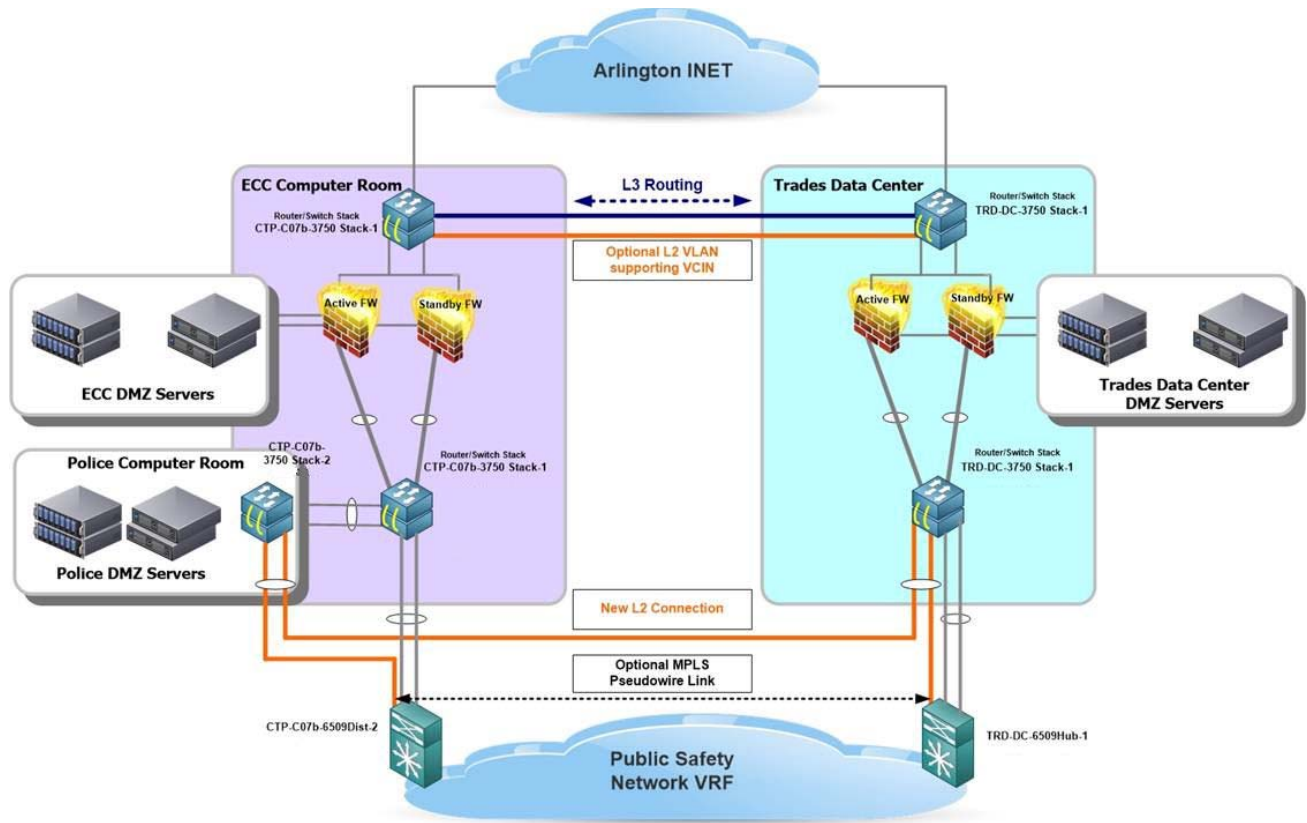
Hardware Specifications

ARLINGTON COUNTY, VA
Aegis/MSP Hardware - Disaster Recovery

SYSTEM HARDWARE

SERVERS

Primary Host Servers

(2) Dell PowerEdge R620 1U Rack Servers (Or Similar)

- (2) Intel Xeon E5-2670 2.60GHz, 1600MHz, 8-Core Processors
- 96GB 1600MHz RDIMMs (Memory)
- Internal Dual SD Module with 1GB SD Card
- Embedded SATA Controller
- (1) Broadcom 5720 Quad Port 1GB NIC (Integrated)
- (1) Broadcom 5719 Quad Port 1GB NIC (PCIe)
- Redundant Hot Swappable Power Supplies
- DVD/ROM, SATA, Internal
- 5 Year ProSupport 24X7X4 Hour Onsite

Primary Storage Array (SAN)

(1) Dell EqualLogic PS6100X 4U iSCSI SAN (Or Similar)

- (24) 600GB 10K-RPM 2.5" SAS Hot Swap Disk Drives (14.4TB 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
- 5 Year ProSupport for IT and Mission Critical 24X7X4 Hour Onsite

Backup Host Server

(1) Dell PowerEdge R620 1U Rack Servers (Or Similar)

- (2) Intel Xeon E5-2670 2.60GHz, 1600MHz, 8-Core Processors
- 96GB 1600MHz RDIMMs (Memory)
- Internal Dual SD Module with 1GB SD Card
- Embedded SATA Controller
- (1) Broadcom 5720 Quad Port 1GB NIC (Integrated)
- (1) Broadcom 5719 Quad Port 1GB NIC (PCIe)
- Redundant Hot Swappable Power Supplies
- DVD/ROM, SATA, Internal
- 5 Year ProSupport 24X7X4 Hour Onsite

Backup Storage Array (SAN)

(1) Dell EqualLogic PS6100XV 4U iSCSI SAN (Or Similar)

   - (24) 600GB 10K-RPM 2.5" SAS Hot Swap Disk Drives (14.4TB 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

   - 5 Year ProSupport for IT and Mission Critical 24X7X4 Hour Onsite

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SYSTEM SOFTWARE

Primary Host Servers

(2) Windows Server 2012 - Datacenter Edition, 2 Processors

(500) Microsoft Windows Server 2012 - User/Device CAL (Estimated)

(4) SQL Server 2014 - Standard Core Edition, 2 Cores (8 vCPUs Total)

(4) VMware vSphere 5 - Standard Edition, Processor License, 3 Yr. SNS

(1) VMware vCenter Server 5 - Foundation, 3 Yr. SNS

(1) VMware Site Recovery Manager 5 (25 VM Pack) - Standard, 3 Yr. SNS

(2) Microsoft Word 2010 (Production and Test)

(2) Microsoft Excel 2010 (Production and Test)

Backup Host Servers

(1) Windows Server 2012 - Datacenter Edition, 2 Processors

(2) VMware vSphere 5 - Standard Edition, Processor License, 3 Yr. SNS

(1) VMware vCenter Server 5 - Foundation, 3 Yr. SNS

VIRTUAL MACHINE SPECIFICATIONS

SPECIFICATIONS

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

Database Server
- 4 vCPUs
- 16GB Memory
- 100GB Virtual Disk (OS)
- 500GB Virtual Disk (SQL)
- Windows SQL Server 2012- Standard Edition, 64-Bit
- Windows Server 2012 - Standard Edition, 64-Bit

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

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

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

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

Aegis Test/Training Server

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

Mobile Test/Training Server

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

VMware vCenter Management Server

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

APPENDIX 7
TRAINING SYLLABUS

Application	Course Name	Course Number	Course Highlights	Pre Requisites	Who Should Attend?	Class Size	Training Time (hours)	Number of Attendees	Total Training Hours
LERMS	**LERMS Basic Windows Functionality**	**RMS203**	This class provides an overview of basic windows functionality, geo-verification, grid functionality, and base toolbar functionality.	First course for LERMS	Anyone planning on using the LERMS Software	15	1.00	167	12.00
LERMS	**Jackets**	**RMS204**	This class provides the user with the correct functionality and procedures for adding or maintaining a global record (individual, business, vehicle and/or gun). Jackets are the foundation of the New World Systems LE RMS software. All names, vehicles, etc. are based on this concept.	RMS203	Personnel that enter or modify Police Records data	15	3.00	167	36.00
LERMS	**Basic RMS Entry / Incidents and Cases**	**RMS205**	This class is designed for those agencies who are utilizing the Field-Based Reporting application (either through a mobile client or as a standalone workstation) to enter all case reports. It provides the user with the correct functionality and procedures for	RMS204	Personnel who need to manage and/or edit cases entered via the Police Records field reporting merge process. *Officers who will be entering field reports*	15	4.00	167	48.00

Application	Course Name	Course Number	Course Highlights	Pre Requisites	Who Should Attend?	Class Size	Training Time (hours)	Number of Attendees	Total Training Hours
			managing and/or editing cases entered through the Field Reporting application.		*exclusively using the mobile devices will not need this training.*				
LERMS	**Incidents, Cases & Arrests**	**RMS206**	This class is provides the user with the correct functionality and procedures for adding or maintaining a full case report.	RMS204	Personnel who need to add a full case report into the Police Records System. *Officers who will be entering field reports exclusively using the mobile devices will not need this training.*	15	0.50	167	6.00

Application	Course Name	Course Number	Course Highlights	Pre Requisites	Who Should Attend?	Class Size	Training Time (hours)	Number of Attendees	Total Training Hours
LERMS	**Property Processing**	**RMS207**	The class covers: adding property; using the bar-coding process (when the optional module Property Room Barcode Interface has been included in the contract); tracking the location of all property/evidence; keeping a clear audit trail of when property leaves the control of the property room and when it returns; releasing of property, either by court order or other request; and indicating any property that is either targeted for disposal or has been properly disposed, according to court orders.	RMS204	Personnel assigned to property/evidence units.	15	4.00	30	8.00

| | | | | APPENDIX 7 | | | | | |
| | | | | TRAINING SYLLABUS | | | | | |

Application	Course Name	Course Number	Course Highlights	Pre Requisites	Who Should Attend?	Class Size	Training Time (hours)	Number of Attendees	Total Training Hours
LERMS	**Property Processing - Quick Entry**	**RMS207-Q**	The class covers adding property and checking in property using the Property Quick Entry user interface.	RMS204 or RMS208	Patrol personnel and Investigators. The number of students vary greatly based on the property processing workflow. If the officer logs the property directly then this training is needed for the officer.	15	1.00	296	20.00
LERMS	**Inquiry / Searches**	**RMS208**	This class provides the user with the correct functionality and procedures for reviewing Police Records data (according to defined security access). Students attending are usually assigned to duties that need to retrieve information as requested or by need of a formal inquiry; but are not limited to this function. Any user may	RMS203	Personnel who have limited access to or have no need for any direct input into the software.	15	2.00	484	66.00

Application	Course Name	Course Number	Course Highlights	Pre Requisites	Who Should Attend?	Class Size	Training Time (hours)	Number of Attendees	Total Training Hours
			want to attend to get an overview of the software and the type of information available.						
LERMS	UCR/IBR Review and Reporting	RMS209	In this class the student learns how to build reports and how to read the edit (error) messages; how to correct errors; and after a successful completion, how to submit the report to their state.	RMS206	Personnel assigned to complete the monthly statistics required by their state	15	2.00	16	4.00
LERMS	Standard Reports	RMS210	This class focuses on the New World standard reports provided with the LE RMS software. The student is introduced to the different reports available; their output; and how to print them.	RMS203	Personnel that need to generate RMS reports	15	2.00	97	14.00

			APPENDIX 7 TRAINING SYLLABUS						
Application	**Course Name**	**Course Number**	**Course Highlights**	**Pre Requisites**	**Who Should Attend?**	**Class Size**	**Training Time (hours)**	**Number of Attendees**	**Total Training Hours**
LERMS	**Bookings**	**RMS211**	In this class the student learns how to enter the required information to complete a new booking record and manage the subsequent release process.	RMS205	Personnel assigned to book prisoners into the Records Management system	15	3.00	0	
LERMS	**Case Management**	**RMS212**	This class focuses on: Searching for cases assigned to a personnel or bureau/detail; Assignment of cases; Monitoring and creating activity (tasks) by either the supervisor or the assigned officer; and writing any supplements to close or further describe the ongoing investigation. This also includes closing out a case due to an arrest or other authoritative reason.	RMS204	Personnel and Supervisors who are responsible for investigating or managing case files	15	2.00	44	6.00

Application	Course Name	Course Number	Course Highlights	Pre Requisites	Who Should Attend?	Class Size	Training Time (hours)	Number of Attendees	Total Training Hours
LERMS	**Impounded Vehicles**	**RMS213**	This class focuses on the maintenance of information for impounded vehicles. At the County's discretion, this may also include information on towed/stored vehicles as well. The content includes Searching for Impounded Vehicles, Entry of Impounded Vehicles (including necessary Global Jackets), and Updating Impounded Vehicles when a vehicle has been released.	RMS204	Personnel that maintains information about impounded vehicles.	15	0.50	12	0.50
LERMS	**Bicycle Registration**	**RMS214**	In this class, the student is shown how to search, inquire, enter and report on bicycle registrations.	RMS204	Personnel that maintain files related to Gun Permits and/or Gun Registrations	15	0.50	13	0.50
LERMS	**Gun Permits/ Registrations**	**RMS215**	In this class, the student is shown how to search for existing Gun Permits or Registrations, how to enter the Gun	RMS204	Personnel that maintain records related to Bicycle Registrations	15	0.50	12	0.50

Application	Course Name	Course Number	Course Highlights	Pre Requisites	Who Should Attend?	Class Size	Training Time (hours)	Number of Attendees	Total Training Hours
			Permits/Registrations, and how to update any existing Gun Permits/Registrations.						
LERMS	Pawn Shop Processing	RMS216	The content for this class includes entering Pawn Slips, searching for Pawn Slips, and running Pawn Shop Reports.	RMS204	Personnel that capture data from Pawn Slips and/or research information from the received Pawn Slips	15	1.00	15	1.00
LERMS	Alarm Management	RMS218	The content for this class includes how the false alarms are generated to the Alarm Management module, how to search for "Unmatched Alarms", how to create Alarm Permits and how to generate warning letters and false alarm invoices. The class also shows how to update records when fines are received or when a false alarm needs to be voided.	RMS205	Personnel that are in control of all warning letters and false alarm billings related to false alarm responses	15	2.00	4	2.00

Application	Course Name	Course Number	Course Highlights	Pre Requisites	Who Should Attend?	Class Size	Training Time (hours)	Number of Attendees	Total Training Hours
LERMS	**Gang Tracking**	**RMS219**	This class provides in depth coverage of the three aspects of the Gang Tracking module: Gangs, Gang Informants, and Gang Intelligence. The first part of the class demonstrates how to compile information on a gang, such as lineage, members, colors, weapons of choice, proclaimed areas, members' vehicles, crime patterns, and known associates to the gang members. The second portion of the class discusses how to enter information related to gang informants (informants are given a code to protect their identity outside of the Gang Module) and the third portion demonstrates how to maintain intelligence that is related to the gangs.	RMS204	Personnel that oversee responsibility in gathering information related to gangs	15	4.00	28	8.00

Application	Course Name	Course Number	Course Highlights	Pre Requisites	Who Should Attend?	Class Size	Training Time (hours)	Number of Attendees	Total Training Hours
LERMS	**Equipment**	**RMS221**	The content of this class includes how to enter information into the software, maintain the equipment, and assign it out to the necessary personnel. In addition, the students are shown how to keep track of all "Activity" related to the equipment, such as repairs, tune-ups, calibration, etc.	RMS204	Personnel that maintain an County's equipment such as weapons, radar guns, cameras, tasers, audio and video recorders, etc.	15	1.00	14	1.00
LERMS	**Vehicle Maintenance**	**RMS222**	This class is addresses the process for keeping track of all fleet vehicles and other equipment. This class also covers scheduling maintenance in advance and showing how to pull reports to know when a vehicle or other equipment needs maintenance.	RMS204	Personnel that maintain an County's fleet of vehicles, including scheduling of all maintenance related activity	15	1.00	4	1.00

Application	Course Name	Course Number	Course Highlights	Pre Requisites	Who Should Attend?	Class Size	Training Time (hours)	Number of Attendees	Total Training Hours
LERMS	**Field Investigations**	**RMS223**	The students are shown how to use this module to keep track of all leads related to a case, any contacts that are being made on the case, evaluation of any leads or contacts, as well as information on vehicles that may be related to the field investigation. *Note—this can be a standalone module for entering FI cards as well.	RMS204	Personnel who will be using the Field Investigations module.	15	1.00	23	2.00
LERMS	**Accidents**	**RMS224**	In this class, students learn about the accident module which, in addition to being a record keeping module, will print out on the state specific report form for each agency. The content of the class will cover searching for already entered accidents, accident entry, modifying and printing of the accident report form.	RMS206 and RMS227 (when used at agency)	Personnel that will be entering accident reports into the New World Systems software	15	2.00	0	

Application	Course Name	Course Number	Course Highlights	Pre Requisites	Who Should Attend?	Class Size	Training Time (hours)	Number of Attendees	Total Training Hours
LERMS	**Computer Aided Investigations**	**RMS225**	This very flexible module allows users to tie cases together and/or subjects to cases that may not have had a correlation made otherwise. The content of the class goes through the reports pertaining to Global Jacket information, Cases, and Modus Operandi. The students will be able to search for information that has been entered into the software, to use as an investigative tool. Additionally, if photo images are available within the implementation, such as when the optional module "Public Safety Lineups/Mug Shots" has been purchased, then the generation and use of Photo Line-Ups will be taught.	RMS204	Personnel that will be utilizing the software for investigative research	15	1.00	100	7.00

Application	Course Name	Course Number	Course Highlights	Pre Requisites	Who Should Attend?	Class Size	Training Time (hours)	Number of Attendees	Total Training Hours
LERMS	**Wants and Warrants**	**RMS226**	The content of the class includes Warrant Searches, Warrant Entry, managing existing Warrants as well as the various reports provided by the Wants and Warrants module.	RMS205	Personnel whose duties include managing warrants.	15	1.00	13	1.00
LERMS	**Tickets and Citations**	**RMS227**	This module can be used for both traffic and criminal related tickets and provides IBR/UCR statistics if necessary for each state. The content of this class includes the search capabilities of the Tickets and Citations module, as well as the entry of the various types of Tickets and Citations into the New World Systems software.	RMS204	Personnel that will enter Tickets and Citations into the software	15	1.00	12	1.00

APPENDIX 7
TRAINING SYLLABUS

Application	Course Name	Course Number	Course Highlights	Pre Requisites	Who Should Attend?	Class Size	Training Time (hours)	Number of Attendees	Total Training Hours
LERMS	Personnel	RMS228	The content of this class includes the entry of personnel information into the Personnel module, as well as discussion on what will need to be updated as personnel are promoted, change classification, resign, etc.	RMS204	Personnel who will be maintaining personnel records for changing rank, active status, and maintaining training records and reports.	15	1.00	11	1.00
LERMS	Training	RMS229	The content of the class is in three parts—creating courses for each agency (all courses are agency specific), scheduling courses in advance, and creating and maintaining training programs for personnel (such as new hires) that must successfully complete a variety of courses that may be a requirement to pass their training and probationary periods and/or for promotional opportunities.	RMS204	Personnel that oversee an agency's training records, including the scheduling of classes and training programs	15	2.00	9	2.00

Application	Course Name	Course Number	Course Highlights	Pre Requisites	Who Should Attend?	Class Size	Training Time (hours)	Number of Attendees	Total Training Hours
LERMS	**Scheduling and Reporting**	**RMS230**	The content of this class includes creating work schedules, and maintaining or modifying them as necessary. Training will also be provided on using the module for employee vacations, sick leaves, shift trades, etc.	RMS228	Personnel that have a necessity to create, maintain or modify the daily, weekly and monthly schedules	15	4.00	9	4.00
LERMS	**Career Criminal**	**RMS232**	The content of the class consists of how to search for Career Criminals, Entry of the Career Criminals and the various reports that are available within the module, such as seeing who is due for re-registering, or missed their registration deadline.	RMS204	Personnel that maintain information on "Career Criminals" such as parolees and sex registrants	15	2.00	95	14.00
LERMS	**Civil Paper Processing**	**RMS233**	The content of the class consists of how to add new, search, update and report on Civil Paper records, such as subpoenas, evictions, small claim court notices, etc.	RMS204	Personnel that maintain records pertaining to Civil Paper	15	2.00	10	2.00

APPENDIX 7
TRAINING SYLLABUS

Application	Course Name	Course Number	Course Highlights	Pre Requisites	Who Should Attend?	Class Size	Training Time (hours)	Number of Attendees	Total Training Hours
LERMS	**Narcotics Management**	**RMS234**	The class content includes information on maintaining and updating all aspects of the Narcotics Management Module and discuss that the information, including Global Jackets, are restricted to the module only, and not available to any users outside of the module.	RMS204	Personnel involved in the investigation of narcotics offenses. This module, which is highly secure, covers Narcotic Funds (such as "Buy Money"), Informants, and Intelligence.	15	4.00	23	8.00
LERMS	**Data Analysis/Crime Mapping/Managem ent Reporting**	**RMS250**	This class covers the New World Systems ad hoc reporting capability. It includes basic text reports, map reports and exported reports to different file types, such as Excel. This class may be taught at any time, although 4-6 weeks post go-live is preferred to ensure the data returned reflects accurate and correct information for the agency.	RMS204	Personnel responsible for generating ad-hoc reports	15	4.00	5	4.00

APPENDIX 7
TRAINING SYLLABUS

Application	Course Name	Course Number	Course Highlights	Pre Requisites	Who Should Attend?	Class Size	Training Time (hours)	Number of Attendees	Total Training Hours
LERMS	**LERMS**	**TOTAL HOURS**	This represents the total number of hours (rounded) for LERMS training, based on LERMS options selected by the agency.			15	63.00		280.50
LERMS									
CMS	**CMS Basic Windows Functionality**	**CMS303**	This class provides an overview of basic windows functionality, geo-verification, grid functionality and base tool bar functionality.	First course for CMS	Anyone planning on using the CMS Software	10	2.00	266	54.00
CMS	**Jackets**	**CMS304**	This class provides the user with the correct functionality and current procedures for adding or maintaining a global record (individual and, businesses). Jackets are the foundation of the New World Systems CMS software.	CMS303	Personnel that will be entering or modifying Corrections data	10	4.00	266	108.00

APPENDIX 7
TRAINING SYLLABUS

Application	Course Name	Course Number	Course Highlights	Pre Requisites	Who Should Attend?	Class Size	Training Time (hours)	Number of Attendees	Total Training Hours
CMS	**Booking: Initial Booking and Releasing**	**CMS305**	The students learn the booking and release processes, including handling of bail/bond money for releases.	CMS304	Personnel responsible for the initial intake and release of all individuals that come through the jail facility.	10	4.00	18	8.00
CMS	**Booking: Main Booking and Inmate Activity**	**CMS306**	This class is a continuation of Class CMS305. It includes the inmate being transferred to general housing, initial classification and creating and completing Inmate Events. Court Sentences, as well as calculating release dates will be covered. In addition, the class covers scenarios such as Weekenders and Work Release requirements and Re-bookings.	CMS305	Personnel responsible for the initial intake and release of all individuals that come through the jail facility.	10	4.00	32	16.00

| | | | | APPENDIX 7 | | | | | |
| | | | | TRAINING SYLLABUS | | | | | |

Application	Course Name	Course Number	Course Highlights	Pre Requisites	Who Should Attend?	Class Size	Training Time (hours)	Number of Attendees	Total Training Hours
CMS	**Basic Jail Management**	**CMS307**	This class covers the miscellaneous modules that complete the Corrections Management System software application. They include Correction Officer Log, Contacts, Incidents and Inmate Activity and NCIC	CMS304	Personnel responsible for managing a jail that is more than a 24 hour holding facility	10	4.00	266	108.00
CMS	**Inquiry / Searches**	**CMS308**	This class provides the user with the correct functio32nality and procedures for reviewing Corrections Records data (according to defined security access). Students attending are usually assigned to duties that need to retrieve information as requested or by need of a formal inquiry; but are not limited to this function. Any user may want to attend to get an overview of the software and the	CMS303	Personnel who have limited access to or have no need for any direct input into the software.	10	2.00	32	8.0

Application	Course Name	Course Number	Course Highlights	Pre Requisites	Who Should Attend?	Class Size	Training Time (hours)	Number of Attendees	Total Training Hours
			amount of information that is available.						
CMS	Standard Reports	CMS309	This class focuses on the New World Systems standard reports that are provided with the CMS software. The student is introduced to the different reports available; their output; and how to print them.	CMS304	Personnel responsible for generating standard reports	10	2.00	266	54.00
CMS	Medical Unit	CMS311	The students are introduced to Medical Events, Medical Conditions, Risks and Special Conditions. This prepares students to record and schedule all medical appointments and Rx for inmates.	CMS307	Personnel responsible for maintaining Medical records within the jail facility	10	2.00	10	2.00

APPENDIX 7
TRAINING SYLLABUS

Application	Course Name	Course Number	Course Highlights	Pre Requisites	Who Should Attend?	Class Size	Training Time (hours)	Number of Attendees	Total Training Hours
CMS	**Corrections Case Management**	**CMS312**	The students learn the procedures for maintaining Case Management Plans for each inmate, including goals, objectives and progress notes.	CMS307	Personnel responsible for maintaining Case Management Plans for each inmate	10	4.00	14	8.00
CMS	**Inmate Programs**	**CMS313**	This class includes adding and scheduling of courses, keeping a record of attendance for each inmate and any scores as required for the program.	CMS303	Personnel responsible for maintaining records of court mandated programs for each inmate or inmate requested programs	10	4.00	14	8.00
CMS	**Management and Finance**	**CMS314**	This course is designed to train the student on the concepts of the financial tracking functionality of the Corrections application. When this course is completed, the student will be able to track monetary deposits, transfers and withdrawals within given inmate funds and the general facility	CMS307	Personnel responsible for the Corrections financial management activities	10	4.00	4	4.00

			APPENDIX 7 TRAINING SYLLABUS						
Application	**Course Name**	**Course Number**	**Course Highlights**	**Pre Requisites**	**Who Should Attend?**	**Class Size**	**Training Time (hours)**	**Number of Attendees**	**Total Training Hours**
			funds. The student will be able to generate payments to vendors and contractors to the facility as well as create checks for the disbursement of inmate funds as they are released, or for specific payments based on facility criteria.						
CMS	**Equipment Tracking**	**CMS315**	The content of this class includes how to enter information into the software, maintain the equipment, and assign it out to the necessary personnel. In addition, the students are shown how to keep track of all "Activity" related to the equipment, such as repairs, tune-ups, calibration, etc.	CMS303	Personnel responsible for maintaining an agency's equipment— such as weapons, radar guns, cameras, tasers, audio and video recorders, etc.	10	1.00	3	1.00

**APPENDIX 7** **TRAINING SYLLABUS**
Application	**Course Name**	**Course Number**	**Course Highlights**	**Pre Requisites**	**Who Should Attend?**	**Class Size**	**Training Time (hours)**	**Number of Attendees**	**Total Training Hours**
CMS	**Scheduling and Reporting**	**CMS316**	This class is intended for all personnel that have a necessity to create, maintain, or modify the daily, weekly and monthly schedules. The content includes creating work schedules and maintaining or modifying them as necessary. Training is also provided on using the module for employee vacations, sick leaves, shift trades, etc.	CMS303	Personnel that have a necessity to create, maintain or modify the daily, weekly and monthly schedules	15	4.00	266	72.00
CMS	**Grievance Tracking**	**CMS317**	This class follows the workflow of the agency as defined in the system configuration process and covers the concepts related to tracking and replying to inmate grievances.	CMS306 and CMS313	Personnel that track and/or reply to inmate grievances.	15	2.00	9	2.00

APPENDIX 7
TRAINING SYLLABUS

Application	Course Name	Course Number	Course Highlights	Pre Requisites	Who Should Attend?	Class Size	Training Time (hours)	Number of Attendees	Total Training Hours
CMS	**Data Analysis /Crime Mapping /Management Reporting**	**CMS350**	This class covers the New World Systems ad hoc reporting capability. It includes basic text reports, map reports and exported reports to different file types, such as Excel. This class may be taught at any time, although 4-6 weeks post go-live is preferred to ensure the data returned reflects accurate and correct information for the agency.	CMS304	Personnel responsible for generating ad-hoc Corrections reports	10	8.00	8	8.00
CMS	**CMS**	**TOTAL HOURS**	This represents the total number of hours (rounded) for CMS training, based on CMS options selected by the agency.			10	54.00		452.00
CMS									

APPENDIX 7 TRAINING SYLLABUS									
Application	**Course Name**	**Course Number**	**Course Highlights**	**Pre Requisites**	**Who Should Attend?**	**Class Size**	**Training Time (hours)**	**Number of Attendees**	**Total Training Hours**
Mobile Msg	**Mobile Messaging Administrative Training**	**MM501**	This class covers the installation, configuration and on-going product/environment maintenance of the Mobile Messaging application. Note: This is not a typical classroom environment. Class size is limited to just those personnel who will be responsible for these functions. The actual class (training) is spread over several weeks of onsite support.		Personnel responsible for the installation, configuration and maintenance of the Mobile Messaging application	10	8.00	5	8.00
Mobile Msg	**Mobile Messaging End User Training**	**MM502**	This class is focused on the procedures to review local RMS/FRMS records, receive dispatched calls and updates, inquire on state/federal message switch, mapping functions, routing functions, unit status monitor and		Personnel that inquiry into Mobile Messaging data	10	3.00	366	111.00

Application	Course Name	Course Number	Course Highlights	Pre Requisites	Who Should Attend?	Class Size	Training Time (hours)	Number of Attendees	Total Training Hours
			understanding the AVL functionality as it relates to CAD. Note: Some of the above training will be dependent on the contracted configuration of Mobile Messaging.						
Mobile Msg	**Mobile Msg**	**TOTAL HOURS**	This represents the total number of hours (rounded) for Mobile Msg training, based on Mobile Msg options selected by the agency.			10	11.00		119.00
Mobile Msg									

APPENDIX 7
TRAINING SYLLABUS

Application	Course Name	Course Number	Course Highlights	Pre Requisites	Who Should Attend?	Class Size	Training Time (hours)	Number of Attendees	Total Training Hours
Mobile FR	**Field-Based Reporting Administrative Training**	**FR601**	This class covers the installation, configuration and on-going product/environment maintenance of the Field-Based Reporting application. Note: This is not a typical classroom environment. Class size is limited to just those personnel who will be responsible for these functions. The actual class (training) is spread over several weeks of on-site support.		Personnel responsible for the installation, configuration and maintenance of the Field-based reporting application	10	8.00	6	8.00

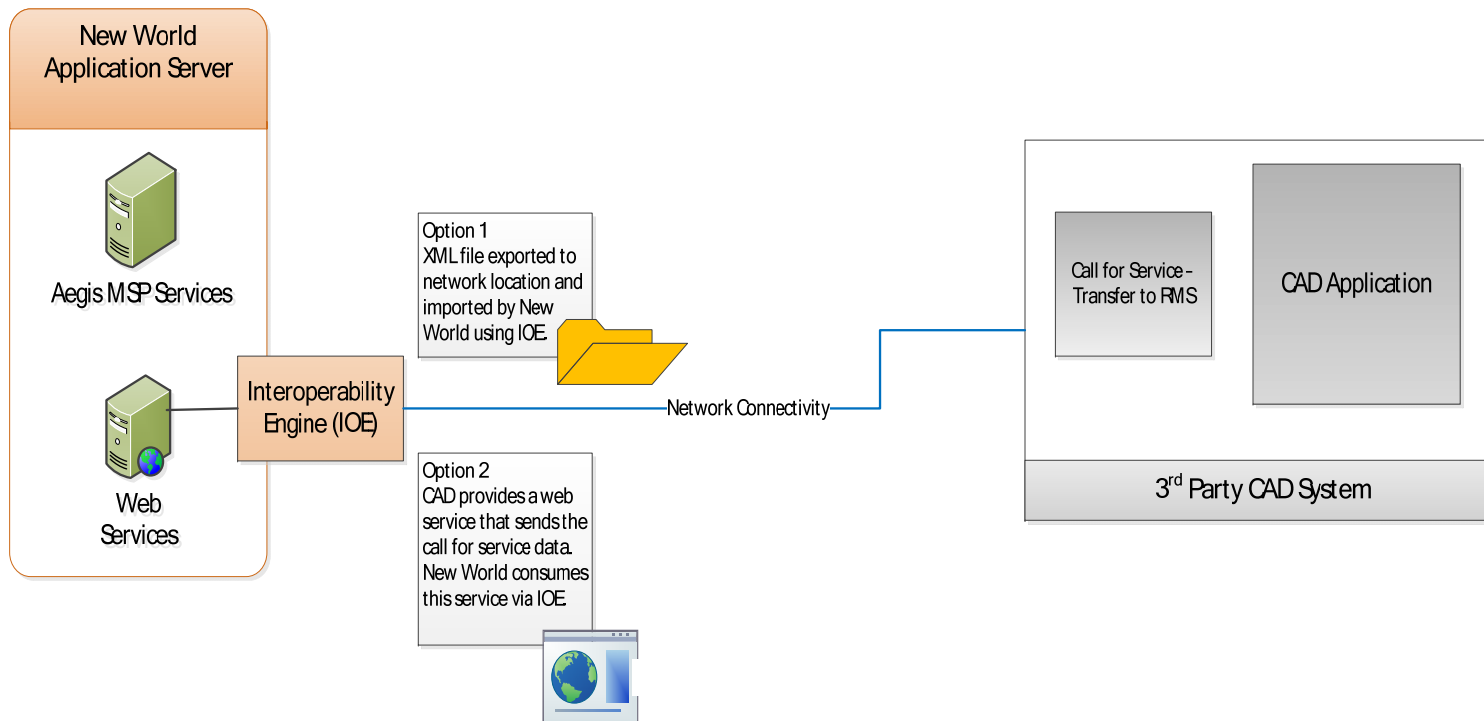|									
APPENDIX 7 TRAINING SYLLABUS									
Application	**Course Name**	**Course Number**	**Course Highlights**	**Pre Requisites**	**Who Should Attend?**	**Class Size**	**Training Time (hours)**	**Number of Attendees**	**Total Training Hours**
Mobile FR	**Field-Based Reporting End User Training**	**FR603**	The current configuration of Field-Based Reporting is done through a stand-alone client at the station and not as a mobile environment in the units. The class covers: starting and/or editing a case report; importing information from New World Systems Records Management Incident module; checking the report for logic errors; submitting the report for approval; checking for rejected reports; completing of any additional reports forms as needed. In addition, supervisors attending this class will learn how to check for reports ready for review; reject a report due to errors or policy related concerns; approve a report to the next level.		Every officer who writes/submits reports for approval in your agency.	10	3.00	366	111.00

Application	Course Name	Course Number	Course Highlights	Pre Requisites	Who Should Attend?	Class Size	Training Time (hours)	Number of Attendees	Total Training Hours
	APPENDIX 7 **TRAINING SYLLABUS**								
Mobile FR	**Merge Process**	**FR604**	At the end of the class, users are able to recognize a full or partial merge failure; how to correct a partial merge failure; how to print out a report of any failures; learn when to submit the report back to the Field-Based Reporting process for either a re-approval (submitted) or a re-write by the author of the report (rejection).		Personnel responsible for the merge of field reports into records software	10	1.00	98	10.00
Mobile FR	**Mobile FR**	**TOTAL HOURS**	This represents the total number of hours (rounded) for Mobile FR training, based on Mobile FR options selected by the agency.			10	28.00		129.00
Mobile FR									
Mobile FR									
ALL	**All Apps**	**Total Hours**	This represents the total number of hours for all applications, based on options selected by the agency.						980.50

APPENDIX 8
CUSTOM INTERFACE CONTROL DOCUMENTS

Name	Tiburon CommandCAD – Call for Service import from third party CAD to New World LERMS
Short Description of Interface	New World will create a one-way interface that will import the CAD vendor's call for service information into the Aegis MSP LERMS Incident Module.
Data Source Target	CAD Vendor – call export New World LERMS Incident Module
Interface Direction	One Way Import into LERMS
NWS Interface	Custom Interface – via IOE
System/External Int	Third Party specification/API Unknown
Detailed Description	New World will import CAD call/event/incident information from Third_Party CAD into LERMS to create incidents. This interface will pull over the available fields that can be mapped to the New World Incident Module and will create an incident record based on that information. The CAD system will export the CAD call/event to a network location using industry standard data formats. This is typically done when the agency unit clears or when the call is cleared in CAD. Usually an XML file is created by the CAD system and placed in a shared network location. New World will monitor that location and import the files into LERMS. Alternatively, a web service may be used if available from CAD system This allows New World to import the incident while it's active in CAD; making that information available to other New World modules (e.g. Field Reporting) when needed. The close or clear in CAD will send the final version of that event so all CAD information is part of the incident in LERMS. New World can use the CAD call/event number for each individual agency as the New World Incident number. To avoid numbering conflicts but allow the agency to still create Incidents in New World, the Incident number counter in Aegis MSP may need to be configured appropriately. Only existing fields in LERMS will be used; no new fields will be added. Narratives will be created as documents and attached to the incident record. New World will use the Interoperability Engine (IOE) for this interface. The intent is to have a near real time import of CAD call data available in LERMS.
Protocol/Transport	UNC Path or Web Service
Data Formats	Industry Standard Text Files (XML, Delimited, etc.)
Third Party Requirements	CAD system will need to provide an export or interface that provides the cleared CAD call for service information. In addition, CAD system will need to provide the data schema for the exported file and provide a technical personnel for consultation during the build and testing of this interface. This resource will need to be familiar with the CAD system CAD export/interface.
NWS Tasks	- Work with agency to review scope and functionality of interface - Develop requirements document (RD) for approval - Build interface

	• Install, configure, and test interface
County Tasks	• Work with NWS to review scope and functionality of interface • Coordinate with CAD system and assist in getting CAD system to provide the technical assistance needed for this interface, to including any available interface or API specifications. • Have resources available to review and approve interface design • Have resources available to assist in installation, configuration, and testing of interface. Personnel assigned should be familiar with the external system
Comments	***There may be costs from CAD system for this interface. No third-party costs are included in this ICD.***

CFS import into LERMS - Overview of Interface

Name	E-Magistrate System – VA State Magistrate system Interface
Short Description of Interface	New World will provide an interface as part of the Aegis CMS Booking module to support the scan and import of the 2D barcode (type A) used by the state Magistrate system.
Data Source **Target**	2D barcode (see embedded document for details) New World CMS Booking Module
Interface Direction	One Way Import into CMS
NWS Interface	Client Side application modification/TBD
External Interface	State 2D barcode format
Description	The state of VA has implemented a charge standardization project using 2D barcodes to transfer information between systems. Virginia DCJS has implemented a state-wide electronic magistrate system. Officers enter information into this system when processing an on-view arrested subject. This information is used by the state system to initiate the criminal justice process with the magistrate either approving or denying the arrest warrant (probable cause). From this process a form is produced with 2D bar codes. This interface will scan those bar codes and import the information into an open booking record. New World will import the 2D barcode information to update a booking, create or update a global subject, and create charge/offense records. OTN for each charge will be imported if encoded. This interface would support the information from the 2D bar code state type A. Type A bar code formats are used on the following forms: DC-312 Warrant of Arrest (Felony) DC-314 Warrant of Arrest (State Misdemeanor) DC-315 Warrant of Arrest (Local Misdemeanor) DC-319 Summons DC-361 Capias – Attachment of the Body Other forms that utilize the same Type A bar code format can be added to this interface at no additional cost. • Import assumes only existing Aegis fields are populated; no new fields will be added • This interface may require a third party Software Development Kit (SDK). New World will work with County to ensure any third party component is acceptable. • This interface will be initiated from the CMS Booking module as part of the client software. This will require the interface (and client modification) be deployed as part of an Aegis version upgrade or release.
Protocol/Transport	N/A
Data Formats	2D barcode (PDF 417 format – see embedded document)
Third Party Requirements	State will need to provide current documentation for its 2D barcode format. New World will need a technical County personnel familiar with the magistrate system and the barcode used, for the build and testing of this interface.
NWS Tasks	• Work with agency to review scope and functionality of interface • Develop requirements document (RD) for approval • Build interface • Install, configure, and test interface

County Tasks	• Work with NWS to review scope and functionality of interface • Coordinate with state technical resource (if needed) • Have resources available to review and approve interface design • Have resources available to assist in installation, configuration, and testing of interface.
Comments	The County's scanning equipment must be capable of reading the e-magistrate bar codes and exporting the scanned data in a readable format or this interface may require a third party SDK – New World will work with County to ensure any third party tool will work

Name	Parking System Import (To Be Determined)
Short Description of Interface or Custom Modification	New World will provide a one-way import of the TBD parking system tickets and citations into the New World ticket module.
Data Source Target	TBD Parking New World Ticket and Citation Module
Interface Direction	One Way Import
NWS Interface	Custom Interface – not previously developed
External System Interface	N/A
Detailed Description	New World will provide a one-way import of TBD parking ticket information into the New World ticket and citation module. This import will default values needed to create a ticket if the source data does not have available mandatory data fields in the parking ticket. This interface will use the existing New World data schema for tickets and no new fields will be added. Parking fields that do not have a good match may be written to narrative. Given the differences between parking tickets and New World's Ticket Citation data model, County and New World will map fields between systems. This interface will operate using a shared network location for the export from TBD. TBD will need to export the parking ticket information to this location which New World will continuously monitor and process for the import.
Protocol/Transport	LAN based file import via UNC/FTP, or other industry standard
Data Formats	XML
Third Party Requirements	TBD will need to provide an export of the parking ticket information to a shared directory. In addition, TBD will need to provide a data schema of the export and provide a technical resource for a discussion to create the requirements document. New World may also need a TBD technical resource to be available via phone for consultation.
NWS Tasks	• Work with County to define scope and functionality of interface • Develop requirements document (RD) for approval • Install, configure, and test interface
County Tasks	• Work with NWS to define scope and functionality of interface (help define the RD) • County responsible for obtaining technical specifications and any necessary third-party technical contacts • Have resource available to review and approve interface design (sign off on RD) • Have resources available to assist in installation, configuration, and testing of interface. Personnel assigned should be familiar with the external system

Name	Oracle e-Business Suite (EBS) – Import Oracle HRMS Personnel into New World Personnel
Short Description of Interface or Custom Modification	New World Systems will create a one-way import of personnel information from the in-house data exchange to add or update Aegis Personnel records.
Data Source Target	Oracle via "front porch" New World Systems LERMS – Personnel module
Interface Direction	One Way Import
NWS Interface	Custom Interface – not previously developed
External System Interface	County data exchange ("front porch")
Detailed Description	New World Systems will create a one way import of personnel information that will create or update personnel records in the Aegis solution. In short, the existing Oracle system will become the master personnel system; all data entry should be done in the Oracle system with an exception for Aegis-unique personnel data. This interface will update the general tab of the New World personnel record and the emergency contacts tab (see screenshot below). Any training or certification information must be entered in Aegis MSP. Personnel data entered in New World could be overwritten by an update from this import. New World recommends using Aegis application security to limit possible conflicts between systems.
Protocol/Transport	Network location (SMB/UNC)
Data Formats	ASCII (XML, delimited text, etc.)
Third Party Requirements	New World will need the export data schema and may need to consult with an Oracle HR domain resource.
NWS Tasks	• Work with County to define scope and functionality of interface for the requirements document (RD) • Develop requirements document for sign off by County • Install, configure, and test interface
County Tasks	• Work with NWS to review scope and functionality of interface • Have resource available to review and approve interface design • Have resources available to assist in installation, configuration, and testing of interface. Personnel assigned should be familiar with the external system • Interface may require permissions or network configuration to enable communication
Comments	

Name	VA TREDS (FR-300) – New World LERMS Accident import from VA TREDS system
Short Description of Interface or Custom Modification	New World will provide an import of crash information from the VA State TREDS system to the Aegis LERMS Accident module.
Data Source **Target**	TREDS Aegis MSP – LERMS Accidents
Interface Direction	One-way import
NWS Interface	Interoperability Engine (IOE)
External System Interface	VA TREDS Crash Report Schema
Detailed Description	The interface will import the TREDS crash records into the LERMS Accident module. This import will geo-validate locations and will match existing global vehicle or subject records using the configurable IOE match criteria. This interface will import XML files from a network location (configurable in IOE). The state TREDS system will need to make the crash files available from their system via an export or other process. The interface will automatically run on a scheduled basis as configured in IOE.
Protocol/Transport	Network Location
Data Formats	State crash schema (XML)
Third Party Requirements	New World will need current documentation and any technical specifications provided from the state for the TREDS system.
NWS Tasks	• Work with agency to review scope and functionality of interface • Develop requirements document (RD) for approval • Build, Install, Configure, and Test interface
County Tasks	• Work with NWS to review scope and functionality of interface • Coordinate with VA TREDS • Have resource available to review and approve interface design (sign off on RD) • Have resources available to assist in installation, configuration, and testing of interface. Personnel assigned should be familiar with the external system. • Responsible for any network requirements required for interface functionality. This may include mapped drives/UNC paths, security, or other network requirements to allow two disparate systems to communicate.
Comments	This proposal does not include any third party costs.

Name	LIDS/CORIS – VA State Jail Reporting (LIDS)
Short Description of Interface or Modification	New World will provide the capability to export a file from CMS per state of VA specifications (LIDS). This file is then sent to the state using the state specified FTP process.
Data Source Target	New World Systems CMS State of VA – LIDS
Interface Direction	One Way Export
NWS Interface	Custom Interface – not previously developed
External System Interface	N/A
Detailed Description	The state of VA has a daily reporting process for jails. The file layout is attached to this document and includes a description of the fields required in the export. This report keys payment by the state to the County.
Protocol/Transport	Secure FTP per state specification
Data Formats	Flat File per file layout embedded below
Third Party Requirements	None
NWS Tasks	• Work with agency to define scope and functionality of interface • Develop functional specification for approval • Install, configure, and test interface
County Tasks	• Work with NWS to review scope and functionality of interface • Coordinate with Commonwealth of Virginia, Compensation Board for specifications, conference calls, and any required licensing • Have resource available to review and approve interface design • Have resources available to assist in installation, configuration, and testing of interface. Personnel assigned should be familiar with the external system • Any network or environmental changes necessary for implementation of interface
Comments	Offense Tracking Number (OTN) will be based on criminal charge and may use the CMS charge number to submit. Document Control Number (DCN) will be either a specific booking field or a user defined field based on further discussion between New World and County.

Name	PTCC – New World Interface to Pretrial Community Correction Case Management
Short Description of Interface or Custom Modification	New World will provide a one-way export of booking information to the Pretrial Community Correction Case Management System.
Data Source **Target**	Aegis MSP CMS Bookings Module Pretrial Community Corrections
Interface Direction	One-Way export
NWS Interface	Interoperability Engine
External System Interface	TBD
Detailed Description	The interface will export booking information to initiate the appropriate record in the Pretrial Community Corrections (PTCC) Case Management System. The state of VA has been a leader in alternatives to traditional sentencing and incarceration. The Community Corrections division manages subjects sentenced to community corrections. The intent of this interface is to limit the effort required to initiate tracking subjects sentenced to these alternatives. Booking export will be based on a trigger that represents a PTCC sentence. This interface will run automatically on a configurable interval as need by the PTCC system.
Protocol/Transport	Protocol / Transport will be agreed upon New World and County. New World supports any of the following: Network Location/UNC/Secure FTP/Third Party Web Service
Data Formats	XML (other ASCII formats may be acceptable if needed)
Third Party Requirements	A technical resource familiar with the third party system should be available for consultation during the build, install, and testing of this interface. Vendor must also provide specifications for their interface or API (if available).
NWS Tasks	• Work with agency to review scope and functionality of interface • Develop requirements document (RD) for approval • Build, Install, Configure, and Test interface
County Tasks	• Work with NWS to review scope and functionality of interface • County responsible for coordination with third party • Have resource available to review and approve interface design (sign off on RD) • Have resources available to assist in installation, configuration, and testing of interface. Personnel assigned should be familiar with the external system. • Responsible for any network requirements required for interface functionality. This may include mapped drives/UNC paths, security, or other network requirements to allow two disparate systems to communicate.
Comments	Third party vendors may require additional software or services to provide their side of this interface. New World recommends that the agency verify any potential costs with that vendor.

Name	Prosecutor's Office – New World Systems Export of Case Information to Prosecutor
Short Description of Interface or Custom Modification	New World will provide a two-way interface to support export of case information from LERMS to the Prosecutor's system and subsequent import of case dispositions from the Prosecutor system.
Data Source **Target**	New World LERMS Case module Prosecutor's System
Interface Direction	Two Way (New World will export case and import case disposition)
NWS Interface	Interoperability Engine (IOE)
External System Interface	Network location/UNC or web service
Detailed Description	New World will provide a one-way export of court information from LERMS cases to the prosecutor's system. The intent is to provide the information needed to initiate a case in the prosecutor's system. The interface will be based on NIEM conformant case information and will export the LERMS case # with the disposition. Cases will be exported based on a "flag" (i.e. case status = T/O to prosecutor) and will export the appropriate case offense, subject, and narrative/attachments needed by the prosecutor's system. The interface will check at intervals for new case information that has not been sent; to keep track of what's been sent the interface may need to update a case field (i.e. case status = sent to prosecutor). This interface will also monitor a network location for case dispositions or use the third-party web service. If supplemental information becomes available that is relevant to the prosecution after that case has been sent, then that information will need to be manually sent via email or hard copy.
Protocol/Transport	XML file to Network Location/UNC path **OR** third party web service
Data Formats	NIEM case IEPD (XML) or other industry standard format (to be discussed)
Third Party Requirements	Provide interface endpoint information; New World will export files to a network location or use the third party web service. Third party system must provide a technical contact for development of the interface.
NWS Tasks	- Work with agency to review scope and functionality of interface - Develop requirements document (RD) for approval - Develop interface - Install, configure, and test interface
County Tasks	- Work with NWS to review scope and functionality of interface - Have resource available to review and approve interface design - Have resources available to assist in installation, configuration, and testing of interface. Personnel assigned should be familiar with the external system - Assist with coordinating communication with third party; County must take the lead when asked to prevent delays in delivery - Provide networking or technical environment changes necessary for this interface to operate. Connectivity between sites must be available and is the responsibility of the County.

Comments	There may be a cost from the third party vendor for this interface. New World recommends the County contact their vendor so all costs are accounted for. All interfaces have a 30 day warranty period for coding changes.

		APPENDIX 9 **PRELIMINARY STAFFING PLAN**	
Name	**Role**	**Definition**	**Key Responsibilities / Skills**
		New World Positions	
Mark Dvorak	Executive Sponsor	Executive responsible for professional services and customer support for all Aegis projects.	• Actively involved in the project implementation • Attends several on-site project status meetings
Eric Burnson	Professional Services Manager	Manages team of New World project managers and trainers who are responsible for the implementation of the County project.	• Resource Management • Attends periodic project status meetings at County location • Reviews project status with New World Project Manager to ensure successful implementation
Jeff Sanders	Project Manager	Individual responsible for managing the overall project and its deliverables. Will be providing some of the initial set up and training and will also be a technical liaison to the corporate office.	• Coordinate availability of New World resources • New World resource management • First point of contact for contract issues • Issue resolutions • New World senior management communications • Change order process • Project Status Reports • Overall project coordination • Review Master File Build
Tom Visser	Training Team Lead	Leads Training effort.	• Curriculum Development • Deliver Training • Competency Evaluations • End-user Documentation
Todd Townley	Conversion Team Lead	Leads Data Conversion effort.	• Data Mapping • Specification Development • Programming, Testing • Data Load
Greg Salyers	Interface Team Lead	Leads Interface effort.	• Deliver Interfaces • Work with Third Parties • Test Interfaces • Train System Admin on Interfaces
Ray Taylor	System Assurance Team Lead	Leads System Assurance effort.	• Implementation Set-up & Assurance • Hardware and OS Implementation • Network Management • Testing (technical) • Operational Documentation
Britt Wollenweber	GIS Team Lead	Leads GIS Assurance effort.	• GIS Planning • Data Review

			• Planning and Base Map Installation • GIS Admin Training
TBD	Go-live Team Lead	Leads Go-Live transition effort.	• Go Live Stabilization • Operational Turnover
Debra Hoover	Customer Support Manager	Oversees operation of Customer Support Team, including the MSP and Mobile Call Centers.	• Works closely with New World and County Project Manager to ramp up support team to provide support during go-live and on-going support thereafter

County Positions			
TBD	Executive Sponsorship	Individuals whose support and approval is required for a project to start and continue.	• Champion the Business Case through the approval process, ensure funding, and resources are provided for the project • Build strong support for the project among key players in the organization •
Members: TBD	Steering/Governance Committee	Supporting group of individuals who oversee management of the project chaired by the Sponsor.	• Be a champion for the project and accompanying change • Raise organizational risks or issues that may impact the project
TBD	Initiative Leader	Individual responsible for leading an initiative to achieve strategic goals. See Steering Committee above.	• Champion the vision and the strategic goals to be accomplished • Frame and drive the change required to achieve the strategic goals • Serve as an advisor to the project manager • •
	Change Control Board Members	Senior stakeholders responsible for approving or rejecting changes to the project.	• Review change requests in a timely manner • Approve or reject the change request

TBD	Project Manager	Individual responsible for managing the overall project and its deliverables.	- Primary contact for the New World Project Manager - Review and approve implementation schedule - Approve Conversion Control Document - Communicate and inform high level management of project progress, issues, and process changes - Conduct management briefings - Review and approve New World invoices - Coordinate and manage activities of staff in fulfilling the responsibilities within the SOW and the Agreement. - Identify and negotiate schedules, milestones, and resources - Ensure the project is completed on time, on budget, and on purpose - Evaluate project status and report progress - Manage scope change, communications, issues, risks, and organizational change to meet project objectives - Provide leadership to project team
TBD	LEAD Subject Matter Experts - LERMS - CMS - Field Reporting	LERMS/CMS/Field Reporting Configuration Build Lead Deep Subject Matter Expertise, current system,	- Decision Maker regarding Workflow Transition - Facilitate end user data validation - Initial population/ongoing maintenance of data tables - Convene workshop team of Subject Matter Experts for this training - Attend and participate in the Application Validation Set Build workshops
TBD	System Administrator - Technical/Operations	Provides network services.	- Perform backup, recovery, and routine update procedures for New World's Standard Software. Ensure network, servers, and client (PC) environment is installed and maintained properly (i.e. hardware and system software infrastructure) - Provide daily operational support of hardware and system software infrastructure

TBD			• Provide daily operational support for New World Standard Software to user staff
TBD	LERMS, CMS, Field Reporting Administrator - Technical/Application	Provides technical process knowledge; Completes all application related system administration.	• Data Mapping • Facilitate end user data validation • Initial population/ongoing maintenance of data tables • Security Permissions Administration
TBD	Field Reporting System Administrator - End User	Completes all end user related system administration.	• Field Reporting` user configuration • Participate / ensure data validation
TBD	Data Base Administrator	Database administrator for all New World applications.	• Database Backup, Administration • Table Maintenance • Data Conversion Mapping Support
TBD	GIS Subject Matter Expert / Core Team Member	Key project team member who represents his or her functional area and is engaged to help define, plan and execute the project.	• Apply GIS functional knowledge and expertise to the definitional, planning and implementation activities of the project; in addition to the responsibilities assumed by all Core Team members: o Ensure project work satisfies the needs of the project and is completed on time and on budget o Identify and mitigate risks that may impact the project o Identify and resolve issues that impact the project
TBD	Records Subject Matter Expert / Core Team Member	Key project team member who represents his or her functional area and is engaged to help define, plan and execute the project.	• Apply Records functional knowledge and expertise to the definitional, planning and implementation activities of the project; in addition to the responsibilities assumed by all Core Team members: o Ensure project work satisfies the needs of the project and is completed on time and on budget o Identify and mitigate risks that may impact the project o Identify and resolve issues that impact the

			project

TBD	Jail Subject Matter Expert / Core Team Member	Key project team member who represents his or her functional area and is engaged to help define, plan and execute the project.	• Apply Jail functional knowledge and expertise to the definitional, planning and implementation activities of the project; in addition to the responsibilities assumed by all Core Team members:
			  o Ensure project work satisfies the needs of the project and is completed on time and on budget
			  o Identify and mitigate risks that may impact the project
			  o Identify and resolve issues that impact the project

TBD	Field Reporting Subject Matter Expert / Core Team Member	Key project team member who represents his or her functional area and is engaged to help define, plan and execute the project.	• Apply Field Reporting functional knowledge and expertise to the definitional, planning and implementation activities of the project; in addition to the responsibilities assumed by all Core Team members:
			  o Ensure project work satisfies the needs of the project and is completed on time and on budget
			  o Identify and mitigate risks that may impact the project
			  o Identify and resolve issues that impact the project

TBD	Case Management Subject Matter Expert / Core Team Member	Key project team member who represents his or her functional area and is engaged to help define, plan and execute the project.	• Apply Case Management functional knowledge and expertise to the definitional, planning and implementation activities of the project; in addition to the responsibilities assumed by all Core Team members:
			  o Ensure project work satisfies the needs of the project and is completed on time and on budget
			  o Identify and mitigate risks that may impact the project
			  o Identify and resolve issues that impact the project

TBD	Property & Evidence Subject Matter Expert / Core Team Member	Key project team member who represents his or her functional area and is engaged to help define, plan and execute the project.	• Apply Property & Evidence functional knowledge and expertise to the definitional, planning and implementation activities of the project; in addition to the responsibilities assumed by all Core Team members:
			   o Ensure project work satisfies the needs of the project and is completed on time and on budget
			   o Identify and mitigate risks that may impact the project
			   o Identify and resolve issues that impact the project

TBD	External Partners Subject Matter Expert / Core Team Member	Key project team member who represents his or her functional area and is engaged to help define, plan and execute the project.	• Apply External Partners functional knowledge and expertise to the definitional, planning and implementation activities of the project; in addition to the responsibilities assumed by all Core Team members:
			   o Ensure project work satisfies the needs of the project and is completed on time and on budget
			   o Identify and mitigate risks that may impact the project
			   o Identify and resolve issues that impact the project

TBD	"Build Team" Members	Key project team members who represent their functional area and are engaged to help execute the project.	• Apply specific functional knowledge and expertise to the implementation activities of the project (**SAMPLE**)
			   o Participate in System Administration Training 1
			   o Build Master Files (General & Cases)
			   o Participate in System Admin Follow-up Training 2
			   o Participate in Design Review
			   o Continue configuration of system

			o Participate in System Admin Follow-up Training 3 o Continue configuration of system o Build Master Files (non-Cases) o Participate in Functional Test o Act in the role of a "SME", in support of User Training

APPENDIX 10
PRELIMINARY ACCEPTANCE TEST PLAN

1.   ACCEPTANCE TEST OVERVIEW

The intended purpose of the Acceptance Test is for the County and New World Systems to verify and mutually agree that the software procured from New World by County has been provided in accordance with the terms of the Agreement between the parties and is operating acceptably in the County's environment.
This Acceptance Test Plan describes how County and New World work together to fulfill this purpose.

For the purpose of the Acceptance Test Plan, the County will determine which items are critical.

The method used to perform the Acceptance Test consists of the following 5 steps:

1. ***Complete the Acceptance Test Plan:*** County and New World work together to complete the Acceptance Test Plan (this document).

    a. This Acceptance Test Plan covers three Acceptance Tests:

        i. Functional tests
        ii. Interface tests
        iii. Reliability and Final tests

    b. Each of the three Acceptance Tests in this document specifies lists of items to test. Those lists describe:

        i. each item tested
        ii. the script (steps) used to test each item
        iii. the criteria used to determine pass/fail for each item
        iv. a designation of whether each item is critical

    c. This document specifies the overall pass/fail criteria for each Acceptance Test.

2. ***Approve the Acceptance Test Plan:*** Upon completion of Step 1 above, County and New World mutually approve the Acceptance Test Plan. Approval of the Acceptance Test Plan is indicated by written signatures from both parties.

3. ***Execute the Acceptance Test Plan***: Upon completion of installation and setup of the software in County's environment(s), County executes the three approved Acceptance Tests using the New World software. County records the pass/fail results of the test of each item as it is executed and completed.

4. ***Report Acceptance Test Results:*** County compiles the test results and presents them to New World.

    a. If the pass/fail criteria are satisfied for an Acceptance Test (Functional Test, Interface Test or Reliability and Final Test), then County and New World approve the results for that test by written signature.

    b. If pass/fail criteria are not satisfied for an Acceptance Test, then County and New World mutually agree to re-test those items that failed. A New World product expert must be present to assist in the re-test process and to observe or help demonstrate whether the failed item actually meets the pass/fail criteria. For those items that both parties agree fail to meet the pass/fail criteria in the re-test, a remedy must be specified and agreed upon by the parties.

    c. In the event any previously passed functional items later fail as a result of New World applying software correction for failed items; New World agrees to remediate any newly failed items as part of the Functional Acceptance Test Plan.

5. Complete Acceptance: Overall Acceptance occurs when results and remedies (if necessary) from all three Acceptance Tests are mutually approved or when County has put the Licensed Software into production use "GO-Live" without any Priority 1 or Priority 2 defects as described in Exhibit C.

Functional Tests are intended to verify that the functions and features contracted by County have been delivered by New World and operate as specified. Testing will include the list of items coded "Proposed System Complies with Requirements" (as indicated) by New World in response to the County RFP (Appendix F: Functional Requirements) and the post RFP response clarifications issued and referenced in the Agreement between the parties (Letters dated 01/21/2013 and 04/03/2013).

- For each item on the list, County and New World will specify the script to use to verify that the item is performing to specification in the County environment.
- The script is a simple description of the step or steps taken to perform the test.
- Any key data values or menu selections that are required to complete the script will be identified. For example, if a numeric value must be entered to execute the script, the value(s) to be used in the test will be specified as part of the script.
- The expected result of the test of each item will be specified. The statement of the expected result will be used to determine if the test is passed or failed.
- The initial testing will be conducted by County with New World available via conference call to assist with questions if necessary.

Test Prerequisites and Conditions: To satisfy the test conditions of the Functional Test, the County test environment must be setup with appropriate hardware, system software, network connections and system configuration. The Functional Test environment prerequisites include:

1. New World to setup the system's servers and connections with one or more on-site trips. New World validates that the system's servers and connections are setup appropriately with one or more on-site trips, as described in SOW Step 4A – Technical System Setup, prior to the start of Functional Test.

2. System software and hardware specifications meet or exceed New World's technical requirements as specified in Appendix 6 of the Agreement for the specific version of software to be submitted to the Functional Test.

3. The New World software is setup and configured according to the System Administration and User Guides for the installed version of the software to be submitted to the Acceptance Test by New World or personnel or with New World permission, by County personnel who have attended New World training on system administration and configuration.

Interface Tests are intended to verify that the interfaces procured by County to exchange data between New World's software and other third party systems have been delivered by New World and operate as specified. The list of Interfaces to be tested is specified in the Agreement between the parties.

For each interface on the list, County and New World will specify the script to use to verify that the interface is performing properly in the County environment. The script is a simple description of the step or steps taken to perform the test.

- The data items to be exchanged between the New World software and the third-party system will be specified as part of the script. For example, if a date value for "suspect date of birth" must be exchanged, then a description of that value will be identified.
- When a separate detailed Interface Control Document (ICD) and/or Requirements Definition Document (RD) is used to describe all of the data items exchanged, then the script shall reference that document rather than list each data item.
- The method used to verify that each data item is transferred will be specified. For example, if a query will be executed on the system that receives the data via the interface, then that query will be referenced. If a report will be printed, then that report will be referenced.

- The expected result for the test of each Interface is that all data items transfer between systems as specified, including interruption and recovery, i.e. ability of the interface to reprocess data that was only partially transferred on initial attempt. Verification of the successful transfer of the data items will determine if the Interface Test is passed or failed.

Test Prerequisites and Conditions: To satisfy the test conditions of the Interface Test, either the test environment used for the Functional Test or the live production environment will be used. . The complete set of Interfaces will be installed, connected, correctly configured, and tested individually prior to the start of the Interface Test.
In addition to the prerequisites specified above for the Functional Test, the following additional prerequisites are necessary to conduct the Interface Test:

1. New World installs and sets up the Aegis standard interface and custom interface software.

2. Third party or County set up and configure the system that New World software will interface with.

3. Any adjustments to the configuration of the New World interface software are performed by New World.

Acceptance Test Plan: Test #3 Reliability and Final Tests

Reliability and Final Tests are intended to verify that the software contracted by County and delivered by New World meets performance requirements in accordance with the Agreement between the parties. Testing will include the list of performance requirements coded "Proposed System Complies with Requirements" (as qualified) by New World in response to the County RFP and Appendix F: Functional Requirements and any post RFP response clarifications issued and Appendix 5: Software Performance Test Criteria referenced in the Agreement between the parties.

- Reliability and Final Tests are performed in the County live production environment.
- For each performance requirement on the list, County and New World will specify the script to use to verify that the item is performing properly in the County production environment.
- The script is a simple description of the step or steps taken to perform the test and the time frame for measuring the test result, when appropriate.
- The expected result of the test of each performance requirement will be specified.
- The statement of the expected result will be used to determine if the test for each performance requirement is passed or failed.

Test Prerequisites and Conditions: To satisfy the test conditions of the Reliability and Final Test, the environment that will be used for live production must be set up with appropriate hardware, system software and system configuration.
All prerequisites for the Functional Tests and Interface Tests are also prerequisites for the Reliability and Final Test environment.
The system will be considered available for use for initiating the Reliability and Final Test only when all of the following conditions are met:

1. Installed hardware/software components must have power applied and must be operating correctly.

2. All functions and interfaces must be installed and all the functional features necessary for the receipt (processing) and dispatching of calls for service and emergency resources must be operating correctly.

3. System hardware and software components must be installed and configured according to New World System Assurance requirements and remain current with these requirements as they are updated with subsequent versions of the New World Software.

4. Any server running the Aegis applications defined in Exhibit B of the Agreement must be running a version released within the past twenty-four (24) months. The version installed must have passed a complete and verifiable system test.

5. All extensive reporting (or data analysis) must be performed on a separate central reporting server/data warehouse. The availability requirement for uptime, as defined below, does not apply to the reporting server/data warehouse.

6. No other applications are permitted to be installed and/or in use on the New World application and database servers used for the Reliability and Final Test. This provision does not apply to any workstations attached to the server(s).

Upon placing the Licensed Software into production live use, the Licensed Software shall undergo a thirty (30) day reliability test. The purpose of this test is to demonstrate that the New World Licensed Software as delivered can perform under live operational conditions and continue to perform at a level consistent with specifications as set forth in this Agreement.

If, during the first fifteen (15) days of the Reliability Test, the Licensed Software experiences a Major Failure, then the thirty (30) day period will start over from day one and continue for the full thirty (30) days. For purposes of this Agreement, a Major Failure is defined as the inability to perform the function for which the Licensed Software was designed and commissioned, as agreed upon by the County. If the Licensed Software fails on or after day sixteen (16), County may elect for the test will start over from day sixteen (16) and go for the remaining fifteen (15) day period or start over from day one and continue for the full thirty (30) days.

If the Licensed Software experiences a Major Failure as a result of a deficiency in the County's computing environment (network outage, server failure, operator error, planned downtime, etc.), the reliability test will not be restarted but will continue from the point in time that such failure occurs and until the thirty (30) day test is completed, unless a Major Failure that is not attributed to the County's environment occurs after the Licensed Software is restarted. Under such conditions the terms outlined above will govern the appropriate action to be followed.

Licensed Software shall be deemed accepted upon the successful completion of the 30 day Reliability Test as defined in above. Final Acceptance and corresponding payment(s), if any, for each component identified may occur independently after successful completion of the Reliability Test for each component. (i.e. CAD, RMS, Mobile)

The acceptable System availability will be 99.5 percentage of the maximum expected availability over a given period. The System is expected to be available 24-hours a day, 7-days a week (24/7).

The percentage availability for any period will be calculated as follows:

(Total Hours in Period - Hours System Unavailable) ÷ Total Hours in Period

For example: In a 30 day period, maximum availability is considered to be 24 hours x 30 days = 720 hours. If the system is unavailable for 3.6 hours during that period, then the availability of the system during the period is (720-3.6) ÷ 720, or 712.8 ÷ 720, which equals 99.5 percent.

Complete Acceptance: Overall Acceptance occurs when results and remedies (if necessary) from all three Acceptance Tests are mutually approved.

APPROVAL OF ACCEPTANCE TEST PLAN

The Acceptance Test Plan specified herein is hereby approved by the parties.
By County:

_____   _____
Approved by   Date

By Arlington County Sheriff's Office:

_____   _____
Approved by   Date

By New World:

_____   _____
Approved by   Date

The following is a sample Functional Test Plan for County that illustrates format and content. The sample below will be replaced by the actual Functional Test Plan that will be mutually developed and agreed upon by County and New World early in the project.

The final list of items included in this test will include only the list of items coded "Proposed System Complies with Requirement" (as qualified) by New World in response to the County RFP and Appendix F: Functional Requirements and any post RFP Response Clarifications issued and referenced in the Agreement between the parties.

Non critical items that fail will be remedied in accordance with New World's Standard Software Maintenance Agreement, Exhibit C.

SAMPLE Functional Test Plan

# Functional Item	Script	Pass/Fail Criteria (Expected Result)	Crit	P/F
Sample list of functional items to demonstrate the format with examples of Scripts and Criteria included:				
Law Enforcement Records Operations				
1 Ability to add an Incident Record	Go to 'Incidents' - 'Add Incident' - Add/Save an incident with the required fields.	Incident gets created successfully.	Y	
2 Ability to create a Case Record	Create a case for the above incident filling the required details and add vertical tab information for this case as listed below.	Case is created for this incident.	Y	
3 Ability to add required information to a Case Record	Click on 'Detail' Tab - Add/Save the required Information.	Information gets added/saved.	Y	
4 Ability to add Offenses to a Case Record	Click on 'Offenses' Tab - Add/Save the required information.	Information gets added/saved.	Y	
5 Ability to add Subjects to a Case Record	Click on 'Subjects' Tab - Add/Save a new Subject to this case through 'Global Subject Search' form'.	'Subject' information gets added/saved.	Y	
6 Ability to add Arrests to a Case Record	Click on 'Arrest' Tab - 1) Add/Save a new Global Subject as an Arrestee through 'Global Subject Search' form. 2) Add/Save an existing Global Subject as an arrestee and save it.	'Arrestee' information gets added/saved.	Y	
7 Ability to add Property to a Case Record	Click on 'Property' Tab - Add/Save the required Information.	Information gets added/saved.	Y	
8 Ability to add Field Investigation information to a Case Record	Click on 'Field Inv' Tab - Add/Save the required Information.	Information gets added/saved.	Y	
9 Ability to add Vehicles to a Case Record	Click on 'Vehicle' Tab - Add/Save the required Information.	Information gets added/saved.	Y	

The Functional Test Plan specified above is hereby approved by the parties.   The Functional Test will be deemed complete and approved when the items listed above have been tested as specified and the pass/fail results recorded. The Overall Pass/Fail Criteria for the Functional Test Plan are:

1.   100% of all items identified by County as "Critical" pass their test
2.   95% of all other items pass their test

Approval of Functional Test Plan
By County:

_____   _____
Approved by   Date
By Arlington County Sheriff's Office:

_____   _____
Approved by   Date
By New World:

_____   _____
Approved by   Date

The parties agree that the following items did not pass their test, however, the items are deemed accepted with agreement that the remedy specified will be applied.

#	Functional Item	Remedy

Acceptance of Test Results and Remedies for Functional Tests (if required)

The Functional Test results and remedies (if required) specified above are hereby accepted by the parties.   The Functional Test is deemed complete.

Approval of Functional Test Results and Remedies:

By County:

_____   _____
Approved by   Date

By Arlington County Sheriff's Office:

_____   _____
Approved by   Date

By New World:

_____   _____
Approved by   Date

The following is a sample Interface Test Plan that illustrates format and content. The sample below will be replaced by the actual Interface Test Plan that will be mutually developed and agreed upon by County and New World early in the project.

The list of Interfaces to test is comprised of the list of Interfaces contracted by County as specified in the Agreement between the parties.

SAMPLE Interface Test Plan

#	Interface	Script	Pass/Fail Criteria (Expected Result)	Crit	P/F
Sample interfaces are listed here to demonstrate the format of this test plan and provide examples of Scripts and Criteria.					
1	Third Party TDD Interface	Monitor 10 test calls from the TDD device within CAD. Monitor the TDD device to verify that either CAD communicates with the TDD device or switches control to the TDD application for each call. Review the CAD call for service window to verify that a summary of each of the TDD transactions are brought back into the CAD record.	Each of the data elements specified in the Interface Control Document (ICD) and corresponding Requirements Definition Documents (RD) are successfully transferred. (Refer to the specific ICD – a sample ICD is attached below.)	Y	
2	CAD Export to Third Party FRMS	Process 10 test calls in CAD for Fire Calls. Log or print the information for each call for future reference. Clear the calls. Open the FRMS system. Verify the information for each of the 10 test calls appears in the FRMS records.	Each of the data elements specified in the Interface Control Document (ICD) and corresponding Requirements Definition Documents (RD) are successfully transferred. (Refer to the specific ICD – a sample ICD is attached below.)	Y	
3.					

The Interface Test Plan specified above is hereby approved by the parties.   The Interface Test will be deemed complete when the Interfaces listed above have been tested as specified and the pass/fail results recorded. The Overall Pass/Fail Criteria for the Interface Test Plan is: 100% of the Interfaces pass their test

Approval of Interface Test Plan:
By County:

_____   _____
Approved by   Date
By Arlington County Sheriff's Office:

_____   _____
Approved by   Date
By New World:

_____   _____
Approved by   Date

The parties agree that the following Interfaces did not pass their test, however, the Interfaces are deemed accepted with agreement that the remedy specified will be applied.

#	Interface	Remedy

Acceptance of Test Results and Remedies for Interface Tests (if required)

The Interface Test results and remedies (if required) specified above are hereby accepted by the parties.   The Interface Test is deemed complete.

Approval of Interface Test Results and Remedies:

By County:

_____   _____

Approved by   Date

By Arlington County Sheriff's Office:

_____   _____

Approved by   Date

By New World:

_____   _____

Approved by   Date

The following is a sample Reliability and Final Test Plan that illustrates format and content. The sample below will be replaced by the actual Reliability and Final Test Plan that will be mutually developed and agreed upon by County and New World early in the project.

The list of performance requirements to test is comprised of the list of performance requirements contracted by County and referenced in the Agreement in Appendix 5 between the parties.

SAMPLE Reliability and Final Test Plan

#	Performance Requirement	Script	Pass/Fail Criteria (Expected Result)	Crit	P/F
This is a sample list of performance requirements.					
1	The MDC system shall provide for up to 100 active MDCs during the peak busy hour.	County to have up to 100 users log into their MDC and perform normal operations for 1 hour without any users logging out. MDC user activities to be monitored for the 1 hour. Repeat this test for 3 consecutive days.	Users are not prevented from completing tasks during the 1 hour time period on any of the 3 days.		
2	Display of blank event entry screen shall be responsive.	County to open an event entry screen 40 times. County to measure the elapsed time from initial mouse click to open the screen until screen is ready to receive input. County to log the time for each test.	The average must be less than 1 second for 38 of the 40 tests (95%).		
3	Assigning a single unit to an event shall be responsive.	County to assign a single unit to an event 40 times. County to measure the elapsed time from initial mouse click to assign the unit to an event until event screen is ready to receive next input. County to log the time for each test.	The average must be less than 1 second for 38 of the 40 tests (95%).		
4	Changing a single unit's status shall be responsive	County to change a single unit status 40 times. County to measure the elapsed time from initial mouse click to change the unit status until unit status screen is ready to receive next input. County to log the time for each test.	The average must be less than 1 second for 38 of the 40 tests (95%).		

The Reliability and Final Test Plan specified above is hereby approved by the parties.   The Reliability and Final Test will be deemed complete when the performance requirements listed above have been tested as specified and the pass/fail results recorded.

The Overall Pass/Fail Criteria for the Reliability and Final Test Plan is:

      1.   100% of all items identified by County as "Critical" pass their test
      2.   95% of all other items pass their test

Approval of Reliability and Final Test Plan:
By County:

_____   _____
Approved by   Date
By Arlington County Sheriff's Office:
_____   _____
Approved by   Date
By New World:

_____   _____
Approved by   Date

The parties agree that the following performance requirements did not pass their test, however, the performance requirements are deemed accepted with the remedy specified.

#	Performance Requirement	Remedy

Acceptance of Reliability and Final Test Results and Remedies (if required)

The Reliability and Final Test Plan results and remedies (if required) specified above are hereby accepted by the parties.   The Reliability and Final Test Plan is deemed complete.
Approval of Reliability and Final Test Plan Results and Remedies:
By County:

_____   _____

Approved by   Date
By Arlington County Sheriff's Office:

_____   _____

Approved by   Date
By New World:

_____   _____

Approved by   Date

2.   RESPONSIBILITIES

The following is a list of responsibilities and the assigned party for the conduct of the Acceptance Test.

	Responsibility	County	New World
1	Preparation of Acceptance Test Plans	x	x
2	Approval of Acceptance Test Plans	x	x
3	Procurement of Hardware and Software	x	
4	Installation and Set Up of Hardware and Software	x	x
5	Execution of Acceptance Test Plans	x	
6	Preparation of Report of Acceptance Test Results	x	
7	Re-Test of Reported Failed Items (if required)	x	x
8	Preparation of Updated Report of Acceptance Test Results	x	
9	Development of Remedies for Failed Items (if required)	x	x
10	Approval of Acceptance Test Results and Remedies (if required)	x	x

Change Request Form

Customer: | **Contract Date:**

Submitted by: | **Date:**

Customer Code: | **Project Code(s):**

Problem/Concern/Reason for Scope Change:

Description of Change:

Special Considerations:

Acknowledged and Agreed to by: (New World)

Finance | **Operations**

Name/Title: Chuck Twigg - Corporate Controller | Name/Title: Sandro Viselli – Vice President, Professional Services

Date: | Date:

Signature: | Signature:

CFO
Initials:

Acknowledged and Agreed to by: (Customer)

Name/Title:

Date:

Signature:

S A M P L E

Topic:

Prepared for: *Prepared by:*

cc:

The purpose of this document is to inform you of critical information prior to my arrival, and also cite significant events that occurred during the trip. Upon my completion of both parts, please add this to your project documentation file.

Part 1: Pre-Trip Documentation:

Trip Dates:	
Date/Time of Arrival at Customer Site:	
Date/Time of Departure from Customer Site:	

Trip Objectives:
-

Methods to Achieve Objectives:
- Class instruction
- Group exercises
- One-on-one instruction
- Meetings
- Group discussions
- Demonstrations
- Skills Assessments

Constraints That May Affect Objectives:
- Travel delays
- Unexpected work environment issues
- Unexpected illnesses
- Unexpected staffing issues
- Hardware constraints
- Software constraints

Special Requests from New World Systems:
- Training room adequate to number of students, ideally one terminal per student
- New World software loaded on all student machines
- Permissions applied to all student profiles
- Room configured so instructor can view student monitors. Setup shown to the right is an ideal, but is not required
- Computer projector and screen if available
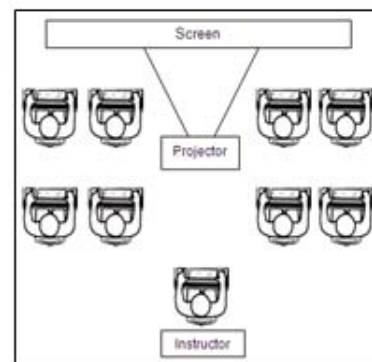
Schedule of Events/Agenda:

Day	Start	Finish	Activity and Pre-requisites	Audience
Mon.				
Tue.				
Wed.				
Thu.				
Fri.				

Part 2: Post Trip Documentation:

Trip Review:
1.
   a.

Activities Performed:
1.
   a.

Cases Reported:
1.

Constraints Affecting Activities:

    1.

        a.

Dates of and Objectives Planned for Next Trip:

    1.

        a.

Open Issues Requiring PM Follow Up:

    1.

        a.

Concerns:

    1.

        a.

Customer Action items:

    1.

        a.

Endnotes & Comments:

    1.

        a.

EXHIBIT B

TOTAL COST SUMMARY, PAYMENT SCHEDULE AND DETAILED COST PROPOSAL

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

DESCRIPTION OF COST		COST
A. LICENSED STANDARD SOFTWARE as further described in this Exhibit B		$990,405
1. Licensed Standard Software, including discount	$990,405	
B. IMPLEMENTATION SERVICES		1,233,200
1. PROJECT MANAGEMENT as further described in SOW Appendix 4	$250,000	
2. PROJECT OPTIMIZATION as further described in SOW Appendix 4	25,000	
3. SOFTWARE SYSTEM TESTING as further described in SOW Appendix 5	40,000	
4. IMPLEMENTATION AND TRAINING SERVICES as further described in SOW Appendix 4	391,000	
5. SYSTEMS ASSURANCE AND SOFTWARE INSTALLATION as further described in SOW Appendix 4	32,000	
6. INTERFACE INSTALLATION SERVICES as further described in SOW Appendix 4	69,500	
7. DECISION SUPPORT SERVICES as further described in SOW Appendix 4,	35,000	
8. DATA FILE CONVERSION ASSISTANCE SERVICES as further described in SOW Appendix 2	152,700	
9. LICENSED CUSTOM SOFTWARE/INTERFACE SERVICES as further described in SOW Appendix 3	145,000	
10. APPLICATION SOFTWARE MODIFICATION SERVICES as further described in SOW Appendix 3	93,000	
C. THIRD PARTY PRODUCTS		261,818
D. SOURCE CODE - ESCROW COSTS		3,000
ONE TIME PROJECT COST:		**$2,488,423**

Exhibit B / COST SUMMARY, PAYMENT SCHEDULE AND DETAILED COST PROPOSAL

E.   TRAVEL EXPENSES (Estimate) – billed monthly, as incurred $120,000

F.   STANDARD SOFTWARE MAINTENANCE SERVICES (SSMA) (Annual Cost) – includes Emergency 24/7 Software Maintenance for Corrections. (Exhibit C).

24 Month No Charge SSMA Period	No Charge
First Annual SSMA Cost	$285,812
Second Annual SSMA Cost	285,812
Third Annual SSMA Cost	285,812
Fourth Annual SSMA Cost	285,812
Fifth Annual SSMA Cost	285,812
Sixth Annual SSMA Cost	294,386
Seventh Annual SSMA Cost	302,218
Eighth Annual SSMA Cost	312,314
Ninth Annual SSMA Cost	321,684

PRICING ASSUMES CONTRACT EFFECTIVE DATE OF December 31, 2014

Exhibit B / COST SUMMARY, PAYMENT SCHEDULE AND DETAILED COST PROPOSAL

II. Payments for Licensed Standard Software, Implementation Services, and Third Party Products

PAYMENT MILESTONE	PAYMENT	SUB-TOTALS
A. LICENSED STANDARD SOFTWARE & IMPLEMENTATION SERVICES		
1. Software Billing – Effective Date	$321,882	
2. Software Billing – Installation of Licensed Standard Software (Completion of SOW Task #4A)	222,841	
3. Software Billing – Project Kick-Off (Completion of SOW Task #2)	222,841	
4. Software Billing – Complete Project Plan (Completion of SOW Task #3)	<u>222,841</u>	
Software Sub-Total Payments		$990,405
5. Functional Testing (Completion of Task 6)	343,200	
6. Conduct User Training (Completion of SOW Task #7)	110,000	
7. Conduct Go-Live (Completion of SOW #8)	335,000	
8. Reliability Test (ATP) and Complete Acceptance (ATP) (Completion of SOW Task #9A)	445,000	
Total Licensed Software & Services		$1,233,200
B. THIRD PARTY PRODUCTS AND SERVICES		
1. Due upon Effective Date	$130,909	
2. Due upon delivery of the Third Party Products	<u>130,909</u>	
Total Third Party Products & Services		$261,818
C. OTHER COSTS		
1. Escrow one-time setup fee – invoiced upon Effective Date		3,000
ONE TIME PAYMENTS:		**$2,488,423**

Exhibit B / COST SUMMARY, PAYMENT SCHEDULE AND DETAILED COST PROPOSAL

D. TRAVEL EXPENSES (Estimate based on 80 trips) $120,000
    (These expenses are billed as incurred)

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

F. SOURCE CODE ESCROW FEES

Annual Administrative Fee – first year invoiced upon Effective Date; $1,000
        Subsequent year's Annual Administrative Fees will not increase
        more than 5% over the previous year's fee.

G. Additional support services are available as requested by County according to the following rates:

On-Site Application Specialist	$1,360 per day plus applicable travel expenses
On-Site Software Trainer	$1,360 per day plus applicable travel expenses
Remote Technical Assistance	$170 per hour
Software Programming	Quoted and provided on a per project Fixed Fee basis

H. County shall pay $2,500 for each additional test iteration for data conversions beyond the agreed upon four test
    iterations. .

I. Additional Services Available

Other New World services may be required or requested, at the Daily Rate, 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.
    g) Data extraction services.

ALL PAYMENTS ARE DUE WITHIN THIRTY (30) DAYS FROM RECEIPT OF INVOICE.

Exhibit B / COST SUMMARY, PAYMENT SCHEDULE AND DETAILED COST PROPOSAL

Exhibit B / COST SUMMARY, PAYMENT SCHEDULE AND DETAILED COST PROPOSAL

A.	STANDARD APPLICATION SOFTWARE [1,2,3,4]
ITEM	**DESCRIPTION**

LAW ENFORCEMENT RECORDS

1. **Aegis/MSP Multi-Jurisdictional Base Law Enforcement Records**   139,750
   - 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

2. **Aegis/MSP Federal and State Compliance Reporting for LE Records**
   - Federal UCR/IBR[5]   6,500
   - State Accidents[6]   6,500

3. **Additional Aegis/MSP Software for Law Enforcement Records**
   - Alarm Tracking and Billing   6,500
   - Bicycle Registration   6,500
   - Career Criminal Registry (parolee, sex offender)   6,500
   - Case Management   6,500
   - Data Analysis/Crime Mapping/Management Reporting[7]   6,500
   - Demographic Profiling Reporting   6,500
   - Equipment Tracking   6,500
   - Field Investigations   6,500
   - Gang Tracking   6,500
   - Gun Permits and Registrations   6,500
   - Narcotics Management   6,500

- Pawn Shops	6,500
- Permits	6,500
- Property Room Bar Coding[8]	6,500
- Vehicle Tracking	6,500

4. **Aegis/MSP Third Party LE Records Interface Software [8]**

- Citizen Reporting Interface	6,500
Supports CopLogic	
- LINX Interface	6,500
- Aegis/MSP State/NCIC Interface[9]	6,500
Includes 12 - 15 screens	

On-Line Modules[9]

- On-Line Global Subjects Interface to State/NCIC (up to 12 inquiry screens)	6,500
- On-Line Pawn Shop Check Interface to State/NCIC (up to 8 inquiry screens)	6,500
- On-Line Property Checks Interface to State/NCIC (up to 24 inquiry screens)	6,500
- On-Line Wants and Warrants Interface to State/NCIC (up to 8 inquiry screens)	6,500
- On-Line Impounds Interface to State/NCIC (up to 4 inquiry screens)	6,500

5. **Aegis/MSP Imaging Software**

- Public Safety Lineups/Mug Shots [10]	6,500

SUB-TOTAL RECORDS MODULES	**$315,250**

Exhibit B / COST SUMMARY, PAYMENT SCHEDULE AND DETAILED COST PROPOSAL

CORRECTIONS

6. Aegis/MSP Corrections Management Software Base Package   74,750
- Bookings
- D/L Swipe for Visitors (requires add'l third party hardware)
- Incident Tracking
- Inmate Property Tracking
- Inmate Classification
- Inmate Housing
- Mass Move
- Inmate Scheduling and Tracking
- Inmate Contacts (visitor, mail, phone, emergency)
- Inmate Programs (courses)
- Inmate Activity Log
- Trustee
- Case Management
- Corrections Officer Log
- Finance Management (inmate, facility)
- Jacket Processing
- Business Registry
- Personnel/Education
- GIS/Geo-File Verification

7. Aegis/MSP State Compliance Reporting for Corrections   6,500
- State Corrections Reporting
  Includes up to 4 reports

8. Additional Aegis/MSP Software for Corrections Management

- Inmate Movement Tracking Bar Coding	6,500
- Civil Paper Tracking and Receipting	6,500
- Property Room Bar Coding	6,500
- Data Analysis/Crime Mapping/Management Reporting[7]	6,500
- Officer Equipment Tracking	6,500
- Grievance Tracking	6,500
- Orders of Protection	6,500

9. Aegis/MSP Third Party Corrections Interface Software [8]

- Livescan Interface	6,500
Supports Identix, CrossMatch, Printrak, Sagem Morpho, Cogent, ID Networks	
- Commissary Interface	6,500
Supports Swanson, Keefe, Aramark	
- VINE Interface	6,500

On-Line Modules[9]

- On-Line Orders of Protection Interface to State/NCIC (up to 4 inquiry screens)	6,500

10.	**Aegis/MSP Imaging Software**	
	- Public Safety Lineups/Mug Shots [10]	6,500

SUB-TOTAL CORRECTIONS MODULES	**$152,750**

DECISION SUPPORT SOFTWARE [7,11]

11.	**Law Enforcement Management Data Mart**	
	- Includes 10+ users	6,500
	Dashboards for Law Enforcement	10,400
12.	**Corrections Management Data Mart**	
	- Includes 10+ users	6,500
	Dashboards for Corrections Management	10,400

SUB-TOTAL DECISION SUPPORT MODULES	**$33,800**

AEGIS LINK SOFTWARE

13.	**Web Consolidated Search**	
	- Web Query	9,750

SUB-TOTAL AEGIS LINK SOFTWARE MODULES	**$9,750**

MOBILE SOFTWARE

MOBILE SOFTWARE ON THE RS/6000 [12]

14.	**Base Message Switch to State/NCIC (301-500 units)**	78,000
	- Base Message Switch for MDT/MCT	
	- State/NCIC Interface	
15.	**Additional Aegis® Software for RS/6000 Message Switch**	
	- Mobile Upload Software (700+ units)	65,000

MOBILE SOFTWARE ON THE MSP Server

16.	**Aegis® Mobile Integration Software**	
	- MDT/MCT Base CAD/RMS Interface (700+ units)	42,250

Exhibit B / COST SUMMARY, PAYMENT SCHEDULE AND DETAILED COST PROPOSAL

<u>**MOBILE MANAGEMENT SERVER**</u>

17. **Aegis/MSP Mobile Management Server Software (700+ units)**

- Field Reporting	26,000
- Field Reporting Data Merge	6,500

<u>**CLIENT SOFTWARE**</u>

18. **Aegis® Law Enforcement Mobile Unit Software (310 Units)**

<u>**Mobile Messaging**</u>

LE State/NCIC via Switch [9]	30,225
Driver's License Mag Stripe Reader/Barcode Reader Interface [14]	12,090

<u>**Field-Based Reporting (310 Units)**</u>

LE Field Reporting (Federal Standards)   60,450
The following 4 New World Reports are included:
 - Incident (1 form)
 - Case (1 form)
 - Arrest (1 form)
 - Supplement (1 form)

LE Field Reporting Compliance	12,090
Mobile Upload of Field Reports	36,270
Field Investigation Field Reporting (1 Form)	18,135
Demographic Profiling Questionnaire Includes 1 New World Report	6,045

19. **In-Station-Based Reporting (200 Units)**

LE Field Reporting (Federal Standards)   39,000
The following 4 New World Reports are included:
 - Incident (1 form)
 - Case (1 form)
 - Arrest (1 form)
 - Supplement (1 form)

LE Field Reporting Compliance   7,800

Mobile Upload of Field Reports   23,400

Field Investigation Field Reporting (1 Form)   11,700

Demographic Profiling Questionnaire   3,900
 Includes 1 New World Report

SUB-TOTAL MOBILE MODULES	**$478,855**

20. **Workstation License**   No charge

TOTAL SOFTWARE LICENSE FEE [15,16]	**$990,405**

Note: Other than for Mobile Software, a Workstation License for up to 1,500 users is
included for the Exhibit B Licensed Standard Software. The Workstation License includes
the following agencies as authorized users:
- Arlington County Sheriff's Office
- Arlington County Police Department

Exhibit B / COST SUMMARY, PAYMENT SCHEDULE AND DETAILED COST PROPOSAL

B.	IMPLEMENTATION SERVICES [17]	
ITEM	**DESCRIPTION**	

IMPLEMENTATION SERVICES

1.	Project Management Services	$250,000
2.	Project Optimization	25,000
3.	Software System Testing	40,000
4.	Up to 2,300 hours of Implementation and Training Services are included -	391,000
5.	Systems Assurance and Software Installation	32,000
	MSP Disaster Recovery Environment -	19,500
	Message Switch Installation Support to include: -	2,500

Standard Law Enforcement Mobile Environment	10,000	
-		

6. Fixed Installation Service Fees:			69,500
- Citizen Reporting Interface	3,000		
- LINX Interface	4,000		
- State/NCIC	4,000		
- On-Line Global Subjects Interface to State/NCIC	4,000		
- On-Line Pawn Shop Check Interface to State/NCIC	4,000		
- On-Line Property Checks Interface to State/NCIC	4,000		
- On-Line Wants & Warrants Interface to State/NCIC	4,000		
- On-Line Orders of Protection Interface to State/NCIC	4,000		
- On-Line Impounds Interface to State/NCIC	5,000		
- New World Mug Shots/Imaging	6,000		
- Livescan Interface	6,000		
- Commissary Interface	5,000		
- VINE Interface	5,000		
- Web Query	3,000		

GIS Implementation [18]

- Standard Aegis/MSP	8,500	

7. Decision Support Software Implementation Services:		35,000

Exhibit B / COST SUMMARY, PAYMENT SCHEDULE AND DETAILED COST PROPOSAL

    8.   DATA FILE CONVERSIONS   152,700

    Data Conversion Analysis and Assessment   4,000

    <u>**Police**</u>

    Base Conversion

    Master Files   11,000

    Address Verification   5,850

    Property   11,750

    Law Enforcement Records Management   17,500

Exhibit B / COST SUMMARY, PAYMENT SCHEDULE AND DETAILED COST PROPOSAL

Optional LERMS Modules (qty 4)	11,750	47,000

 - Custom Alerts

 - State Accident Report Information

 - Civil Papers

 - Gun Permits

 - Permits

 - Personnel

 - Personnel Training

 - Personnel Equipment Inventory

 - Vehicle Impound

 - Bicycle Registration

 - Pawn Shop Transactions

 - Alarm Permits and related false alarm transactions

 - Field Investigations

 - External Documents

<u>Sheriff</u>

Base Conversion

Address Verification	5,850

Law Enforcement Records Management	8,750

Optional LERMS Modules	11,750

 - Mug Shots

 - Gang Tracking

Corrections Management	29,250	
- Bookings		
- Booking Classifications		
- Housing History		
- Activities		
9. CUSTOM SOFTWARE/CUSTOM SOFTWARE INTERFACES [19]		145,000
Third Party Software Product (Custom Interfaces)		
- Oracle e-Business Suite (EBS) (one-way)	15,000	
- Tiburon CommandCAD (one-way; cleared call transfer to RMS)	20,000	
- Parking Ticket Import Service (generic) (one-way)	15,000	
- Import into LERMS from Traffic Reporting Electronic Data System (TREDS) (one-way)	15,000	
- Local Inmate Data System (LIDS) (one-way)	25,000	
- Pretrial Community Corrections (PTCC) Case Management System (one-way)	15,000	
- e-Magistrate System (two-way)	25,000	
- Prosecutor's Office (Karpel) (One-way)	15,000	
10. APPLICATION SOFTWARE MODIFICATIONS		93,000
An implementation plan using Standard Software is being purchased. To provide specific custom features, up to 400 hours of technical resources have been included for software modifications and/or custom reports.	68,000	
- Field-Based Reporting Forms Customization (10 forms)	25,000	
TOTAL IMPLEMENTATION SERVICES	**$1,233,200**	

Exhibit B / COST SUMMARY, PAYMENT SCHEDULE AND DETAILED COST PROPOSAL

C.   THIRD PARTY PRODUCTS AND SERVICES

1. THIRD PARTY SOFTWARE
a. Embedded Third Party Software $25,000

(includes all Third Party executable components)

b. Northrop-Grumman LInX Integration Fee   56,653

2.   THIRD PARTY HARDWARE, SYSTEM SOFTWARE and SERVICES

180,165

Servers (County supplied)			
Message Switch (5-year warranty) **(qty. 2)**	14,440	ea.	28,880
Theramark 4" x 1" Paper for Property Room Bar Code Printer (96 rolls)			960
Digital Camera for Mug Shots (2 units)	1,350	ea.	2,700
L-TRON 2D Bar Code Imager (320 units)	450	ea.	144,000
L-TRON 2D Bar Code Imager (For CMS visitors) (3 units)	450	ea.	1,350
Inmate Tracking Supplies (configuration attached)			2,275

TOTAL THIRD PARTY PRODUCTS AND SERVICES   **$261,818**

D.   SOURCE CODE ESCROW

SOURCE CODE ESCROW

Setup Fee $3,000

TOTAL OTHER COSTS   **$3,000**

TOTAL IMPLEMENTATION AND THIRD PARTY PRODUCTS AND SERVICES   **$1,498,018**

TOTAL ONE-TIME COST   **$2,488,423**

Exhibit B / COST SUMMARY, PAYMENT SCHEDULE AND DETAILED COST PROPOSAL

OPTIONAL APPLICATION SOFTWARE

A.	STANDARD APPLICATION SOFTWARE [1,2,3,4]

ITEM	DESCRIPTION

1.	**Aegis/MSP Third Party LE Records Interface Software [8]**	
	- Ticket Writer Interface	6,500

CLIENT SOFTWARE

2.	**Field-Based Reporting (310 Units)**	
	LE Accident Field Reporting The following New World Report is included: - Accident (1 form)	60,450
	LE Accident Field Reporting Compliance	18,135
	MCT Ticket Writer Interface	9,068

3.	**In-Station-Based Reporting (460 Units)**	
	LE Accident Field Reporting The following New World Report is included: - Accident (1 form)	89,700
	LE Accident Field Reporting Compliance	26,910

TOTAL SOFTWARE LICENSE FEE [15,16]   **$210,763**

B.	IMPLEMENTATION SERVICES [17]

1. CUSTOM SOFTWARE/CUSTOM SOFTWARE INTERFACES [19]

Third Party Software Product (Custom Interfaces)

- Kronos Telestaff (one-way)   25,000

Exhibit B / COST SUMMARY, PAYMENT SCHEDULE AND DETAILED COST PROPOSAL

C.	THIRD PARTY PRODUCTS AND SERVICES [26]

THIRD PARTY PRODUCTS AND SERVICES

1. **THIRD PARTY SOFTWARE**

   a. **APS Ticketing and Citations (320 units)**   417,776

   (Includes 2 for BackOffice)

Exhibit B / COST SUMMARY, PAYMENT SCHEDULE AND DETAILED COST PROPOSAL

MSP ENDNOTES

[1]   *Intentionally left blank.*

[2]   *Intentionally left blank.*

[3]   *Intentionally left blank.*

[4]   *Intentionally left blank.*

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

[6]   *State Accidents includes logic, reports and electronic submission.*

[7]   *Intentionally left blank.*

[8]   *Does not include any required third party hardware or software unless specified in this Exhibit B the **Agreement** of this proposal. County is responsible for any third party support.*

[9]   *County is responsible for obtaining the necessary State approval and any non-New World hardware and software.*

[10]   *Intentionally left blank.*

[11]   *Intentionally left blank.*

[12]   *Intentionally left blank.*

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

[14]   *Any taxes or fees imposed are the responsibility of the purchaser and will be remitted when imposed.*

Exhibit B / COST SUMMARY, PAYMENT SCHEDULE AND DETAILED COST PROPOSAL

[15]   *Custom interface will be operational with existing third party software. Any subsequent changes to third party applications may require additional services.*

[16]   *All Aegis/MSP Customers are required to use ESRI's ArcGIS Suite to maintain GIS data. All maintenance, training and ongoing support of this product will be contracted with and conducted by ESRI. Maintenance for ESRI's ArcGIS suite of products that are used for maintaining County's GIS data will be contracted by County separately with ESRI.*

[17]   *The ongoing New World SSMA cost is required for any Aegis software changes related to integration with ESRI software.*

[18]   *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.*

EXHIBIT C

STANDARD SOFTWARE MAINTENANCE AGREEMENT (SSMA)

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

1.   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 twenty-four (24) 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)   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)   Normal service is available from 8:00 a.m. to 8:00 p.m. (Eastern Time Zone). After 8:00 p.m., the *Aegis* phone support will be provided via pager and a New World support representative will respond to service calls within 30 minutes of call initiation.

  g)   Includes integration of the embedded software (e.g., ESRI) that is a component of the Exhibit B Licensed Standard Software.

  h)   Emergency 24-hour per day telephone support, seven (7) days per week for Licensed Standard Software is provided for Priority 1 issues as described in this Exhibit C.

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

2.   Maintenance for Custom Interfaces

New World will ensure future releases of custom interfaces, as described in Appendix 3 of the SOW, continue to function with new releases at no additional costs to County. If changes are made by 3rd party that require correction, New World will charge County at the standard hourly fees. (See Exhibit B)

3.   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 County on a pro rata basis for the remainder of the maintenance year and on a full year basis thereafter. (See Exhibit B)

Exhibit C / STANDARD SOFTWARE MAINTENANCE AGREEMENT

4.   Requests for Software Correction on Licensed Standard Software

If, after County has cutover to live production use of the Licensed Standard Software, County 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, County shall notify New World 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. New World shall accept notices of defect and requests for software correction from only the County Liaison, unless the County Liaison is not available or the defect or software correction is believed by County to be so critical that immediate notification to New World is required. Documented examples of the claimed defect must accompany each notice. New World shall review the documented notice and when system operation, a feature or report, or any other feature or function of the Licensed Standard Software does not conform to the published specifications, New World shall provide software correction service at no charge. (See Section 4.0 ("Warranties and Representations") of the Agreement for the New World warranties provided). A request for change to Licensed Standard Software to include functionality that is not part of the software design is handled as a billable Request For Service (RFS) (see Appendix 4 of the SOW – Project Management, Installation and Training Support Services and Fees, paragraph 5). County may, however, 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 County'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 County 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:.

(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) immediately during Normal Service hours and within one (1) hour, during Emergency Support hours 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 County concerning the status of the correction until the Licensed Standard Software is restored to operational status and confirmed as such by County. Immediately after notification of the Priority 1 event by County, New World shall offer to County workaround solutions, including patches, configuration changes, operational adjustments and reverting to a prior version of New World's software.

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

Exhibit C / STANDARD SOFTWARE MAINTENANCE AGREEMENT

(b)   **Priority 2**: *An error, defect, fault, performance degradation, operation or malfunction that substantially degrades the performance of the Software but does not prohibit County'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 County concerning the status of the correction until the Licensed Standard Software is restored to operational status and confirmed as such by County. Immediately after notification of the Priority 2 event by County, New World shall offer to County workaround solutions, including patches, configuration changes, operational adjustments and reverting to a prior version of New World's software.

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

(c)   **Priority 3**: *An error, defect, fault, performance degradation, operation or malfunction that 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.

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

  Director of Customer Service, currently Erin Miller
  Aegis Vice President of Product Operations and Solution Consulting, currently Brian Leary
  Vice President Aegis Sales and Operations, currently Craig Bickley

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;

 c)   requests that go beyond the scope of the Specifications set forth in this Agreement and the then-current User Manuals.

AGREEMENT 728-12

EXHIBIT D

NONDISCLOSURE AND DATA SECURITY AGREEMENTS

NONDISCLOSURE AND DATA SECURITY AGREEMENT (CONTRACTOR)

The undersigned, an authorized agent of New World and on behalf of New World Systems® Corporation (Contractor) hereby agree that New World will hold County provided information, documents, data, images, records and the like (hereafter "information") confidential and secure and to protect it against loss, misuse, alteration, destruction or disclosure. This includes but is not limited to the information of the County, its employees, contractors, residents, clients, patients, taxpayers and property as well as information that the County shares with Contractor for testing, support, conversion or other services provided under Arlington County Agreement No. _____ (the "Project" or "County Agreement" as applicable) or which may be accessed through other County owned or controlled databases (all of the above collectively referred to herein as "information" or "County information").

In addition to the DATA SECURITY obligations set in the County Agreement, New World agrees that it will maintain the privacy and security of the County information, control and limit internal access and authorization for access to such information and not divulge or allow or facilitate access to County information for any purpose or by anyone unless expressly authorized. This includes but is not limited to information that in any manner describes, locates or indexes anything about an individual including, but not limited to, his/her (hereinafter "his") Personal Health Information, treatment, disability , services eligibility, services provided, investigations, real or personal property holdings, and his education, financial transactions, medical history, ancestry, religion, political ideology, criminal or employment record, social security number, tax status or payments, date of birth, address, phone number or that affords a basis of inferring personal characteristics, such as finger and voice prints, photographs, or things done by or to such individual, and the record of his presence, registration, or membership in an organization or activity, or admission to an institution (also collectively referred to herein as "information" or "County information").

Contractor also agree that it will not directly or indirectly use or facilitate the use or dissemination of information (whether intentionally or by inadvertence, negligence or omission verbally, electronically, through paper transmission or otherwise) for any purpose other than that directly associated with its work under the Project. Contractor acknowledges that any unauthorized use, dissemination or disclosure of information is prohibited and may also constitute a violation of Virginia or federal laws, subjecting it or its employees to civil and/or criminal penalties.

New World agrees that it will not divulge or otherwise facilitate the disclosure, dissemination or access to or by any unauthorized person, for any purpose, of any information obtained directly, or indirectly, as a result of its work on the Project. Contractor shall coordinate closely with the County Project Officer to ensure that its authorization to its employees or approved subcontractors is appropriate, tightly controlled and that such person/s also maintain the security and privacy of information and the integrity of County networked resources.

Contractor agrees to take strict security measures to ensure that information is kept secure, properly stored, that if stored that it is encrypted as appropriate, stored in accordance with industry best practices and otherwise protected from retrieval or access by unauthorized persons or unauthorized purpose. Any device or media on which information is stored, even temporarily, will have strict security and access control.Any information that is accessible will not leave New World work site or the County's physical facility, if working onsite, without written authorization of the County Project Officer.If remote access or other media storage is authorized, Contractor is responsible for the security of such storage device or paper files.

Contractor will ensure that any laptops, PDAs, netbooks, tablets, thumb drives or other media storage devices, as approved by the County,and connected to the County network are secure and free of all computer viruses, or running the latest version of an industry standard virus protection program. Contractor will ensure that all passwords used by its employees or subcontractors are robust, protected and not shared. No information may be downloaded expect as agreed to by the parties and then only onto a County approved device. Downloading onto a personally owned device is prohibited. Contractor agrees that it will notify the County Project Officer immediately upon discovery, becoming

aware or suspicious of any unauthorized disclosure of information, security breach, hacking or other breach of this Agreement, the County Contract, County policy, Contractor's security policies, or any other breach of Project protocols. New World will fully cooperate with the County to regain possession of any information and to prevent its further disclosure, use or dissemination. New World also agrees, if requested, to promptly notify others of a suspected or actual breach.

Contractor agrees that all duties and obligations enumerated in this agreement also extend to its employees, agents or subcontractors who are given access to County information.Breach of any of the above conditions by Contractor's employees, agents or subcontractors shall be treated as a breach by Contractor. Contractor agrees that it shall take all reasonable measures to ensure its employees, agents and subcontractors are aware of and abide by the terms and conditions of this Agreement and related data security provisions in the County Agreement.

It is the intent of this Non-Disclosure and Data Security Agreement to ensure that New World has the highest level of administrative safeguards, disaster recovery and best practices are in place to ensure confidentiality, protection, privacy and security of County information and County networked resources and to ensure compliance with all applicable local, state and federal law or regulatory requirements. Therefore, to the extent that this Nondisclosure and Data Security Agreement conflicts with the County Agreement or with any applicable local, state, or federal law, regulation or provision, the more stringent County Contract requirement, law, regulation or provision shall control.

At the conclusion of the Project, Contractor agrees to return all County information to the County Project Officer. These obligations remain in full force and effect throughout the Project and shall survive any termination of the County Agreement.

Authorized Signature: _____

Printed Name and Title: _____

Date: _____

NONDISCLOSURE AND DATA SECURITY AGREEMENT (INDIVIDUAL)

I, the undersigned, agree that I will hold County provided information, documents, data, images, records and the like (hereafter "information") confidential and secure and protect it against loss, misuse, alteration, destruction or disclosure. This includes but is not limited to the information of the County, its employees, contractors, residents, clients, patients, taxpayers, and property as well as information that the County shares with my employer or prime contractor for testing, support, conversion or the provision of other services under Arlington County Agreement No. (the "Project" or "County Agreement", as applicable) or which may be accessed through County owned or controlled databases (all of the above collectively referred to herein as "information" or "County information").

I agree that I will maintain the privacy and security of County information and I will not divulge or allow or facilitate access to County information for any purpose or by anyone unless expressly authorized to do so by the County Project Officer. This includes but is not limited to information that in any manner describes, locates or indexes anything about an individual including, but not limited to, his/her (hereinafter "his") Personal Health Information, treatment, disability, services eligibility, services provided, investigations, real or personal property holdings, education, financial transactions, medical history, ancestry, religion, political ideology, criminal or employment record, social security number, tax status or payments, date of birth or that otherwise affords a basis of inferring personal characteristics, such as finger and voice prints, photographs, or things done by or to such individual, and the record of his presence, registration, or membership in an organization or activity, or admission to an institution(as also collectively referred to herein as "information" or "County information").

I agree that I will not directly or indirectly use or facilitate the use or dissemination of information (whether intentionally or by inadvertence, negligence or omission verbally, electronically, through paper transmission or otherwise) for any purpose other than that directly authorized and associated with my designated duties on the Project. I understand and agree that any unauthorized use, dissemination or disclosure of information is prohibited and may also constitute a violation of Virginia or federal law/s, subject to civil and/or criminal penalties.

I also agree that I will not divulge or otherwise facilitate the disclosure, dissemination or access to or by any unauthorized person for any purpose of the information obtained directly, or indirectly, as a result of my work on the Project. I agree to view, retrieve or access County information only to the extent concomitant with my assigned duties on the Project and only in accordance with the County's and my employer's access and security policies or protocols.

I agree that I will take strict security measures to ensure that information is kept secure, properly stored, that if stored that it is encrypted as appropriate, stored in accordance with industry best practices, and otherwise protected from retrieval or access by unauthorized persons or unauthorized purpose. I will also ensure that any device or media on which information is stored, even temporarily, will have strict security and access control and that I will not remove, facilitate the removal of or cause to be removed any information from my employer's worksite or the County's physical facility without written authorization of the County Project Officer.If so authorized, I understand that I am responsible for the security of the electronic equipment or paper files on which the information is stored and agree to promptly return such information upon request.

I will not use any devices, laptops, PDAs, netbooks, tablets, thumb drives or other media storage devices ("Device") during my work on the Project without pre-approval.I will ensure that any Device connected to the County network shall be free of all computer viruses or running the latest version of an industry standard virus protection program. I will also ensure that my password, if any, is robust, protected and not shared. No information may be downloaded except as authorized by the County Project Officer and then only onto a County-approved Device.Downloading onto a personally owned Device is prohibited.

I agree that I will notify the County Project Officer immediately upon discovery, becoming aware of or suspicious of any unauthorized disclosure of information, security breach, hacking or other breach of this Agreement, County policy, my employer's security system or any other breach of Project protocols. I will fully cooperate with the County to help regain possession of any information and to prevent its further disclosure, use or dissemination.

It is the intent of this Nondisclosure and Data Security Agreement to ensure that the highest level of administrative safeguards and best practices are in place to ensure confidentiality, protection, privacy and security of County information and County networked resources and to ensure compliance with all applicable local, state and federal law or regulatory requirement. Therefore, to the extent that this Nondisclosure and Data Security Agreement conflicts with

the underlying County Agreement or any local, state or federal law, regulation or provision, the more stringent County Contract provision, law, regulation or provision shall control.

Upon completion or termination of my work on the Project, I agree to return all County information to the County Project Officer. I understand that this Agreement remains in full force and effect throughout my work on the Project and shall survive my reassignment from the Project, termination of the above referenced Project or my departure from my current employer.

Signed: _____

Printed Name: _____

Date: _____

Witnessed: _____

Contractor's Project Manager: _____

Printed Name: _____

Date: _____

TO BE COMPLETED PRIOR TO BEGINNING WORK ON THE PROJECT

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: Arlington County   Located At: 1425 North Court House Road
                Customer Name   Arlington, VA 22201

Authorized Signature of County:

_____   _____   _____
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 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 County identified above as permitted in the County'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 County under the *Standard Software License and Service Agreement* between County and New World.

Agreed and Accepted by Third Party (Organization)   Agreed and Accepted by Third Party (Individual)

Organization: _____   Individual: _____

By: _____   By: _____

Title: _____   Title: _____

Date: _____   Date: _____

_____
Accepted and Approved by New World Systems Corp.

By: _____

Title: _____

Date: _____

AGREEMENT 728-12

EXHIBIT E

COUNTY VIRTUAL PRIVATE WORK POLICY

Arlington County Government Department of Technology Service

Remote Access Policy
Issue Date: 01/23/03 Revision Date: 03/10/10

1. Policy Purpose
This policy is County and non-County users of Remote Access (RA) to the Arlington County Government enterprise network.

2. Policy Scope
This policy applies to all Arlington County Government employees, contractors, consultants, constitutional employees, temporaries, and other workers, including all personnel affiliated with third parties that use Remote Access via Virtual Private Networks (VPNs) to access the Arlington County Government network. This policy applies to all methods of remote access, including but not limited to read-only access to network resources, remote access to the Desk Top, and remote network access.

3. Policy Description

Authorized Arlington County Government employees and authorized users (visitors, vendors, etc.) may use Remote Access, a "user managed" service. "User Managed" means that the user is responsible for selecting a compatible Internet service provider (ISP), coordinating installation, installing any required software, and paying associated fees, etc.

Vendors and other non-County users may utilize the County's remote access capability if approved by sponsoring agency directors or project managers.
For County-owned equipment, the sponsoring agency is responsible for providing County equipment, required software and licensing fees (such as Absolute-Computrace, email application software, etc). For equipment not owned by the County, the user will be responsible for any software and licensing fees.

If remote network access is required, then users may be required to use VPN client software, which will be provided by DTS, licensing and installation instructions, needed to enable an encrypted connection to the Arlington County Government network. This applies to both County-owned and non-County owned equipment.
All user owned equipment configurations must comply with this policy, specifically item #6 (see below); maintain anti-virus software with up-to-date anti-virus definitions, and have firewall protection turned-on. In-home wireless networks must have encryption activated. The sponsoring agency will approve a non-County user's access and provide details of access requirements (such as telnet/ftp access to a specific server) to DTS. The sponsoring department is required to include a completed "Agency VPN Access Form" to DTS prior to service activation. DTS will process the request and provide remote access for the user.

1. It is the responsibility of the user with remote access privileges to ensure that 'no' unauthorized users are allowed access. This includes the physical security of the machine. If a user suspect's unauthorized access or if the user's County provided equipment is lost or stolen, the user must immediately contact the Arlington County Help Desk at 703-228-HELP (4357).

2. Remote access is managed with the use of a user name and password. Each user is responsible for securing their user name and password. The authorized user assumes full responsibility for all on-line activities associated with their account. If a user suspect's unauthorized access, the user must immediately contact the Arlington County Help Desk at 703-228-HELP (4357).

3. On-line activity while connected to the Arlington County Network will be monitored.

4. Dual (split) tunneling is a network configuration that enables access to both a public network (the Internet) and the County network at the same time using the same physical network connection. Such connections are a serious security violation.

5. Gateways will be set up and managed by the Department of Technology Services (DTS) Infrastructure and Network Services (INS) group.

6. All computers connected to the Arlington County Government's internal network via remote access must use anti-virus software with up-to-date anti-virus definitions. In addition these computers must have a firewall that is turned-on; the firewall can be software or hardware. This policy applies to all computers used for remote access regardless of ownership (vendor/employee).

7. County-owned laptop computers must have an active license for Computrace software. DTS can load and activate the Computrace software on County laptops upon request.

8. Remote access users will be automatically disconnected from the Arlington County Government's network after twenty minutes of inactivity. The user may log in again to reconnect to the network.

9. Users of computers that are not Arlington County Government owned are responsible for configuring the equipment such that the equipment complies fully with the DTS remote access policies.

10. By using remote access with non-County owned equipment, users understand that this equipment is a de facto extension of Arlington County Government's network. As such, users of non-County equipment remain subject to the provisions of Administration Regulation 2.10, Electronic Communications and Internet Services Policy, and all other applicable rules and regulations, associated with the use of County Government owned equipment.

11. Users who fail to adequately maintain their systems may forfeit remote access privileges.

4. Remote Access Service Support
DTS will provide support for the remote access service during normal business hours of operation, weekdays 7 AM to 5 PM. Service desk tickets should be issued for all remote access service issues.

DTS is not responsible nor will DTS support non-County resources such as personal laptops or workstations. Limited support for these end-systems will include verifying the remote access service is available and validating user name and passwords.

5. Remote Access Service Termination
The sponsoring agency is responsible for notifying DTS when an authorized user's remote access account should be terminated.

6. Enforcement
Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment. Contractors, consultants, temporaries, constitutional employees and other workers, including all personnel affiliated with third parties using remote access to access Arlington County Government's enterprise network; and or their employer; will be held liable for any damage and/or destruction of Arlington County Government information as a result of intentional or negligent conduct.

7. Revision History

Revision 4.0 03/10/10 edited policy to provide additional clarification and include coverage of new technologies such as in-home wireless networking.

County Employee Supervisor

Last Name, First   Signature   Date

_____

Contractor / Vendor (if required)

Last Name, First   Signature   Date

_____

Department Charge Code

SIGNING THE ABOVE STATES THAT YOU HAVE READ AND AGREE TO THE TERMS SPECIFIED IN THE VIRTUAL WORK POLICY.

EXHIBIT F

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, detailed restaurant checks, 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. If you paid for the airfare yourself, you must also submit your airline receipt and credit card voucher or other valid proof of payment. For E-tickets: although there is no ticket stub to turn in, please submit boarding passes, itineraries and all other documentation provided by the travel agent and airline.

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

For restaurants: Tear-off tabs and handwritten receipts for cash will generally not be accepted if they exceed $25.

All receipts must clearly indicate: Seller's name/location, date, amount, method of payment, and a detailed description of charges. In those rare cases where you have lost a receipt or did not get one, provide the above information along with an explanation of why there is no receipt. Do not cross out or change any of the information on a 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. A substituted receipt will not be accepted. The Company will retain your original receipts and expense reports for at least a year, should you ever need access to them.

2.   Business Purpose

Every reimbursable expenditure must have a business purpose associated with it. For travel related expenses, the nature of the trip should be clearly described on the expense report. Entertainment and employee relations expenses require the name of the prospect/Customer and the event, type of entertainment, location/establishment name, the number of people entertained, their names, and the business purpose. All other reimbursable expenses require an explanation of the business purpose or benefit of the expenditure.

Exhibit F / TRAVEL POLICY

Reimbursable Expenses

The following types of expenses are generally considered reimbursable:

1.   Mileage

You will be reimbursed for the daily business use of your personal vehicle when such mileage exceeds your normal roundtrip commuting mileage.

> *Example: Susan Jones lives 20 miles from the office, making her normal roundtrip commuting mileage equal to 40. If she travels 50 miles to the airport on Monday, she will be reimbursed for 10 miles for that day (50 miles driven that day less her normal 40 mile daily commute).*

You will not be reimbursed for business mileage if the total distance driven is less than your normal commuting mileage on the days you drove. All approved miles traveled on a Saturday, Sunday or company holiday will be paid if you are on authorized company business that day.

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 company will reimburse you for parking, tolls, and certain other fees associated with vehicle business travel that are not otherwise covered by the mileage reimbursement.

When parking overnight or longer, you must use the overnight, deck or long-term parking lots to avoid excessive parking costs. Any excessive parking expense will not be reimbursed.

Exhibit F / TRAVEL POLICY

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. Under current policy, you may choose to participate in Frequent Flyer programs as long as actual flights are chosen based on lowest fares, not maximizing personal mileage credits.

Air travel is not allowed to destinations that are within 200 miles of your home or local office or in any situation where it is more economical to drive rather than fly. All trips should originate from the major airport that is nearest to our local office (Detroit Metro for Troy office employees) unless it is less expensive to use a different airport.

You are expected to book airline reservations 14 days in advance if possible to take advantage of reduced rate fares. You're expected to accept the lowest fare with New World's preferred carrier, connecting flights, and alternative flights, which depart within 2 hours of your desired departure time. The recommendations of New World's Authorized travel Agent should normally be followed.

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.

Your boarding passes, ticket stubs (unless using an E-ticket), and travel agent's itinerary must be submitted with your expense report for all air travel—regardless of whether the company or you paid the bill. If your itinerary differs from the actual flights you made, provide an explanation on the itinerary.

Unused Tickets

Unused tickets are valuable and must be returned to the controller's office immediately so that proper credit can be received. Do not keep unused tickets or try to convert them in any way for future use or gain.

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.

You should return rental cars with a full tank of gas. Rental agencies charge excessive gasoline prices (currently $6.00/gallon or more) to refuel a vehicle. While New World will reimburse you for normally-priced gasoline you put into rental cars, we will not reimburse employees for excessive rental agency fuel charges that exceed $10 per rental. Fill up in the morning or night before if you're not sure you'll have time when you return the car.

If you use a rental car on a trip that originates from your home or office, you may claim the standard mileage rate for the business mileage (minus normal commuting mileage), but the cost of the rental car itself and gas, etc. will not be reimbursed.

In certain circumstances a Customer may request or allow you to drive a rental car to a location beyond 200 miles from your home or office. This will be allowed only if an authorized Customer representative agrees in writing to reimburse New World for the full cost of the rental car and all driving time at standard rates.

Exhibit F / TRAVEL POLICY

National Car Rental (NCR)   To save money and better control expenses, the company maintains a corporate account with National Car Rental. Our account recap number can be found on your NCR card. You 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.

It's most economical to return the car to the same location where you originally rented it. If you must return the car to another location, be aware that substantial additional charges will be assessed by National based on the distance between the origination and drop-off offices.

5.   Ground Transportation

When renting a car is not more economical, the company will reimburse you 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 . Such receipts should be obtained whenever possible. Share cab rides with other New World employees whenever possible to save money.

On trips that exceed 2 days: Cab fare will not be reimbursed if it would have been cheaper to rent a car.

6.   Per Diem Allowances

Standard Per Diem for Overnight Travel: A standard per diem is paid for each **evening** you 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.

You may claim an additional $26 per diem on the day of your return if you 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 you 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 you spend 12 hours or more away from home on company business and travel more than 50 miles away from your office.

Billing and Special Situations: New World's Customers are normally invoiced for <u>all</u> per diem allowances paid to employees for service trips. Sometimes our arrangements with Customers may specify a per diem amount that is higher or lower than the standard rates above for business reasons. As a general rule, this will not change the standard per diem allowance paid to employees. You will be notified in advance in writing if any exception to this general rule applies in a specific situation.

7.   Lodging

You are expected to stay in economy hotels/motels when traveling on company business (examples: Comfort Inns, many Holiday Inns, and other clean newer bargain motel chains, etc.) Lodging at higher priced luxury or resort hotels will not be reimbursed unless approved by the President, or Vice President - Finance as being necessary for business reasons—for example, staying at a resort location to attend a trade show or staying close to the prospect's office during the sales process. Many hotels have government rates or special rates available to IBM or Microsoft Business Partners or guests of the city/county. You 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 G
AGREEMENT AND AUTHORIZATION FOR PROCUREMENT
OF THIRD PARTY PRODUCTS AND SERVICES (New World Purchases)

The configuration below describes the Third Party products and services that **New World** will obtain for **County**. By execution of this **Agreement, County** authorizes **New World** to order the Third Party products for delivery to:

> *Arlington County Police*
> *1425 North Court House Road*
> *Arlington, VA 22201*
> *(or other address as may be supplied by **County**)*

The payments for Third Party products are covered under the Cost Summary and Payment Schedule in Exhibit B.

County is responsible for the site preparation and related costs to install the Third Party products. **County** is responsible for any returned product charges, including re-stocking and shipping fees, for all Third Party products ordered by **New World** on the **County's** behalf.

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

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

CONFIGURATION

1. **THIRD PARTY PRODUCTS AND SERVICES**[1]

   THIRD PARTY SOFTWARE
   a. **Embedded Third Party Software** $25,000

       (includes all Third Party executable components)

   b. **Northrop-Grumman LInX Integration Fee**   56,653

   THIRD PARTY HARDWARE

   c. **Hardware, System Software & Services**   180,165

Servers (customer supplied)			
Message Switch (5-year warranty) (qty. 2)	14,440	ea.	28,880
Theramark 4" x 1" Paper for Property Room Bar Code Printer (96 rls)			960
Digital Camera for Mug Shots (2 units)	1,350	ea.	2,700
L-TRON 2D Bar Code Imager (320 units)	450	ea.	144,000
L-TRON 2D Bar Code Imager (For CMS visitors) (3 units)	450	ea.	1,350
Inmate Tracking Supplies (configuration below)			2,275

TOTAL THIRD PARTY PRODUCTS AND SERVICES	**$261,818**

ENDNOTES

[1]   *County is responsible for any ongoing annual maintenance on third party products, and is advised to contact the third party vendor to ensure understanding of and compliance with all maintenance requirements.*

<u>**Optional Third Party Products and Services**</u>
Customer may license the following optional Third Party Products at the costs shown for a period of 9 months after Effective Date.

1. **THIRD PARTY PRODUCTS AND SERVICES[1]**

   THIRD PARTY SOFTWARE
   a. **APS Ticketing and Citations (320 units)***   417,776
      (Includes 2 for BackOffice)

TOTAL OPTIONAL THIRD PARTY PRODUCTS AND SERVICES	$417,776

MESSAGE SWITCH	
SYSTEM HARDWARE	**INVESTMENT**
IBM POWER 7 Model 710 Express (Primary)	$7,350

- (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
- Language Group Specify - US English

IBM POWER 7 Model 710 Express (Backup)   7,350

- (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
- Language Group Specify - US English

	Total System Hardware	**$14,700**

SYSTEM SOFTWARE	INVESTMENT
IBM POWER 7 Model 710 Express (Primary)	
- IBM AIX Standard Edition Ver. 7.1	N/C
- Per Processor Activation - 4 Core	$2,000
- DVD Process Charge	50
IBM POWER 7 Model 710 Express (Backup)	
- IBM AIX Standard Edition Ver. 7.1	N/C
- Per Processor Activation - 4 Core	2,000
- DVD Process Charge	50
Total System Software	**$4,100**

IBM SERVICES	INVESTMENT
IBM POWER 7 Model 710 Express (Primary)	
- 5 Year HW/SW Maintenance, 24X7X4 WSU	$5,800
IBM POWER 7 Model 710 Express (Backup)	
- 5 Year HW/SW Maintenance, 24X7X4 WSU	5,800
Total IBM Services	**$11,600**
Total System Price	**$30,400**
New World Customer Discount	**-$1,520**
TOTAL CUSTOMER INVESTMENT	**$28,880**

PROPERTY ROOM BAR CODE KIT ACCESSORIES

(12) Theramark TTL4010P5 4" X 1" Therm. Trans. Label (2,260/Roll) $960

MUGSHOT CAMERA KIT

DESCRIPTION	INVESTMENT
Imaging Station Peripherals	
(2) Sony EVI-D70 Pan/Tilt/Zoom Color NTSC Video Camera	$2,400
(2) Sony VISCA 25FT RS-232C Control Cable	100
(2) 25FT S-Video Cable	100
(2) StarTech SVID2USB2NS - USB 2.0 Video Capture Cable	100
TOTAL SONY MUGSHOT CAMERA KIT	**$2,700**

2D BAR CODE IMAGER

	INVESTMENT
2D Bar Code Imager	
(320) L-TRON 4910LR-151-LTRK 2D Imaging Scanner	$144,000
- High Performance 2 Dimensional (PDF 417) Bar Code Imager	
- Linear Code 39, Code 128, Code 93, Other Symbologies	
- Native USB Keyboard or USB COM Port Emulation Drivers	
- Microphone Style Megapixel Imager w/Mount	
- Coiled USB Interface Cable	
- 3 Year Warranty	
TOTAL 2D BAR CODE IMAGER	**$144,000**

2D BAR CODE IMAGER

	INVESTMENT
2D Bar Code Imager	
(3) L-TRON 4910LR-151-LTRK 2D Imaging Scanner	$1,350
- High Performance 2 Dimensional (PDF 417) Bar Code Imager	
- Linear Code 39, Code 128, Code 93, Other Symbologies	
- Native USB Keyboard or USB COM Port Emulation Drivers	
- Microphone Style Megapixel Imager w/Mount	
- Coiled USB Interface Cable	
- 3 Year Warranty	
TOTAL 2D BAR CODE IMAGER	**$1,350**

INMATE TRACKING / WRISTBAND KIT	
HARDWARE	**INVESTMENT**
(4) Clincher 4" Laminator Machine	**1,300**
Total Hardware	**$1,300**

ACCESSORIES	**INVESTMENT**
(4) Motorola MC55/MC65 Rigid Holster with Swivel Clip	**120**
(48) Theramark TTL4010P5 4" X 1" Therm. Trans. Label (2,260/Roll)	**480**
(20) Pack - Reusable Lamination Sleeves (25/Pack)	**375**
Total Accessories	**$975**
TOTAL INMATE TRACKING HARDWARE & ACCESSORIES	**$2,275**

NOTES

1   *The above hardware and system software costs assume the licensing of New World Systems' application software and support as part of a complete solution. The proposed hardware is configured to run New World applications only.*

2   *Hardware Installation/Configuration services not included in this hardware proposal.*

ESRI Notes
1) County will restrict use of the ESRI Software to executable code (used with the Aegis Licensed Standard Software).
2) County 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) County 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) County 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, County 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) County 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) County 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/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 County's GIS data will be contracted by County 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.

EXHIBIT H
AGREEMENT FOR PROCUREMENT
OF THIRD PARTY PRODUCTS AND SERVICES (County Purchases)

The configuration below describes the Third Party products and services that **County** will obtain at its expense.

County is responsible for the site preparation and related costs to install the Third Party products. County is responsible for any returned product charges, including re-stocking and shipping fees, for all Third Party products ordered by the County.

The Third Party products that County is required to obtain may be changed only by mutual agreement of the parties.

RECOMMENDED SYSTEM HARDWARE AND SYSTEM SOFTWARE

SERVERS

Host Server - Primary Data Center

County Supplied

(2) Dell PowerEdge R620 1U Rack Servers (or similar)
  - (2) Intel Xeon E5-2670, 2.6GHz 1600MHz, 8-Core Processors
  - 96GB 1600MHz RDIMMs
  - Internal Dual SD Module with 1GB SD Card
  - Embedded SATA Controller
  - (1) Broadcom 5720 Quad Port 1GB NIC (integrated)
  - (1) Broadcom 5719 Quad Port 1GB NIC (PCIe)
  - Redundant Hot Swappable Power Supplies
  - DVD/ROM, SATA, Internal
  - 5 Year ProSupport 24x7x4 Hour Onsite

Enterprise SAN - Primary Data Center

County Supplied

(1) Dell EqualLogic PS6100X 4U iSCSI SAN
  - (24) 600GB 10K-RPM 2.5" SAS Hot Swap Disk Drives (14.4TB 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
  - 5 Year ProSupport for IT and Mission Critical 24X7X4 Hour Onsite

Host Server - Backup Data Center

County Supplied

(1) Dell PowerEdge R620 1U Rack Server
  - (2) Intel Xeon E5-2670, 2.6GHz, 1600 MHz, 8-Core Processors
  - 128GB 1600MHz RDIMMs
  - Internal Dual SD Module with 1GB SD Card
  - (1) Broadcom 5720 Quad Port 1GB NIC (Integrated)
  - (1) Broadcom 5719 Quad Port 1GB NIC (PCIe)
  - Redundant Hot Swappable Power Supplies
  - DVD/ROM, SATA, Internal
  - 5 Year ProSupport 24X7X4 Hour Onsite

Enterprise SAN - Backup Data Center

County Supplied

(1) Dell EqualLogic PS6100X 4U iSCSI SAN
  - (24) 600GB 10K-RPM 2.5" SAS Hot Swap Disk Drives (14.4TB 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
  - 5 Year ProSupport for IT and Mission Critical 24X7X4 Hour Onsite

SYSTEM SOFTWARE

Host Servers - Primary Data Center   County Supplied

(1) Windows Server 2012 - Datacenter Edition, 2 Processors

(500) Microsoft Windows Server 2012 - User/Device CAL (Estimated)

(4) SQL Server 2014 - Standard Core Edition, 2 Cores (8 vCPUs Total)

(4) VMware vSphere 5 - Standard Edition, Processor License, 3 Yr. SNS

(1) VMware vCenter Server 5 - Foundation, 3 Yr. SNS

(1) VMware Site Recovery Manager 5 (25 VM Pack) - Standard, 3 Yr. SNS

(2) Microsoft Word 2010 (Production and Test)
(2) Microsoft Excel 2010 (Production and Test)

Host Servers - Backup Data Center   County Supplied

(1) Windows Server 2012 - Datacenter Edition, 2 Processors

(2) VMware vSphere 5 - Standard Edition, Processor License, 3 Yr. SNS

(1) VMware vCenter Server 5 - Foundation, 3 Yr. SNS

VIRTUAL MACHINE SPECIFICATIONS

SPECIFICATIONS   County Supplied

Application Server

- 4 vCPUs

- 8GB Memory

- 100GB Virtual Disk (OS)

- 500GB Virtual Disk (File Storage)

- Windows Server 2008 (R2) - Standard Edition, 64-Bit

Database Server

- 4 vCPUs

- 16GB Memory

- 100GB Virtual Disk (OS)

- 500GB Virtual Disk (SQL)

- Windows Server 2008 (R2) - Standard Edition, 64-Bit

- SQL Server 2008 (R2) - Standard Edition, 64-Bit

Decision Support Server

- 4 vCPUs

- 8GB Memory

- 100GB Virtual Disk (OS)

- 100GB Virtual Disk (SQL)

- Windows Server 2008 (R2) - Standard Edition, 64-Bit

- SQL Server 2008 (R2) - Standard Edition, 64-Bit

GIS Server

- 2 vCPUs

- 8GB Memory

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

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

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

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

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

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

RECOMMENDED CLIENT SPECIFICATIONS

DESCRIPTION

RMS/JMS Workstation (Customer Supplied)

- Intel Core i5/i7 Processor
- Windows 7/8 Professional
- 4GB System Memory
- Keyboard, Mouse, DVD-ROM
- 250GB Hard Drive
- Integrated GB Ethernet
- (1) 19" / 21" Flat Panel Color Monitor - DVI/DP
- Standard/Integrated Graphics Adapter

Mobile Data Computer (Customer Supplied)

- Intel Core i5/i7 Processor
- Windows 7/8 Professional
- 4GB System Memory
- 250GB Hard Drive
- 13.3" LCD Display (Touchscreen Optional)
- Backlit Keyboard, DVD-ROM
- Optional integrated 4G/LTE Mobile Broadband w/GPS

PROPERTY ROOM BAR CODE KIT (8 units)

HARDWARE

(1) Motorola MC55A0-P30SWQQA7WR Handheld Mobile Computer　　　County Supplied

- Windows Mobile 6.5 Classic Edition OS
- 256MB RAM / 1GB Flash Memory
- Ruggedized Construction (MIL-STD 810G Specifications)
- QWERTY Keypad
- Integrated 802.11A/B/G Direct Sequence Wi-Fi
- Integrated Bluetooth
- Integrated 2D SE-4500-HD Imager
- PenTile 3.5" Color VGA, 650+ NITS Touchscreen Display
- Rechargeable Lithium Ion 3.7V, 2400 mAh Smart Battery

(1) Motorola LS2208-SR20007R-UR USB Handheld Scanner, Black　　　County Supplied

- Corded Mid-range 1D Scanner
- Includes Hands-free Intellistand, USB Cable & Installation CD

(1) Zebra GX420T GX42-102410-000 Thermal Bar Code Printer　　　County Supplied

- 4" Print Width
- Thermal Transfer/Direct Thermal
- 203 dpi Print Resolution
- 8MB SDRAM, 4MB Flash Memory
- Serial RS-232, 10/100 Ethernet, USB

(1) Topaz SignatureGem Z-T-LBK755-BHSB-R Signature Pad   County Supplied
  - USB Interface
  - 4.4" X 2.5" Backlit LCD Signature Area

ACCESSORIES	
(1) Motorola CRD5500-100UR 1-Slot USB Cradle Kit for MC55	County Supplied

(1) Motorola 25-68596-01R USB Client Communication Cable   County Supplied

(1) Motorola AP-6521-60010-US Wireless Access Point Kit   County Supplied
  - 802.11A/B/G/N Single Radio Access Point, Internal Antennas

(1) Motorola AP-PSBIAS-2P2-AFR Power Supply/Injector   County Supplied
  - Requires 23844-00-00R US AC Line Cord

(1) Motorola BTRY-MC55EAB00 Standard 2400 MAH Spare Battery   County Supplied

(12) Zebra 03200GS11007 4.3" X 244' Wax Resin Ribbon   County Supplied

(1) Motorola 23844-00-00R US AC Line Cord, 1.8M, NEMA 5-15P   County Supplied

INMATE TRACKING / WRISTBAND KIT	
HARDWARE	**INVESTMENT**
(24) Motorola MC55A0-P30SWQQA7WR Handheld Mobile Computer	**County Supplied**

  - Windows Mobile 6.5 Classic Edition OS
  - 256MB RAM / 1GB Flash Memory
  - Ruggedized Construction (MIL-STD 810G Specifications)
  - QWERTY Keypad
  - Integrated 802.11A/B/G Direct Sequence Wi-Fi
  - Integrated Bluetooth
  - Integrated 2D SE-4500-HD Imager
  - PenTile 3.5" Color VGA, 650+ NITS Touchscreen Display
  - Rechargeable Lithium Ion 3.7V, 2400 mAh Smart Battery

(4) Zebra GX420T GX42-102410-000 Thermal Bar Code Printer   **County Supplied**
  - 4" Print Width
  - Thermal Transfer/Direct Thermal
  - 203 dpi Print Resolution
  - 8MB SDRAM, 4MB Flash Memory
  - Serial RS-232, 10/100 Ethernet, USB

ACCESSORIES	INVESTMENT
(18) Motorola CRD5500-100UES 1-Slot USB Cradle Kit for MC55	**County Supplied**
(18) Motorola 25-68596-01R USB Client Communication Cable	**County Supplied**
(18) Motorola BTRY-MC55EAB00 Standard 2400 MAH Spare Battery	**County Supplied**
(48) Zebra 03200GS11007 4.3" X 244' Wax Resin Ribbon	**County Supplied**

NOTES

1	*The above hardware and system software costs assume the licensing of New World Systems' application software and support as part of a complete solution. The proposed hardware is configured to run New World applications only.*
2	*Hardware Installation/Configuration services not included in this hardware proposal.*