Oregon City Police Department

MARK43 STATEMENT OF WORK

DATE: October 31, 2017

mark43

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Introduction

This statement of work (hereinafter "SOW") which is attached to the Technology Services Contract dated as of October 31, 2017 between Mark43, Inc. and Oregon City Police Department, as Exhibit A, details the effort necessary by Mark43 (hereinafter "Contractor") to implement for its Records Management System (RMS) and Evidence Management System (EMS), along with interfaces to third party software as specified herein (hereinafter "System") at the Clackamas County Law Enforcement Agencies (hereinafter "Agency").

The Contractor will be responsible for all project tasks specified in the SOW, including building interfaces data conversion/migration, testing, implementing, training, go-live and maintenance support. Notwithstanding the foregoing, or anything to the contrary in the Contract, this SOW, or any other agreement, the Agency agrees and understands that it, and not the Contractor, is solely responsible for establishing any required agreement(s) and/or statement(s) of work with Third Party Providers in connection with the interfaces, and for paying all fees, costs and expenses of Third Party Providers.

The SOW guides the primary activities and responsibilities for implementation of the System. It documents project implementation requirements, identifies each major task within the implementation process, sets expectations for each party and identifies the criteria by which a task will be considered complete.

The parties intend for initial Go-Live to occur no later than December 13, 2017. The Contractor and Agency agree that critical project milestones and deadlines will need to be met leading up to this Go Live date in order for that date to be achieved. The Agency agrees that Contractor shall not be held responsible for delays not within Contractor's control, including without limitation the Agency's failure to obtain any necessary consents or agreement from Third Party Providers.

Project Team Structure

The Contractor's project implementation team will consist of the following personnel:

ROLE	RESPONSIBILITIES	POC(s)
Project Executive Sponsor	Escalation point for issues that arise beyond the project level	Allan Mackiewicz
Client Solutions Team	The Client Solutions Team will work closely with Agency Project Managers, Workflow Decision Makers, and Superusers through the implementation process. The Client Solutions Manager will be the Agency's primary point of contact	Matt Neal Richard Cheng

ROLE	RESPONSIBILITIES	POC(s)
Technical Services Team	The Contractor's Technical Services Team is responsible for determine the scope of data migrations and any technical integrations between Contractor systems and other Third Party Vendor systems. This team will work closely with Agency IT personnel to ensure integration and data migration timelines are met	Karen Xiao
Support Team	The Contractor Support Team is responsible for training Agency trainers in accordance with Contractor's "train the trainer" training methodology. The Contractor Support Team representatives will also be responsible for providing user support during and after cutover to Contractor systems.	Greer Davis

The Agency's Project Team should consist of designated Agency personnel with the various skill sets, knowledge and backgrounds required to implement the new systems. The following list identifies the recommended Project Team roles and corresponding responsibilities:

ROLE	RESPONSIBILITIES	POC(s)
Executive Sponsor	Executive sponsors and escalation point in the Agency for issues that arise beyond the project level. Responsible for making decisions on recommended business process changes and other related items	Chief Jim Band
Project Managers	Contractor's primary point of contact in the Agency during the implementation process. Responsible for the day-to-day coordination of project activities with the Agency Project Team and with the Contractor Client Solutions Manager	Capt. Bill Kler/Capt. Shaun Davis

		Capt. Bill Kler/Capt. Shaun Davis
Communication Manager	Agency's central communications clearinghouse during implementation. Responsible for drafting, tracking, auditing, coordinating, facilitating, and archiving all communications about the implementation and its process.	
Working Group Leaders	Leaders from various functional groups within the Agency who have the expertise to opine on workflows and the authority to make decisions on changes to workflows at launch. These Working Group Leaders will serve as the lead Agency representative for their respective working groups (see below).	Capt. Bill Kler/Capt. Shaun Davis

Throughout the implementation, Working Groups that include representatives from the Contractor and the Agency will be responsible for supporting, informing, and making decisions on the various tasks required for launch. The Working Group Leaders will be empowered with the authority to act as the final decision-maker for changes in System-related workflows, as needed.

Working Groups should include individuals who are able to answer specific questions about their area of responsibility. Additional Working Groups may be required based on the unique needs of the Agency.

WORKING GROUP	RESPONSIBILITIES	POC
Patrol (Officers and Supervisors)	Review and sign off on business processes related to first responder, patrol, and patrol supervisor workflows in Contractor systems based on expert knowledge of department policies	Capt. Bill Kler/Capt. Shaun Davis
Investigations (Detectives & Supervisors)	Review and sign off on business processes related to investigations and case management, to include detective and detective supervisor workflows in Contractor systems based on expert knowledge of department policies	Capt. Bill Kler/Capt. Shaun Davis
Records	Review and sign off on business processes related to records workflows, to include answering public information requests and expungements.	Capt. Bill Kler/Capt. Shaun Davis

Property & Evidence	Review and sign off on business processes related to property room workflows, to include logging and tracking evidence in Contractor systems based on expert knowledge of department policies	Capt. Bill Kler/Capt. Shaun Davis
Booking	Review and sign off on business processes related to the booking and processing of arrestees in Contractor systems based on expert knowledge of department policies	Capt. Bill Kler/Capt. Shaun Davis
UCR/NIBRS	Review and sign off on business processes related to monthly UCR or NIBRS reporting based on expert knowledge of department policies	Capt. Bill Kler/Capt. Shaun Davis
Crime Analysis	Review and sign off on business processes related to statistical analysis of data in Contractor systems based on expert knowledge of department policies and needs	Capt. Bill Kler/Capt. Shaun Davis
GIS	Responsible for providing the Contractor Client Solutions Manager with mapping updates during the course of the project and for installing map updates after implementation	
Communications & Dispatch	Review and approve on business processes relation to Communications, call-taker, and dispatcher workflows in Contractor systems based on expert knowledge of Agency policies	Capt. Bill Kler/Capt. Shaun Davis
Technology	• Identify scope and provide documentation for any data migration • Identify scope and provide documentation for any interfaces • Identify technical gaps between existing systems and Contractor systems • Define technical standards • Introduce Third Party Vendors or other technical experts as needed to facilitate project goals	Capt. Bill Kler/Capt. Shaun Davis

Policy & Change Management	- Review business processes with the Agency and external agencies - Identify areas of improvement in conjunction with the cutover to the Mark43 RMS - Draft policy or General Order changes for approval by Agency Sponsor(s) - Define report approval processes - Implement new General Orders at launch	Capt. Bill Kler/Capt. Shaun Davis
Training	- Develop training plan for end users, Trainers, and system administrators - Schedule training sessions for all user groups - Track and report training progress to the Contractor Project Team and Agency Project Manager	Capt. Bill Kler/Capt. Shaun Davis
Support	- Define support model for Contractor systems - Establish connections to existing Agency IT support (e.g. Help Desk)	Capt. Bill Kler/Capt. Shaun Davis

Project Management Guidelines

Project management occurs throughout the project and is a component of every task. Overall project management activities for both Contractor and the Agency are listed here for reference.

The Contractor's project management responsibilities include the following:

- Maintaining project communications with the Agency Project Manager
- Managing the efforts of the Contractor Project Team and coordinating Contractor's activities with the Agency Project Manager
- Managing the efforts of subcontractors (if any) used by Contractor in the performance of the project
- Conducting monthly on-site status meeting with the Agency Project Manager

- Conducing weekly project review meetings with the Agency Project Manager via telephone conference calls
- Acknowledging issues raised by the Agency Project Manager within three (3) business days and providing a response within ten (10) calendar days
- Maintaining a list of project risks
- Preparing and submitting monthly status reports which include: the accomplishments of the previous month; planned activities; and any updates to the project schedule
- Ensuring Contractor personnel have ample time, resources, and expertise to carry out their respective tasks and responsibilities

Agency project management responsibilities include the following:

- Maintaining project communications with the Contractor Client Solutions Manager
- Managing the efforts of Agency personnel and coordinating Agency activities with the Contractor Client Solutions Manager
- Ensuring that Agency personnel have ample time, resources and expertise to carry out their respective tasks and responsibilities
- Participating in status meeting with the Contractor Client Solutions Manager on a monthly basis, or as may otherwise be reasonably required, to discuss project status
- Participating in weekly project review meeting with the Contractor Client Solutions Manager via telephone conference calls
- Providing responses to issues raised by the Contractor Client Solutions Manager via telephone conference calls
- Providing workspace for Contractor personnel, as reasonably requested

Statement of Work Task Format

Each task identified in the SOW includes the following:
- Task Description
- Contractor/Agency Participants
- Prerequisites
- Deliverables
- Contractor/Agency Responsibilities

- Completion Criteria

The tasks defined in the SOW may not be listed chronologically, and the actual project implementation tasks and timelines will follow the mutually agreed to Project Schedule, unless otherwise noted.

Initial Project Tasks

The following three (3) tasks at the system level and include the Contractor and Agency Project Teams.

Project Kick-Off Meeting

The objective of this task is to ensure that all project assumptions are valid and all requirements understood prior to beginning any significant work. A meeting for project kick-off will be held onsite after written notice has been given to current RMS provider, which details intentions to exit current RMS and related contract. During this meeting, the following topics will be covered:

- Logistics
    - Facilities tour, conducted by the Agency Project Manager
    - Facilities access and security requirements (during and after normal business hours)
    - Work space requirements for Contractor personnel while onsite
- Project Organization, Roles, and Responsibilities
    - Project team members and contact information
    - Communication Plan
    - Project overview (high level review of the SOW and its Attachments, and the Master Services Agreement and its Exhibits)
    - High level review of product and project deliverables
- Known project risks

Contractor Team Participation

- Project Executive Sponsor
- Client Solutions Team Representative(s)
- Technical Services Team Representative(s)

Agency Team Participation

- Executive Sponsor
- Project Manager
- Communications Manager
- All Working Group Leaders

Prerequisites

- Written notice of exit provided to current RMS provider
- SOW distributed to relevant Project Team members

Deliverables

- Project kick-off meeting notes

Contractor Responsibilities

- Review the project organization, roles, and responsibilities with the Agency
- Conduct a project overview including a review of the SOW to answer any outstanding questions and verify all aspects of the Project approach, per the topics listed above
- Work with the Agency to identify and document any potential project risks
- Provide meeting minutes, documented risks, and action items outlining anything that may affect project schedule, resources, and/or SOW
- Inform Agency of VPN requirements for project implementation and continued system maintenance
- Ensure technical accuracy of Interface Descriptions in Attachment B

Agency Responsibilities

- Review the SOW and work with the Contractor to verify the project approach
- Provide location and logistical support for project planning meeting
- Provide a complete list of stakeholders, to include Working Group Leaders and Working Group POCs, and any other resources as recommended by the Agency and the Contractor Client Solutions Team

Completion Criteria

This task is considered complete after the on-site Project Kick-off Meeting with Contractor representatives in attendance; and upon delivery of the meeting minutes to the Agency and a mutually agreeable draft schedule has been prepared for the completion of Task 2.

Project Schedule Review

The initial Project Schedule is Attachment A to this SOW. The Project Schedule identifies all tasks to be completed by the Contractor and the Agency during the lifecycle of the project, the responsible party for each task and the project milestones.

During this task, the Contractor and Agency Project Managers, as well as the Agency Executive Sponsors, and other Agency and/or Contractor personnel who can assist in scheduling decisions, will meet to review the schedule. The Contractor and Agency will verify the availability of resources to complete scheduled tasks and adjust the schedule by mutual agreement to accommodate any known variations in availability. The Contractor Client Solutions Manager will update the project schedule. The Contractor will deliver a final project schedule for Agency review and approval within seven (7) calendar days of completing the Project Schedule Review meeting.

The Project Schedule will be updated monthly by the Contractor, throughout the course of the Project. All changes to the schedule will be mutually agreeable. Any schedule changes that occur will be a part of the monthly Project Status Report provided by the Contractor Client Solutions Manager.

Contractor Team Participation

- Client Solutions Team Representative(s)

Agency Team Participation

- Executive Sponsor
- Project Manager
- Communications Manager

Prerequisites

- Project Kick-off meeting

Deliverables

- Completed Project Schedule
- Contractor on-site services

Contractor Responsibilities

- Present and discuss Project Schedule
- Update Project Schedule with Agency and make changes and/or corrections that are mutually agreed

Agency Responsibilities

- Provide input to the Project Schedule
- Commit resources to be available when required per the Project Schedule
- Review and approve the final Project Schedule within seven (7) calendar days of submittal by the Contractor

Completion Criteria

This task is considered complete upon Agency approval of the Project Schedule resulting from the Project Schedule Review.

System Hardware Review

The objective of this task is to ensure the Agency's hardware and operating system server software can support the System.

As part of this task, the Contractor will facilitate a discussion with the Agency regarding the Agency's hardware and network environment. The Agency will also need to order any hardware and system software for which it is responsible, and which is needed to establish the System's functionality (e.g. Zebra label printers, smartphone for mobile evidence scanner, integration servers).

Contractor Team Participation

- Client Solutions Team Representative(s)
- Technical Services Team Representative(s)

Agency Team Participation

- Project Manager
- Technology Working Group Leader

- Technology Working Group Representative(s)

Prerequisites

- Project Kick-off Meeting

Deliverables

- Final list of hardware and/or software required for the Agency to establish the System's functionality

Contractor Responsibilities

- Review and validate the specific hardware and software requirements with the Agency

Agency Responsibilities

- Order hardware and operating software required to establish the System's functionality

Completion Criteria

This task is considered complete after the Contractor has reviewed and validated the hardware and software requirements, and the Agency has ordered any required System hardware and/or software.

RMS Implementation Tasks

RMS Department Assessment

The Contractor will conduct an onsite Department Assessment early in the project lifecycle with stakeholders from various Agency working groups. The purpose of the Department Assessment is to enable the Contractor to gain an understanding of the current report-writing, records, property/evidence management workflows in place. Additionally, these sessions are designed to help the Contractor and Agency begin to determine the most effective and efficient use of the proposed solution before it is implemented.

Following the conclusion of the Department Assessment, the Contractor will develop an Implementation Plan document. This document will provide a summary of the Agency's RMS business processes, as discussed during the Department Assessment meetings, and provide a plan for the implementation of the Mark43 RMS system. The document will also list any decisions and issues identified during the session.

The Contractor will provide the Implementation Plan to the Agency for review and incorporate any Agency feedback and comments into the final version.

Contractor Team Participation

- Client Solutions Representative(s)
- Technical Services Team Representative(s)

Agency Team Participation

- Project Manager
- Communications Manager
- All Working Group Leaders
- All Working Group Representatives

Prerequisites

- Project Kick-off Meeting
- Project Planning Meeting

Deliverables

- On-site visit agenda
- Draft Implementation Plan
- Final Implementation Plan

Contractor Responsibilities

- Develop Department Assessment materials, including an agenda
- Conduct Department Assessments sessions
- Document Department Assessment findings
- Develop draft Implementation Plan
- Incorporate Customer comments and deliver final Implementation Plan document

Agency Responsibilities

- Coordinate Department Assessment sessions with Contractor

- Identify Department Assessment attendees and ensure they attend the session

- Provide meeting room(s) for Department Assessment sessions

- Review and approve the Implementation Plan for completeness and accuracy

Completion Criteria

This task is considered complete when the Agency accepts the final Mark43 Implementation Plan incorporating Agency feedback and comments.

RMS Interface Control Documentation

The goal of this task is to identify products and/or databases with which the Mark43 RMS is to be interfaced, and obtain the specific information needed to configure the interfaces and develop an Interface Control Document (ICD) for each RMS interface. The Agency will introduce the Contractor to third parties – including other vendors, state agencies, and local agencies – that control products and/or databases with which Mark43 products are to be interfaced. The Contractor is responsible for ensuring that the third party points of contact are the appropriate source of information needed to develop the ICDs and for mutually agreeing with Third Party Providers on the operational and technical interface requirements.

The Contractor will speak with the provided points of contact, research interface requirements and gather any available documentation that can clarify data schema, protocols, and query specifications the Contractor needs to develop and test the interfaces. The Contractor will finalize the ICDs and deliver the final documents to the Agency for approval of the functional content of the ICDs. The Contractor is responsible for ensuring the technical accuracy of the ICDs.

Contractor Team Participation

- Client Solutions Team Representative(s)

- Technical Services Team Representative(s)

Agency Team Participation

- Project Manager

- Technology Working Group Leader

- Technology Working Group Representative(s)

- Third Party Provider Integration Stakeholder(s)

Prerequisites

- Project Kick-off Meeting
- Project Planning Meeting

Deliverables

- Interface Control Documentation for integrations listed in Attachment B

Contractor Responsibilities

- Lead the interface requirements gathering process, tracking outstanding items requiring resolution
- Convene with Agency and third party points of contact to gather information required to develop ICDs
- Ensure that third party points of contacts are appropriate sources of information necessary to develop ICDs
- Mutually agree with the Third Party Providers on the functional and technical interface requirements
- Gather all commercially available interface data detailed schema, protocols, and query specifications, as needed
- Review ICDs with Agency and incorporate feedback
- Finalize ICDs for Agency review and approval of functional content

Agency Responsibilities

- Provide points of contact who are knowledgeable of the workflow and data requirements for each Agency hardware and software component with which the System will interface
- Provide or coordinate with persons who can provide Contractor with schema, protocols, and query specifications for Agency hardware and software components with which the System will interface
- Introduce Contractor to a primary point of contact for third parties, including other vendors, state agencies, and local agencies that control products and/or databases with which the System is to be interfaced
- Respond to Contractor questions and requests for information in a timely manner

- Enter into agreement(s) and/or statement(s) or work with Third Party Providers outlining any responsibilities of each Third Party Provider in connection with the interfaces and agreeing to pay related costs, expenses and fees of Third Party Providers

- Review and approve the content of the final ICDs

Completion Criteria

This task is considered complete when the Agency has reviewed and approved the content of the finalized ICDs.

RMS Data Conversion Study

The Contractor will analyze legacy RMS databases that are candidates for conversion into the Mark43 RMS and produce an initial mapping of legacy RMS data fields to the corresponding fields in the Mark43 RMS database tables.

The Contractor will conduct weekly phone calls (total number of sessions to be determined) to gather information about legacy RMS database(s) that are candidates for conversion into the Mark43 RMS. During this period, the Contractor will:

- Interview Agency subject matter experts

- View legacy data in the current system to see where it might fit in the Mark43 RMS database

- Examine documentation and sample data from the legacy system(s)

At the conclusion of the analysis, the Contractor will produce a Data Conversion Study document that contains:

- A high-level discussion outlining the conversion of legacy RMS data into the Mark43 RMS

- Identification of functional areas of the legacy system that are considered good candidates for conversion and those areas that are not considered good candidates, along with reasons why the functional areas are classified as "good" or "not good" candidates for conversion

- The historical time frame of the data to be converted

Contractor Team Participation

- Client Solutions Team Representative(s)

- Technical Services Team Representative(s)

Agency Team Participation

- Project Manager
- Technology Working Group Leader
- Technology Working Group Representative(s)
- Records Working Group Leader
- Records Working Group Representative(s)

Prerequisites

- Project Planning Meeting

Deliverables

- Mark43 RMS Data Conversion Study

Contractor Responsibilities

- Remotely gather information necessary to analyze legacy RMS data conversion options
- Produce the Mark43 RMS Data Conversion Study
- Participate in any discussion regarding the desire for future data conversion, but future data conversions are not within the scope of this project.

Agency Responsibilities

- Supply a subset of data to the Contractor Technical Services Team for use in the analysis and data mapping for data conversion
- Ensure Working Group Representatives who understand the structure and the use of legacy RMS data are available to work with the Contractor Technical Services Team for the duration of this task
- Provide additional data or scrubbed data based on feedback from the Contractor Technical Services Team, if requested

Completion Criteria

This task is considered complete upon the Agency's acceptance of the Mark43 RMS Data Conversion Study.

RMS Configuration

The Contractor will setup and configure:

- Users
- Roles (user groups and associated permissions)
- Offense codes
- Shapefiles

The Agency will then have access to the application and can begin informal parallel processing (user acceptance testing). After creation of the Agency tenant, the Contractor will access the application remotely for subsequent implementation tasks, including configuring components, setting up interfaces, conducting testing, and troubleshooting problems.

Contractor Team Participation

- Client Solutions Team Representative(s)
- Technical Services Team Representative(s)
- Support Team Representative(s)

Agency Team Participation

- Project Manager
- Technology Working Group Leader
- Technology Working Group Representative(s)
- Records Working Group Leader
- Records Working Group Representative(s)

Prerequisites

- VPN access is available
- Completion of RMS hardware delivery and installation (if applicable)

Deliverables

- Mark43 RMS tenant for Agency

Contractor Responsibilities

- Create a tenant on the Mark43 platform for Agency with configuration of users, roles, offense codes, shapefiles

Agency Responsibilities

- Provide IT support and personnel, as required
- Provide list of all offense codes, charge codes and incident type codes to be used in Mark43 RMS in format specified by Contractor (e.g. Excel spreadsheet)
- Provide list of all users and corresponding roles/user groups in format specified by Contractor
- Provide shapefiles for the Agency's geographical jurisdiction

Completion Criteria

This task is considered complete when the Agency verifies that the tenant has been created in a CJIS-capable compliant cloud storage (such as AWS Govcloud) consistent with State of Oregon Cloud Storage Policies and Procedures (Attachment "A" and Attachment "B"), and is accessible for parallel processing (user acceptance testing).

RMS Interface Development

During this task, the Contractor will develop the Mark43 RMS interfaces identified in Attachment B per the approved ICDs. Once the interfaces have passed the Contractor's internal testing, the interface software will be ready for implementation and testing.

Contractor Team Participation

- Client Solutions Team Representative(s)
- Technical Services Team Representative(s)

Agency Team Participation

- Project Manager
- Technology Working Group Leader
- Technology Working Group Representative(s)
- Third Party Provider Interface Stakeholder(s)

Prerequisites

- Agency review and approval of the ICDs
- Operation or availability of the external system or Third Party Provider software

Deliverables

- Interfaces developed per the approved ICDs
- Interface software deployed in the Production tenant for testing

Contractor Responsibilities

- Work with the required stakeholders to review interface requirements and design interfaces
- Develop interface software
- Conduct internal interface testing, prior to deployment
- Implement interface software and conduct integration testing
- Identify to the Agency any necessary certifications, and other related issues requiring Agency provided information - at least thirty (30) calendar days prior to scheduled interface installation

Agency Responsibilities

- Provide subject matter expertise to Contractor, as needed
- Provide Contractor with any available technical documentation on third party systems and how data can be accessed (Data dictionaries, entity relationship documents or ICDs for existing interfaces)
- Provide introductions to appropriate points of contacts with Third Party Providers
- Provide VPN accounts to the Contractor Technical Services Team to access the network for interface development, testing and maintenance
- Provide the following values to Contractor:
  - IP addresses for remote databases
  - Socket value for remote systems
  - Operator IDs (ORIs, terminal mnemonics, as needed by remote systems)
- Provide System Administrator support to the Contractor, as needed

- Enter into agreement(s) and/or statement(s) or work with Third Party Providers outlining any responsibilities of each Third Party Provider in connection with the interfaces and agreeing to pay related costs, expenses and fees of Third Party Providers

Completion Criteria

This task is considered complete when each interface (as defined in the ICD) is developed and tested in accordance with the ICDs.

RMS Integration Testing

Once the RMS features and interfaces have been tested internally by the Contractor, the Contractor will make them available for integration and testing by the Agency. The Subscriber and Contractor will then conduct integration and additional testing activities to ensure all components are operating in accordance with the test plan. This level of testing is performed by the Contractor and Third Party Provider interface stakeholders (and assumes that the Third Party Provider will make available any testing environment). The Contractor will perform this task remotely.

Contractor Team Participation

- Client Solutions Team Representative(s)
- Technical Services Team Representative(s)

Agency Team Participation

- Project Manager
- Technology Working Group Leader
- Technology Working Group Representative(s)
- Third Party Vendor Interface Stakeholder(s)

Prerequisites

- Completion of Interface Development

Deliverables

- Test plans for each integration, as mutually agreed on by the Contractor and respective Third Party Provider

Contractor Responsibilities

- Deploy interfaces to the Production tenant
- Conduct integration and testing activities

Agency Responsibilities

- Provide IT support and personnel, as required
- Facilitate introductions between Contractor and Third Party Providers, and assist in obtaining technical documentation and interface points required for the respective integration
- Enter into agreement(s) and/or statement(s) or work with Third Party Providers outlining any responsibilities of each Third Party Provider in connection with the interfaces and agreeing to pay related costs, expenses and fees of Third Party Providers

Completion Criteria

This task is considered complete when the Agency verifies that the Contractor has completed its integration and testing activities and receives notice that the Mark43 RMS is ready for functional testing.

RMS Functional Testing

The Agency and Contractor will conduct functional testing of the Mark43 RMS. Agency Working Group representatives will verify the operability of each functional item using mutually agreed upon test scripts provided by the Contractor. The Contractor and the Agency will jointly document and track the results of the test as either pass or fail. The Contractor will have up to ten (10) business days to propose a preliminary solution and estimated time for delivery for any functional item that fails a test. The Agency will re-test Contractor corrections and report the findings until issues are resolved.

Contractor Team Participation

- Client Solutions Team Representative(s)

Agency Team Participation

- Project Manager

- Communications Manager
- Representatives from all Working Groups

Prerequisites

- Creation of a tenant for Agency with configuration of users, roles, offense codes, shapefiles
- Agency and Contractor mutual confirmation that RMS is ready for testing

Deliverables

- Contractor-created test scripts to verify the operability of Mark43 RMS features and workflows
- Completion of the Mark43 RMS Functional Testing

Contractor Responsibilities

- Certify all applicable software, systems and ancillary systems, as ready for Mark43 RMS functional testing. Mark43 will also provide CCLEA access to live, or replica, database containing the entirety of the CCLEA's working data for the purpose of reporting or replication to a CCLEA database server. Mark43 will provide CCLEA schema documentation for the data contained in the before mentioned replica database.
- Provide on-site assistance during functional testing, as needed
- Document and review any discrepancies identified during the functional testing process
- Correct any functional item that fails a test, provide a mutually acceptable workaround and/or propose a preliminary solution and delivery estimate for any functional item that fails a test

Agency Responsibilities

- Execute functional testing
- Track and document test results
- Retest Contractor corrections and/or mutually acceptable workaround

Completion Criteria

This task is considered complete when the Mark43 RMS successfully passes the functional testing, as defined in the test scripts provided by the Contractor, and the Contractor has either provided solution(s) for the failed test(s) or; the Agency has approved a Contractor-provided workaround or plan for correction.

RMS/EMS Procedural Review

The Contractor will assist the Agency in revising Policy/General Orders for records management and field reporting. The Contractor will provide suggestions based on RMS product expertise and feedback from Functional Testing. The Agency will ultimately be responsible for writing, disseminating and enforcing the new Policy/General Orders.

Contractor Team Participation

- Client Solutions Team Representative

Agency Team Participation

- Project Manager
- Communications Manager
- Executive Sponsor
- All Working Group Leaders
- Policy & Change Management Working Group Representative(s)

Prerequisites

- Completion of Functional Testing
- Delivery of current records management and field reporting Policy/General Orders to Contractor

Deliverables

- Revised Policy/General Orders for records management and field reporting with the Mark43 RMS

Contractor Responsibilities

- Review Agency's current Policy/General Orders for records management and field reporting and recommended language changes, where applicable, based on product expertise and Functional Testing feedback
- Review draft revised Policy/General Orders from Agency for product workflow accuracy
- Review final revised Policy/General Orders from Agency for product workflow accuracy

Agency Responsibilities

- Identify appropriate points of contact for Policy/General Orders revision, review, approval
- Provide Contractor current Policy/General Orders for records management and field reporting
- Draft revised Policy/General Orders and provide to Contractor for review of product workflow accuracy
- Finalize revised Policy/General Orders and provide to Contractor for review product workflow accuracy
- Disseminate revised Policy/General Orders to all users prior to cutover to Mark43 RMS

Completion Criteria

This task is considered complete when the Agency has finalized revised Policy/General Orders for records management and field reporting that accurately reflects Mark43 RMS workflows, and established the dissemination/effective date for cutover to Mark43 RMS.

RMS Product Documentation

The Contractor will deliver the final technical documentation as listed under the "Deliverables" section below. Documentation will be delivered in electronic copy, which will enable the Agency to distribute copies within the organization as needed to support the RMS application.

Contractor Team Participation

- Client Solutions Team Representative(s)

Agency Team Participation

- Project Manager
- Communications Manager

Prerequisites

- Functional Testing
- Interface Development and Testing

Deliverables

Contractor will deliver the following product documentation in electronic format:

- System Administration/Technical Documentation:
  - Generic Query Application Programming Interface (API) Technical Manual
  - Named Query Application Programming Interface (API) Technical Manual
  - RMS Data Dictionary
  - RMS System Admin Manual
  - CJIS Audit Material
  - Mark43 Online Support Portal
  - RMS Entity Relationship Diagram
- User Documentation
  - Mark43 RMS User Guide

Contractor Responsibilities

- Deliver the product documentation listed above

Agency Responsibilities

- None

Completion Criteria

This task is considered complete upon the Agency's acceptance of the documents listed above under the "Deliverables" section.

RMS Admin Training

Once the Contractor has created the CJIS compliant cloud storage tenant, it will conduct initial RMS Admin Training. The purpose of this training is to inform the Agency's Project Team and System Administrators about the configuration tools they have within the system, as well as the configuration decisions they will need to make. Examples of decisions include:

- What user roles (Permission Groups) are required?
- What are the permission requirements for each module?
- What workflow roles need to be defined?

The RMS Admin Training course will instruct the Agency's Project Team and System Administrators how to use built-in configuration tools. This training will enable them to configure the system as

needed after cutover. This will give the Agency the opportunity to confirm user accounts, security permission groups, code tables, and Workflow roles prior to system testing and end-user training.

Contractor Team Participation

- Client Solutions Manager
- Client Solutions Associate(s)

Agency Team Participation

- Project Manager
- Communications Manager
- Working Group Leaders

Prerequisites

- CJIS compliant cloud storage tenant creation
- RMS Department Assessment

Deliverables

- RMS Admin Training
- RMS Admin Manual

Contractor Responsibilities

- Conduct RMS Admin Training
- Provide documentation required to support the Agency in future configuration tasks

Agency Responsibilities

- Provide a training facility, which includes one workstation per attendee; one instructor workstation; and a projector
- Ensure Agency's Project Team members attend the System Overview

Completion Criteria

This task is considered complete when the Contractor has: a) completed the RMS System Overview Training session and provided the Agency with the System Administration Manual and; b) Has identified configurable options for the RMS application and; c) Has reviewed the expected schedule with the Agency for completion of each activity.

RMS Trainer Training

The Contractor will provide RMS Train-the-Trainer courses per the Training Curriculum in Attachment C. The Training curriculum includes Train-the-Trainer courses designed to prepare Agency Trainers for end-user training and Administration courses designed to prepare Agency admin personnel to configure and support the Mark43 RMS.

Contractor Team Participation

- Client Solutions Team Representative(s)
- Support Team Representative(s)

Agency Team Participation

- Project Manager
- Communications Manager
- Designated Agency Trainers

Prerequisites

- Completion of Functional Testing
- Configuration and testing of the RMS
- Delivery of Product Documentation

Deliverables

- Contractor on-site training services
- Agency Trainer training course material
- End user training course material

Contractor Responsibilities

- Provide Mark43 RMS training for Agency Training staff members for all RMS features per a mutually agreed to schedule and as defined the Training Curriculum in Attachment C
- Provide training materials for classes

Agency Responsibilities:

- Identify Agency Trainers from necessary Working Groups
- Designate and assign personnel to receive training in groups not to exceed the class size listed in the Training Curriculum in Attachment C
- Provide sufficient copies of training documentation to support all students in the training classes
- Provide the necessary classrooms, facilities, and copies of the materials
- Provide one full-function workstation per student, one full-function workstation for the instructor, a projection screen, a whiteboard and connectivity to the server
- Ensure that appropriate Agency Trainers are available to actively participate in the entire scheduled training programs

Completion Criteria

This task is considered complete at the conclusion of all Contractor-provided Trainer training sessions for the Mark43 RMS as per the Training Curriculum in Attachment C.

RMS Cutover Plan

The Contractor and the Agency will jointly develop a Cutover Plan that details the steps necessary to move into live operations. To ensure that the move to live operations goes as smoothly as possible, the Cutover Plan will assign tasks and responsibilities to both Contractor and Agency personnel during the final month before cutover to live operations. The Plan will cover Agency staffing, movement of equipment into final locations, final production database clean out of test events, issue reporting procedures, and planned sequence of events for the cutover day.

The Contractor will provide the initial draft of the Cutover Plan to the Agency for review. The Agency will review the draft and provide feedback to the Contractor to incorporate into a final Cutover Plan.

Contractor Team Participation

- Client Solutions Team Representative(s)

Agency Team Participation

- Project Manager
- Communications Manager
- Executive Sponsor
- All Working Group Leaders

Prerequisites

- None

Deliverables

- Draft Cutover Plan
- Final Cutover Plan

Contractor Responsibilities

- Create a draft Mark43 RMS Cutover Plan
- Work with Agency personnel to refine the Cutover Plan
- Submit a final Mark43 RMS Cutover Plan

Agency Responsibilities

- Review and comment on the draft Mark43 RMS Cutover Plan
- Work with Contractor personnel to refine the Cutover Plan
- Review and approve the final Mark43 RMS Cutover Plan

Completion Criteria

This task is considered complete when the Agency has reviewed and approved the final Mark43 RMS Cutover Plan no less than thirty (30) calendar days prior to the scheduled cutover.

RMS Cutover Readiness Review

The purpose of this meeting between the Contractor and the Agency is to confirm that all preparations for RMS Cutover activities have been completed. The Readiness Review verifies that the following has occurred:

- Cutover Plan approval

- Identification and approval of a schedule for cutover activities

- Identification and scheduling of Contractor and Agency resources required for go-live activities

- Notification of planned system cutover to internal and external interface stakeholders supplying systems integral to go-live operations

- Data conversion audit complete and approved

- Policy/General Orders revisions completed, approved, and scheduled for effective date at cutover

- Post-cutover Support procedures established

Contractor Team Participation

- Client Solutions Team Representative(s)

- Technical Services Team Representative(s)

- Support Team Representative(s)

Agency Team Participation

- Project Manager

- Communications Manager

- Executive Sponsor

- All Working Group Leaders

Prerequisites

- Completion of all end-user training designated by the Agency as being required for "go-live"

- Completion of revised Policy/General Orders

Deliverables

- Completion and acceptance of the Readiness Review Meeting

- Agency final approval for cutover to live operations on the date/time specified in the Cutover Plan

Contractor Responsibilities

- Provide specified personnel to attend Readiness Review meeting

Agency Responsibilities

- Provide specified personnel to attend Readiness Review meeting
- Provide final approval for cutover to live operations on the date/time specified in the Cutover Plan

Completion Criteria

This task is considered complete upon conclusion of the Readiness Review meeting and documentation of Agency approval to commence with Mark43 RMS cutover.

RMS Cutover

Once the Contractor and the Agency have held the Readiness Review meeting, the Contractor will certify the Mark43 RMS as operational and ready for cutover. The final decision for cutover to live operations ultimately rests with the Agency. Upon cutover to Mark43 RMS, Contractor personnel will assist the Agency in placing Mark43 RMS into production use. Contractor personnel will be on-site at least one (1) day prior to live operations and will provide post-cutover on-site support for five (5) days.

Agency Trainers and core team members will be scheduled to provide knowledgeable Agency support to all shifts during the first few days after cutover to live operations in conjunction with the scheduled Contractor staff.

Contractor Team Participation

- Client Solutions Team Representative(s)
- Technical Services Team Representative(s)
- Support Team Representative(s)

Agency Team Participation

- Project Manager
- Communications Manager
- Executive Sponsor
- All Working Group Leaders

Prerequisites

- Completion of all prior projects tasks
- Completion and acceptance of the Mark43 RMS Cutover Plan
- Completion of the Readiness Review meeting
- Completion of changes to Policy/General Orders

Deliverables

- Contractor on-site support services for five (5) days during cutover

Contractor Responsibilities

- Assist Agency staff in placing Mark43 RMS into a production status
- Monitor the initial operation of Mark43 RMS and answer any operational questions raised by the Agency
- Assist end users in utilizing the Mark43 RMS
- Provide remote support following on-site cutover support

Agency Responsibilities

- Place the Mark43 RMS into production and begin operational use in consultation with Contractor and in accordance with the Cutover Schedule
- Provide Trainers to answer end-user questions, in conjunction with the Contractor staff
- Provide a detailed list of questions and issues that still require explanation or resolution by Contractor at the end of each day
- Ensure new Policy/General Orders are in effect and readily available for user reference

Completion Criteria

This task is considered complete when the Agency agrees that the RMS cutover has successfully occurred.

Project Closure

During this task, the Contractor and the Agency will agree that all implementation-related project items have been delivered, the Contractor has fulfilled all obligations under the Agreement, all Statement of Work tasks are complete or a plan has been put in place to resolve outstanding issues, and all Payment Milestones have been met. Upon verification that the task completion criteria for this task has been met, the Agency will authorize final payment.

Contractor Team Participation

- Client Solutions Team Representative(s)

Agency Team Participation

- Project Manager
- Communications Manager
- Executive Sponsor

Prerequisites

- All SOW tasks are completed

Deliverables

- Agency and Contractor agreement of project closure

Contractor Responsibilities

- Verify with the Agency Project Manager that all items purchased under the Contract have been delivered and are operational, and all project tasks are complete.

Agency Responsibilities

- Verify that all products and services contracted for have been delivered

Completion Criteria

This task is considered complete upon verification by the Contractor and the Agency Project Managers that all items purchased under the Agreement have been delivered and are operational; and all Statement of Work tasks are complete; and all Payment Milestones have been met.