

Exhibit K: EIS

Statement of Work – Multi Agency RMS

Amendment to Contract # SH 15-17

4/12/2016 Rev 4

Between:

Clark County, Washington (“County”)

And

**Executive Information Services (EIS), Inc.
 (“Contractor”)**



CLARK COUNTY RMS STATEMENT OF WORK

Rev. 3 - 4/7/2016

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STATEMENT OF WORK

Clark County Records Management

Purpose

The purpose of this document is to define the software and services being provided by Executive Information Services Corporation (EIS) pursuant to contract with the Clark County (CC) Sheriff's Office, WA. The statement of work details the tasks and objectives related to the deployment of the EIS Law Records Management system. The activities associated with the implementation of each of the major systems has been identified through a set of tasks itemized within this statement of work.

The following Statement of Work (SOW) defines the principal activities and responsibilities of all parties for the implementation of an integrated Law Enforcement Records Management System to support Clark County Sheriffs (hereinafter called the "CC") and named (Licensed) municipal police agencies operating within the County. The system will be composed of the following primary software components, with the installed software being the latest software release that is available at the time of installation. Unless otherwise indicated from the context in which it is used, the word "system" will be used herein to refer to the compilation of the foregoing subsystems, interfaces and ancillary systems.

Phased Implementation

Based on the CCSO's desire to implement the RMS in accordance with a highly aggressive timeline, the project deployment methodology will be divided into 2 or more phases. Phase 1 will include the deliverables noted as critical to maintain CCSO's current daily operations. Phase 2 will include additional system components and customizations indicated, but not included in Phase 1. Phase 2 deliverables will be scheduled for delivery, unless otherwise specified, as part of general system updates and may span multiple delivery windows.

1. **Phase 1 GO-LIVE System Requirements** – These enhancements have been identified as critical to sustain current operations, and are required to be provided as part of a system go live or shortly thereafter.
2. **Phase 2 Post Live System Deliverables** - These enhancements have been identified as deliverables to be included within the project contract, however development and delivery windows will be determined following the initial system go-live.

Deliverables Overview

The Project Task Section of this document lists and defined the project deliverables that EIS will provide.

- **Project Organization.**

EIS will designate a senior experienced manager that will be assigned for the duration of the project. This person provides a direct point of contact for the Agency. Coordinate and conduct the Project Kickoff Meeting. Develop and maintain the joint Project Plan including the Responsibility Matrix. Provide frequent Status Reports as agreed upon by both parties.

- An EIS Project Manager will be assigned to this project. EIS will designate a senior project manager for the duration of the project as the direct point of contact for the CC.

- **Customer Organization Meeting**



- EIS and CC project teams meet to further define the project, review the deliverables, CC hardware requirements, and establish an implementation schedule and procedures.

- **Project Specification and Implementation Plan**

The EIS Project Manager shall manage EIS activities through the EIS Project Plan. The EIS Project Plan shall describe tasks, estimated duration, task dependencies and estimated completion dates for tasks defined within the Statement of Work. The EIS Project Plan shall describe the elements and define associated deliverables and resources.

The EIS Project Manager shall coordinate with the Agency assigned Project Manager by regularly providing an up-to-date EIS Project Plan to maintain and manage the master project schedule including the development of schedules, determination and assignment of tasks, and schedule adjustments and may be made available for online viewing.

The initial EIS Project Plan shall be developed in conjunction with the Agency Project Manager upon project commencement and shall be submitted for acceptance. The activities that are scheduled to begin between submission of the initial EIS Project Plan and acceptance thereof shall not be delayed before acceptance of the initial EIS Project Plan.

- CC and EIS develop and accept a functional Project Plan. The Project Plan will include a project synopsis, project organization and staffing, overview of deliverables, implementation schedule, training plan, data conversion plan, and cut-over and live operation plans.
- The Project Plan is jointly developed by the EIS Project Manager and CC Project Manager, and mutually approved.
- It is estimated that the Phase 1 implementation will require approximately eight (8) months from date of order. Due to the scope, the implementation may be phased to accommodate individual CC schedules and EIS resources.
- It is estimated that the Phase 2 deliverables will require approximately twelve (12) months from completion of phase 1. Due to the scope, the implementation may be phased to accommodate individual CC schedules and EIS resources.

- **System Preparation**

- EIS Development Staff will configure the CC system to the agreed deliverables and complete any required custom programming and configuration tasks as specified in the project plan.
- EIS deploys contracted interfaces in accordance with the interface specifications.
- Complete an initial test data conversion.

- **Installation and Configuration**

- Installation and Configuration phase is done on site at the CC and consists of a concentrated functional review workshop, followed by review sessions as specified in the project plan. (EIS)
- EIS will install the system and required interfaces on the customer site server. (EIS)
- EIS will train the designated CC system administrators in the RMS system, theory and use. (EIS)
- EIS and CC staff will configure the data tables, workflow, and processes. (EIS & CC)
- Perform Data Conversion Testing. Validate and test data conversion for completeness and accuracy. (CC)
- System documentation, including user manuals, application notes, and machine readable manuals with rights to reproduce within the agencies. (EIS)



- **Customer Validation and Testing**
 - Perform Functional Acceptance Testing. RMS system installed and operational at CC, for an agreed upon period of time, providing an environment for CC to define internal operations and validate the system for operation. (EIS & CC)
 - CC will develop any in-house required procedures or policies for operation of the new system. (CC)
 - Complete Configuration Acceptance test with CC, live operation transition is scheduled. (EIS & CC)
- **Live Operation**
 - EIS arrives on site and completes any required updates. (EIS)
 - CC RMS users are trained on the use of the system and training documents are provided. (EIS & CC)
 - EIS completes specialty training including, but not limited to, SQL Reports (SSRS) (EIS)
 - Final data conversion is completed and the system converts to live operation. (EIS)
 - EIS and CC project managers complete the acceptance testing and signoffs. (EIS & CC)
 - EIS provides start-up support and go-live assistance. (EIS)
- **Hardware**
 - Selected Hardware Equipment as specified in the pricing proposal. (CC)
- **System Software**
 - M2 message switch and interface to the State of Washington WACIC system. This interface will provide general and integrated inquiry response capabilities for the other subsystems. (EIS)
 - Records Management software suite and supporting applications, interfaces and customizations as listed in this document and in accordance with the detailed responses provided by EIS in association with the items detailed in the SOW. RMS will be deployed to support a multi-agency operational environment. (agency specific use licenses granted in attachment A). (EIS)
 - Property and Evidence with bar code support software supporting applications, interfaces and customizations as listed in this document and in accordance with the detailed responses provided by EIS in association with the items detailed in the SOW. For the purposes of the SOW the installation and deployment of the property and evidence system is included within the RMS deliverables. (EIS)
- **Data Conversion**
 - CC Legacy EPR – Case reports 1997 – April 2015 (EIS & CC)
 - CC Versaterm– Records data migration (April 2015-December 2016), documents stored in Versaterm. (EIS & CC)
 - Property Managed by the agency and evidence handling history. Documents stored in Versaterm. (EIS & CC)
 - Viaduct RMS – Warrant data. (EIS & CC)
 - MERV – Existing CC local Sex offender database, (EIS & CC)



- Oracle document imaging – County wide document imaging system, contains case reports as BLOB's native TIF format. Agency to provide as standard PDF with index data. (EIS & CC)
- **Interfaces**
 - Interfaces to Third Party Systems as Itemized within the interface task elements presented in this SOW. (EIS & CC)
- **Training Services**
 - Training as agreed in the Implementation Plan, within the training hours purchased by the CC; (EIS)
 - Administrator, (EIS)
 - End User (EIS)
 - Specialty (SSRS) (property, warrants). (EIS)
- **System Documentation**
 - Specified System documentation. All documentation to be delivered in electronic form by loading into the software. Documentation will not be provided in printed form or on portable media. (EIS)
 - RMS Users Guide (EIS)
 - RMS Training Guide (EIS)
 - RMS Supporting specialty manuals (as developed) (EIS)

Additional Project Information

Substitute Products

EIS, Inc. reserves the right, as part of the requirements stated herein, to provide products and services of equal or better quality, of comparable value and certified for operation with EIS systems that are available at the time of installation or delivery. These substitutions will be at no additional cost to the CC, unless the scope of the project is modified by change order. Deviations and changes to this SOW are subject to mutual agreement between EIS and the CC. Any substitutions proposed by EIS must be accepted, in writing, by Clark County.

Training Information

The CC must provide a training location with a minimum of 20 workstations for training that meet the minimum hardware requirements for RMS. The training location must be free of distractions and scheduling of staff must be uninterrupted for the duration of the training.

The training schedule will be drawn up as part of the Implementation Plan with assistance from the CC Project Manager.

Training assignments will be the responsibility of the CC with input from EIS staff on who should be trained on which modules. The CC will be responsible to coordinate CC personnel to attend scheduled training sessions.

Training to include:

1. RMS Administrator Training.
2. Direct End-User training for designated users of the system within the CC.



3. Train the Trainer Training for agency designated RMS Trainers.
4. System documentation, including user manuals, application notes with rights to reproduce within the agencies.

Training Room

The agency shall provide a training location with at least 20 workstations for training. Multiple training rooms may be required depending on agency implementation requirements. The training location will be free of distractions and scheduling of staff will be uninterrupted for the duration of the training.

The training schedule will be drawn up as part of the implementation plan with assistance from the agency project manager.

Training assignments will be the responsibility of the agency with input from EIS staff on who should be trained on which modules. The agency will have full control over who attends which training session.

System Interfaces

Each system interface will be developed and deployed in accordance with the EIS interface specifications accepted by the CC. Once accepted, the development interface specification will be the presiding document and be incorporated into the contract forthwith. All interfaces are subject to dependencies and are partially reliant on factors beyond the control of EIS. As such, the deliverable items related to all interfaces are directly dependent on the availability of external resources (connections to foreign systems, data, and other external components). System interfacing will be dependent on the system software up and fully running before a successful interface can be completed by EIS. Delays related to the required dependencies are not the responsibility of EIS.

All interfaces with other products will be completed as quickly as possible, however without the cooperation of the third party software vendors, implementation could be delayed. This would not be the responsibility of EIS and outside the scope of the SOW.

Change Control Procedures

Change Requests can be initiated by either party. Using the Change Control Form, the Receiving Party will review any change requests, conduct an impact analysis, propose alternative approaches, if any, and advise the Initiating Party of the findings with all associated additional fees and schedule impacts within a reasonable timeframe of the Receiving Party's receipt of any such Change Control Form. Changes shall be made as amendments to the Statement of Work and shall set out the nature of the change, the new fee and schedule, and any other agreed upon services. Amendments shall only be effective when signed by the County and EIS.

Project Software Change Request Form will be developed by EIS for use as required. Once received and reviewed, the receiver will make a determination as to how to proceed with the request:

- a. If the change can be implemented with no substantial change to the scope of the project, the change can be approved at no charge and forwarded to the Project Manager for implementation.
- b. If the change is outside the original design and scope of the project, the change can be approved with an additional charge (if approved) and forwarded to the Project Manager for implementation.
- c. Save the change as a future release request (specified date or unspecified date).
- d. Disapprove the change as there is no implementation path supported by the software.

Either EIS or CC may request changes to this Statement of Work at any time. Because such changes could significantly affect the cost, schedule, or other critical aspects of the work being performed, both CC and EIS must approve each change request in writing prior to implementation. The following change control procedure will be used except as superseded by mutual agreement or other binding procedures:



1. A Software Change Request" (SWCR) prepared in a form and format acceptable to both CC and EIS will be the vehicle for communicating change.
2. A SWCR must describe the requested change, the rationale for the change, and any anticipated effect the change will have on the contract and/or the work performed under the contract.
4. CC and/or EIS should complete all reviews and officially approve or reject an issued SWCR within five (5) business days of receipt.
5. Resolution of open issues concerning the definition, submission, acceptance, rejection, or implementation of all SWCRs will occur via resolution process mutually selected by and agreeable to CC and EIS.

Custom/Project Software Development

The project does include software development services specifically related to deliverable components referenced within this Statement of Work. All development work is performed to modify or enhance existing functions provided within the EIS application software. All software modifications, enhancements or reports developed as part of this project are incorporated into the commercial RMS product licensed from EIS and is fully owned by EIS. No software modifications, enhancements or reports developed as part of this project shall be construed as a "Work for Hire".

Other Issues

The CC is responsible to provide all hardware that conforms to the minimum requirements as outlined by EIS (See EIS publication on minimum hardware standards).

Exclusions

EIS implementation is limited to software and services only (and any specifically denoted hardware). Any hardware, communications circuits, system software, or other third party components not explicitly itemized herein or on related purchase documents are excluded.



Deliverable Phase Items

Based on the CCSO's desire to implement the RMS in accordance with a highly aggressive timeline, the project deployment methodology will be divided into 2 or more phases. Phase 1 will include the deliverables noted as critical to maintain CCSO's current daily operations. Phase 2 will include additional system components and customizations indicated, but not included in Phase 1. Phase 2 deliverables will be scheduled for delivery, unless otherwise specified, as part of general system updates and may span multiple delivery windows.

1. **Phase 1 GO-LIVE System Requirements** – These enhancements have been identified as critical to sustain current operations, and are required to be provided as part of a system go live or shortly thereafter.
2. **Phase 2 Post Live System Deliverables** - These enhancements have been identified as deliverables to be included within the project contract, however development and delivery windows will be determined following the initial system go-live.

Deliverable Phase 1: System Components and Customizations

System components and services identified for inclusion as part of Phase 1.

Standard Components

1. Base EIS RMS application software licensing, including standard modules (Multi-Agency).
2. Washington State IBR UI and validation reporting components.
3. WA IBR submission module.
4. System deployment services.
5. System configuration services.
6. Training services.
7. Go-live services.

Data Migration

1. CC Legacy EPR – Case reports 1997 – April 2015
2. CC Versaterm– Records data migration (April 2015-December 2016).
3. CC Versaterm–in-custody Property and evidence.
4. Viaduct RMS – Warrant data.
5. MERV – Existing CC local Sex offender database.
6. Oracle document imaging – associated case documents

Customizations and Development

1. Case Report Routing and Dissemination Capability.
2. CC Specific Incident report print format.
3. Property and Evidence – Cross agency support.
4. WACIC Integration Masks and Keys. (Select Subset)
5. Splash Screen Disclaimer.
6. Incident Report linking.
7. 3 Warrant summary reports (SSRS)

Interfaces

1. PA Export Interface
 - a. Includes data file push to PA's systems per existing interface.
 - b. Includes EIS RMS Dashboard route to appear in the EIS RMS Action List for the PA's Role users.



2. Base WACIC message keys (may include a defined subset of keys indicated, with the remaining following post go-live).
3. DISCIS Warrant Import Interface
4. SCOMIS Warrant Import Interface
5. Weapons Permit push to Crossmatch livescan system.

Deliverable Phase 2: System Components and Customizations

System components and services identified for inclusion as part of Phase 1.

Standard Components

1. Civil Process Application Software License

Data Migration

1. CC Legacy Civil Process Application

Customizations and Development

1. Modifications to Civil Process Module
2. Geovalidation Function within RMS.
3. Case Purge Selection Report.
4. WACIC Integration Masks and Keys.
5. Property and evidence destruction verification.
6. Multi-Page Scanning.

Interfaces

1. SECTOR Accident Import Interface
2. SECTOR Citation Import Interface
3. SECTOR Tow Import Interface
4. DISCIS Protection Order Import Interface
5. SCOMIS Protection Order Import Interface
6. CAD Import Interface



Project Organization and Management Tasks

Task PO 1: Project Management

Objective: EIS and CC assign project managers for the duration of this project.

Task Description:

Both CC and EIS will designate a project manager who will direct the efforts and serve as primary point of contact for the project.

Responsibilities:

EIS will designate a Project Manager who will direct EIS's efforts and serve as the primary point of contact for the CC. The responsibilities of the EIS Project Manager include:

- a) Maintain project communications with the CC's Project Manager.
- b) Manage the efforts of EIS staff and coordinate EIS activities with the CC's project team members.
- c) Resolve deviations from the Project Schedule.
- d) Monitor the project to ensure that support resources are available as scheduled and as identified in the project plan.
- e) Coordinate and oversee the installation of all licensed EIS/EIS application software.
- f) Review and administer change control procedures through the CC's Project Manager, commonly referenced as a "Software Change Request" (SWCR), issued by the EIS Project Manager.
- g) Conduct status meetings via telephone or email with the CC's Project Manager, as reasonably required, to discuss project status and prepare status reports as necessary.
- h) Provide timely responses to issues related to project progress raised by the CC's Project Manager.

Working with the CC Project Manager, develop and maintain a Project Task List to identify project tasks and deadlines.

CC will designate a Project Manager who will direct CC's efforts and serve as the primary point of contact for the CC. The responsibilities of the CC Project Manager include:

- a) Maintain project communications with EIS's Project Manager.
- b) Identify the efforts required of CC staff to meet the CC's task requirements and milestones in the Statement of Work and Project Schedule.
- c) Review the preliminary Project Schedule with EIS's Project Manager and assist EIS in developing a detailed Project Schedule defining the detailed tasks and a schedule of EIS and CC responsibilities.
- d) Measure and evaluate progress against the Project Schedule.
- e) Monitor the project to insure that CC support resources are available as scheduled.
- f) Attend status meetings with EIS's Project Manager.
- g) Provide timely responses to issues related to project progress raised by EIS's Project Manager.



- h) Liaison and coordinate with other CC agencies, other governmental agencies and the CC's contractors.
- i) Review and administer change control procedures, hardware and software certification, and all related project tasks required to maintain the implementation schedule.
- j) Approve payments in a timely manner.
- k) Ensure that all appropriate CC personnel attend and actively participate in all project activities.
- l) Assign one or more personnel who will work with EIS staff as needed for the duration of the project, including at least one system administrator, one database administrator and a command staff representative from the Sheriff's office that can make policy decisions.
- m) Work with EIS personnel in designing and approving a project task list as mentioned in the EIS Project Manager Responsibilities.
- n) Provide building access to EIS personnel to all facilities where the system is to be installed during the project. Identification cards should be issued to EIS personnel if required for access to CC facilities. **Access must be available 24 hours a day during the course of this project with required escorts when necessary.** EIS acknowledges that access to County facilities will be governed by the County's security and access requirements and will cooperate with the County to ensure EIS staff and any subcontractor personal adhere to County access standards.
- o) Provide adequate workspace for EIS personnel to include desks, chairs, worktables, telephone with long distance access, color printer access, and DSL or faster internet connections access is limited to county policy, vendors must adhere.
- p) As applicable to EIS's installation, assume responsibility for all fees for licenses and inspections and for any delays associated with inspections due to the required permits.
- q) Provide contact names and telephone numbers for the appropriate agencies.
- r) Provide reasonable care to prevent equipment exposure to contaminants that cause damage to the equipment or interruption of service. Ensure a safe work environment for EIS personnel. If problems are encountered with hazardous materials, EIS will immediately halt work and the CC will be responsible for the abatement of the problem or EIS and the CC will jointly come to a mutual agreement on an alternative solution. EIS will be excused from timely performance of its obligations pending such resolution.

Dependencies:

Assignment of Project Managers.

Completion Criteria:

This task is considered complete when CC and EIS assign their designated Project Managers.

Task PO 2: Project Organization Meeting

Objective: Hold Project Organization meeting with designated EIS and CC staff.

Task Description: Project Planning and Organization tasks include the establishment of the EIS and CC project managers, project team and the provision of a Project Kickoff/Organization Meeting. This activity also identifies and communicates specific project tasks to be undertaken by EIS and CC. Timeframes will be established for the development of related project management deliverables under this Statement of Work, including the Project Plan.



The initial project organization meeting is a facilitated work session designed to establish project organization and reporting and to set initial parameters on the overall project implementation. A key objective of this meeting is to provide implementation assistance to CC personnel and answer outstanding questions and concerns related to the project.

The objectives of this task are:

- To introduce all project participants and review roles of key participants;
- Review contractual requirements and overall scope of the project;
- Answer key customer questions and address concerns related to the project;
- Establish a clear chain of communication, authority and reporting procedure;
- Review resource and scheduling requirements;
- Review and collect interface data;
- Review the implementation procedures and establish a general timeline for the project to include any known administrative delays that may affect project implementation;
- Finalize Hardware Requirements to support the RMS system;
- Site Tour;
- Acquire Information sufficient to begin the development of the following project plans;
 - Implementation Plan
 - Responsibility Matrix
 - Training Plan
 - Acceptance Test Plan
 - Interface Plan
 - Conversion Plan

Dependencies:

Executed and accepted contract.

Completion Criteria:

This task is considered complete when the on-site Project Kickoff Session has been held with EIS and CC representatives in attendance.

Task PO 3: Hardware Requirements and Site Preparation

Objective: Validate and finalize the CC's hardware and third-party software requirements.

Task Description:

EIS will verify that CC has met all the hardware requirements, operating system requirements, network, access points and third-party software for the RMS system. Task will be performed at the project organization meeting.

Responsibilities:

EIS will:



- a) Verify with CC personnel the recommended computer processor(s), operating system software, third-party software, all associated workstations, printers, communications and related components.
- b) Verify with CC the network topology and configuration requirements.
- c) Prepare a final hardware and operating system software deliverables list (if required), thus amending Project Deliverables, as appropriate.
- d) Pre-plan installation activities with CC.
- e) Verify with CC the server installation and support processes utilized by the CC.
- f) Verify the provision of remote access to CC servers by EIS installation and Support staff.

CC will:

- a) Provide, upon request, Information on existing hardware and operating system software components and terminal networks, as well as projected utilization statistics and other Information as is reasonably required to validate final hardware requirements.
- b) Review the final hardware and operating system software configuration with the EIS project team.
- c) Order hardware as determined and notify EIS as to delivery and installation schedules.
- d) Certify the CC provided hardware is installed and ready for use as determined in the project organizational meeting.

Dependencies:

CC IT resources, including:

- Network/Network Security
- DBA
- Desktop Support
- Server Support.

Completion Criteria:

This task is considered complete when the final hardware and operating system software configuration is complete and approved by the CC and EIS.

Task PO 4: Develop Project Schedule Document

Objective: Establish and deliver the Project Schedule as a working document.

Task Description:

The objective of this task is to finalize the preliminary Project Schedule. The Project Schedule will be finalized and mutually agreed upon between the parties.

EIS will:

- a) Review with CC personnel the identified implementation tasks, priorities, inter-dependencies and other requirements needed to establish the Project Schedule.



- b) Prepare the Project Schedule document and deliver the first version of the implementation and training plan to the CC.
- c) Review the Project Schedule with CC personnel and make changes and/or corrections that are mutually agreed upon.
- d) Assume accountability for all EIS supplied tasks within the Project Schedule.

CC will:

- a) Analyze with EIS project personnel the identified requirements and make such implementation decisions as are reasonably required to finalize the Project Schedule.
- b) Work with EIS staff to finalize the Project Schedule.
- c) Notify EIS of any known or anticipated events that may impact the schedule and work with EIS to revise the implementation plan to accommodate these events.

Dependencies:

Completion of the project organization meeting and review of agency implementation requirements.

Completion Criteria:

This task is considered complete upon completion of the preliminary project schedule as mutually agreed between EIS and CC.

Task PO 5: Project Definition and RMS Functional Review Workshop

Objective: Review EIS RMS Functional Design and define CC Operational Requirements.

Task Description: EIS project staff will meet with CC assigned project team members and stakeholders to provide a project overview to discuss project expectations, and to review intended outcomes as related to the Records Management System (RMS), property and evidence, and designated supporting modules. The purpose of this task is to review the functional capabilities of the system software and contracted services to insure that customer CC personnel understand the conceptual details of the systems and have a grasp of the systems operational parameters. EIS will discuss the intended use of each provided operational module with CC personnel, define extended system parameters and other Information that will be required to allow EIS to configure the system for installation at the customer site. Review the CC operational procedures and identify any CC-specific requirements to meet general system level State Reporting requirements and other identified system operational requirements. Review data conversion approach.

This workshop provides an overview of the various RMS code tables and the requirements for gathering the data to build these files. Provide worksheets and review data import options to populate standardized tables. The session provides an overview of options available to CC for performing agency specific system tailoring and determining operational system parameters.

Responsibilities:

EIS will:

- a) Review the operational and business requirements of the CC.
- b) Conduct a review with CC of EIS RMS functionality based on current EIS RMS Design Specifications.



- c) Obtain, with CC's assistance, state standards and requirements applicable State level Reporting.
- d) Summarize outstanding items and provide a definitive project schedule in an *Internal Reference Specification (IRS)*. Copies of this will be provided for the Agency and reviewed with Agency management to help insure that the project is on track and that both parties have a firm understanding of the overall software configuration objectives.

CC will:

- a) Assign appropriate CC personnel to attend the functional review session.
- b) CC's RMS database administrator will attend the functional review session.
- c) Provide assistance to EIS in obtaining the state standards and requirements.
- d) Provide acceptance of EIS RMS Design specifications and general system reporting specifications.
- e) Participate in the review of the EIS RMS functionality, based on the current or proposed EIS Design Specifications.
- f) Collect and provide all system table and validation data values, unless specified otherwise by mutual agreement.

Dependencies:

Completion Criteria:

This task is considered complete when EIS has provided the on-site RMS Review Workshop session, and provided CC with a documented review of EIS RMS functionality, state reporting requirements, and identified enhancements discovered as part of the workshop as a project software configuration document.



Project Plan

Task PP 1: Project Plan

Objective: EIS Project Manager will develop a Project Plan and deliver to the CC for approval. The

Task Description:

The EIS Project Plan shall describe tasks, estimated duration, task dependencies and estimated completion dates for tasks defined within the Statement of Work. The EIS Project Plan shall describe the elements and define associated deliverables and resources. Adjustments to the project plan will be on-going. The EIS Project Manager will write and submit a detailed Project Plan to the CC for approval. The Project Plan will include the following:

- A project synopsis with key objectives and goals of the new systems.
- A reiteration of the project organization and staffing.
- An abbreviated list of contract deliverables as outlined in this SOW.
- An initial implementation schedule showing key milestones and installation sequences.
- A training plan that will lay out the training requirements in hours, schedule, training facilities, and responsibilities. The actual scheduling of personnel will be done at a date closer to the Training and Live Operations phase.
- A data conversion plan.
- A cut-over plan for go-live operations.

Responsibilities:

EIS Will:

- a. The EIS Project Manager will write the Project Plan and deliver to the CC Project Manager for review and approval.

CC Will:

- a. The CC Project Manager will review and approve the Project Plan.

Dependencies:

Completion Criteria:

This task is complete upon acceptance of the initial project plan by CC project manager.

Task PP 2: Acceptance Test Plan(s)

Objective: EIS Project Manager will work with the CC project team to develop an "Acceptance Test Plan" and deliver to the CC for approval. The successful completion of the Acceptance test plan will constitute "Final" system acceptance.

Task Description:



The EIS Project Manager assist the CC in the development of the system acceptance criteria and the “Acceptance Test Plan” that will detail the procedures to be utilized for the acceptance tests, test plans will include:

- a) Installation Acceptance Test Plan – Certification of the initial baseline software deployment.
- b) Functional Test Plan – Certification that the system is configured according to deployment specifications, including CC specific configurations and customizations.
- c) Data Conversion Acceptance Test Plan – Certification that the data conversion has been completed in accordance with the data conversion plan.
- d) Interface Test Plan – Certification that the deployed interface is operational according the development and deployment specifications (provided per interface).
- e) Reliability Acceptance Test Plan – Certification that the deployed system will adhere to mutually agreed on reliability standards within a defined period of time following the commencement of system operations.

Responsibilities:

EIS Will:

- a. The EIS Project Manager will assist the CC Project Manager in the development of the “Acceptance Test Plan” for review and approval.
- b. Coordinate all EIS resources as required in the development of the related plans.

CC Will:

- a. The CC Project Manager will review and approve the Project Plan.

Dependencies:

Completion Criteria:

This task is considered complete upon mutual acceptance of the written “Acceptance Test Plan” by EIS and CC project manager(s).



Hardware & System Delivery Tasks

Task HW 1: Review CC Production Server Hardware

Objective: Review and accept the production level, CC provided server configuration as ready to receive application software.

Task Description:

Objective involves reviewing the server environment provided to ensure appropriate integration with CC network, installation and configuration of appropriate system software, including: Server OS's, Service packs, SQL database software, MSMQ, .NET frameworks, IIS and other components as specified by EIS installation group.

Access for EIS must be granted by CC to attach to provided servers with administrative privileges. EIS technical staff will verify the configured components deployed on servers. Specific tests will be performed to assess component configuration. If components are missing or improperly configured, EIS installation group will notify CC of the deficiency and coordinate with the CC a resolution plan.

Responsibilities:

EIS will:

- a) Provide consulting assistance and server requirements for the proposed RMS system. Review server configurations, install test (or application) services and test configuration.
- b) Verify and accept server configuration as "Ready for Use".

CC will:

- a) Install and configure the servers into a production environment.
- b) Install and configure all Server hardware, OS's, OS Service packs, .NET Frameworks, SQL database software and other components as specified by EIS installation group.
- c) Provide administrative access to EIS installation Group.
- d) Be available to address and answer questions, modify configurations, and modify security permissions if required during the installation.

Dependencies:

- 1. CC provided server hardware must be installed and configured for use within the CC's network environment.
- 2. All CC provided server side software is loaded and configured for use.
- 3. EIS technical/installation group must be granted access to the servers at an administrative level.

Completion Criteria:

This task is complete when EIS certifies as "Ready to Use" the production server systems provided by the CC.



Task HW 2: Configure the County-provided Microsoft SQL Server Database Instance

Objective: The objective of this task is to configure the supporting Microsoft SQL Server Database software, load required PS.NET database schemas and certify the Microsoft SQL Server DB configuration as ready to use.

Task Description:

Configure the County-provided Microsoft SQL Server Database software to support the County purchased applications on County provided database server hardware. EIS installation staff will install and configure the supporting Microsoft SQL Server Database software with the system data tables and permission set required to support the delivered PS.NET application software (and specified County configurations), on the designated County-provided server. EIS will provide database schema and table documentation, installed and operational active database schema and table generation scripts, certification that the County database meets EIS requirements

Responsibilities:

EIS will:

- a) Install the baseline RMS and other licensed modules database schemas within this configuration.
- b) Test the initial operation of the baseline database subsystem and provide a status report to the CC's project manager upon completion.
- c) Provide written certification of successful installation.

CC will:

- a. Install and configure designated database server hardware on County's network (Hardware).
- b. Provide access to CC-provided hardware components to EIS installers. CC provided hardware and/or software must meet EIS recommended specifications and configuration.
- c. Be available to address an answer questions, modify configurations, and modify security and permissioning if required during the installation.
- d. Develop a standard backup routine of the SQL database with EIS staff. Test and implement.

Completion Criteria:

This task will be completed upon the installation and configuration of the Microsoft SQL Server Database software on the database server and certified by EIS as ready to use as indicated in the implementation plan and accepted by CC.

NOTES:

All required network protocol connectivity, firewalls and web services required to attach the workstations and other system servers to the SQL Server database must be provided by the County and must be operational prior to onsite installation by EIS technicians.



Task HW 3: EIS provided RMS Hardware and peripheral equipment.

Objective: Order, receive, install and test any hardware components as ordered and listed in contact to be provided by EIS associated with the project.

Task Description:

Objective involves the loading and configuration of any CC purchased required third party software to support deployment of EIS delivered Hardware. Any RMS hardware and software components included as a contract deliverable will be ordered, delivered and installed at this time per the project plan.

Responsibilities:

EIS will:

- a) Ensure delivery to the CC EIS supplied equipment as appropriate.

CC will:

- a) Formally acknowledge receipt of EIS provided hardware, subject to 5 day inspection.
- b) Provide appropriate electrical, network connections and supporting components as required within the environment to which the hardware will be deployed.
- c) Install and deploy EIS provided components as required and certify as available and ready for use within the system, in accordance with the project timeline.
- d) Install and deploy any required third party software to support EIS provided hardware.
- e) Be available to address an answer questions, modify configurations, and modify and permissions if required during the installation.

Dependencies:

1. Receipt of formal order in the form of a PO, project Change Order or contract for the purchase of EIS provided hardware.

Completion Criteria:

This task is considered complete when the EIS provided hardware components as indicated in the contract have been delivered to the CC as defined in the acceptance plan.



Software Deliverable Tasks

Task SFTW 1: Deliver RMS Application Software

Objective: Deliver standard release RMS Server software, RMS Workstation software and RMS supporting Software, including applicable RMS software licenses, as purchased by the CC and specified in the Contract.

Task Description:

Complete the delivery of standard release RMS server software, the RMS Workstation Application software, and all applicable RMS and supporting software licenses as indicated in the Contract. This includes all software components (media and license disks), including applicable documentation (electronic software manuals) as listed in the purchase contract.

RMS Modules include the following. *(Review specific task detailed in this document for configuration and modifications to be developed)*

Master Indexes

EIS Standard, general release, RMS system index with search application for MNI (Master Name Index) and MVI (Master vehicle Index). Included administrative Index management application.

Case Management & Investigations

EIS to provide standard, general release, case management application. Modifications to the case file will be provided by EIS for the purpose of capturing internal and external report routing requests. To be developed for the CC, please review specific task detailed within this document.

Pawn Module

EIS to provide standard, general release, system module. No electronic pawn submissions currently accepted by the SO.

Property and Evidence

EIS to provide standard, general release, property modules with bar code capabilities enabled. Agency will utilize officer level check in capability with officer applied bar code labeling. All property will be managed at main office facility in secure room. CC is responsible to enable wireless connectivity within property room if wireless components are to be used.

Incident Reporting

Provide standard, general release, incident management application with standard tie in to case management system. Officer entry for all case reports then routed to supervisor for approval. Format for final case report printout to be determined during pre-installation meeting.

Mobile Report writing capabilities to be provided via full workstation deployment to the mobile workstations, requiring high speed connection to the central server over County provided Wireless service.

Accidents

EIS will provide standard, general release, accident report view capability. CC will be utilizing the State SECTOR Accident reporting system. The provided Accident module will be utilized to manage and provide inquiry (display) capabilities for the accident reports imported into the CC RMS from the SECTOR accident



reporting system. The County will utilize the accident module for inquiry only, as no accident reports will be entered directly into the RMS.

Citations

EIS to provide standard, general release, system module and will support criminal citations and parking citations. Module will be initially populated by citation entry directly into the module's user interface and via the SECTOR citation import.

Permits

EIS to provide standard, general release, system module.

Weapons Permits

EIS to provide standard, general release, system module. Agency will utilize to track CPL Gun Permits and firearm transfer records.

Registrants and Parolees

EIS to provide standard, general release, system module.

Restraining & Protection Orders

EIS to provide standard, general release, system module. EIS will provide modifications to the module to allow the agency to track service attempts in the same manner as the warrant service module.

Warrants

EIS to provide standard, general release, system module.

Field Interviews Module

EIS to provide standard, general release, FI module.

IBR Reporting

EIS to provide Washington State standard, general release, WIBR reporting module and edit checks. EIS to provide Washington WIBR submission capability as currently deployed within the State of Washington.

Personnel

EIS to provide standard, general release, Personnel management module.

Asset Management

EIS to provide standard, general release, asset management module.

Calls For Service Module

EIS to provide standard, general release, Calls For Service (CFS) management module. Information will be added to the CFS module by an automated interface process receiving data from the existing Intergraph dispatching system utilizing a file transfer, as detailed in the CAD interface task within this document.

Responsibilities:

EIS will:

- a) Deliver all software components, including applicable documentation (software manuals), as listed in Contract.

CC will:



- a) Accept software delivery and acknowledge receipt of EIS provided components.

Completion Criteria:

This task will be completed when the RMS software distribution set and third-party software components as listed in contract, are delivered to the CC at the location specified in the contract and accepted by CC as defined in the acceptance plan.

Task SFTW 2: Deliver M2 Server software

Objective: EIS will deliver additional software to enhance the primary M2 software modules on standard exchange media. This includes all software components (media and software license) including applicable documentation (software manuals).

Task Description:

M2 operates as the system message switch and is utilized in support of system interfaces and internal data exchanges, including WACIC. EIS will deliver additional M2 Server communication software, WACIC Adapter software, RMS-M2 interface and supporting Software required to connect to the M2 message switch, including applicable M2 software licenses, as purchased by the CC and specified in the Contract.

Responsibilities:

EIS will:

- a) Deliver all software components including applicable documentation (software manuals), as listed in Contract.

CC will:

- a) Accept software delivery and acknowledge receipt of EIS provided components.

Completion Criteria:

This task will be completed when M2 software distribution set and third-party software components as listed in contract, are delivered to the CC at the location specified in the contract.

Notes:

M2 is a general communication data switch utilized throughout the RMS and JMS system. M2 will be deployed to support an interfaced node supporting a direct connection to the State for WACIC/NCIC traffic. Specific WACIC interface components are listed in the "WACIC" interface description contained in the interface section of this SOW. WACIC broadcast and general notification services will not be provided through the M2 interface.

Task SFTW 3: Deliver RMS Pocket Property Software

Objective: Deliver Pocket Property software licenses for use on the Panasonic FZ series windows based wireless devices (or other approved Windows Mobile devices), as purchased by the CC and specified in Contract on standard exchange media.

Task Description:

Complete the delivery of standard Pocket Property software distribution sets as indicated in the Contract delivered to the CC at the location specified in the contract. This includes all software components (media and software license) including applicable documentation (software manuals).



Responsibilities:

EIS will:

- a) Deliver all software components including applicable documentation (software manuals), as listed in Contract.

CC will:

- a) Accept software delivery and acknowledge receipt of EIS provided components.

Dependencies:

- 1. Sufficient wireless 802.11 connectivity throughout designated operational area.

Completion Criteria:

This task will be completed when Pocket Property software distribution set as listed in contract, are delivered to the CC at the location specified in the contract.

Task SFTW 4: Deliver RMS Documentation & CC System Deployment Documentation

Objective: Prepare and deliver documentation relating to the deployment of the RMS Workstations including the workstation build and field deployment procedures and any site specific administrative or end user documentation specified in the project or training plan.

Task Description:

The delivery includes providing Configuration manuals, Reference manuals, Training materials, and System Administration documents in an electronic form by loading into the software, not in printed form or on portable media.

Documentation Includes:

- System Deployment Guide
- Records Users Guide
- Records data Entry Policy
- Pocket Property Users Guide
- RMS Administrators Users Guide
- Any other document specified in the project plan.

Responsibilities:

EIS will:

- a. Deliver deployment instructions, guides, manuals and related documents in electronic form as specified in the implementation plan.

CC will:

- a. Review and accept the standard RMS documents (described above) submitted by EIS.



Completion Criteria:

This task will be completed once EIS has prepared and delivered to the CC the System Deployment document specified above along with other documentation specified in the final project plan.

Task SFTW 5: Deliver Civil Process Management Application Software and Custom Software Modification

Objective: Deliver revised Civil process management software and customizations including, Civil Workstation software and supporting Software, as purchased by the CC and specified in the Contract. The Civil application software does require additional development services and modifications to meet CCSO's operational objectives. This task includes both the software Licenses and the specified modifications.

Task Description:

EIS to provide modified (Future) release, Civil.NET Civil Process Management system for use within the agency. Specific configurations and customizations to be provided as detailed in the system configuration section of this document.

Complete the delivery of a modified release of the Civil Process Management application including custom modifications as indicated in the Contract. This includes all software components (media and license disks), including applicable documentation (electronic software manuals) as listed in the purchase contract. Civil software will be a phase 2 deliverable.

Civil Module includes base release software and the following modifications/customizations.

Civil Process Management Modifications.

1. Modify Civil software to be capable of tracking multiple persons associated with a civil service.
2. Modify Civil to track real property items as part of Writs of Execution and sheriff's sales. Property must be able to be associated with multiple persons referenced within the service.
3. Provide the ability to generate the State of Washington Mandated civil receipt of money/payment at the conclusion/closure of the service that details the fees charged and the distribution of fees.
4. Add a function that evaluates the serve to zip code and returns a default mileage fee value based on the user entered zip code.
5. Add capability to track bills issued to plaintiffs related to completed services, and be able to issue and track rebilling activities up to 3 subsequent cycles.
6. Modify Civil module to support SC process fee structure.
7. Modify Civil to allow selective updating to MNI, supporting all names entered into civil.
8. Modify Civil to display assigned and associated deputy's names.
9. Modify Civil system output, including service worksheets, return of service, receipts and fee calculation documents.



Responsibilities:

EIS will:

- a) Deliver all software components, including applicable documentation (software manuals), as listed in Contract.
- b) Perform development review with agency and derive a final development specification for agency approval.
- c) Provide development services as required to modify Civil application software to confirm with the functional specifications defined in the development specification and accepted by the County.
- d) Provide updated software documentation that includes the modifications to the Civil software.
- e) Test and certify the application as ready for use.
- f) Deploy application software and apply CCSO configuration options.

CC will:

- a) Accept software delivery and acknowledge receipt of EIS provided components.

Completion Criteria:

This task will be completed when the Civil software distribution set and third-party software components as listed in contract, are delivered to the CC at the location specified in the contract and accepted by CC as defined in the acceptance plan.



Installation and Configuration

Note: EIS will normally install the RMS software remotely prior to onsite configuration. The initial installation will be to production level servers and will include the approximation of NCIC and State required code table values. EIS will additionally provide a first cut data conversion including the RMS data migrated from the legacy systems for initial evaluation. EIS will then schedule an Installation/Configuration Workshop or series of workshops to install final system components, conduct system administrator training, configure the system, verify initial data conversion, and verify system operation. CC will be responsible to provide all system hardware unless specifically noted in the Contract or this Statement of Work.

Installation and Configuration Services Tasks

Task INS 1: Configure the CC-provided Microsoft SQL Server Database software

Objective: Configure the CC-provided supporting Microsoft SQL Server Database software on the production server, load RMS and supporting database schemas and certify the Microsoft SQL Server DB configuration as ready to use.

Task Description:

EIS installation staff will install and configure the supporting Microsoft SQL Server Database software with the system data tables and permission set required to support the delivered application software (and specified CC configurations), on the designated CC-provided server. The SQL Server database configuration will be set to support a multi-agency RMS configuration, utilizing a single e_law data structure for all contributing agencies.

Responsibilities:

EIS will:

- a) Install the baseline RMS and other licensed modules database schemas within this configuration.
- b) Test the initial operation of the baseline database subsystem and provide a status report to the CC's project manager upon completion.
- c) Provide written certification of successful installation.

CC will:

- a) Install and configure designated database server hardware on CC's network (Hardware).
- b) Provide access to CC-provided hardware/server components to EIS installers. CC provided hardware and/or software must meet EIS recommended specifications and configuration.
- c) Be available to address an answer questions, modify configurations, and modify security and permissions if required during the installation.
- d) Develop, test and implement a standard backup routine of the SQL database with EIS staff.

Dependencies:

- 1. Access to CC provided database server(s) as a DB administrator.



Completion Criteria:

This task will be completed upon the installation and configuration of the Microsoft SQL Server Database software on the database server and certified by EIS as ready to use as indicated in the implementation plan and accepted by CC.

NOTES:

All required network protocol connectivity, firewalls and web services required to attach the workstations and other system servers to the SQL Server database must be provided by the CC and must be operational prior to onsite installation by the EIS technicians.

Task INS 2: Install and configure software on the CC-provided Database and Application servers.

Objective: The objective of this task is to install and configure the baseline RMS application software and licenses on the designated CC-provided servers as designated in the implementation plan in accordance with the finalized system configuration. Deliver and test the primary RMS software modules on the equipment installed/provided by the CC at CC facility.

Task Description:

Task includes:

- a. The configuration of the RMS Server software installed on the Database and Application server(s) to conform to the baseline RMS operational parameters (not including CC specific configurations and customizations).
- b. The configuration of the RMS workstation application(s) software installed on Application server to conform to the baseline RMS operational parameters (not including CC specific configurations and customizations).
- c. Baseline Washington State code tables.
- d. Deployment of a standard RMS workstation installation/distribution set.
- e. Deployment of a standard supporting workstation installation/distribution set as noted in the project plan.

Responsibilities:

EIS will:

- a) Install and test, with the CC's assistance, the licensed RMS software.
- b) Provide the CC with the training necessary to prepare CC personnel with the ability to deploy the RMS client software on additional workstations.
- c) Test the initial operation of the baseline RMS system and supporting subsystems.
- d) Certify that the configuration is complete and ready to use.
- e) Provide deployment instructions and data communication settings required to deploy workstation software.

CC will:



- a) Perform site and hardware preparation as described and certify that Servers are ready to receive application software.
- b) Ensure all CC provided hardware meets minimum required specifications.
- c) Ensure all required network protocol connectivity, firewalls and web services required to attach the RMS application to the SQL Server database, are provided by the CC and certified as operational prior to onsite installation by the EIS technicians.
- d) Deploy the RMS software either over the network or with the assistance of EIS staff to all desired workstations.
- e) Review system configuration and report any discrepancies to EIS Installation staff within 5 days of EIS certification.

Completion Criteria:

This task will be completed upon the installation and configuration of an operational RMS baseline application software on CC provided RMS servers (Production servers) and the delivery of a standard software workstation deployment set that is acceptable by CC as defined in the acceptance plan.

Task INS 3: Install M2 Server software

Objective: M2 operates as the internal system message switch and is utilized in support of system interfaces, including WACIC/NCIC. Install M2 Server software, RMS-M2 interface and RMS supporting Software required to connect to the M2 message switch including applicable M2 software licenses, as purchased by the CC and specified in Contract.

Task Description:

EIS will install and test the primary M2 software modules on the application server equipment installed/provided by the CC at CC facility. Task includes the installation of the M2 software to the CC provided application server and configuration to communicate with the RMS SQL Database.

Responsibilities:

EIS will:

- a) Install all M2 software components including applicable documentation (software manuals) as listed in Contract.
- b) Install base M2 software applications and configure to CC environment.
- c) Configure switch queues and transaction configurations.
- d) Test installation of M2 and certify that the M2 subsystem has been successfully installed and prepared to receive CC specific message templates.

CC will:

- a) Provide appropriate hardware and operating platform to support the M2 application on the system application server.
- b) Be responsible for application for new WACIC mnemonics as required to meet County access needs.
- c) Be available to address an answer questions, modify configurations, and modify security and permissions if required during the installation.



- d) Acknowledge receipt of EIS provided components.

Dependencies:

1. Access to CC provided application server.

Completion Criteria:

This task will be completed M2 software distribution set and third-party software components as listed in Contract are installed on the CC provided application server and certified as "Ready to Use" by EIS installation personnel and verified as operational by CC as defined in the acceptance plan.

Task INS 4: Conduct RMS System Configuration Workshop

Objective:

As part of the pre-implementation phase of the project EIS will conduct a pre-configuration administrative workshop with the County designated system administrative personnel. This workshop provides an overview of the various RMS code tables and the requirements for gathering the data to build these files. Provide worksheets and review data import options to populate standardized tables. The session provides an overview of options available to CC for performing agency specific system tailoring and determining operational system parameters.

Task Description:

EIS will meet with CC personnel to provide Information on the data elements that must be collected by the CC prior to conducting the RMS System Administrator Training. EIS will review with associated CC personnel the configuration options available.

Responsibilities:

EIS will:

- a) Provide the EIS standard system implementation workbook.
- b) Conduct a functional overview of system functionality.
- c) Review with CC personnel the specific RMS application functionality and code tables for which Information must be collected to configure the system.
- d) Describe/demonstrate certain functionality that can be parameterized to meet the CC's operations and assist CC personnel with making appropriate configuration decisions.
- e) Describe/demonstrate configuration options to meet the CC's multi-agency operations and assist CC personnel with making appropriate configuration decisions.
- f) Review the ability to populate the system with existing data from either County provided external data sources or through the data conversion efforts from the historic system.

CC will:

- a) Assign appropriate CC personnel to attend the pre-system configuration workshop.
- b) Identify the CC's RMS database administrator and assign him/her to attend the pre-system configuration workshop.



- c) Identify data sources for all system code tables and other agency operational parameters.
- d) Collect and provide all system table and validation data values, unless specified otherwise by mutual agreement.

Dependencies:

- 1. Completion of the system functional review.
- 2. Deployed RMS software to CC production machines.
- 3. Deployed RM workstation software to workstations to be utilized by during the review session.

Completion Criteria:

This task is considered complete when EIS has concluded the RMS Pre-system configuration Workshop and identified to the CC the configurable options for the RMS application.

Task INS 5: RMS Functional Testing

Objective: Perform functional tests of RMS.

Task Description:

Demonstrate the applicable functions and features of RMS as defined in the RMS Acceptance Test Plan.

Responsibilities:

EIS will:

- a) Utilize the RMS Acceptance Test Plan as a guideline for all functional tests.

CC will:

- a) Generate test data files needed for functional testing.

Completion Criteria:

This task is considered complete when RMS has been demonstrated to operate in accordance with the Acceptance Test Plan and CC verifies the testing has successfully passed all the guidelines.

Task INS 6: RMS Subsystem Integration Testing

Objective: Perform integration testing of installed RMS subsystems and interfaces as indicated in the implementation plan to be delivered prior to production cutover.

Task Description:

Review and test (to the extent possible) all internal and external interfaces to ensure that the subsystem operates as defined in the RMS standard documents and interface control documents. CC staff will conduct the integration testing of the overall System.

Responsibilities:



EIS will:

- a. Certify the interfaces as ready for integration testing.
- b. Demonstrate all inter-system communications between installed subsystems and between external systems, according to the interface standard documents and interface control documents.
- c. Assist the CC in testing each interface.
- d. Review any discrepancies that are identified by the CC.
- e. Provide software or documentation corrections as needed to correct the discrepancies prior to RMS Final Certification.
- f. Certify RMS for production operation.

CC will:

- a. Conduct test procedures and verify all inter-system communications between installed systems and between and non-EIS systems to ensure conformance with the approved standard document and interface control documents.
- b. Identify in writing each discrepancy between subsystem functionality and the RMS standard documentation and interface control documents.
- c. Work with EIS to identify the type of correction needed to ensure that each subsystem conforms to the RMS standard documents and interface control documents.

Completion Criteria:

This task is considered complete when the internal and external interfaces and other EIS licensed software have been demonstrated according to the standard RMS documents and interface control documents.

Any discrepancies discovered following the completion of this task will be corrected prior to RMS Final Certification. As a part of this task, EIS will certify RMS as ready for production operation and verified operational by CC as defined in the acceptance test plan.



System Preparation

Project Configuration and Development Tasks

Task Dev 1: RMS Configuration and Development – Phase 1

Objective: EIS to provide configuration/modifications to the core RMS product as part of the deployment to meet CC operational objectives.

Task Description:

EIS will provide the following system configuration/customizations to the core RMS product as already discussed with CC. As part of the installation activities, EIS will work with the CC to develop a final system configuration/customization specification. All modifications will be incorporated into the base RMS product.

Functional Modifications Include:

General RMS

1. Definition and configuration of the CC RMS workflow within the primary RMS system utilizing the existing EIS Workflow Process engine.
2. Update State reporting segment to support WAIBR data collection and validation.
3. Update WIBR report administrative utility.

Splash Screen Disclaimer of liability. EIS will provide a system level disclaimer of liability as part of the application launch.

Incident Report Linking: Clark County will require the ability to link case reports together in a similar manner as the other RMS modules, and have the linked incident reports displayed in the report entity tree. Case Linkage should be supportable across jurisdictions, and should support relationships between multiple cases.

1. Provide a mechanism to allow users to link multiple case reports.

RMS Report Routing

The RMS entry client software will be modified to support an integrated report routing and report dissemination function that allows the authoring officer to define the routing of reports as part of the report completion. The system will provide the ability to indicate multiple report routes and to track the resolution of the task function by the receiver. The report dissemination feature will interface with the EIS RMS Workflow process to allow the automated creation of route based upon the officer's selection. Final development specifications will be provided to the CCSO for acceptance. General operation features to include:



1. Routing selection must be available to the reporting officer as part of the report completion function. The reporting officer will indicate to which agencies/groups the report is to be routed prior to submitting the report to supervisors for review and approval.
2. Officer must be able to select multiple parties to which the report will be routed.
3. The reviewing user (SGT) must have the ability to modify the officer's initial routing decisions. The supervisor, during the review process, must be allowed to remove, or add agencies to the report rout collection.
4. Once the report is approved by the supervisor the route requests must initiate a workflow trigger to provide the appropriate notification where possible.
5. Each receiving agency available for route selection must be capable of being defined as an "Internal" or "External" route.
6. Routes will include both internal dissemination routes and external distribution requests. Internal dissemination will be used for any entity directly utilizing the EIS RMS within the County, and has a related group defined in AAC.
7. External routes are notifications to CCSO Records that a specific document needs to be distributed to agencies that are not able to access the RMS directly. All external routes should transmit the notification directly to the records group.
8. Provide a method for the CCSO records group to record the dissemination activities to external recipients. The system must be capable of recording, at a minimum, the time, date, dissemination status and user completing the dissemination for each report route specified.
9. Agency requires a mechanism to allow post approval routing updates to be performed by the system. Feature will allow the user to specify additional routes associated with the report following initial approval, and causes the request to initiate a system workflow action request.
10. Agency personnel must have the ability to update and record the completion of the route/dissemination request regardless of the associated case write level. So users can manage the distribution updates even if they do not have write privileges within the case.

RMS Report Print Option (Case report)

1. EIS will provide a standard incident report printout that does not allow the automated suppression of data contained within the case. EIS will provide a version of the case report that suspends the print option selection window.

Property and Evidence (Multi-agency support)

As such the system will need to support items of property directly submitted to the CCSO property room from external agencies. CCSO, DTF, Ridgefield Police fully utilize the CCSO Property room. To support the requirement, the current EIS property manager would require modification to support the acceptance and management of property from multiple agencies into a single property room.

1. Modification to the property manager software to support management of property submitted to a multi-agency property room for designated agencies.
2. Development of up to additional 10 Specialized reports related to property inventory and custody



3. Develop ability to document release authorization process by agency.

Warrant Reports

1. EIS will provide the following warrant reports be provided.
 - a. Warrants Entry by summary
 - b. Warrants all active by offense type
 - c. Warrants all active with holds on detainers – report for out of County warrant holds.
 - d. Report on warrants served (for Court)

Development EIS will:

- a. Provide the above configuration changes where applicable.

Where item constitutes a development modification:

- b. Perform development review with agency and derive a final development specification for agency approval.
- c. Provide development services as required to modify application software to conform with the functional specifications defined in the development specification and accepted by the County.
- d. Provide updated software documentation that includes the modifications to the related software.
- e. Test and certify the application as ready for use.
- f. Deploy application software and apply CCSO configuration options.

CC will:

- a. Review and accept above listed configuration/development changes.
- b. Ensure that necessary certifications, approvals and other related issues will be completed by the CC at least ninety (90) calendar days prior to scheduled interface work.
- c. Ensure that the necessary technical support is made available for installation, testing and demonstration of the interfaces.
- d. Identify in writing each discrepancy between subsystem functionality and the provided EIS configuration/programming documentation.

Dependencies:

1. CC acceptance of EIS provided configuration/development changes.

Completion Criteria:

This task is considered complete when the RMS configuration and development enhancements have been deployed to the CC production instance of the RMS and accepted by the CC project manager.



Task Dev 2: Records Report Development

Objective: Develop and deliver departmental report/output and system printouts as determined in accordance with the contract and as agreed to during the system configuration review.

Task Description:

EIS will review with the CC the departmental report/output and system printouts currently utilized by the CC during the pre-implementation review sessions. The purpose of this review is to identify those report/output and system printouts that must be created by the RMS system(s) in a reasonable facsimile of existing report formats, and those where a change to the output would better serve the usefulness of the form and be more consistent with electronic reporting standards. Each form will be reviewed in accordance with the relevance of the form to the agencies standard operating procedures and the ability of the RMS to generate the format with available system data. EIS will either provide a reasonable facsimile of those CC specific report/output and system printouts utilized or provide specific recommendations for modifications as system output from the Information contained within the RMS system.

Note: Custom formats will only be provided for report/output and system printouts that are to be generated from Information contained within the RMS systems as a specific system output. Field based issuance report/output and system printouts and data collection report/output and system printouts will not be generated by the system as these report/output and system printouts are utilized either outside of the context of the RMS or prior to relevant data being entered into the RMS. Data provided on the form will be limited to data currently available within the system.

System Output Reporting

1. Design and development of report output formats specified in Attachment A (if any).
2. Design and development of 10 agency specified report outputs. Additional report can be provided on agency specification on a time and materials basis.

Responsibilities

EIS will:

- a) Schedule and participate in meetings and/or teleconferences to define the requirements of the departmental report/output and system printouts.
- b) Determine the linkage between available RMS data fields and required output form fields.

CC will:

- a) Provide Information to EIS regarding the various departmental report/output and system printouts.

Completion Criteria:

This task will be completed when the listed departmental report/output and system printouts have been created, deployed, verified and accepted by CC.

Task Dev 3: RMS Configuration and Development – Phase 2

Objective: EIS to provide configuration/modifications to the core RMS product as part of the deployment to meet CC operational objectives.

Task Description:



EIS will provide the following system configuration/customizations to the core RMS product as already discussed with CC. As part of the installation activities, EIS will work with the CC to develop a final system configuration/customization specification. All modifications will be incorporated into the base RMS product.

Functional Modifications Include:

Multi-Page scanning in RMS directly to the media repository.

1. The agency requires the RMS to be able to directly initialize an attached multi-page scanner, and to accept electronic/scanned documents directly into the media repository. This function would allow the user to initialize the attached scanner from a user control provided within the RMS.

Incident Purge Selection Report

1. EIS to provide a report to assist the agency in identifying cases eligible for purging/removal from the system. Report will search for candidate reports based on the report date, status and included offenses. Agency has requested the inclusion of a purge date field to be incorporated into the face page of the report.

Geovalidation of addresses within the RMS location fields:

1. EIS will provide a geographic validation capability that is initiated from address/location fields provided in the EIS Entry Client allowing the entering officer to perform a validation request against the county's ESRI geo-file. If an Address or Place Name is verified, the function will automatically complete the City, State, Zip Code, Beat, Zone, Neighborhood Association if defined in the underlying validation database.

Sex Offender SSRS Report

1. EIS will provide a SSRS report providing lists of MCR registrants coming due for checks or re-registration with the agency. Report will be designed to execute weekly on the SSRS schedule to provide a listing of MCR persons based on the associated offenses and/or renewal dates defined in the MRC data record.

Development EIS will:

- a. Provide the above configuration changes where applicable.

Where item constitutes a development modification:

- b. Perform development review with agency and derive a final development specification for agency approval.
- c. Provide development services as required to modify application software to conform with the functional specifications defined in the development specification and accepted by the County.
- d. Provide updated software documentation that includes the modifications to the related software.
- e. Test and certify the application as ready for use.
- f. Deploy application software and apply CCSO configuration options.

CC will:



- a. Review and accept above listed configuration/development changes.
- b. Ensure that necessary certifications, approvals and other related issues will be completed by the CC at least ninety (90) calendar days prior to scheduled interface work.
- c. Ensure that the necessary technical support is made available for installation, testing and demonstration of the interfaces.
- d. Identify in writing each discrepancy between subsystem functionality and the provided EIS configuration/programming documentation.

Dependencies:

1. CC acceptance of EIS provided configuration/development changes.

Completion Criteria:

This task is considered complete when the RMS configuration and development enhancements have been deployed to the CC production instance of the RMS and accepted by the CC project manager.



Interface Tasks

Each and every system interface will be developed and deployed in accordance with the EIS interface specifications accepted by the CC. Once accepted, the development interface specification will be the final document and be incorporated into the contract forthwith. All interfaces are subject to dependencies and are partially reliant on factors beyond the control of EIS. As such, the deliverable items related to all interfaces are directly dependent on the availability of external resources (connections to foreign systems, data, and other external components). The interfacing will be dependent on the EIS System software up and fully running before a successful interface can be completed by EIS. Delays related to the required dependencies are not the responsibility of EIS.

All interfaces with other products will be completed as quickly as possible, however without the cooperation of the third party software vendors, implementation could be delayed. This would not be the responsibility of EIS and outside the scope of the SOW.

All currently listed specific vendors are subject to change and Interface agreement will pertain to like vendor of same service and functionality.

EIS will develop the following agreed upon interfaces as part of this project. The responsibilities for each interface incorporate the following supporting activities from each party:

EIS:

- a) Develop interface development specification detailing interface for CC Acceptance.
- b) Develop software service/application that functions in accordance with the Interface Development Specification.
- c) Certify to the CC that the interface is ready for integration testing.
- d) Demonstrate all inter-system communications between installed EIS subsystems and between non-EIS systems, according to the EIS interface specification documents and interface control documents.
- e) Assist the CC in testing the vendor interface.
- f) Review any discrepancies that are identified by the CC.
- g) Provide software or documentation corrections as needed to correct the discrepancies prior to EIS Final Certification.
- h) Certify EIS delivered interface for production operation.

CC:

- a) Provide, on request, currently existing Information, record layouts and documents necessary to establish interfaces with all local and remote systems and facilities at least ninety (90) days prior to interface installation.
- b) Review and accept the EIS provided interface programming specification in accordance with contract specifications.
- c) Assume responsibility for any modifications or additions to any existing or non-EIS supplied systems required to enable them to support the interfaces, as defined in the Functional System Description, Change List, and interface control documents.
- d) Provide and install all communications lines and equipment according to the contract documents.



- e) Provide all required liaison support with the vendors/agencies and EIS project management required to support the interfaces.
- f) Ensure that necessary certifications, approvals and other related issues will be completed by the CC at least ninety (90) calendar days prior to scheduled interface work.
- g) Ensure that the necessary technical support is made available for installation, testing and demonstration of the interfaces.
- h) Conduct test procedures and verify all inter-system communications between installed EIS systems and non-EIS systems to ensure conformance with the approved standard document and interface control documents.
- i) Identify in writing each discrepancy between subsystem functionality and the provided EIS interface documentation and interface control documents.
- j) Work with EIS to identify the type of correction needed to ensure that each subsystem conforms to the EIS standard documents and interface control documents.

Task Inter 1: WACIC Interface MKE's

Objective: Provide WACIC/NCIC software adapter within the M2 data switch, and supporting a defined set of message keys (MKE's), used for specified transactions associated with WACIC through the State of Washington's data switch. EIS will enhance the existing M2 data switch to support a set of WACIC/NCIC transactions within the RMS environment. EIS will add the defined set of message keys to the WACIC interface process and provide data masks within the RMS client so supported the related transactions.

Provided message keys will be associated with entity records contained within the related system, and include a defined sub-set of WACIC transactions. Keys will be embedded within the entity forms (Persons, vehicles and property) and provide return routing to the initiating user.

Task Description:

It is the intent of the integrated WACIC functions to provide WACIC message transactions only where a direct relationship between data existing in the RMS is to be used to generate an entry or an inquiry, generally limited to transactions associated with people, vehicles or property. Wherever an entry message is provided, a set of supporting message keys are included to provide the agency the ability to perform Locate, Clear and Cancel transactions. Modify messages are not typically supported. It was explained to the agency that the integrated WACIC functions are provided as a time saving capability to assist in the reduction of redundant data entry, however does not provide the extended set of messaging options provided by the state and is not intended as a replacement for the direct WACIC\ACCESS terminal.

1. EIS will update the current WACIC/NCIC transaction report to display the WACIC message string as submitted by the system along with the textual return information received. The generated WACIC message string will be included on a resulting printable output.
2. EIS will enable the Publish to Media Manager function within the query return window to allow the user to store the WACIC return information as a PDF directly into the media manager collections associated with the case report.



The interface will extract relevant data, where available, from the enabled RMS data screens to populate the provided Message forms as part of the WACIC request, eliminating redundant data entry. Within the RMS, any authorized user can select the related transaction type from the enabled form. The application will open the appropriate WACIC mask and populate the mask with the relevant data previously entered into the RMS record. The user selected the appropriate message key and enters any additional data required (or optional) related to the specified key. When complete the user selects the submit button, and the message is passed to the M2 gateway for processing. The message is formatted, submitted to the State and the return is received by the switch and routed back to the user for viewing. On entries the NIC and PCN are stripped from the returning message and stored in the audit section or future reference. Full auditing is provided within the application for each message transmitted. Entry and inquiry transactions can support the following types of messages:

1. Entry
2. Cancel
3. Clear
4. Locate
5. Query

Inquiry Functions: Includes both basic inquiry transactions standard set of inquiry transactions (Message Keys) embedded within the RMS. Standard keys include: General Person Query, General Vehicle Query, General Property Query, and Warrant Query. Requires base M2 Switch and WACIC adapter. Additional (optional) message keys can be added as needed on a T & M basis. Requires connection to the State provided by CC.

Entry Transactions: The proposed application provides an entry transaction to WACIC /NCIC through the Washington data switch. Includes a defined set of entry transactions (Message Keys) embedded within the RMS product. Standard keys include: Warrant Entry, Stolen Vehicle Entry, Stolen Property Entry, Missing Person Entry, Protection Order entry & Enter Gun. Interface submits request and receives response from State, LNU and other transaction Information associated with the transaction are saved to the log to reprocessing and audit purposes.

The WACIC query keys will be defined for related RMS screens.

RMS. Within RMS message keys will be provided to support standard persons, vehicle property transactions as specified in this section. Interface requests will be processed through the M2 data switch which provides the WACIC adapter and returns will be routed to the requesting user via the M2 routing queue.

The embedded WACIC function is intended to reduce or eliminate the duplicate data entry related to processing WACIC inquiry transactions from data contained in the RMS including; Warrants, Property, Vehicles. WACIC specific inquiry and entry message formats will be provided and embedded within the RMS. User interface WACIC functions will be provided on the following Modules:

- a. Incident – Persons, Property & Vehicle
- b. FI - Persons & Vehicle
- c. Warrant - Persons & Vehicle
- d. Protection Order - Persons & Vehicle
- e. Permit – Persons & Vehicle
- f. MCR - Persons & Vehicle
- g. Weapons Permit - Persons & Property (Weapon)
- h. Trespass - Persons & Vehicle
- i. Registration - Persons & Vehicle



Citations and accidents will be managed through SECTOR directly and no RMS keys will be provided within these modules.

3. The following WACIC Message Keys will be supported within the RMS interface (P? designation indicates target deliverable phase):

a. **Inquiry**

- i. **QA** – Stolen Article – P1
- ii. **QH** - Criminal History record – P1
- iii. **QG** – Stolen Gun – P2
- iv. **QR** – Criminal History by SID/FBI# - P1
- v. **QWH** - Criminal History plus WACIC/NCIC person files – P1
- vi. **QW** - WACIC/NICIC Persons file plus WA DOL check – P1
- vii. **DW** - WACIC/NICIC Persons file plus WA DOL check – P1
- viii. **RV**– WA Stolen Vehicle/Plate plus Registration – P1
- ix. **YELL** – Broad Article query – P1
- x. **DNQ** – Query Out of State driver license – P2
- xi. **RQ/RQG** – Query Out of State vehicle registration – Maps to RV (NLETS) – P2
- xii. **QNP** – NICS query – P1
- xiii. **QNR** – NICS Record query – P1
- xiv. **IAQ** – Immigration Alien query – P1
- xv. **DFN** - Weapon/Concealed Pistol License file checks – P1

b. **Entry**

- i. **EAS** – Stolen Article – P1
- ii. **EBS** - Stolen Boat – P1
- iii. **EGS** – Stolen Gun – P1
- iv. **ELS** – Lost or Stolen License Plate – P1
- v. **EME** – Missing Person Endangered – P1
 - a. Req Supp Data entry – 4 (SMT, AKA, OLN, SOC)
- vi. **EMJ** – Missing Person Juvenile – P1
 - a. Req Supp Data entry – 4 (SMT, AKA, OLN, SOC)
- vii. **EPO** – Protection Orders – P1
 - a. Req Supp Data entry – 4 (SMT, AKA, OLN, SOC)
- viii. **EVS** – Stolen Vehicle – P1
- ix. **EVI** – Impounded Vehicle (WACIC ONLY) – P1
- x. **EPS** – Stolen Part – P1
- xi. **EFW** – Wanted Person Felon– P1
 - a. Req Supp Data entry - 4 (SMT, AKA, OLN, SOC)
- xii. **EWV** – Wanted Person Misdemeanor – P1
 - a. Req Supp Data entry – 4 (SMT, AKA, OLN, SOC)
- xiii. **EWJ** – Wanted Person Juvenile – P1
 - a. Req Supp Data entry - 4 (SMT, AKA, OLN, SOC)
- xiv. **EDW** – Wanted Person Detainer – P1
- xv. **NDN** – NICS Denial Notification – P1
- xvi. **NLN** – NICS Delay Notification – P1
- xvii. **NPN** – NICS Proceed Notification – P1
- xviii. **NDO** – NICS Denial Overturned Notification – P1
- xix. **EMN** - Missing Person Supplement – P1



- c. **Multi-Use (Free Form)**
 - a. **WACIC Pass-through Free form general Key – P1**
- d. **MODIFY**
 - a. **None Currently Included**
- e. **LOCATE:**
 - a. **None Currently Included**
- f. **CLEAR**
 - a. **None Currently Included**
- g. **CANCEL**
 - a. **None Currently Included**
- h. **SERVE**
 - a. **None Currently Included**

Additional Task Responsibilities:

EIS will:

- a) Review and define supported message keys with CC.
- b) Configure M2 with WACIC /NCIC/NLETS forms to support the message formats required by WACIC, and to extract designated inmate/arrest data from the RMS.
- c) Configure the M2 switch with appropriate routing Information.
- d) EIS will ensure EIS employees, and subcontractors comply with the agency security and access requirements as identified in the master contract.

CC will:

- a) Provide the definitive listing of message keys required.
- b) Request the required mnemonics from the state.
- c) Agency will adhere to appropriate CJIS security at location that will utilize the WACIC features.
- d) Agency to provide dedicated WACIC connection will be provided for RMS traffic, separate from CAD.

Dependencies:

1. CC acceptance of EIS provided interface programming specification.
2. CC has provided appropriate mnemonics from the state.
3. CC adheres to appropriate CJIS security at location that will utilize the WACIC features.
4. Dedicated WACIC connection is provided for RMS traffic.
5. Deployment of RMS supporting M2 adapter to the exiting CC M2 data switch.
6. Installation and configuration of the M2 WACIC adapter.



Completion Criteria:

This task is complete when the system interface is capable of;

- a) Extracting the inmate data as designated in the development specification, and displaying the data within the formatted message key forms.
- b) Processing the query request through the M2 data switch and successfully transmitting to WACIC.
- c) Receiving the data returns from WACIC and routing to the requesting user's message queue and activating the message queue indicator within the RMS.
- d) Displaying the textural return to the user on request within the RMS environment.

Interface will be formally acknowledged as complete by CC in accordance with the system acceptance test.

Task Inter 2: LinX Export

Objective: Provide access to data contained within the RMS to the Northrop-Grumman LinX system.

Task Description: In the current implementation, LinX directly extracts data from the EIS RMS via an OLEDB connection from a LinX provided interface service. It is the anticipation of EIS that the existing interface would be employed by LinX and would be structured as a uni-lateral interface provided by Northrop-Grumman. As such no specific deliverable task is required by EIS to support the LinX extraction. EIS will provide support to assist in establishing database connections to the live database as required and answer questions related to data layout if requested. No specific software deliverables or work product proposed to be provided by EIS.

Dependencies:

1. Network Access to the required transaction/interchange point via the CC Network for LinX process.
2. Database access permissions for LinX Process.

Completion Criteria:

None.

Task Inter 3: RMS Import Interface of CAD (CFS) Data

Objective: EIS will develop an inquiry adapter that will maintain a live ODBC/OLEBD connection to the live data tables published by the existing Intergraph CAD system.

Task Description:

During the CAD inquiry function, the RMS inquiry process will search the Intergraph CAD system for CFS information related to the assigned case number or CAD event Number entered by the officer. Resulting records (if located) from the CAD system will be routed to the requesting user through the existing RMS CAD display function.

On user inquiry request launched from the RMS, as part of the CAD import or CFS view request, the RMS inquiry process will execute a SQL request via ODBC/OLEDB into the provided CAD data table(s). The Interface will utilize the available case number or CAD event Number entered by the officer into the case report, as the search criteria passed through the ODBC request. The system will perform an exact match search of the Intergraph CAD database



for CFS information related to the inmate. Resulting records (if located) from the CAD system will be routed to the requesting workstation through the message receiving queue.

The interface will only locate data where a one to one correlation between the RMS data fields and the Intergraph CAD data fields can be established. EIS will work with the CCSO to develop an interface specification (CAD query Interface) containing the data mapping from the Intergraph CAD data to the RMS table structure during the implementation project phase. EIS will develop, install and test the delivered interface to ensure that the delivered interface complies with the interface map and meets related subsystem interfaces. An EIS development specification detailing the interface will be provided to the CCSO for acceptance prior to the commencement of interface programming.

Please note that it is the CC's responsibility to coordinate/contract with Intergraph to ensure that the interface service is available and ready for use. All costs (if any) associated with the provision of the interface from Intergraph will be the sole responsibility of the CC. The intention of this interface approach is to provide a unilateral interface fully developed by EIS without any direct support from Intergraph. Development of OLEDB interface is highly dependent on the internal data structures provided by the Intergraph CAD system, and any changes or modifications to the Intergraph CAD system may cause the interface to fail. If Intergraph or any third party modifies the data tables associated with the RMS interface, EIS bears no responsibility related to the impact on the proposed interface.

Additional Responsibilities:

CC will:

- a. Provide, on request, currently existing Information, record layouts, sample CAD database files and documents necessary to establish interfaces with all local and remote systems and facilities at least ninety (90) days prior to interface installation.
- b. Ensure a sufficient OLEDB connection and access permissions are available to the EIS process to maintain a connection to the remote Intergraph database.

Dependencies:

1. CC acceptance of EIS provided interface programming specification.
2. Current database specification or data file defining the data contained within the existing Intergraph CAD system extract.
3. Network Access to the required CAD data share point via the CC Network.

Completion Criteria:

This task is considered complete when the EIS developed process is capable of loading the available CAD event data to the RMS incident module, as defined in the acceptance plan. Interface will be formally acknowledged as complete by CC in accordance with the system acceptance test.

Task Inter 4: PA Export

Objective: Provide a uni-directional, data export of specified RMS data to the existing interface service developed by Clark County.

Task Description: The purpose of the interface will be to extract relevant case report data from the RMS and to transfer the data to the prosecutor's system in order to reduce redundant data entry requirements between both systems. The task is to provide an automated process that extracts a subset of information contained within a case report, generate a standardized, formatted data package and writes the file to a designated shared directory on the County's network without requiring direct user intervention. Data contained within the export file will include



the base incident event information, officer's narrative statement, case charges and involved person's data contained within the report; including arrest information if available. Incident property, vehicles, media and other elements of the law enforcement report will not be included in the transfer. Both primary and supplemental reports will be processed through the export interface. When specified events occur, the PA export interface process will extract the relevant data contained in the EIS RMS system and prepare a data transfer package that is formatted in a manner consistent with the existing transfer package provided in the County's legacy mainframe application. The data package will be written to a shared location on the County's network. Upon completion of the export of the data package, the interface process will create a workflow action item to be added to the RMS workflow process for the purpose of creating a workflow route transaction to the PA's defined group.

The interface will execute as defined in the interface development specification prepared by EIS and accepted by CC. EIS provides only the data extraction process. EIS has no control and makes no commitment for third party vendors or their use of the extracted data.

It is anticipated that the interface will extract data and write the file to a commonly accessible file structure, however actual data transition process is not clearly stated. RMS data to be included:

1. Incident Reports (Case) including primary and supplemental information.

This proposal is based on information contained within the agency's request and not on specifications provided by the Clark County.

It is anticipated that data values contained within the RMS will be passed as entered into the respective systems. Data values contained within the RMS that are not consistent with the PA's requirements will require translation by the PA's import process during upload processing into their system.

All costs (if any) associated with the provision of the interface from any third party will be the sole responsibility of the CC.

Dependencies:

1. CC Providing data package format specifications from the existing PA interface.
2. CC acceptance of EIS provided interface programming specification.
3. Current Interface specification reflecting expected data format and transaction control protocol from PA's interface.
4. Network Access to the required transaction/interchange point via the CC Network.

Completion Criteria:

This task is considered complete when the system interface is capable of producing the extract data file that will materially conform to the specifications defined within the referenced PA Export Interface specification. Interface will be formally acknowledged as complete by CC in accordance with the system acceptance test.

Note: EIS will not sub-contract development work on behalf of PA Export.

Task Inter 5: EIS RMS Subsystem Interfaces –RMS Import from SECTOR Accident

Objective: Provide an automated, electronic import of accident information provided from the State of Washington SECTOR Electronic Accident reporting system being implemented by CC. Tasks include the development, installation and testing of SECTOR -RMS accident import Interface.



Task Description:

EIS will develop a program specifically designed to import accident data collected by SECTOR into the RMS accident module. The interface would be a one-way import interface of the SECTOR accident data provided to the County into the agency RMS. On a periodic basis (typically hourly) the RMS interface service will request the data from the SECTOR service (JINDEX) provided by the State. The SECTOR accident data would be provided to the agency in the form a standardized .XML extract. The proposed interface process would import the provided data file and process the contents onto the RMS accident reporting module. The import function will import a subset of data contained within the received SECTOR report to support internal indexing functions – and will not include the complete set of data received. Import interface will import the entity data (Names, Vehicles, location) contained within the SECTOR report and will update the RMS master index linkages in accordance with standard lights-out index processing algorithms.

The import process would generate a new record associated with each SECTOR accident report contained in the export file, and utilize the SECTOR assigned accident number as the key identifier within the RMS. The base accident information along with the name and vehicle data would be added to the accident record. Imported names would be added to the Master Name Index in accordance with the standard Master Index linking function. Imported vehicles would be added to the Master Vehicle Index in accordance with the standard Master Index linking function. A PDF document (if provided) would either be provided by SECTOR as part of the download or generated by the RMS during data import and added to the system as the primary display form. When the user searches and retrieves the accident data, either through a direct accident search or through a master index search, the user will be presented with the PDF copy of the accident report. Standard redaction and printing capabilities are available. No accident reports would be entered directly into the RMS. As of this statement of work no interface specifications related to the SECTOR accident import have been provided, and the process defined herein is based on existing import interfaces developed between the RMS and SECTOR.

Assumptions:

The State will provide the SECTOR crash data to the County as a standardized, formatted extract.

The SECTOR Crash data will include a PDF document of the crash report.

The information imported into the RMS is for indexing and involvement purposes only, as the agency will utilize either SECTOR as the primary source of data for accident reports.

No data editing will occur on the local RMS related to the accident report, any modifications to the report will need to be performed directly in SECTOR.

Responsibilities:

EIS will:

- a) Review interface documentation provided by the SECTOR vendor related to the interface specifications associated with the data transfer.
- b) Develop software service/application to extract designated accident report records from the received SECTOR data files.
- c) Certify to the CC that the interface is ready for integration testing.
- d) Demonstrate all inter-system communications between installed RMS interface process and SECTOR, according to the EIS interface specification documents and interface control documents.
- e) Assist the CC in testing the SECTOR Accident interface.
- f) Review any discrepancies that are identified by the CC.



- g) Provide software or documentation corrections as needed to correct the discrepancies prior to EIS Final Certification.
- h) Certify EIS delivered interface for production operation.

CC will:

- a) Provide, on request, currently existing information, record layouts and documents necessary to establish interfaces with all local and remote systems and facilities at least ninety (90) days prior to interface installation.
- b) Assume responsibility for any modifications or additions to any existing or non-EIS supplied systems required to enable them to support the interfaces, as defined in the Functional System Description, Change List and interface control documents.
- c) Provide and install all communications lines and equipment according to the contract documents.
- d) Provide all required liaison support with the vendors/agencies and EIS project management required to support the interfaces.
- e) Ensure that necessary certifications, approvals and other related issues will be completed by the CC at least ninety (90) calendar days prior to scheduled interface work.
- f) Ensure that the necessary technical support is made available for installation, testing and demonstration of the interfaces.
- g) Conduct test procedures and verify all inter-system communications between the interface process and SECTOR conforms with the approved standard document and interface control documents.
- h) Identify in writing each discrepancy between subsystem functionality and the provided EIS interface documentation and interface control documents.
- i) Work with EIS to identify the type of correction needed to ensure that each subsystem conforms to the EIS standard documents and interface control documents.

Completion Criteria:

This task is considered complete when the system interface is capable of extracting the defined accident report information from the SECTOR data package, uploading the data to the RMS accident management module and updating the related Master Name Index (MNI) and Master Vehicle Index (MVI) in accordance with the development specification provided by EIS. Interface to be unit tested and verified to be operational by the CC as defined in the acceptance plan.

Note: EIS will write to an existing published interface provided from SECTOR for the purpose of this interface. EIS will not contract development work with SECTOR.

Task Inter 6: EIS RMS Subsystem Interfaces –RMS Import from SECTOR Citation

Objective: Provide an automated, electronic import of citation information provided from the SECTOR citation reporting system being utilized by CC. Tasks include the development, installation and testing of SECTOR -RMS citation import Interface.



Task Description:

EIS will develop a program specifically designed to import citation data collected by SECTOR into the RMS citation module. The interface would be a one-way import interface of the SECTOR citation data provided to the County into the agency RMS. On a periodic basis (typically hourly) the RMS interface service will request the data from the SECTOR service (JINDEX) provided by the State. The SECTOR citation data would be provided to the agency as part of a nightly data extraction in the form a standardized .XML extract. The proposed interface process would import the provided data file and process the contents onto the RMS citation reporting module. The import function will import a subset of data contained within the received SECTOR report to support internal indexing functions – and will not include the complete set of data received. Import interface will import the entity data (Names, Vehicles, location) contained within the SECTOR report and will update the RMS master index linkages in accordance with standard lights-out index processing algorithms.

The import process would generate a new record associated with each SECTOR citation report contained in the export file, and utilize the SECTOR assigned citation number as the key identifier within the RMS. The base citation information along with the name and vehicle data would be added to the citation record. Imported names would be added to the Master Name Index in accordance with the standard Master Index linking function. Imported vehicles would be added to the Master Vehicle Index in accordance with the standard Master Index linking function. A PDF document if provided by SECTOR as part of the download will be added to the system as an electronic document exhibit linked to the citation record. Citation module would be configured to accept SECTOR uploads and to provide for direct data entry into the module through the standard UI. As of this statement of work no interface specifications related to the SECTOR citation import have been provided, and the process defined herein is based on existing import interfaces developed between the RMS and SECTOR.

Assumptions:

The State will provide the SECTOR citation data to the County as a standardized, formatted extract.

Responsibilities:

EIS will:

- a) Review interface documentation provided by the SECTOR vendor related to the interface specifications associated with the data transfer.
- b) Develop software service/application to extract designated citation report records from the received SECTOR data files.
- c) Certify to the CC that the interface is ready for integration testing.
- d) Demonstrate all inter-system communications between installed RMS interface process and SECTOR, according to the EIS interface specification documents and interface control documents.
- e) Assist the CC in testing the SECTOR citation interface.
- f) Review any discrepancies that are identified by the CC.
- g) Provide software or documentation corrections as needed to correct the discrepancies prior to EIS Final Certification.
- h) Certify EIS delivered interface for production operation.

CC will:

- a) Provide, on request, currently existing information, record layouts and documents necessary to establish interfaces with all local and remote systems and facilities at least ninety (90) days prior to interface installation.



- b) Assume responsibility for any modifications or additions to any existing or non-EIS supplied systems required to enable them to support the interfaces, as defined in the Functional System Description, Change List and interface control documents.
- c) Provide and install all communications lines and equipment according to the contract documents.
- d) Provide all required liaison support with the vendors/agencies and EIS project management required to support the interfaces.
- e) Ensure that necessary certifications, approvals and other related issues will be completed by the CC at least ninety (90) calendar days prior to scheduled interface work.
- f) Ensure that the necessary technical support is made available for installation, testing and demonstration of the interfaces.
- g) Conduct test procedures and verify all inter-system communications between the interface process and SECTOR conforms with the approved standard document and interface control documents.
- h) Identify in writing each discrepancy between subsystem functionality and the provided EIS interface documentation and interface control documents.
- i) Work with EIS to identify the type of correction needed to ensure that each subsystem conforms to the EIS standard documents and interface control documents.

Completion Criteria:

This task is considered complete when the system interface is capable of extracting the defined citation report information from the SECTOR data package, uploading the data to the RMS citation management module and updating the related Master Name Index (MNI) and Master Vehicle Index (MVI) in accordance with the development specification provided by EIS. Interface to be unit tested and verified to be operational by the CC as defined in the acceptance plan.

Note: EIS will write to an existing published interface provided from SECTOR for the purpose of this interface. EIS will not contract development work with SECTOR.

Task Inter 7: EIS RMS Subsystem Interfaces –RMS Import from SECTOR Tow Event.

Objective: Provide an automated, electronic import of tow report information provided from the State of Washington SECTOR Electronic tow reporting system being implemented by CC. Tasks include the development, installation and testing of SECTOR -RMS import Interface into the RMS Incident module, creating a general "TOW VEHICLE" report within the RMS.

Task Description:

EIS will develop a program specifically designed to import vehicle tow data collected by SECTOR into the RMS Incident module. The interface would be a one-way import interface of the SECTOR tow data provided to the County into the agency RMS. On a periodic basis (typically hourly) the RMS interface service will request the data from the SECTOR service (JINDEX) provided by the State. The SECTOR tow data would be provided to the agency as part of a nightly data extraction in the form a standardized .XML extract. The proposed interface process would import the provided data file and process the contents onto the RMS Incident reporting module. The import function will import a subset of data contained within the received SECTOR report to support internal indexing



functions – and will not include the complete set of data received. Import interface will import the entity data (Names, Vehicles, location) contained within the SECTOR report and will update the RMS master index linkages in accordance with standard lights-out index processing algorithms.

The import process would generate a new record associated with each SECTOR tow report contained in the export file, and utilize the SECTOR assigned Incident number as the key identifier within the RMS. The base tow information along with the name and vehicle data would be added to the tow record. Imported names would be added to the Master Name Index in accordance with the standard Master Index linking function. Imported vehicles would be added to the Master Vehicle Index in accordance with the standard Master Index linking function. A PDF document (if provided by SECTOR as part of the download) will be added to the system as an electronic document exhibit linked to the tow record. Incident module would be configured to accept SECTOR uploads and to provide for direct data entry into the module through the standard UI. As of this statement of work no interface specifications related to the SECTOR tow import have been provided, and the process defined herein is based on existing import interfaces developed between the RMS and SECTOR.

Assumptions:

The State will provide the SECTOR citation data to the County as a standardized, formatted extract.

Responsibilities:

EIS will:

- a) Review interface documentation provided by the SECTOR vendor related to the interface specifications associated with the data transfer.
- b) Develop software service/application to extract designated tow report records from the received SECTOR data files.
- c) Certify to the CC that the interface is ready for integration testing.
- d) Demonstrate all inter-system communications between installed RMS interface process and SECTOR, according to the EIS interface specification documents and interface control documents.
- e) Assist the CC in testing the SECTOR tow interface.
- f) Review any discrepancies that are identified by the CC.
- g) Provide software or documentation corrections as needed to correct the discrepancies prior to EIS Final Certification.
- h) Certify EIS delivered interface for production operation.

CC will:

- a) Provide, on request, currently existing information, record layouts and documents necessary to establish interfaces with all local and remote systems and facilities at least ninety (90) days prior to interface installation.
- b) Assume responsibility for any modifications or additions to any existing or non-EIS supplied systems required to enable them to support the interfaces, as defined in the Functional System Description, Change List and interface control documents.
- c) Provide and install all communications lines and equipment according to the contract documents.



- d) Provide all required liaison support with the vendors/agencies and EIS project management required to support the interfaces.
- e) Ensure that necessary certifications, approvals and other related issues will be completed by the CC at least ninety (90) calendar days prior to scheduled interface work.
- f) Ensure that the necessary technical support is made available for installation, testing and demonstration of the interfaces.
- g) Conduct test procedures and verify all inter-system communications between the interface process and SECTOR conforms with the approved standard document and interface control documents.
- h) Identify in writing each discrepancy between subsystem functionality and the provided EIS interface documentation and interface control documents.
- i) Work with EIS to identify the type of correction needed to ensure that each subsystem conforms to the EIS standard documents and interface control documents.

Completion Criteria:

This task is considered complete when the system interface is capable of extracting the defined tow report information from the SECTOR data package, uploading the data to the RMS Incident module and updating the related Master Name Index (MNI) and Master Vehicle Index (MVI) in accordance with the development specification provided by EIS. Interface to be unit tested and verified to be operational by the CC as defined in the acceptance plan.

Note: EIS will write to an existing published interface provided from SECTOR for the purpose of this interface. EIS will not contract development work with SECTOR.

Task Inter 8: EIS RMS Subsystem Interfaces –RMS Import from DISCIS Warrant.

Objective: Provide an interface to Import warrant information provided by the District Court to create the warrant record in RMS and set warrant into RMS workflow for review by CC Records Group.

Task Description:

The DISCIS (District Court Interface) is intended to load Warrant records issued by the Court into the RMS, and to add the person information into the RMS MNI with an active warrant flag. The DISCIS data is intended to create a Warrant within the RMS for each person included in the extract. The interface will be a one way import of data from the DISCIS file into the RMS warrants module, EIS will return no acknowledgement to the DISCIS as part of this transaction.

EIS will provide a process that will load the parsed data provided by the District Court will create a new warrant record within the RMS for each record included in the extract. The EIS interface process will load the provided text (ASCII) data file and parse the provided warrant data into defined data elements. The interface process will attempt to generate a new warrant record within the RMS based on the provided warrant number and provided subject information. Imported subject information will be added to the MNI in accordance with standard lights-out index processing algorithms existing in the RMS. All warrants included in the export file are to be flagged as active warrants in the RMS. Upon successful load of the warrant to the RMS, the interface will create a workflow



action item and route a notification to a defined group within the CCSO records group. The purpose of this route is to notify the CCSO records group of the new warrant for agency review and entry into WACIC.

An EIS development specification detailing the interface will be provided to the CCSO for acceptance prior to the commencement of interface programming.

Please note that it is the CCSO's responsibility to coordinate/contract with DISCIS to ensure that the court data is available and ready for use. All costs (if any) associated with the provision of the interface from DISCIS will be the sole responsibility of the CCSO.

Dependencies:

1. CCSO acceptance of EIS provided interface programming specification.
2. Current Interface specification reflecting expected data format and transaction control protocol from DISCIS
3. Network Access to the required transaction/interchange point via the Clark CCSO Network.

Completion Criteria:

This task is considered complete when the system interface is capable of extracting the warrant data from the received DISCIS data file, and successfully create an active warrant record within the RMS Warrants module including the basic warrant data and subject information, and create a workflow notification to the appropriate group as designated in the development specification.

Note: EIS will write to an existing published interface provided from the CCSO/ DISCIS for the purpose of this interface. EIS will not sub-contract development work on behalf of CCSO/ DISCIS.

Task Inter 9: EIS RMS Subsystem Interfaces –RMS Import from SCOMIS Warrant.

Objective: Provide an interface to Import warrant information provided by the Superior Court to create the warrant record in RMS and set warrant into RMS workflow for review by CC Records Group.

Task Description:

The SCOMIS (Superior Court Interface) is intended to load Warrant records issued by the Court into the RMS, and to add the person information into the RMS MNI with an active warrant flag. The SCOMIS data is intended to create a Warrant within the RMS for each person included in the extract. The interface will be a one way import of data from the SCOMIS file into the RMS warrants module, EIS will return no acknowledgement to the SCOMIS as part of this transaction.

EIS will provide a process that will load the parsed data provided by the Superior court will create a new warrant record within the RMS for each record included in the extract. The EIS interface process will load the provided text (ASCII) data file and parse the provided warrant data into defined data elements. The interface process will attempt to generate a new warrant record within the RMS based on the provided warrant number and provided subject information. Imported subject information will be added to the MNI in accordance with standard lights-out index processing algorithms existing in the RMS. All warrants included in the export file are to be flagged as active warrants in the RMS. Upon successful load of the warrant to the RMS, the interface will create a workflow



action item and route a notification to a defined group within the CCSO records group. The purpose of this route is to notify the CCSO records group of the new warrant for agency review and entry into WACIC.

An EIS development specification detailing the interface will be provided to the CCSO for acceptance prior to the commencement of interface programming.

Please note that it is the CCSO's responsibility to coordinate/contract with SCOMIS to ensure that the court data is available and ready for use. All costs (if any) associated with the provision of the interface from SCOMIS will be the sole responsibility of the CCSO.

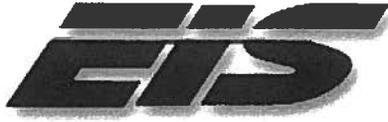
Dependencies:

4. CCSO acceptance of EIS provided interface programming specification.
5. Current Interface specification reflecting expected data format and transaction control protocol from SCOMIS
6. Network Access to the required transaction/interchange point via the Clark CCSO Network.

Completion Criteria:

This task is considered complete when the system interface is capable of extracting the warrant data from the received SCOMIS data file, and successfully create an active warrant record within the RMS Warrants module including the basic warrant data and subject information, and create a workflow notification to the appropriate group as designated in the development specification.

Note: EIS will write to an existing published interface provided from the CCSO/SCOMIS for the purpose of this interface. EIS will not sub-contract development work on behalf of CCSO/SCOMIS.



Task Inter 10: EIS RMS Subsystem Interfaces –RMS Import from DISCIS Protection Order.

Objective: Provide an interface to Import Orders of Protection information provided by the District Court to create the Orders of Protection record in RMS and set Orders of Protection into RMS workflow for review by CC Records Group.

Task Description:

The DISCIS (District Court Interface) is intended to load Orders of Protection records issued by the Court into the RMS, and to add the person information into the RMS MNI. The DISCIS data is intended to create Orders of Protection record within the RMS for each person included in the extract, including the restrained person and multiple protected persons. The interface will be a one way import of data from the DISCIS file into the RMS Protection Order module, EIS will return no acknowledgement to the DISCIS as part of this transaction.

EIS will provide a process that will load the parsed data provided by the District Court will create a new Orders of Protection record within the RMS for each record included in the extract. The EIS interface process will load the provided text (ASCII) data file and parse the provided Orders of Protection data into defined data elements. The interface process will attempt to generate a new Orders of Protection record within the RMS based on the provided Orders of Protection number and provided subject information. Imported restrained subject information will be added to the MNI in accordance with standard lights-out index processing algorithms existing in the RMS. Imported protected persons information will be added to the MNI in accordance with standard lights-out index processing algorithms existing in the RMS. All Orders of Protection included in the export file are to processed into the RMS. Upon successful load of the Orders of Protection to the RMS, the interface will create a workflow action item and route a notification to a defined group within the CCSO records group. The purpose of this route is to notify the CCSO records group of the new Orders of Protection for agency review and entry into WACIC.

An EIS development specification detailing the interface will be provided to the CCSO for acceptance prior to the commencement of interface programming.

Please note that it is the CCSO's responsibility to coordinate/contract with DISCIS to ensure that the court data is available and ready for use. All costs (if any) associated with the provision of the interface from DISCIS will be the sole responsibility of the CCSO.

Dependencies:

1. CCSO acceptance of EIS provided interface programming specification.
2. Current Interface specification reflecting expected data format and transaction control protocol from DISCIS
3. Network Access to the required transaction/interchange point via the Clark CCSO Network.

Completion Criteria:

This task is considered complete when the system interface is capable of extracting the Orders of Protection data from the received DISCIS data file, and successfully create an Orders of Protection record within the RMS Protection Order module including the basic Orders of Protection data and subject information, and create a workflow notification to the appropriate group as designated in the development specification.

Note: EIS will write to an existing published interface provided from the CCSO/ DISCIS for the purpose of this interface. EIS will not sub-contract development work on behalf of CCSO/ DISCIS.



Task Inter 11: EIS RMS Subsystem Interfaces –RMS Import from SCOMIS Protection Order.

Objective: Provide an interface to Import Orders of Protection information provided by the Superior Court to create the Orders of Protection record in RMS and set Orders of Protection into RMS workflow for review by CC Records Group.

Task Description:

The SCOMIS (Superior Court Interface) is intended to load Orders of Protection records issued by the Court into the RMS, and to add the person information into the RMS MNI. The SCOMIS data is intended to create Orders of Protection record within the RMS for each person included in the extract, including the restrained person and multiple protected persons. The interface will be a one way import of data from the SCOMIS file into the RMS Protection Order module, EIS will return no acknowledgement to the SCOMIS as part of this transaction.

EIS will provide a process that will load the parsed data provided by the Superior Court will create a new Orders of Protection record within the RMS for each record included in the extract. The EIS interface process will load the provided text (ASCII) data file and parse the provided Orders of Protection data into defined data elements. The interface process will attempt to generate a new Orders of Protection record within the RMS based on the provided Orders of Protection number and provided subject information. Imported restrained subject information will be added to the MNI in accordance with standard lights-out index processing algorithms existing in the RMS. Imported protected person's information will be added to the MNI in accordance with standard lights-out index processing algorithms existing in the RMS. All Orders of Protection included in the export file are to processed into the RMS. Upon successful load of the Orders of Protection to the RMS, the interface will create a workflow action item and route a notification to a defined group within the CCSO records group. The purpose of this route is to notify the CCSO records group of the new Orders of Protection for agency review and entry into WACIC.

An EIS development specification detailing the interface will be provided to the CCSO for acceptance prior to the commencement of interface programming.

Please note that it is the CCSO's responsibility to coordinate/contract with SCOMIS to ensure that the court data is available and ready for use. All costs (if any) associated with the provision of the interface from SCOMIS will be the sole responsibility of the CCSO.

Dependencies:

1. CCSO acceptance of EIS provided interface programming specification.
2. Current Interface specification reflecting expected data format and transaction control protocol from SCOMIS
3. Network Access to the required transaction/interchange point via the Clark CCSO Network.

Completion Criteria:

This task is considered complete when the system interface is capable of extracting the Orders of Protection data from the received SCOMIS data file, and successfully create an Orders of Protection record within the RMS Protection Order module including the basic Orders of Protection data and subject information, and create a workflow notification to the appropriate group as designated in the development specification.

Note: EIS will write to an existing published interface provided from the CCSO/ SCOMIS for the purpose of this interface. EIS will not sub-contract development work on behalf of CCSO/ SCOMIS.



Data Conversion Tasks

Overview

As part of the Clark County data conversion effort the County is targeting the conversion data from 5 existing data systems, into a single operational RMS database. Data Sources include the following:

EPR – Incident report conversion from EPR to EIS RMS for all case reports (1997- April 2015). Data Provided in SQL Server .BAK.

Viaduct RMS –Warrant conversion from Viaduct to EIS RMS for all Warrants. Data Provided in SQL Server .BAK

Versadex RMS –Agency desires incident report conversion from Versadex to EIS RMS for all case reports (April 2015-Present). Unclear as to how data may be provided.

Agency requires in custody property and evidence conversion from Versadex to EIS RMS for all in-custody property. Unclear as to how data may be provided.

MERV – Sex offender data migration from MERV to EIS MCR. Provided in SQL Server .BAK

Civil Process – Civil process data conversion from Viaduct to EIS RMS for all Warrants. Data Provided in SQL Server .BAK

Oracle Document Imaging – Oracle is the agency's current document imaging and storage sub-system (Pre Versadex), and contains scanned documents linked to the case reports in EPR. Documents are stored as Multi-page TIFF files. Agency desires migration of Oracle files to EIS RMS for all case reports. Agency will export documents to a standard PDF file and provide EIS conversion staff with a computer readable index listing as part of the data migration service.

The proposed EIS Conversion plan has been based on the following directive and assumptions:

1. Data contained in the legacy EPR is consistent with agency standards and would be the sole and exclusive source of data for all records prior to the April 2015 initiation of the Versaterm system.
2. Data provided from the Versaterm system would include a combination of legacy converted data and recently acquired RMS information spanning the period of April 2015 – estimated December 2016).
3. Data conversion into the Versaterm system from the legacy RMS is currently incomplete and portions of the legacy data has not been migrated or errors exist in the current converted data. As such legacy data residing in the Versaterm system is to be considered as inaccurate.
4. Complete agency transition to the Versaterm system is incomplete, and certain software modules provided on the legacy system continue to be used as the primary software application for specific data records.
5. Clark County will provide all data to be converted in an industry standard data exchange format for both the legacy RMS and the Versaterm RMS. EIS will not perform any data extraction directly from either system.
6. All warrant data will be converted from the CC's existing Viaduct RMS. Data will be provided to EIS as a standard SQL Server BAK file.
7. All Sex Offender data will be converted from the existing MERV application. Data will be provided to EIS as a standard SQL Server BAK file.
8. Civil will be converted from the existing Civil management module. Data will be provided to EIS as a standard SQL Server BAK file.



9. Oracle Document Migration – Where a direct link can be identified between a case report contained in either the EPR or Versaterm conversions and a set of documents contained in the Oracle document management system, the associated TIF files will be copied to the base case media repository and associated with the base case node within the RMS.

The proposed conversion plan will be divided into 2 task deliverables:

1. DCON 1 - Conversion of the legacy EPR incident report data to the new EIS RMS incident database.
2. DCON 2 - Conversion of the RMS incident report data contained in Versaterm entered following the April 2015 to the final EIS RMS cutover date (December 2016).*
3. DCON 3 - Conversion of the in custody property & evidence data contained in Versaterm entered following the April 2015 to the final EIS RMS cutover date (December 2016).*
4. DCON 4 - Conversion of the warrant data contained in Viaduct RMS to EIS Warrant database.
5. DCON 5 - Conversion of the Sex Offenders data contained in MERV to EIS MCR database.
6. DCON 6 - Conversion of the CIVIL data contained in local Civil application to EIS Civil database.

* Data contained in the Versaterm system is comprised of a combination of converted and newly entered information. Due to differing data schemas and operational practices between the 2 systems, it is anticipated that combining of data sourced from both the legacy mainframe RMS and the Versaterm RMS will introduce data errors and inconsistency within the final EIS RMS data conversion product. While EIS will provide a reasonable effort to collate the data into a single dataset, EIS can offer no guarantees as to the quality or accuracy of the final result.

Conversion Notes

EIS will build several cycles into the RMS installation process to include sample data conversion testing and validation time prior to live operations.

EIS will utilize an industry standard data migration methodology, documented in a data conversion plan as accepted by Clark County. The normal EIS implementation cycle provides one or more validation conversions. This gives the CC the opportunity to check the validation for completeness and accuracy before committing to take the system live. It also provides timing data that can be used to finalize the go-live procedures within the CC.

The Data Conversion Plan will contain specific details on data conversion. This enumerates the data to be converted, the conversion and validation steps, a go-live procedure, and any special field mappings that may be required by the CC. Special emphasis is placed on identifying and mitigating any data differences that exist between the new RMS and legacy RMS system.

Normally the first data conversion is done just before doing the initial system installation for key project personnel. This provides data for training and also gives the CC the opportunity to validate the first pass data conversion. After the system is installed on site, key project personnel can work with EIS staff to certify the data conversion and correct any problems that have been identified. If necessary, additional test conversions can be done for certification. When the final data conversion test plan and sample data is acceptable to CC, the final go-live process can be scheduled and the final data conversion will be done during this process.

Data to be converted from any source data must be provided to EIS as either a SQL database .BAK file or as a formatted data file suitable for data interchange. EIS required complete table extracts, including data elements contained within the data tables. Data cleansing criteria must be provided by the CC and all electronic modifications to existing data must be approved by the CC's project manager. EIS can only convert data into the new RMS system where useable data is provided by the CC and an appropriate related data element exists in the existing RMS database. Data that cannot be reconciled according to the conversion plan will not be converted. EIS makes no guarantee that all existing data can be converted.



Task DCON 1: EPR Incident Report to EIS RMS Data Conversion

Objective: Convert the existing CC Legacy RMS data (EPR) into the new system.

Task Description: Provide data conversion services to update the newly installed EIS RMS system with the historic information contained within the CC's existing EPR RMS system housed in the legacy database. Data to be converted includes the case report data currently housed in the CC's database, as well as the data collections to be identified within the RMS data conversion plan. EIS will load the data provided by the CC, programmatically modify the data to conform to the conversion standards defined by the CC in accordance with the conversion plan, and upload the converted data to the operational database on the CC's live RMS database server.

Incident Case Reports – Incident and case report will be converted from the legacy EPR system in use by the County up until the Versaterm cutover date of April 2015. Conversation tasks will include:

1. Incident and supplemental reports.
2. Images as linked to the case reports. Existing images are stored as binary objects in separate database linked by incident number value. Includes case images and mugshots, references to the existing case stored in the SQ data table.
3. Scanned documents stored in the existing "Oracle" imaging system. Agency IT personnel will export and prepare a standard PDF document from each image file contained within Oracle, and provide an electronic index of the files with sufficient information to establish a linkage between the PDF file name and the related RMS record.

Responsibilities

EIS will:

- a) Conduct the Data Discovery phase of the project by working with CC subject matter expert(s) to complete a data field mapping between the EIS RMS and the existing legacy RMS system.
- b) Develop a control document that describes agreed-upon mapping of data elements and the handling of exceptions.
- c) Develop the conversion code, including both the data normalization routines and the data upload scripts. Where possible perform the data conversion according to the specifications in the control document with data provided by the CC.
- d) A conversion is moving data from one system to another according to the data field mapping. EIS is not responsible for scrubbing or modifying data from the original system. Any data that does not programmatically convert may be maintained in a notes field for historical reference.
- e) Verify current RMS database schemas on production servers.
- f) Deliver to CC and upload converted data to the CC designated production server.
- g) Project Manager will assist in the data review with the CC and define Data Acceptance tests.
- h) Perform a final data conversion upon CC's review and approval of the test data conversion.

CC will:

- a) Provide subject matter expert(s) with sufficient expertise related to the data being converted. The subject matter expert(s) will work with EIS during the Data Review and Sign-Off phases.
- b) Provide conversion database(s) or access to the database to be converted in the EIS specified format.



- c) Extract data from existing RMS system and provide legacy data in common exchange format including ASCII, pipe-delimited files or in a common database structure (MS SQL Server, etc.).
- d) After completion, any changes to the data must be made by manual data entry by the CC or agree to a Change Order.
- e) Understand that the Customer owns the data. The data being converted will only be modified to fit the format of the EIS system.
- f) Clean up existing databases based on the standard naming conventions agreed to with EIS.
- g) Translate all existing picklists in the existing system to the standards agreed to with EIS.
- h) Review and approve results of test data conversion.
- i) Verify the integrity of the conversion and notify EIS of any conversion errors or anomalies.
- j) Verify specific data collections to assure accuracy of data, including:
 - a. Case Reports and supplements.
- k) Property and Evidence status and custody will only be converted as part of DCON3, no property and evidence custody information will be converted from legacy EPR.

Dependencies:

- 1. Provision of the RMS data in a common data interchange format (either a SQL .BAK or delimited file) format.
- 2. CC RMS data specialist to assist with data mapping and validation.
- 3. CC provided screen shots and output report containing inmate data to assist with conversion mapping.
- 4. Network Access to the required transaction/interchange point via the CC Network.

Completion Criteria:

This task will be completed upon uploading into the new EIS RMS databases the converted data records from the Department's existing mainframe RMS system, as outlined in the Data Conversion and External Conversion sections of the EIS developed project plan and verified by CC as defined in the Acceptance test plan.

Task DCON 2: Versaterm Incident Report- EIS RMS Data Conversion

Objective: Migrate the existing post go-live (April 2015 -) incident report data housed in the Versaterm RMS into the EIS RMS system.

Task Description: Provide data conversion services to update the newly installed EIS RMS system with the historic information contained within the CC's existing Versaterm RMS system hosted by the Portland Police. Data to be converted includes the case report data currently housed in the CC's database, as well as the data collections to be identified within the RMS data conversion plan. EIS will load the data provided by the CC, programmatically modify the data to conform to the conversion standards defined by the CC in accordance with the conversion plan, and upload the converted data to the operational database on the CC's live RMS database server.

It is understood that as part of the go-live of the Versaterm system in April of 2015, specific portions of the County's legacy (EPR) data was propagated to the new system. As such the current Versaterm system contains a mixture of converted legacy data and recently acquired data. It is further understood that data problems have been identified in the converted data residing in the Versaterm system. As such, EIS will target data records added



to the current Versaterm RMS within a specified timeframe (April 2015 – December 2016), and will not migrate information residing within the Versaterm system prior to the April 2015 cutover. Migration of data prior to the commencement of use of the Versaterm system will be managed as part of the legacy data conversion task (DCON1).

Existing Scanned documents will be migrated to the EIS RMS as part of the Versaterm incident report migration where the exiting documents can be provided to EIS. Agency IT personnel will export and prepare a standard PDF document from each image file contained within Oracle, and provide an electronic index of the files with sufficient information to establish a linkage between the PDF file name and the related RMS record.

Responsibilities

EIS will:

- a) Conduct the Data Discovery phase of the project by working with CC subject matter expert(s) to complete a data field mapping between the EIS RMS and the existing Versaterm RMS system.
- b) Develop a control document that describes agreed-upon mapping of data elements and the handling of exceptions.
- c) Develop the conversion code, including both the data normalization routines and the data upload scripts. Where possible perform the data conversion according to the specifications in the control document with data provided by the CC.
- d) A conversion is moving data from one system to another according to the data field mapping. EIS is not responsible for scrubbing or modifying data from the original system. Any data that does not programmatically convert may be maintained in a notes field for historical reference.
- e) Verify current RMS database schemas on production servers.
- f) Deliver to CC and upload converted data to the CC designated production server.
- g) Project Manager will assist in the data review with the CC and define Data Acceptance tests.
- h) Perform a final data conversion upon CC's review and approval of the test data conversion.

CC will:

- a) Provide subject matter expert(s) with sufficient expertise related to the data being converted. The subject matter expert(s) will work with EIS during the Data Review and Sign-Off phases.
- b) Extract data from existing Versaterm RMS system and provide legacy data in common exchange format including ASCII, pipe-delimited files or in a common database structure (MS SQL Server, etc.).
- c) Provide conversion database(s) or access to the database to be converted in the EIS specified format.
- d) After completion, any changes to the data must be made by manual data entry by the CC or agree to a Change Order.
- e) Understand that the Customer owns the data. The data being converted will only be modified to fit the format of the EIS system.
- f) Clean up existing databases based on the standard naming conventions agreed to with EIS.
- g) Translate all existing picklists in the existing system to the standards agreed to with EIS.
- h) Review and approve results of test data conversion.



- i) Verify the integrity of the conversion and notify EIS of any conversion errors or anomalies.
- j) Verify specific data collections to assure accuracy of data, including:
 - a. Case Reports and supplements.

Dependencies:

1. Provision of the RMS data in a common data interchange format (either a SQL .BAK or delimited file) format.
2. CC RMS data specialist to assist with data mapping and validation.
3. CC provided screen shots and output report containing inmate data to assist with conversion mapping.
4. Network Access to the required transaction/interchange point via the CC Network.

Completion Criteria:

This task will be completed upon uploading into the new EIS RMS databases the converted data records from the interim use period of April 2015 – December 2016 of the data contained in the agency’s existing Versaterm RMS system, as outlined in the Data Conversion and External Conversion sections of the EIS developed project plan and verified by CC as defined in the Acceptance test plan.

Task DCON 3: Versaterm In-Custody Property & Evidence - EIS RMS Data Conversion

Objective: Migrate the existing property & evidence data housed in the Versaterm RMS into the EIS RMS system.

Existing Scanned documents will be migrated to the EIS RMS as part of the Versaterm property migration (if applicable) where the exiting documents can be provided to EIS. Agency IT personnel will export and prepare a standard PDF document from each image file contained within Oracle, and provide an electronic index of the files with sufficient information to establish a linkage between the PDF file name and the related RMS record.

Task Description: Provide data conversion services to update the newly installed EIS RMS system with the property & evidence data contained within the CC’s existing Versaterm RMS system hosted by the Portland Police. Data to be converted includes the property & evidence article data and chain of custody log/transaction data related to the item currently housed in the CC’s database, as well as the data collections to be identified within the RMS data conversion plan. EIS will load the data provided by the CC, programmatically modify the data to conform to the conversion standards defined by the CC in accordance with the conversion plan, and upload the converted data to the operational database on the CC’s live RMS database server.

It is understood that as part of the go-live of the Versaterm system in April of 2015, specific portions of the County’s legacy (EPR) data was propagated to the new system. As such the current Versaterm system contains a mixture of converted legacy data and recently acquired data. It is further understood that data problems have been identified in the converted data residing in the Versaterm system. Migration of data prior to the commencement of use of the Versaterm system will be managed as part of the legacy data conversion task (DCON1), and property records will attempt to be associated with cases propagated to the RMS by case number.



In-custody property records do require a case report (either a base case or supplemental) to be on file in the RMS incident module prior to the addition of property items. If an associated incident report cannot be located during the property conversion, a case report will be automatically created by the conversion and will include the minimum data required to establish a case report utilizing data extracted from the property record contained in Versaterm.

Responsibilities

EIS will:

- a) Conduct the Data Discovery phase of the project by working with CC subject matter expert(s) to complete a data field mapping between the EIS RMS and the existing Versaterm RMS system.
- b) Develop a control document that describes agreed-upon mapping of data elements and the handling of exceptions.
- c) Develop the conversion code, including both the data normalization routines and the data upload scripts. Where possible perform the data conversion according to the specifications in the control document with data provided by the CC.
- d) A conversion is moving data from one system to another according to the data field mapping. EIS is not responsible for scrubbing or modifying data from the original system. Any data that does not programmatically convert may be maintained in a notes field for historical reference.
- e) Verify current RMS database schemas on production servers.
- f) Deliver to CC and upload converted data to the CC designated production server.
- g) Project Manager will assist in the data review with the CC and define Data Acceptance tests.
- h) Perform a final data conversion upon CC's review and approval of the test data conversion.

CC will:

- a) Provide subject matter expert(s) with sufficient expertise related to the data being converted. The subject matter expert(s) will work with EIS during the Data Review and Sign-Off phases.
- b) Extract data from existing Versaterm RMS system and provide legacy data in common exchange format including ASCII, pipe-delimited files or in a common database structure (MS SQL Server, etc.).
- c) Provide conversion database(s) or access to the database to be converted in the EIS specified format.
- d) After completion, any changes to the data must be made by manual data entry by the CC or agree to a Change Order.
- e) Understand that the Customer owns the data. The data being converted will only be modified to fit the format of the EIS system.
- f) Clean up existing databases based on the standard naming conventions agreed to with EIS.
- g) Translate all existing picklists in the existing system to the standards agreed to with EIS.
- h) Review and approve results of test data conversion.
- i) Verify the integrity of the conversion and notify EIS of any conversion errors or anomalies.
- j) Verify specific data collections to assure accuracy of data, including:
 - a. Property and Evidence status and custody.



Dependencies:

1. Provision of the RMS data in a common data interchange format (either a SQL .BAK or delimited file) format.
2. CC RMS data specialist to assist with data mapping and validation.
3. CC provided screen shots and output report containing inmate data to assist with conversion mapping.
4. Network Access to the required transaction/interchange point via the CC Network.

Completion Criteria:

This task will be completed upon uploading into the new EIS RMS databases the converted property & evidence data records from the agency's existing Versaterm RMS system, as outlined in the Data Conversion and External Conversion sections of the EIS developed project plan and verified by CC as defined in the Acceptance test plan.

Task DCON 4: Viaduct Warrant Data to EIS RMS Data Conversion

Objective: Convert the existing CC Legacy Viaduct Warrant data into the EIS Warrant database.

Task Description: Provide data conversion services to update the newly installed EIS RMS system with the historic information contained within the CC's existing Viaduct RMS system housed in the legacy database. Data to be converted includes the warrant data currently housed in the CC's database identified within the RMS data conversion plan. EIS will load the data provided by the CC, programmatically modify the data to conform to the conversion standards defined by the CC in accordance with the conversion plan, and upload the converted data to the operational database on the CC's live RMS database server.

Conversation tasks will include:

1. Warrant data conversion including base warrant data and subject information.
2. Subject information posted to the EIS RMS MNI.
3. Scanned documents stored in the existing "Oracle" imaging system. Agency IT personnel will export and prepare a standard PDF document from each image file contained within Oracle, and provide an electronic index of the files with sufficient information to establish a linkage between the PDF file name and the related RMS record.

Responsibilities

EIS will:

- a) Conduct the Data Discovery phase of the project by working with CC subject matter expert(s) to complete a data field mapping between the EIS RMS and the existing viaduct RMS system.
- b) Develop a control document that describes agreed-upon mapping of data elements and the handling of exceptions.
- c) Develop the conversion code, including both the data normalization routines and the data upload scripts. Where possible perform the data conversion according to the specifications in the control document with data provided by the CC.



- d) A conversion is moving data from one system to another according to the data field mapping. EIS is not responsible for scrubbing or modifying data from the original system. Any data that does not programmatically convert may be maintained in a notes field for historical reference.
- e) Verify current RMS database schemas on production servers.
- f) Deliver to CC and upload converted data to the CC designated production server.
- g) Project Manager will assist in the data review with the CC and define Data Acceptance tests.
- h) Perform a final data conversion upon CC's review and approval of the test data conversion.

CC will:

- a) Provide subject matter expert(s) with sufficient expertise related to the data being converted. The subject matter expert(s) will work with EIS during the Data Review and Sign-Off phases.
- b) Provide conversion database(s) or access to the database to be converted in the EIS specified format.
- c) Extract data from existing RMS system and provide legacy data in common exchange format including ASCII, pipe-delimited files or in a common database structure (MS SQL Server, etc.).
- d) After completion, any changes to the data must be made by manual data entry by the CC or agree to a Change Order.
- e) Understand that the Customer owns the data. The data being converted will only be modified to fit the format of the EIS system.
- f) Clean up existing databases based on the standard naming conventions agreed to with EIS.
- g) Translate all existing picklists in the existing system to the standards agreed to with EIS.
- h) Review and approve results of test data conversion.
- i) Verify the integrity of the conversion and notify EIS of any conversion errors or anomalies.
- j) Verify specific data collections to assure accuracy of data, including:
 - a. Warrants, and warrant status.

Dependencies:

1. Provision of the RMS data in a common data interchange format (either a SQL .BAK or delimited file) format.
2. CC RMS data specialist to assist with data mapping and validation.
3. CC provided screen shots and output report containing inmate data to assist with conversion mapping.
4. Network Access to the required transaction/interchange point via the CC Network.

Completion Criteria:

This task will be completed upon uploading into the new EIS RMS databases the converted warrant data records from the Department's existing Viaduct RMS system, as outlined in the Data Conversion and External Conversion sections of the EIS developed project plan and verified by CC as defined in the Acceptance test plan.



Task DCON 5: MERV Sex Offenders to EIS RMS Data Conversion

Objective: Convert the existing CC Legacy MERV Sex offender's data into the EIS MCR database.

Task Description: Provide data conversion services to update the newly installed EIS RMS system with the historic information contained within the CC's existing MERV Sex offender's system housed in the legacy database. Data to be converted includes Sex offender data currently housed in the CC's database identified within the RMS data conversion plan. EIS will load the data provided by the CC, programmatically modify the data to conform to the conversion standards defined by the CC in accordance with the conversion plan, and upload the converted data to the operational database on the CC's live RMS database server.

Conversation tasks will include:

1. MERV Sex offender data conversion including base offender registration data and subject information.
2. Subject information posted to the EIS RMS MNI.

Responsibilities

EIS will:

- a) Conduct the Data Discovery phase of the project by working with CC subject matter expert(s) to complete a data field mapping between the EIS RMS and the existing MERV system.
- b) Develop a control document that describes agreed-upon mapping of data elements and the handling of exceptions.
- c) Develop the conversion code, including both the data normalization routines and the data upload scripts. Where possible perform the data conversion according to the specifications in the control document with data provided by the CC.
- d) A conversion is moving data from one system to another according to the data field mapping. EIS is not responsible for scrubbing or modifying data from the original system. Any data that does not programmatically convert may be maintained in a notes field for historical reference.
- e) Verify current RMS database schemas on production servers.
- f) Deliver to CC and upload converted data to the CC designated production server.
- g) Project Manager will assist in the data review with the CC and define Data Acceptance tests.
- h) Perform a final data conversion upon CC's review and approval of the test data conversion.

CC will:

- a) Provide subject matter expert(s) with sufficient expertise related to the data being converted. The subject matter expert(s) will work with EIS during the Data Review and Sign-Off phases.
- b) Provide conversion database(s) or access to the database to be converted in the EIS specified format.
- c) Extract data from existing RMS system and provide legacy data in common exchange format including ASCII, pipe-delimited files or in a common database structure (MS SQL Server, etc.).
- d) After completion, any changes to the data must be made by manual data entry by the CC or agree to a Change Order.
- e) Understand that the Customer owns the data. The data being converted will only be modified to fit the format of the EIS system.



- f) Clean up existing databases based on the standard naming conventions agreed to with EIS.
- g) Translate all existing picklists in the existing system to the standards agreed to with EIS.
- h) Review and approve results of test data conversion.
- i) Verify the integrity of the conversion and notify EIS of any conversion errors or anomalies.
- j) Verify specific data collections to assure accuracy of data, including:
 - a. Warrants, and warrant status.

Dependencies:

- 5. Provision of the MERV data in a common data interchange format (either a SQL .BAK or delimited file) format.
- 6. CC RMS data specialist to assist with data mapping and validation.
- 7. CC provided screen shots and output report containing inmate data to assist with conversion mapping.
- 8. Network Access to the required transaction/interchange point via the CC Network.

Completion Criteria:

This task will be completed upon uploading into the new EIS RMS databases the converted MERV data records from the Department's existing MERV Sex Offenders system, as outlined in the Data Conversion and External Conversion sections of the EIS developed project plan and verified by CC as defined in the Acceptance test plan.

Task DCON 6: Civil to EIS RMS Data Conversion

Objective: Convert the existing CC Legacy Civil process data into the EIS Civil database.

Task Description: Provide data conversion services to update the newly installed EIS RMS system with the historic information contained within the CC's existing Civil system housed in the legacy database. Data to be converted includes Civil Process data currently housed in the CC's database identified within the Civil data conversion plan. EIS will load the data provided by the CC, programmatically modify the data to conform to the conversion standards defined by the CC in accordance with the conversion plan, and upload the converted data to the operational database on the CC's live Civil database server.

Conversation tasks will include:

- 1. Civil data conversion including base civil process, names and service information.
- 2. Scanned documents stored in the existing "Oracle" imaging system. Agency IT personnel will export and prepare a standard PDF document from each image file contained within Oracle, and provide an electronic index of the files with sufficient information to establish a linkage between the PDF file name and the related RMS record.

Responsibilities

EIS will:

- a) Conduct the Data Discovery phase of the project by working with CC subject matter expert(s) to complete a data field mapping between the EIS Civil and the existing Civil system.



- b) Develop a control document that describes agreed-upon mapping of data elements and the handling of exceptions.
- c) Develop the conversion code, including both the data normalization routines and the data upload scripts. Where possible perform the data conversion according to the specifications in the control document with data provided by the CC.
- d) A conversion is moving data from one system to another according to the data field mapping. EIS is not responsible for scrubbing or modifying data from the original system. Any data that does not programmatically convert may be maintained in a notes field for historical reference.
- e) Verify current Civil database schemas on production servers.
- f) Deliver to CC and upload converted data to the CC designated production server.
- g) Project Manager will assist in the data review with the CC and define Data Acceptance tests.
- h) Perform a final data conversion upon CC's review and approval of the test data conversion.

CC will:

- a) Provide subject matter expert(s) with sufficient expertise related to the data being converted. The subject matter expert(s) will work with EIS during the Data Review and Sign-Off phases.
- b) Provide conversion database(s) or access to the database to be converted in the EIS specified format.
- c) Extract data from existing Civil system and provide legacy data in common exchange format including ASCII, pipe-delimited files or in a common database structure (MS SQL Server, etc.).
- d) After completion, any changes to the data must be made by manual data entry by the CC or agree to a Change Order.
- e) Understand that the Customer owns the data. The data being converted will only be modified to fit the format of the EIS system.
- f) Clean up existing databases based on the standard naming conventions agreed to with EIS.
- g) Translate all existing picklists in the existing system to the standards agreed to with EIS.
- h) Review and approve results of test data conversion.
- i) Verify the integrity of the conversion and notify EIS of any conversion errors or anomalies.
- j) Verify specific data collections to assure accuracy of data, including:
 - a. Civil process information
 - b. Associated property referenced within a civil process..

Dependencies:

1. Provision of the Civil data in a common data interchange format (either a SQL .BAK or delimited file) format.
2. CC Civil data specialist to assist with data mapping and validation.
3. CC provided screen shots and output report containing inmate data to assist with conversion mapping.
4. Network Access to the required transaction/interchange point via the CC Network.



Completion Criteria:

This task will be completed upon uploading into the new EIS Civil databases the converted Civil data records from the Department's existing Civil Sex Offenders system, as outlined in the Data Conversion and External Conversion sections of the EIS developed project plan and verified by CC as defined in the Acceptance test plan.



User Training and Live Operations

Note: EIS personnel will arrive at the CC to conduct user training and take the proposed system live.

User Training

Task TRN 1: RMS Administrator Training

Objective: Provide on-site training services in accordance with purchased training services for system administration personnel. Conduct EIS RMS technical and administrative training and supply related system administrative materials as described in the Training Plan. Provide EIS RMS and supporting systems - System Administrator Training

Note: The administrator training will be performed during the RMS configuration workshop.

Task Description:

EIS will provide training services and assist CC administrative staff in the configuration and maintenance of the RMS databases, application configurations and entry of CC-specific information such as code tables, users, system permissioning, etc. along with functional use on the operation and support of the installed RMS system and supporting subsystems.

Topics covered include: Maintaining the master name index, maintaining code tables, maintaining security and program, Configuring and authorizing personnel to use the State Switch permissions. At the completion of the course, the student should be prepared to begin using the new system.

1 – 8 Hour training class

Responsibilities:

EIS will:

- a) Provide standard training sessions for CC administrative personnel on the configuration of RMS databases and entry of CC-specific data.

CC will:

- a) Determine a primary and minimum of one (1) backup system administrator to receive administrative training.
- b) Develop and enter all CC-specific input data that is to be entered manually.
- c) Be responsible for the accuracy and completeness of the data provided and entered.
- d) Ensure the participation of the appropriate personnel in the training session, and general user training.

Completion Criteria:

This task will be completed once on-site training classes for both CC staff and CC-selected end-users have been conducted, as specified on the training plan detailing the training classes and the training class durations, and



when EIS training staff has trained the CC administrator on procedures for configuring the RMS databases and entering CC-specific data.

Task TRN 2: RMS Technical and User Training

- 1) **Objective:** Provide on-site training services in accordance with purchased training services as specified in the implementation schedule. Purpose of this task is to provide both direct training services and to support agency designated trainers through a “Train-the-Trainers” approach. Training volumes are expected as follows:
 - a) Officers and supervisors- 210 users. Class 8 hours, with an additional 1-2 hours for supervisors.
 - b) Records Staff – 50 users – 8- 10 hour base class.
 - c) Administration – 10 users.
 - d) General Query – approx. 400 users (DOC, PA, etc.) Class approx. 2 – 3 hours.
 - e) Property and Evidence – 15 users – general entry + 6 hours P & E training.
 - f) Permits – 5 users – 4-6 hour class.

Task Description:

EIS will conduct standard and specialized training courses as detailed in the implementation plan to provide training services and materials to designated CC personnel on the use of the RMS system, subsystems or other designated components, as described. Training services have been structured to accommodate between 16 and 20 users per class at a CC provided training facility. Classes will include base data entry, inquiry and case management training as appropriate for the users job classification.

Data Entry: A “hands-on” training course for personnel that will be entering data into the PS.NET RMS system. Training includes the fundamentals of data entry and spans all the key modules included in the Law Entry Program. Specific focus on the agency defined data entry policy related to the core crime report entry module. Topics covered include: Logging on and starting the program, Program navigation, Use of Code Tables and help facilities, Using the Master Name and Master Vehicle links. Description of data fields and forms, Saving data and Best Operating Practices.

Data Inquiry: Topics covered include: Searching names via the Master Name Index, Searching vehicle via the Master Vehicle Index, Detailed searches of key modules, Photos and Documents, Finding status via Case Management Searches, Alerts, Finding rejected cases and managing reporting, Use of wild card and keywords – best practices.

Case Management/Workflow: Topics covered include: Approving Crime Reports, Assigning Crime Reports Rejecting and Correcting Crime Reports, Scheduling, Finding and Locating Crime Reports.

16 – 8 hour classes.

Responsibilities:

EIS will:

- a) Provide standard training sessions for CC technical and end user personnel on the operations of the RMS system as specified in the implementation plan.
- b) Training is structured to the requirements of the CC. EIS is highly flexible on course hours, times, days, etc. Courses may be given multiple times to accommodate shift and other scheduling requirements. Scheduling will be developed by CC and EIS.



- c) Provides training manuals and any other materials required for the training in electronic format.
- d) Provide knowledgeable training staff to conduct classes

CC will:

- a) Designation of a training coordinator that will work with the EIS project manager to schedule training at the CC. The training coordinator will be responsible to ensure that CC personnel are available, and relieved of routine duties, during scheduled training sessions.
- b) Make arrangements and assignments for all required personnel to attend EIS training with their appropriate functional group. Ensure the participation of the appropriate personnel in the training session, and general user training.
- c) Provide data entry policies and procedures for each functional group.
- d) Follow up with any training attendees who may need extra help and assistance in order to grasp needed concepts.
- e) Ensure system administrative personnel attend and is available during each scheduled training session to answer policy questions.
- f) Provide a dedicated training area that can comfortably accommodate the scheduled classes. This classroom must accommodate individual workstations for each student. Training is generally done on the customer's site using the actual operational system. Training area must also accommodate an overhead projector, projector screen/whiteboard, and include workspace in the back of the room for EIS Personnel.

Completion Criteria:

This task will be completed once on-site training classes for both CC staff and CC-selected end-users have been conducted as specified on the implementation plan.

Task TRN 3: SSRS Report Development Training

Objective: Provide on-site training services in accordance with purchased training services for system administration personnel in the general usage of the SQL Server Reporting Services (SSRS). Provide 1 SSRS training.

Task Description:

EIS will provide 1 SSRS training class designed to familiarize the CC with the basic capabilities associated with the SSRS report development tool as it relates to the Jail or RMS system.

1 – 6 Hour training class

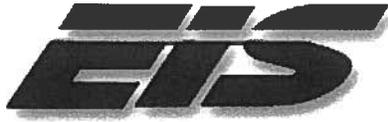
Responsibilities:

EIS will:

- a) Provide 1 standard training session for CC personnel on the general concepts of the report builder 3.0 SSRS application.

CC will:

- a) Determine selected staff to receive administrative training.
- b) Develop user accounts for access to SSRS reporting services related to the selected staff.



- c) Ensure the participation of the appropriate personnel in the training session, and general user training.

Completion Criteria:

This task will be completed once on-site training classes for CC-selected end-users in SSRS have been completed.

Task TRN 4: Property & Evidence Training

Objective: Provide on-site training services in accordance with purchased training services targeted for the proper use of the EIS property Management Sub-system (Property Room Management Application). Includes instruction on the property configuration and use of the EIS Property management desktop application and the PocketProperty Wireless component.

Task Description:

EIS will conduct a specialized training course detailing the proper configuration and use of the EIS Property Management Software as detailed in the implementation plan to provide training services and materials to designated CC personnel on the use of the specified component. Training services have been structured to accommodate between 4 and 8 users per class at a CC provided training facility. Classes will include specific operations of the Property Management workstation software and PocketProperty wireless component.

Property Management: A “hands-on” training course for personnel that will be utilizing the EIS Property Manager software. Training includes the fundamentals of data entry, search and retrieval functions, bulk item processing, standard system functions and reporting. Topics covered include: Logging on and starting the program, Program navigation, Use of Code Tables and help facilities, constructing working property lists, performing bulk and individual system transactions, accessing item information, release and disposal processing, internal reporting, PocketProperty capabilities and Best Operating Practices.

1 – 8 hour classes.

Responsibilities:

EIS will:

- a) Provide 1 standard training session for CC personnel on the proper use of the EIS Property Management sub-system.

CC will:

- a) Determine selected staff to receive training.
- b) Ensure the participation of the appropriate personnel in the training session, and general user training.

Completion Criteria:

This task will be completed once on-site training classes for CC-selected end-users in property management has been completed.



Cutover to Live Operations

Task GL 1: RMS Production Cutover

Objective: Complete final data conversion and cut over to live operation of the RMS system.

Task Description:

Upon completion of the user training, EIS will conduct a final data conversion and take the RMS system live. EIS personnel will remain on site to assist users with the new system and respond to any issues discovered with the live system. Final data conversion and cutover generally takes 24-48 hours. A data conversion and cutover plan will be included in the Project Plan.

Responsibilities:

EIS will:

- a. Complete a final data conversion.
- b. Assist the CC to verify the final converted data.
- c. Assist the CC staff in placing RMS into a production status.
- d. Initiate system interfaces as required.
- e. Provide ON-SITE start-up support resources and go-live assistance by EIS technical staff for seven (7) calendar days post cutover to monitor the subsystem and to respond to issues identified.
- f. Provide start-up support and any required go-live assistance.

CC will:

- a. Place the software into production and begin operational use in consultation with EIS and in accordance with the Project Schedule.
- b. Ensure appropriate CC staff is available as required to support transition.
- c. Coordinate with third party vendors as required for interface transition.

Completion Criteria:

This task will be completed once the final data conversion is completed and verified and the RMS system taken live.

Dependencies:

- 1. Receipt of formal acceptance from CC with authorization to proceed to system "Go-Live".
- 2. Completion of end-user training

Completion Criteria:

This task is considered complete when RMS is placed into production operation.



Project Completion and Sign Off

Task COM 1: RMS System Reliability Testing

Objective: Demonstration of reliability prior to final acceptance.

Task Description:

RMS will demonstrate critical system availability levels that meet or exceed the criteria described in the Acceptance Test Plan.

Completion Criteria:

This task is considered complete after the RMS has demonstrated critical system availability levels during the test period and verified by CC as described in the Acceptance Test Plan, commencing at the completion of RMS Production Cutover.

Task COM 2: RMS Final Acceptance

Objective: Complete post go-live final system acceptance with the following tasks associated with the final acceptance milestones.

Task Description:

Perform a series of acceptance tasks based on the following time periods.

1. Within 7 days of system "Go-Live" EIS will certify completion of the RMS system installation in writing to the County.
2. Upon receipt of the installation certification (task (a)), EIS and CC project managers will insure that all work per this Statement of Work, and any project change orders, has been completed and will acknowledge go-live acceptance of the system in accordance with the Acceptance Plan.

Completion Criteria:

This task is considered complete when the system acceptance criterion, as described in the Acceptance Plan, has been met and final system acceptance has been acknowledged in writing by the County.



IN WITNESS WHEREOF, the parties hereto, having read this SOW in its entirety, do agree thereto in each and every particular.

Approved

EIS

By: 
Signature

Adam Missler
Print or Type Name

VP Sales and Business Development 4/12/2016

Title _____ Date _____

Approved

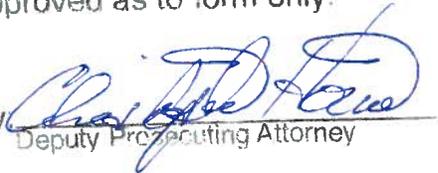
Clark County

By: 
Signature

MARK MCCAULEY
Print or Type Name

Title COUNTY MANAGER Date 4/20/16

Approved as to form only:

By: 
Deputy Prosecuting Attorney

