

ATTACHMENT A.1
SOW OUTLINE

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Scope Statement

The CAD Solution must include Application Software, Third-Party Software, Interfaces, Hardware (all as applicable), and post-implementation operations, maintenance, and support.

The following outlines the general sequence of Tasks which the County considers essential for inclusion in Proposer's Statement of Work (SOW). Each Task is introduced by an "Expectation Statement", followed by a description of the Work required.

Throughout the entire Term of the Contract, under the direction of County Project Manager, Contractor must apply requisite technical and management skills and techniques to assure satisfactory, timely completion of project Tasks, and on-time delivery of all Deliverables, and establish a project control and reporting system to provide the County with routine and realistic assessments of progress against the approved Project Plan.

Proposer's Guidelines for SOW Submission

Proposer must detail the Work to be performed and provide information demonstrating Proposer's capability to satisfactorily perform the Work, Proposer's understanding of the Work, and the soundness of Proposer's proposed approach to performing the Work.

The County expects the selected Proposer's SOW will be refined during Contract negotiations, however, Proposer must provide as part of its Proposal, a SOW that addresses all components stated within this Attachment A.1 to the SOW.

When submitting a SOW, the following components must all be provided for each Task:

- Task name.
- Narrative description of project Task.
- Subtasks (as applicable).
- Proposer responsibilities.
- County responsibilities.
- Deliverables.
- Deliverable pay points.
- Success criteria.
- Duration of Task.
- Assumptions.

In addition to the SOW, Proposer must draft and provide a Detailed Work Plan with a corresponding preliminary project schedule and Work breakdown structure that is linked to the SOW Tasks.

In the event Proposer recommends Tasks not outlined in this Attachment A.1 of the SOW, Proposer should include those Tasks it believes will be in the best interest of the County. Lastly, if a Task listed below is not included in the proposed

SOW, or Proposer does not agree with project assumptions, Proposer must clearly identify these issues in a separate paragraph preceding the proposed SOW.

1.0 Task 1 – Project Plan and Management

Expectation Statement

The intent of this Task is to establish project management techniques to be used throughout the duration of the project. Contractor must work with County Project Manager to ensure Work is performed in a timely manner, consistent with project Documentation and to the satisfaction of the County.

1.1 Develop Project Control Document

Contractor must prepare a Project Control Document (PCD). The contents of the PCD must include the following:

- **Project Scope, Objective, and Critical Success Factors:** A brief statement of the scope, objectives, and critical success factors of the project.
- **Project Organization, Roles, and Responsibilities:** Contractor must develop a hierarchical structure depicting the organization of the project team consisting of both Contractor and the County, and their reporting relationships, including a description of the primary roles and responsibilities of the project team members and any relevant organizational relationships.
- **Project Planning Checklist:** In order to transition from the project planning and management phase, Contractor must ensure that all the necessary plans and documents pertinent to the project have been completed. This checklist ensures that all activities have been addressed.
- **Documentation Requirements:** The final form and format of all Documentation delivered by Contractor pursuant to this SOW Outline must be as directed by County Project Manager.
- **Contractor/County Assumptions:** All Contractor assumptions specified in Contractor's proposal, or otherwise agreed to by the parties, must be updated by Contractor and reviewed by County Project Manager. Notwithstanding the above, County Project Manager has sole authority to clarify the County's position regarding Contractor's assumptions.
- **Detailed Work Plan:** Contractor must develop a detailed project schedule for the duration of the resultant Contract, in the form of a Gantt chart developed in Microsoft Project (Version 2007 or later), including start and end dates for all Tasks and Subtasks (if applicable), Deliverable submission and approval dates, work breakdown structure, Task dependencies, and resource assignments.
- **Deliverable List:** A list of Deliverables to be produced for each Task and Subtask, including a paragraph description of each Deliverable.
- **Communications Plan:** Contractor must develop a communication plan which describes the primary means of communication that will be used throughout

the project among team members. In addition, the plan must discuss document sharing and management.

- Risk Identification and Management Plan: A description of the risk management process, including a tracking mechanism for potential project risks, the probability of those risks occurring, potential impact of those risks and risk mitigation strategies.
- Quality Control/Management Plan: A quality and management plan to assure the County a consistent high level of service throughout the Term of the Contract.
- Business Continuity Plan/Strategy: A management plan to assure the County of 100% 24/7 mission-critical availability, without exception.
- Technology Refresh Implementation Strategy.
- Other plans and strategies required by the County as agreed to by the parties.

2.0 Task 2 - Ongoing Project Management

Expectation Statement

The intent of this Task is to ensure Contractor actively tracks project status and establishes a project control and reporting system which will provide routine and realistic assessments of progress against the approved PCD in accordance with the project management techniques established under Task 1.

2.1 Documentation for recurring meetings (e.g., weekly and monthly status meetings) will follow a uniform format and be subject to the review and approval of County Project Manager. County Project Manager may decide to cancel any meeting(s) at his/her discretion.

2.1.1 Contractor's ongoing project management responsibilities are as follows:

- All agendas, minutes, and other Documentation must be provided by Contractor and are subject to review and approval by the County,
- All pre-meeting Documentation (e.g., agendas, presentations) must be provided at least one week ahead of scheduled meeting, unless otherwise specified by County Project Manager,
- All post-meeting Documentation must be provided no later than two Business Days following the applicable meeting,
- Any updates required of standard project management Documentation (e.g., risk management log, issues tracking log) are the responsibility of Contractor's Project Manager,
- All meetings must occur in person, unless otherwise approved by County Project Manager, and
- Contractor's Project Manager must make available, any additional Contractor staff, as required by County Project Manager.

2.2 Develop Issue Tracking Log, Escalation and Resolution

Contractor must develop an Issue Tracking Log (ITL) for tracking project issues. Contractor must ensure that the ITL is updated daily. Authorized members of the County's project team and Contractor's project team must be able to view and print information about the status of project issues. The final form and format for the ITL must be approved by County Project Manager. The ITL must, at a minimum, provide the following information for each issue:

- Issue title,
- Issue description,
- Issue type (based on a scheme for classifying issues),
- Date the issue was first identified,
- Date the issue was first entered into the ITL,
- Person(s) involved in initially discovering or reporting the issue,
- Person(s) assigned to manage the resolution of the issue,
- Date of assignment to manage the resolution of the issue (allow for multiple dates to indicate transfer of assignment from one person to another),
- Strategy or plan for resolving the issue (allow for revisions, and show revision history),
- Special instructions or constraints regarding issue resolution (allow for revisions, and show revision history),
- Dates that a resolution to the issue is expected (allow for revisions, and show revision history),
- Actions taken in attempting to resolve the issue (allow for multiple actions, and show the date of each action, the person(s) taking each action, and the result or outcome of each action),
- Current status, and
- Date the issue is closed.

2.3 Provide Monthly Status Report and Participate in Weekly Status Meetings

2.3.1 Contractor must deliver a Monthly Status Report by the 5th Business Day of the following month, which must include, but not be limited to, the following:

- The time period covered by the report,
- Summary of project progress and changes since the previous monthly status report,
- Work completed during that period,

- Work scheduled for completion, which was not completed,
- Work expected to be completed during the upcoming period,
- Status of issues that were reported as open in the previous status report,
- Re-opened issues that had been closed as of the previous status report,
- New issues,
- Revised PCD, updated to reflect current project status including an updated Gantt chart in Microsoft Project of current project activities and schedule, and
- Explanation of:
 - i. What has changed since the previous month's updated PCD, and
 - ii. What has changed since the baseline PCD.

2.3.2 Contractor must attend and participate in weekly status meetings with County Project Manager and other appropriate attendees. Unless otherwise approved by County Project Manager, weekly status meetings must take place on-site, not via teleconference or video conference.

3.0 Task 3 – Department Operations, Contractor's Review

Expectation Statement

The intent of this Task is for Contractor to become familiar with Department operations. The expectation is that Contractor must observe, on site, Department SMEs to get a complete understanding of daily dispatch operations from all User aspects (e.g., field, station, and tele-communicators). Contractor must submit a report that demonstrates Contractor's knowledge and understanding of Department operations. The report must include an analysis of the Department's business processes.

County Project Manager will work with Contractor's Project Manager to schedule all observations of patrol station, transportation, and communication center operations. A minimum of two weeks' observation is expected.

Following the observation period, Contractor must deliver a document outlining the Department's call receipt and dispatching procedures as well as field operations as they relate to the mobile Application. In addition to current operations, the document may identify potential business process improvements that Contractor recommends to best utilize the Proposed Solution.

Contractor must provide a demonstration to County Project Manager and SMEs identified by County Project Manager. The intent of this demonstration is to validate how the Application could be configured to meet the County's current workflow expectations, or how the Application, with configuration and customization, may offer an alternate workflow agreeable to the County.

4.0 Task 4 – Customization Design and Development Task

Expectation Statement

Contractor and the County must actively manage the design process for each agreed-upon System Customization and Interface based on the findings of the pre-contract, Requirements review and Gap Analysis using various tools such as storyboards, mock-ups, narratives, or similar. Contractor must provide a development path for each Customization and Interface, inclusive of checkpoints. Contractor must manage the development of all Customizations and Interfaces, frequently collaborating with the County, to ensure the development is proceeding according to schedule and meeting the County's expectations.

4.1 Subtask 4.1 - Customization Design

4.1.1 Contractor is responsible for developing a draft design document that outlines all proposed changes and Customizations to the Contractor's proposed Solution.

4.1.2 Prior to the development of any Customizations or Interfaces, Contractor must conduct multiple feedback sessions on County premises, as determined by County Project Manager, with key County stakeholders for technical, functional, and design feedback, thus ensuring accuracy and completeness of the design review document.

4.1.3 During these active review sessions, Contractor must provide:

- A review of the data model,
- Mock-ups, storyboards, or similar to demonstrate the functionality and User Interface, and
- Demonstrations of the proposed functionality, as applicable.

4.1.4 At the conclusion of the review sessions, Contractor must create a final design document, which will provide final specifications for all Customizations and Interfaces, as well as a plan for managing, developing, testing, and deploying each customization.

4.2 Subtask 4.2 - Customization Development

4.2.1 Using the final design document as a guide, Contractor must develop all Customizations and Interfaces. Contractor must manage the Customization and Interface development, testing, and deployment process.

4.2.2 The development path for each Customization and Interface must have a set of milestones. At the conclusion of each milestone, Contractor's Project Manager must document and memorialize each step, as well as obtain acceptance by the County.

5.0 Task 5 – System Configuration

Expectation Statement

Contractor must configure the CAD System at County Project's Managers direction to meet the needs of the County. At the conclusion of this Task, Contractor must demonstrate the Solution to the County to ensure it meets the County's expectations. If Configuration changes are necessary, Contractor must perform the modifications.

Note: It is the County's expectation that all Configuration(s) to the CAD System must be completed, tested, approved, and accepted before the County will authorize the purchase of Hardware or pay for licensing.

Contractor must ensure the successful Configuration of the Solution, inclusive of any third-party applications necessary to meet the Requirements. Contractor must utilize a proven methodology that has been appropriately reviewed and agreed upon by the County. The County will not be limited on the number of participants or Configuration sessions necessary to complete, test, and achieve acceptance of each modification. The following expectations are to be met:

- The County will provide a team of SMEs as required. In order to ensure the appropriate resources are made available, Contractor's Project Manager will Work with County Project Manager to identify the skill-sets required, workload expectations, and dates required for any on-site meetings.
- Contractor's Project Manager must document all Configurations made and provide any necessary Documentation to ensure the timely Configuration of the CAD Application.

At the conclusion of each Configuration session, Contractor must document and submit to County Project Manager all decisions made, any outstanding questions, and any request for follow-up data, as applicable.

There will be separate tracks for both CAD and Mobile. Contractor must ensure all Configuration decisions are made in alignment with each working group (e.g., if a Configuration decision is made on the CAD Application that impacts the Mobile Application, Contractor must document the decision and identify all impacts). Prior to all Configuration meetings, Contractor must develop agendas and any other necessary Documentation required to ensure successful Configuration sessions.

6.0 Task 6 – System Reports, Design/Development

Expectation Statement

Contractor must develop all CAD reports that are currently available via the County's RAPS application. Contractor must provide training and training Documentation for County personnel on the System's report development and modification processes, as further specified in Task 12 (Training) below.

The County will work with Contractor to create a list of existing reports in the County's RAPS application.

7.0 Task 7 – Data Conversion and GIS Import

Expectation Statement

Contractor must perform data conversion and the initial import of the County's CAD and Geographic Information System (GIS) data, in accordance with the Data Conversion Plan agreed upon by both parties prior to Contract signing. Contractor must document all steps needed to perform the GIS import process. Contractor must provide GIS import process training to County personnel. Contractor's personnel must be readily available should issues or questions arise from County personnel with any future GIS imports.

Contractor must provide a plan outlining the process by which CAD data will be converted and tested to ensure the data is converted correctly (Data Conversion Plan). Prior to the conversion process, the plan will be reviewed by appropriate County personnel. During the conversion process, Contractor must work with County to ensure that the data conversion process is meeting the County's expectations.

8.0 Task 8 – Testing

Expectation Statement

Contractor must specify and document their approach for testing all aspects of the CAD System (e.g., functional, Interface, integration, performance and load, operational readiness, and reliability). Contractor must develop test plans and perform implementation testing in accordance with the test strategy agreed to by both parties in Task 1 (Project Plan and Management) above, as directed by the County. Contractor is responsible for documenting the results of all testing. All test results are subject to approval by County Project Manager.

The County is aware that testing may occur at various strategic points during implementation. Proposers must update this SOW in accordance with the strategy and test plans agreed-to by the parties.

8.1 Prior to all testing sessions, Contractor must develop a testing plan that will be reviewed and agreed upon by County Project Manager at least two weeks prior to the scheduled testing.

Should the Solution fail any testing process, Contractor is responsible for developing follow-up Documentation that includes a description of the failure, how

it will be remedied, when follow-up testing will be completed, and outline its impact on the Project schedule.

8.2 Contractor must provide the following testing:

- a. Functional Testing: Contractor must demonstrate the functionality outlined in Exhibit B (Solution Requirements). Contractor must create test scenarios to support the demonstrated functionality.
- b. Interface Testing: For each Interface, Contractor must create a test plan. To address the functionality of the Application in each environment in which the Interface is to be deployed (e.g., production, disaster recovery, etc.) County Project Manager will coordinate Interface testing with any third parties.
- c. Systems Integration Testing: Contractor must provide comprehensive integration testing for all Solution components utilizing scenarios and test scripts that fully test the System.
- d. Performance and Load Testing: Contractor must utilize automated tool(s) to accurately simulate the performance of the CAD Application at maximum capacity for a period not less than 72 consecutive hours. Contractor must deliver reports to document testing outcomes.
- e. Operational Readiness Testing: Contractor must provide operational readiness testing to include, but not be limited to:
 - i. Database backup,
 - ii. Database recovery,
 - iii. Rollback,
 - iv. Failover, and
 - v. Security.

9.0 Task 9 – Hardware Ordering and Installation (as applicable)

Expectation Statement

Contractor must order and install all required Hardware (as applicable), subject to County Project Manager’s written authorization to proceed.

Please note this Task will occur after the CAD System has been fully configured and customized and has passed all applicable testing phases, thru and including User Acceptance Testing. The County will work with Contractor to ensure sufficient access to County-owned facilities.

- 9.1 Contractor must procure and install all Hardware at a yet to be determined location by the County. The County will make resources available to Contractor (e.g., coordinating delivery, providing access). Following the installation of Hardware, Contractor must provide a follow-up report of completion documenting the results and accompanied by a final ‘as-built’ System architecture diagram.

- 9.2 Contractor must install the CAD and Mobile Applications on end-User workstations, as applicable, and Contractor must develop a Software distribution plan that outlines the following:
- How the Software can be accessed and installed on standalone workstations (e.g., FTP site, thumb drive, Microsoft System Center Configuration Manager),
 - Instructions for installation,
 - Steps to ensure the application is kept current, and
 - Timeline for installation.
- 9.3 Contractor must install all back-end Software and Third-Party Software (e.g., server Software), as applicable.
- 10.0 Task 10**
- **Phase 1 Pilot (User Acceptance Test) and Go-Live Plan, Part A - Decentralized**
 - **Phase 1 Pilot (User Acceptance Test) and Go-Live Plan, Part B - Centralized**

Expectation Statement

The Department will initially deploy a decentralized dispatch model. It is the Department's intent to transition to a centralized dispatching model prior to Final Acceptance (Task 12). The County, in its sole discretion, may elect to delay implementing a centralized dispatch model to a later date.

Contractor must conduct User Acceptance Testing in the form of a Phase 1 rollout. Contractor must provide on-site support for the County during the Phase 1 (User Acceptance Test) period. Contractor must develop and document a Go-Live Plan agreeable to the County. Additionally, Contractor must also develop a mock Go-Live scenario for presentation to the County, as well as a process to triage any System issues and/or support requests.

Initially, Contractor will be expected to complete all Tasks and Subtasks described in this Task 10 for Part A – Decentralized. Upon the Department's request, Contractor will be expected to repeat Tasks 10-12, and all Subtasks described therein for deployment of Part B - Centralized.

10.1 Part A – Decentralized

Subtask 10.1 - Phase 1 Pilot (User Acceptance Test)

10.1.1 For this Phase 1, the County plans on a Pilot period of 90 calendar days. During this Phase 1, the configured customized CAD will be rolled out to a select number of Department station(s), no fewer than 10 stations, for User Acceptance Testing (UAT) for a period of 90 consecutive days. UAT ensures that Contractor's CAD Solution meets all final Requirements, and identifies any cosmetic, operational, and functional modifications which may be required. During the 90-consecutive-day UAT period, Users will perform

hands-on testing of the Solution in a live environment, and report deficiencies to the County's helpdesk.

10.1.2 During this Phase 1, Contractor must have a dedicated project team on-site to provide any necessary assistance. Contractor's project team will be comprised of SMEs in all aspects of the Application and must be the personnel that provided support during implementation. During the first 30 calendar days of Phase 1, the project team will be available on a 24/7 basis, or as required by the County. For the second 30 calendar days of Phase 1, Contractor's project team must be available on-site during standard business hours. During the final 30 calendar days of Phase 1, the County will utilize Contractor's standard support services.

10.1.3 Upon occurrence of any Major Deficiency during this Phase 1, the Pilot must stop. Contractor must correct such Major Deficiency, and upon the correction of each such Major Deficiency, the 90-consecutive-day Phase 1 UAT period will restart. The Phase 1 Pilot will conclude after a successful 90-consecutive-day period free from any Major Deficiency.

10.1.4 Contractor must work with the County to identify all minor Deficiencies not resolved during Phase 1 and develop an action plan for resolving each minor deficiency. Contractor must resolve all minor Deficiencies, as determined by the County in its sole discretion. At the conclusion of the Phase 1 Pilot, and upon approval of County Project Director, Department will proceed to Phase 2 Go-Live as specified in Paragraph 10.2 below.

10.2 **Part A - Decentralized**

Subtask 10.2 – Go-Live Plan

Contractor must develop a Go-Live Plan with the County. Due to the new centralized dispatching operational model of the Department, the County expects best practices on Go-Live to be continually discussed throughout the Configuration of the Application to determine the optimal approach for the County. Contractor must provide options and recommendations to the County on how best to Go-Live with the Solution. Following agreement by the County and Contractor on the Go-Live strategy, Contractor must thoroughly document the strategy with specific details on how the System will be transitioned.

10.3 Following review and approval of the detailed Go-Live strategy, Contractor must develop a mock Go-Live scenario, which will be a step-by-step breakdown of the tasks and actions to be taken by both the County and Contractor's Go-Live project team. Assuming a successful mock Go-Live, Contractor must document any modifications required of the Go-Live Plan and coordinate Go-Live.

10.4 **Part B – Centralized**

Subtask 10.3 - Phase 1 Pilot (User Acceptance Test)

10.4.1 For this Phase 1, the County plans on a Pilot period of 90 calendar days. During this Phase 1, the configured customized CAD will be rolled out to a select number of Department station(s), no fewer than 10 stations, for User Acceptance Testing (UAT) for a period of 90 consecutive days. UAT

ensures that Contractor's CAD Solution meets all final Requirements, and identifies any cosmetic, operational, and functional modifications which may be required. During the 90-consecutive-day UAT period, Users will perform hands-on testing of the Solution in a live environment, and report deficiencies to the County's helpdesk.

10.4.2 During this Phase 1, Contractor must have a dedicated project team on-site to provide any necessary assistance. Contractor's project team will be comprised of SMEs in all aspects of the Application and must be the personnel that provided support during implementation. During the first 30 calendar days of Phase 1, the project team will be available on a 24/7 basis, or as required by the County. For the second 30 calendar days of Phase 1, Contractor's project team must be available on-site during standard business hours. During the final 30 calendar days of Phase 1, the County will utilize Contractor's standard support services.

10.4.3 Upon occurrence of any Major Deficiency during this Phase 1, the Pilot must stop. Contractor must correct such Major Deficiency, and upon the correction of each such Major Deficiency, the 90-consecutive-day Phase 1 UAT period will restart. The Phase 1 Pilot will conclude after a successful 90-consecutive-day period free from any Major Deficiency.

10.4.4 Contractor must work with the County to identify all minor Deficiencies not resolved during Phase 1 and develop an action plan for resolving each minor deficiency. Contractor must resolve all minor Deficiencies, as determined by the County in its sole discretion. At the conclusion of the Phase 1 Pilot, and upon approval of County Project Director, Department will proceed to Phase 2 Go-Live as specified in Paragraph 10.5 below.

10.5 **Part B - Centralized**

Subtask 10.4 – Go-Live Plan

Contractor must develop a Go-Live Plan with the County. Due to the unique operational model of the Department, the County expects best practices on Go-Live to be continually discussed throughout the Configuration of the Application to determine the optimal approach for the County. Contractor must provide options and recommendations to the County on how best to Go-Live with the Solution. Following agreement by the County and Contractor on the Go-Live strategy, Contractor must thoroughly document the strategy with specific details on how the System will be transitioned.

10.6 Following review and approval of the detailed Go-Live strategy, Contractor must develop a mock Go-Live scenario, which will be a step-by-step breakdown of the tasks and actions to be taken by both the County and Contractor's Go-Live project team. Assuming a successful mock Go-Live, Contractor must document any modifications required of the Go-Live Plan and coordinate Go-Live.

11.0 Task 11 ■ Phase 2 Go-Live, Part A – Decentralized
■ Phase 2 Go-Live, Part B – Centralized

Expectation Statement

The Department will initially deploy a decentralized dispatch model. It is the Department's intent to transition to a centralized dispatching model prior to Final Acceptance (Task 12). The County, in its sole discretion, may elect to delay implementing a centralized dispatch model to a later date.

Contractor must provide on-site support for the County during the Go-Live period. During this Phase 2, Contractor's resources will be required to be on-site and at multiple locations throughout the County to provide ongoing support.

Initially, Contractor will be expected to complete all Tasks and Subtasks described in this Task 11 for Part A – Decentralized. Upon the Department's request, Contractor will be expected to repeat Tasks 10-12, and all Subtasks described therein for deployment of Part B - Centralized.

11.1 Part A - Decentralized

Phase 2 Go-Live Department Rollout (Reliability Test)

11.1.1 For this Phase 2, the County plans on a Go-Live period of 90 calendar days. Contractor's Go-Live project team must be comprised of SMEs in all aspects of the Application and must be the personnel that provided support during implementation. For the first 30 calendar days of Go-Live, the Go-Live project team must be available on a 24/7 basis, or as required by the County. For the second 30 calendar days of Go-Live, Contractor's Go-Live project team must be available on-site Monday through Friday during business hours. During the final 30 calendar days of Phase 2, the County will utilize Contractor's standard support services.

11.1.2 Notwithstanding the above, any identified Major Deficiency categorized as Severity Level 1 or Severity Level 2 must be corrected by Contractor within a time period agreed-to by the parties.

11.1.3 The same iterative process described above in Phase 1 must commence and must conclude upon an operational period of 90 consecutive-days free of any Major Deficiency as determined by County Project Manager.

11.2 Part B - Centralized

Phase 2 Go-Live Department Rollout (Reliability Test)

11.2.1 For this Phase 2, the County plans on a Go-Live period of 90 calendar days. Contractor's Go-Live project team must be comprised of SMEs in all aspects of the Application and must be the personnel that provided support during implementation. For the first 30 calendar days of Go-Live, the Go-Live project team must be available on a 24/7 basis, or as required by the County. For the second 30 calendar days of Go-Live, Contractor's Go-Live project team must be available on-site Monday through Friday during

business hours. During the final 30 calendar days of Phase 2, the County will utilize Contractor's standard support services.

11.2.2 Notwithstanding the above, any identified Major Deficiency categorized as Severity Level 1 or Severity Level 2 must be corrected by Contractor within a time period agreed-to by the parties.

11.2.3 The same iterative process described above in Phase 1 must commence and must conclude upon an operational period of 90 consecutive-days free of any Major Deficiency as determined by County Project Manager.

12.0 Task 12 ▪ Final Acceptance, Part A – Decentralized
▪ Final Acceptance, Part B – Centralized

Expectation Statement

The Department will initially deploy a decentralized dispatch model. It is the Department's intent to transition to a centralized dispatching model prior to Final Acceptance (Task 12). The County, in its sole discretion, may elect to delay implementing a centralized dispatch model to a later date.

Contractor must assist the County in verifying that the CAD Solution meets Final Acceptance criteria.

Initially, Contractor will be expected to complete all Tasks and Subtasks described in this Task 12 for Part A – Decentralized. Upon the Department's request, Contractor will be expected to repeat Tasks 10-12, and all Subtasks described therein for deployment of Part B - Centralized.

12.1.1 Part A - Decentralized

- a. At the conclusion of this Phase 2, the County and Contractor will verify that all Final Acceptance criteria have been met. The County will deliver to Contractor a Final Acceptance Certificate evidencing achievement of Final Acceptance. The Final Acceptance Certificate date will mark the commencement of the first year of the Maintenance Period.

Notwithstanding the above, should Part B of this Task 12 occur prior to Final Acceptance Part A, the requirement to achieve Final Acceptance Part B shall be void.

- b. The cumulative total of Holdbacks held by the County to date will be remitted to Contractor upon Final Acceptance, and upon the County's receipt from Contractor of an approved invoice, as further specified in Paragraph 10.0 (Invoices) and Paragraph 7.1.7 (Holdbacks) of the Contract.

12.1.2 Part B - Centralized

This Part B of Task 12 may occur in sequence and be subject to Paragraphs a and b below.

- a. At the conclusion of this Phase 2, the County and Contractor will verify that all Final Acceptance criteria have been met. The County will deliver to Contractor a Final Acceptance Certificate evidencing achievement of Final Acceptance. The Final Acceptance Certificate date will mark the commencement of the first year of the Maintenance Period.

Notwithstanding the above, should Part B of this Task 12 occur after Contractor's achievement of Final Acceptance, Part A - Decentralized, the County's Final Acceptance Certificate will include a disclaimer indicating that Contractor is obligated to comply with Part B - Centralized of Tasks 10-12, and achieve Final Acceptance, Part B - Centralized of Task 12. Failure of Contractor to comply with this Part B of Task 12 may result in the County, in its sole discretion, exercising all appropriate legal remedies (both in law and equity) at its disposal to protect itself from Contractor's breach of Contract.

- b. The cumulative total of Holdbacks held by the County will be remitted to Contractor upon Final Acceptance, and upon the County's receipt from Contractor of an approved invoice, as further specified in Paragraph 7.1 (Invoices) and Paragraph 7.1.7 (Holdbacks) of the Contract.

13.0 Task 13 – Documentation

Expectation Statement

Contractor must develop and produce all Documentation related to the CAD System. All Documentation provided must be for the specific Software installed for the Department and tailored to the County's operations. All Documentation must be available in electronic format.

Contractor must update all Documentation, as applicable. The content, form, and format for all documents must be as approved by County Project Director. The following Documentation will be provided by Contractor:

- Configuration Documentation,
- Interface Documentation,
- System administration manuals,
- Application software tutorials,
- Data dictionaries,
- Database set-up and maintenance information,
- Entity relationship diagrams,
- Report creation and maintenance manuals,
- Ad hoc reporting manuals,

- System architecture Documentation,
- Helpdesk support and call escalation procedures,
- Disaster recovery manuals,
- Data conversion assessment and conversion plan,
- GIS assessment and import/maintenance instructions,
- Business continuity strategy,
- Training manuals, including the following:
 - i. Mobile,
 - ii. Desktop,
 - iii. Admin, and
- Go-live plan.

The above Documentation is the minimum Documentation required and is not considered a comprehensive list. The County expects other Documentation to be included over the course of the project (e.g., agendas, minutes, and other Contractor-recommended Documentation). As mentioned elsewhere, all Documentation must be reviewed and signed off by County personnel to achieve formal acceptance from the County.

14.0 Task 14 – Training and User Documentation

Expectation Statement

Contractor must provide training to the County personnel on the customized CAD Application. Contractor must, with input from the County, develop a training plan. The County will coordinate the training logistics (e.g., location, time, personnel). Contractor must provide training in the manner set forth in the Training Plan and as approved by the County. Contractor may be required to perform training outside of standard business hours. Should the County determine the training provided is inadequate, Contractor must conduct additional training sessions.

14.1 Training

14.1.1 The training plan must at minimum include a description of training courses, methods for delivery, target training groups, training schedule, training materials, training requirements (e.g., facilities, equipment), and business scenarios.

14.1.2 Contractor must provide on-site technical training for the Solution, which includes:

- Solution administration,
- Database administration,
- Operation, and
- Configuration of the Solution.

The County will determine the number of training hours during final Contract negotiations.

14.1.3 Contractor must provide Solution Configuration training. The purpose of this Task is to train select County technical staff to configure Contractor's Solution, which must include:

- Table-driven Configuration,
- User Interface Configuration,
- Security Configuration,
- Workflow Configuration, and
- User ID setup and management.

14.1.4 Contractor must utilize a train-the-trainer (T3) approach for end-User training for the CAD and Mobile Application and will provide the requisite tools to Department training personnel for future training delivery.

14.1.5 Contractor must provide applicable T3 training to Department personnel (e.g., System Administrators and technical staff).

14.1.6 Contractor must provide all T3 training materials (e.g., agendas, syllabi, and course materials) to County Project Manager, for review and approval, at least three weeks prior to any training taking place. All training materials must be tailored to the County's actual design, not standard COTS Documentation.

14.1.7 Contractor must develop computer-based "e-training" materials. This online computer-based training will be used by County's SME trainers to familiarize personnel with the Application.

14.1.8 Training will be provided to the following number of personnel:

- CAD: Will be determined during Contract negotiations, and
- Mobile End-Users: Will be determined during Contract negotiations.

Notwithstanding the foregoing, should the County require additional training sessions beyond those quoted during negotiations, said training must be delivered pursuant to a formal executed Change Notice to the Contract issued by the County to Contractor for Optional Work, utilizing Pool Dollars, in accordance with Paragraph 10.2 (Change Notices) and Paragraph 3.3.4 (Optional Work), of the Contract.

14.2 User Documentation

14.2.1 Contractor must develop complete User Documentation and "quick reference guides" all of which must be available online for distribution. User Documentation must include:

- User Reference Manual – includes step-by-step desk procedures for performing business operations using the Solution, and

- Quick Reference Guides – that serve as “cheat sheets” that highlight how to perform common operations using the Solution.

14.2.2 Contractor must develop a technical system administration and operations manual that details the Solution’s maintenance procedures, including:

- User roles and credentials,
- Solution security,
- Application of Software patches and upgrades,
- Data table maintenance and configuration,
- Offline processing,
- GIS data import process,
- Interfaces,
- Report development and maintenance,
- Offline schedules – jobs and dependencies (daily, weekly, monthly, annual), and
- Troubleshooting.

14.2.3 Contractor must develop context-sensitive on-line User help resources for all aspects of the Solution, as well as complete technical Documentation, all of which must be available online for distribution.

The technical and User Documentation will be reviewed and approved by County Project Manager.

15.0 Task 15 – Solution Maintenance and Support and 24/7 Helpdesk Support

Expectation Statement

Contractor must formally transition the project from implementation to support. Contractor must provide the County with a dedicated account manager and Helpdesk.

Following Final System Acceptance, the Solution will shift to standard System support. Solution Maintenance requirements and service levels are described in Exhibit C (Service Level Agreement) and elsewhere throughout the Contract.