RESOLUTION NO. 2017-060

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF ELK GROVE AUTHORIZING THE CITY MANAGER TO PURCHASE A RECORDS MANAGEMENT SYSTEM FOR THE POLICE DEPARTMENT UTILIZING MASTER SERVICE AGREEMENT #C-15-403 WITH INTERGRAPH CORPORATION IN AN AMOUNT NOT TO EXCEED $650,000

WHEREAS, the Elk Grove Police Department has contracted with Intergraph Corporation for over ten years to provide the Department's Police Communications System; and

WHEREAS, the Police Communications System requires periodic updates, upgrades, and maintenance to ensure efficiency and accuracy; and

WHEREAS, in September 2015, the City of Elk Grove entered into Master Service Agreement #C-15-403 with Intergraph Corporation for the purchase and installation of new and upgraded products and services through June 30, 2021; and
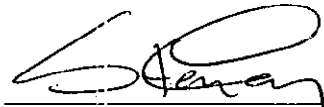
WHEREAS, the current Police Records Management System (RMS) is now over ten years old, can no longer be upgraded or updated due to its obsolete platform, and requires replacement; and

WHEREAS, the City desires to purchase a new Police Records Management System from Intergraph Corporation that will create efficiencies, be easier to use, and increase officer productivity; and

WHEREAS, funding for a new RMS system was approved during the FY2016-17 budget process.

NOW, THEREFORE, BE IT RESOLVED that the City Council of the City of Elk Grove hereby authorizes the City Manager to purchase a new Records Management System for the Police Department utilizing Master Service Agreement #C-15-403 with Intergraph Corporation in an amount not to exceed $650,000, in substantially the forms attached hereto as Exhibit A "Task Order" and Exhibit B "Quote".

PASSED AND ADOPTED by the City Council of the City of Elk Grove this 22nd day of March 2017.

STEVE LY, MAYOR of the
CITY OF ELK GROVE

ATTEST:

JASON LINDGREN, CITY CLERK

APPROVED AS TO FORM:

JONATHAN P. HOBBS,
CITY ATTORNEY

PROJECT TASKS

TASK – PROJECT KICKOFF MEETING

A meeting for project kick-off will be held on-site after the SOW has been executed.

Task Assumptions

In addition to the general assumptions detailed in the Assumptions Section, the following assumptions apply to this task:

- The Hexagon Program Manager will conduct the meeting at the Customer's Site.
- Other members of the Hexagon WebRMS core team shall participate remotely.

Task Prerequisites

The following items must be completed and fully deployed by the Customer prior to beginning this task:

- Contract/SOW Signature and Purchase Order (if applicable).
- Hexagon has assigned a program manager and core project team.
- Customer has assigned a program manager and core project team.
- Distribution of Statement of Work to the Project Team.

Task Description

The objective of this task is to ensure that all project assumptions are valid and all requirements understood prior to beginning any significant work.

Hexagon responsibilities include:

- Review the project organization, roles and responsibilities with the Customer.
- Conduct the Project Overview including a review of the Statement of Work to answer any outstanding questions and verify all aspects of the Project approach, per the topics listed above.
- Work with the Customer to identify and document any potential project risks.
- Provide meeting minutes, documented risks and action items that affect project schedule, resources and/or SOW.
- Inform Customer of VPN requirements for project implementation and continued system maintenance.

Customer responsibilities include:

- Review the SOW and work with Hexagon to verify the project approach.
- Provide location and logistical support for project planning meeting.
- Provide Subject Matter Experts and any other resources as recommended by the Customer and Hexagon project managers.
- Provide Hexagon with VPN access to the Customer as appropriate for this project and continued software maintenance.
- Designate and prepare workspace for Hexagon personnel.

Task Completion Criteria

This task is considered complete at the conclusion of the on-site Project Kick-off meeting and upon delivery of the meeting minutes to the Customer.

TASK - WEBRMS SERVER SOFTWARE STAGING

Hexagon will install and perform initial configuration of the WebRMS software on the server hardware designated by the Customer to be used for migration activities. The software to be installed and configured is detailed below.

Task Assumptions

In addition to the general assumptions detailed in the Assumptions Section, the following assumptions apply to this task:

- All work for this task will be performed remotely by Hexagon resources.
- Hardware designated by the Customer for staging WebRMS is for the sole purpose of WebRMS staging and will not serve other roles.

Task Prerequisites

The following items must be completed and fully deployed by the Customer prior to beginning this task:

- Production system hardware fully installed, racked, cabled, powered, and on the network.
- Operating system fully installed, updated, configured, and joined to the Customer domain.
- Hard disk configuration completed per Hexagon requirements.
- Customer specific/enterprise applications installed and configured (remote management, anti-virus, etc.).
- Hexagon domain user account(s) created and provided with local administrative privileges on all server hardware to be staged under this task.
- Remote access enabled on all servers for the Hexagon users' account(s).
- VPN credentials and client (if needed) provided to the Hexagon Project Manager. Not required if Customer is using SecureLink.

Task Description

Hexagon will provide the following services:

- Server Setup Verification

  Hexagon resources will remotely connect to the servers and verify they have been set up according to the Hexagon setup standards. If no discrepancies are found, software installation will proceed.

  Any deviation from the server setup standards will be documented and provided to the Hexagon and Customer Project Managers. The Hexagon resource assigned to this task will determine if the deviation affects task completion and notify the Hexagon Project Manager.

  Any deviation that affects task completion will cause this task to be aborted and re-scheduled. All tasks dependent upon completion of this task are subject to schedule change.

- Software Installation

  Hexagon resources will remotely stage and install Hexagon software components on the Customer designated server hardware. Software installation details will be provided in the site specific configuration document after cutover.

Task Completion Criteria

This task will be considered complete when all designated WebRMS server software has been staged.

TASK - I/LEADS DATABASE MIGRATION

Hexagon resources will convert the I/LEADS database schema by customizing the conversion scripts and executing the conversion application.

Task Assumptions

In addition to the general assumptions detailed in the Assumptions Section, the following assumptions apply to this task:

- All work associated with this task will be conducted remotely.
- The Customer has provided Hexagon with a recent full backup of their existing production database.
- The existing I/LEADS database will be upgraded to I/LEADS 9.0.
- Standard Data Conversion Services include COTS I/LEADS RMS fields only. It is understood by the Customer that there is not exact parity of the data contained within the products. There may be instances where I/LEADS COTS fields will not be migrated during the data conversion. For example, I/LEADS Pawn Module data. There is currently no pawn module in WebRMS and therefore the data is not migrated.
- This SOW includes data conversion based on custom fields being defined by the Customer. Data Conversion for custom fields is limited to limited to 20 tables / 158 fields. Any fields/tables other than those defined by the Customer are not included.
- If the I/LEADS field does not map to a COTS WebRMS field, the Customer is responsible for creating the custom destination field in WebRMS; this information will then be used for the data migration.
- There will be no data cleansing or data manipulation done for any migrated fields; data type and values will be consistent between the two databases.
- Once the I/LEADS database full backup has been taken, which will be used for the conversion staging activity, the Customer will implement a change freeze on the production I/LEADS system.
- If a change freeze is not possible, the Customer agrees to be responsible for replicating any and all changes performed to the production I/LEADS system to the upgrade staging WebRMS.
- Any custom database options (i.e. triggers, stored procedures, functions) or custom views existing in the I/LEADS RMS database will be irrelevant and no specific work will be performed to bring these over during the upgrade as the WebRMS software uses a totally different schema.
- Due to new and changing functionality, the Customer should expect that not all administrative/configuration items will be converted. These items can be re-entered by the Customer after administrative and configuration training.

Task Prerequisites

The following items must be complete and fully deployed prior to beginning this task:

- Server Software Staging task complete.
- The Customer has provided full database backup to Hexagon.
- Change freeze in place on production I/LEADS system.

Task Description

Hexagon will restore the full I/LEADS database backup provided by the Customer into the Hexagon domain servers. A Hexagon resource will then process the database conversion by initially upgrading the database to I/LEADS version 9.0 (if needed).

Conversion script customization is necessary if custom fields have been added to the I/LEADS database or if fields have been re-purposed. If this customization has been included in the pricing then it will be performed as part of this task.

Hexagon resources will then execute the conversion scripts on the I/LEADS 9.0 database to convert it to the WebRMS format. Hexagon resources will validate the data in WebRMS based on general knowledge of the applications. It is important, however, for the Customer to perform their own data verification and validation.

During the migration and conversion process it will be necessary to fix data anomalies and inconsistencies that would violate the structure of the new WebRMS database schema. None of these changes will alter the fundamental content of the database and no Customer data will be altered other than to correct errors necessary for the migration to process. The fixes performed may include changes to reformat dates, parse name or address data or bringing across legacy pick list data to the new WebRMS formats. This does not include any type of cleanup or cleansing of legacy data such as reformatting of free-form text fields, modifying data content to minimize or standardize existing pick list values or elimination of duplicate names. Hexagon will document all data issues that were addressed as part of the migration scripts and report those back to the Customer in writing.

It may be necessary for the Customer to provide information to the Hexagon resources in order to fix data issues. If it is not obvious how to fix a data inconsistency or discrepancy, the Hexagon resource will seek guidance from the Customer. It is important that the Customer be prepared to respond quickly to any questions that arise. When the WebRMS conversion has been completed, the converted database will be transferred from the secure Hexagon domain servers to the Customer's staging system. If the Customer-provided staging hardware and the migration work was done there, no transfer is required.

Task Completion Criteria

This task will be considered complete when:

- The WebRMS database schema conversion process has been finished and the converted database has been loaded onto the Customer staging hardware.

- Basic testing by the Hexagon resources has been completed and all necessary services start and run without error.

TASK - WEBRMS CUSTOMER CONFIGURATION TRAINING

During this task Hexagon resources will work with and train the Customer to configure the WebRMS applications.

Task Assumptions

In addition to the general assumptions detailed in the Assumptions Section, the following assumptions apply to this task:

- This task consists of both on-site and remote activities.
- The maximum training day is 8 hours in length, including breaks.
- No more than 12 agency personnel may attend.

Task Prerequisites

The following items must be complete and fully deployed prior to beginning this task:

- Appropriate training facilities have been identified and set up.

Task Description

Hexagon resources will deliver instruction designed to provide the Customer's System Administration and Core Team staff with the knowledge they will need to configure the WebRMS systems.

In addition to the WebRMS System Overview & Configuration Training (IPST3501), one configuration workshop will be conducted where Hexagon resources are on site to assist the Customer with configuring their system. It is expected that after the workshop, the Customer will have a period of time to complete the configuration covered.

Instruction includes:

- WebRMS configuration instruction and training including workflow analysis for WebRMS, and:
  - WebRMS System Overview & Configuration Training (IPST3501). The course description is presented in Exhibit 1 of this SOW.
- One four (4) day Configuration Workshop
- Address Server and mapping configuration instruction.

Task Completion Criteria

This task will be completed when the configuration training and workshop have been completed.

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TASK – CUSTOM APPROVAL WORKFLOW

During this task Hexagon resources provide instruction to and work with the Customer to configure their Workgroups and Workflows for each WebRMS Module.

Task Assumptions

In addition to the general assumptions detailed in the Assumptions Section, the following assumptions apply to this task:

- This task consists of both on-site and remote activities.
- The maximum instruction day is 8 hours in length, including breaks.
- No more than 12 agency personnel may attend.
- Assumes availability and involvement by the Customer's WebRMS core team, system administrators and project manager.

Task Prerequisites

The following items must be complete and fully deployed prior to beginning this task:

- COTS Product Installation in Production Environment.
- WebRMS Configuration Training (IPST3501).
- Appropriate training facilities have been identified and set up.

Task Description

The Workflow Management Utility provides a powerful tool for the Customer to control the flow of information throughout the WebRMS. The Customer has the flexibility to define its Workgroups and Workflows for each WebRMS module. This task provides instruction to the Customer in utilizing the tool to design the needed workflows for their agency. Hexagon will provide the following services:

- Workflow Requirements Analysis – three (3) days onsite.
- Assist the Customer with Workflow Configuration.
- Assist the Customer with Workflow Testing.

Task Completion Criteria

This task will be completed when the Workflow Configuration has been successfully tested.

TASK - INTERFACES MIGRATION

During this task, Hexagon resources will migrate any custom interfaces that have been developed by Hexagon on an active maintenance agreement and as mutually agreed upon as being available for migration to WebRMS.

Task Assumptions

In addition to the general assumptions detailed in the Assumptions Section, the following assumptions apply to this task:

- All work for this task will be conducted remotely.
- The Customer will provide a list of all interfaces with their I/LEADS application, indicating which were developed by Hexagon, and which were developed in-house or by third parties:
  - Although interfaces developed by others or developed by Hexagon and not on maintenance will not be migrated under this SOW, it will be important to discuss how that functionality will be addressed after the migration to WebRMS.
- Only those interface products currently listed on the Customer's maintenance agreement may be included in the migration.
  - If there are interfaces the Customer has in production that are not listed on the maintenance agreement, a change order will be required to add additional scope to this SOW, as well as an adjustment to the Customer's maintenance agreement and cost.

Task Prerequisites

The following items must be complete and fully deployed prior to beginning this task:

- Server Software Staging and Database Migration tasks completed.
- The Customer has provided Hexagon with the documentation of all interfaces.

Task DESCRIPTION

For each interface on maintenance deemed feasible for WebRMS, Hexagon will use the functionality in the current custom interface to create an updated design document for use with WebRMS. This document, once reviewed by the Customer, will then be used to develop the new interface.

After interface development and internal testing has been completed, the interface will be installed on site for Customer testing and verification.

In some cases, changes in product functionality may affect an interface on maintenance. If this happens, Hexagon will notify the Customer so that appropriate decisions can be made about interface functionality.

Requests to configure any new functionality previously not available will be priced as a separate SOW.

Task Completion Criteria

This task will be considered complete when the appropriate interfaces have been migrated to the WebRMS version in the first environment.

TASK – COPLOGIC INCIDENT IMPORT

Hexagon will provide an EdgeFrontier interface to import CopLogic XML data files created by CopLogic. It is expected that these records be imported in to the incident module in WebRMS.

Task Deliverables:

- Custom CopLogic Incident Import Interface (PSA2000) Qty: 1
- Remote implementation services
- Remote program management services
- One year of maintenance beginning upon production use.

Task Assumptions

In addition to the general assumptions detailed in the Assumptions Section, the following assumptions apply to this task:

- All work for this task will be conducted remotely.
- If the design for the custom interface is dependent on documentation or software to be provided by another vendor, those items will be completed and provided prior to Hexagon scheduling the Interface Control Document creation.
- The Customer has an available EdgeFrontier Connector and WebRMS Connect for EdgeFrontier.
- Customer will promptly review all draft ICD submissions and provide comments, questions or approval within 10 business days of receipt.
- Customer will conduct testing in a timely manner and report any issues/errors back to Hexagon via the Siebel issue tracking system within 10 business days of receiving notification from Hexagon that the interface is ready for testing.
- Exported data will be in XML format. Each XML file may contain multiple Incident records.
- Once Incident data has been processed and completed within CopLogic system, CopLogic will provide the information to a shared directory in the form of XML Files. It will be the responsibility of Customer and CopLogic to provide permissions/access to this shared folder. Due to software conflicts, any CopLogic specific software will not be installed on Hexagon servers (i.e. ReportBridge).
- This interface will be compatible with COTS WebRMS version 3.7 or higher.
- The CopLogic data format is the same data format that has previously been used for interfaces between CopLogic and Hexagon
- Errors will be written to the standard interface log file.
- Data will be provided in a near-real time format.
- Batch processing of Incident/CFS data is not provided by this interface.
- Only data accepted by WebRMS Incident module will be accepted in this interface.
- Codes provided by CopLogic for this interface will match the codes expected by WebRMS. If not, it is assumed that the codes used by CopLogic will be given to Hexagon prior to development of this interface.
- Full records will be sent for each transaction.
- No partial updates will be supported by this interface.

- Standard Hexagon created functionality for name, vehicle, property, event, and location matching will be used.

Task Description

Hexagon will provide an EdgeFrontier interface to import CopLogic Incident data into the COTS WebRMS application database. The interface will consist of an EdgeFrontier system that WebRMS Connect for EdgeFrontier to insert data into the WebRMS database. Using Edge Frontier, Hexagon will create a single import interface from CopLogic to COTS WebRMS.

Hexagon will create an updated design document for use with WebRMS. This document, once reviewed by the Customer, will then be used to develop the new interface.

After interface development and internal testing has been completed, the interface will be installed on site for Customer testing and verification.

Requests to configure any new functionality previously not available will be priced as a separate SOW.

Task Completion Criteria

This task will be complete when Hexagon has delivered the EdgeFrontier interface to import CopLogic XML data files to customer.

TASK – BRAZOS ACCIDENT/CITATION IMPORT

Hexagon will provide an EdgeFrontier interface to import Brazos citation and traffic accident information from the Brazos system into the WebRMS. It is expected that these records be imported in to the incident module in WebRMS.

Task Deliverables:

- Custom Brazos Accident/Citation Import Interface (PSA2000) Qty: 1
- Remote implementation services
- Remote program management services
- One year of maintenance beginning upon production use.

Task Assumptions

In addition to the general assumptions detailed in the Assumptions Section, the following assumptions apply to this task:

- All work for this task will be conducted remotely.
- If the design for the custom interface is dependent on documentation or software to be provided by another vendor, those items will be completed and provided prior to Hexagon scheduling the Interface Control Document creation.
- The Customer has an available EdgeFrontier Connector and WebRMS Connect for EdgeFrontier.
- An Interface Control Document (ICD) will be provided with this interface and must be agreed to and signed by the customer before any development work on the interface can begin.
- Customer will promptly review all draft ICD submissions and provide comments, questions or approval within 10 business days of receipt.
- Customer will conduct testing in a timely manner and report any issues/errors back to Hexagon via the Siebel issue tracking system within 10 business days of receiving notification from Hexagon that the interface is ready for testing.
- This interface will be compatible with COTS WebRMS version 3.7 or higher.
- Errors will be written to the standard interface log file.
- Data will be provided in a near-real time format.
- XML files will be made available for import by either of two methods: (1) dropped to a shared directory where the interface can monitor for XML files or (2) Intergraph can pull XML files from a Web Service made available by Brazos. Only data accepted by the WebRMS Accident and Citation modules will be accepted in this interface.
- Full records will be sent for each transaction.
- No partial updates will be supported by this interface.
- Standard Hexagon created functionality for name, vehicle, property, event, and location matching will be used.

Task Description

Hexagon will provide an EdgeFrontier interface to import Brazos citation and traffic accident information from the Brazos system into the WebRMS. It is expected that these records be imported in to the incident module in WebRMS.

Hexagon will create an updated design document for use with WebRMS. This document, once reviewed by the Customer, will then be used to develop the new interface.

After interface development and internal testing has been completed, the interface will be installed on site for Customer testing and verification.

Requests to configure any new functionality previously not available will be priced as a separate SOW.

Task Completion Criteria

This task will be complete when Hexagon has delivered the EdgeFrontier interface to import Brazos citation and traffic accident information to Customer.

TASK – COPLINK CONSULTING SERVICES

Hexagon will consult with vendor about the standard vendor views provided with WebRMS.

Task Deliverables:

- One Week Remote CopLink Consulting Services (SPRSVC9001) Qty: 1
- Remote Project Management Services

Task Completion Criteria

The task shall be considered complete when Hexagon has provided CopLink Consulting Services.

TASK - TRAINING

During this task Hexagon resources will conduct Administrator and Train-the-Trainer training sessions for Customer-designated personnel. Refer to Exhibit 1 for descriptions of courses included in this SOW.

Task Assumptions

In addition to the general assumptions detailed in the Assumptions Section, the following assumptions apply to this task:

- The maximum training day is 8 hours in length, including breaks.
- See the training course description in Exhibit 1 for class size limitations.
- Session is a formal training presentation based on the COTS version.
- Agency core team personnel will attend to address questions about workflow, policy, or agency specific procedure/configuration.

Task Prerequisites

The following items must be complete and fully deployed prior to beginning this task:

- Server Software Staging, Database Migration, Product Configuration, and Interface Migration completed.
- The address server and the CAD to WebRMS interface will be operational and turned on. Customer will verify that the address verification is working properly.
- The Calls-for-Service module and table will be populated with CAD data. A skeleton Incident record will be created for each Calls-for-Service record.
- The Customer will have, at a minimum, the first iteration of converted data.
- The Customer has installed and configured at least 1 workstation for use by the Hexagon instructor during the sessions.
- The Customer has installed and configured at least 1 workstation per student attending the session.
- An appropriate training room has been identified and set up with the workstations, at least one LCD projector, display screen or other appropriate surface to display a projected image, and white-board space or other ability to take notes and record questions.
- The Customer has provided Hexagon with the documentation of all interfaces.

Task Description

During the Training phase, Hexagon resources will conduct several classes covering the administration, maintenance, Train-the-Trainer for the WebRMS system.

The following classes are included:

- WebRMS System IT Administrator Training (IPST3502) – 1 Session
- WebRMS Train-the-Trainer Training (IPST3503) – 1 Session
- WebRMS Reports & Deployment Training (IPST3504) – 1 Session

Task Completion Criteria

This task will be complete when Hexagon has delivered all contracted training sessions to the Customer.

TASK - SYSTEM FUNCTIONAL TESTING

During this task, the Customer will conduct internal functional testing of the production system. Hexagon does not perform functional testing of the Customer's system, but does provide the COTS functional test plan as an aid to the Customer. All testing is the sole responsibility of the Customer. Hexagon resources will review issues filed via Siebel by the Customer as a result of the Customer testing conducted in the Functional Testing task. Hexagon resources will work within the standard COTS product capabilities to address issues.

Task Assumptions

In addition to the general assumptions detailed in the Assumptions Section, the following assumptions apply to this task:

- The Customer will complete functional testing within thirty (30) calendar days of being advised by Hexagon that the system is ready for testing, with remote support from Hexagon resources.

- The Customer will file a service request (SR) in the Siebel Customer Portal for all issues encountered as part of testing. SRs must contain all information required as specified on the Trouble Reporting Guide. SRs can be filed for, but not limited to:

    - Errors

    - Configuration change requests

    - Questions

- All SRs filed as part of the functional testing for the migration must have a summary that begins with "WebRMS UPGRADE:" This is required to ensure the issue is properly routed to the Hexagon resource assigned responsibility for issue resolution in the Functional Testing Issue Resolution task.

- The Customer will respond as quickly as possible to inquiries from Hexagon resources assigned to work reports of trouble.

- Issue resolution is defined as either:

    - The issue has been resolved with additional configuration via the COTS product tools.

    - In the case of product defects, an appropriate change request, defect (CR-D) has been filed with the Hexagon product center for review and classification.

- Issues that cannot be resolved by the Hexagon Public Safety services resources (implementation) will be tracked via Siebel.

- If the issue discovered is a priority 2 or higher as identified in the HelpDesk portal, it may qualify for a patch request.

- If the Customer requests, a patch request will be filed for the version specified.

- Delivery of a patch is not guaranteed and is at the sole discretion of Hexagon.

- Requests for additional configuration may require a change order for additional services.

Task Prerequisites

The following items must be complete and fully deployed prior to beginning this task:

- All prior tasks completed.

Task Description

Hexagon will provide to the Customer a standard Functional Test Plan for WebRMS tailored to the modules to be used at this site. The Customer may choose to further customize this test plan to incorporate their business processes. Customized Test Plans must be reviewed by Hexagon implementation staff prior to beginning the functional tests.

Once Hexagon informs the Customer in writing that the system is ready for functional testing, the Customer will complete this testing within a thirty (30) calendar-day period.

During the functional tests, the Customer will work through the functional test plans, making note of the success or failure of each item. For any issues encountered, the Customer will file a service request via the Siebel Customer Portal. The appropriate Hexagon resources will respond as quickly as possible.

During functional testing issue resolution, the Hexagon resources will respond to those technical or functional problems the Customer has encountered or answer functionality questions the Customer has submitted.

Issue resolution is very much a team effort. Hexagon will rely on the Customer to report detailed and accurate information about the problems encountered including but not limited to:

- A complete and accurate description of the problem using Hexagon COTS terminology.
- A complete workflow description that allows the problem to be reproduced.
- The name and contact information for the person reporting the issue.

When the Customer has notified Hexagon that their testing is complete, and Hexagon has completed the issue resolution tasks, a readiness review will be conducted to ensure the system and the Customer are ready for cutover to production use. This will be a remote meeting conducted via teleconference.

Task Completion Criteria

This task will be complete when the Customer provides written notification to Hexagon that the system has passed functional testing and is ready for production use or 30 days after written notice by Hexagon that the system is ready for functional testing (whichever comes first).

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TASK - WEBRMS READINESS REVIEW

During this task Hexagon lead technical resources, the Hexagon Project Manager, and the Customer team will meet and determine if the WebRMS system is ready for production use.

Task Assumptions

In addition to the general assumptions detailed in the Assumptions Section, the following assumptions apply to this task:

- This meeting will take place remotely via WebEx and/or conference call.

Task Prerequisites

The following items must be complete and fully deployed prior to beginning this task:

- All prior tasks must be completed.
- All non-defect priority two or higher errors have been addressed Server Software Staging and Database Migration tasks completed.

Task Description

The readiness review meeting is intended to ensure all parties involved with the WebRMS review the WebRMS systems status and verify when ready for production use.

During the meeting, a readiness review checklist will be provided and followed to ensure all necessary aspects of the system are addressed.

In addition, the Readiness Review verifies that the following has occurred:

- Cutover Plan is approved.
- Pre-Cutover Testing according to the Functional Test Plan is completed.
- Establishment and approval of a schedule for cutover activities.
- Identification and scheduling of Hexagon and Customer resources required for go-live activities.

System cutover notification is communicated to internal and external interface stakeholders supplying systems integral to go-live operations.

Task Completion Criteria

This task will be complete when the readiness review has been conducted and all parties agree the system is ready for production use.

TASK - WEBRMS CUTOVER TO PRODUCTION USE

During this task, Hexagon personnel will assist the Customer in placing the WebRMS system into production use.

Task Assumptions

In addition to the general assumptions detailed in the Assumptions Section, the following assumptions apply to this task:

- Cutover to production use will take place on the day and time designated by the Customer but will occur no later than Tuesday of the week designated for Cutover.
  - If Cutover cannot take place due to issues solely within the control of the Customer, there may be a cost associated with re-scheduling the cutover.

Task Prerequisites

The following items must be complete and fully deployed prior to beginning this task:

- All prior tasks completed.
- Readiness review has been conducted with Hexagon and the Customer agreeing that cutover can proceed.

Task Description

The Cutover to production use is the culmination of the tasks that comprise this SOW. During the Cutover process, the following tasks will be completed.

- Software will be installed on the production system.
- Basic testing will be performed by Hexagon resources to ensure all components are functional.

Task Completion Criteria

This task will be complete when the Customer has cutover WebRMS to live operations

TASK - WEBRMS POST CUTOVER SUPPORT

During this task, Hexagon resources will provide support for the Customer who has just cut over to the WebRMS system.

Task Assumptions

In addition to the general assumptions detailed in the Assumptions Section, the following assumptions apply to this task:

- Post-Cutover support is performed on site for one week and remotely for the following week.
- Post-Cutover support is provided Monday-Friday during normal business hours. Standard after-hours emergency support procedures remain the same for the duration of this task.
- Errors will be reported via the Siebel Customer Portal and contain all information required as specified on the Trouble Reporting Guide provided with this SOW.

Task Prerequisites

The following items must be complete and fully deployed prior to beginning this task:

- All prior tasks must be completed.

Task Description

The Post-Cutover support task is designed to provide the Customer with dedicated, quickly accessible support for problems, questions, or errors encountered in the 14 days following the Cutover to production use of the new system.

During this task, Hexagon resources will be assigned all SRs that are filed by the Customer against the new system(s). Hexagon resources will work to identify and remedy the cause of the trouble reported.

Should the trouble discovered be categorized as a defect, the Hexagon resource will file a change request defect (CR-D) with the Hexagon product center. Any CR-D filed by the Hexagon resource becomes the responsibility of the Hexagon product center and shall not stop full system acceptance unless the priority of that CR-D is determined to be a priority 1 or 2. The priority levels are described at the Helpdesk portal.

The Post-Cutover support period is not a configuration period. Requests for new configurations that are not related to resolving an error condition cannot be supported during this time frame. This is done to ensure the stability of the system delivered and that focus remains on errors or problems rather than the introduction of new opportunities for errors or problems.

Task Completion Criteria

This task will be complete when the 14-day Post-Cutover period has expired and all open issues have been addressed, or categorized as defects and filed with the product center. The Customer will be provided with a task completion signature form to confirm that the task has been completed.

TASK – CREATION OF TEST/TRAINING ENVIRONMENT

During this task the implementation team will migrate the Production environment to the Test/Training environment. This will include the Customer configurations and customizations, if any, and be a copy of the Production environment.

Task Assumptions

In addition to the general assumptions detailed in the Assumptions Section, the following assumptions apply to this task:

- This task will be performed by the Implementation Team with assistance from the Customer.
- Completion of the task will not affect System Acceptance

Task Prerequisites

The following items must be complete and fully deployed prior to beginning this task:

- All prior tasks must be completed.

Task Description

The Implementation Team, with assistance from the Customer, will migrate the Production environment to the Test/Training environment. This will include the Customer configurations and customizations, if any, and be a copy of the Production environment. The Customer will then perform testing to ensure that all configurations have been correctly applied and that the environment accurately mimics the Production system.

Task Completion Criteria

This task will be complete when the 14 day Post-Cutover period has expired.

ACCEPTANCE CRITERIA

The software and services shall be considered accepted with either written authorization by Customer or upon production use of WebRMS, whichever comes first.

Note: If a delay in final acceptance is caused by another vendor or Customer's inability to provide required deliverables and lasts for more than 30 days after delivery by Hexagon, Customer agrees to provide written acceptance of the Hexagon software and services.

SCHEDULE

Scheduling of Hexagon's services will occur: (1) upon receipt of this executed document, (2) receipt of Customer's purchase order (if applicable), and (3) if Customer has no past due payments to Hexagon. Hexagon and Customer will determine a mutually agreeable schedule for completion of the deliverables as described in this SOW.

CONTRACT PRICE

Pricing for the SOW is in accordance with Hexagon's Quote 2017-49320 rev1 to which this SOW is attached.

TERMS OF PAYMENT

Payment for this SOW will be due according to the payment schedule below:

Payment Milestone	Payment Percentage
Upon completion of the Project Kickoff Meeting	20%
Upon completion of Task - WebRMS Server Software Staging	15%
Upon completion of Task - I/LEADS COTS Database Conversion	15%
Upon completion of Task - Interfaces Migration	15%
Upon completion of Task - Training	15%
Upon completion of Task – System Functional Testing	15%
Upon acceptance as defined in Section: Acceptance Criteria	5%

TERMS & CONDITIONS

The terms and conditions governing this SOW are set forth in the Master Agreement.

APPROVAL SIGNATURES

Signature by all parties listed below constitutes acceptance of and notice to proceed with this SOW, in accordance with the Master Agreement.

HEXAGON
SAFETY & INFRASTRUCTURE

This SOW may be executed in one or more counterparts, each of which shall be deemed to be original, and all of which together shall constitute one and the same agreement. A signature delivered by facsimile shall be deemed to be an original signature and shall be effective upon receipt thereof by the other party.

This document is approved by:

AUTHORIZED SIGNATURE

Name: Jennifer Williams,
Director, U.S. Sales Accounting
Security, Government & Infrastructure Division Hexagon Safety & Infrastructure

Signature: _Jennif L Willia_   Date: _1-11-2017_

AUTHORIZED CUSTOMER SIGNATURE

Name:

Signature: Date:

HEXAGON
SAFETY & INFRASTRUCTURE

Customer:	Elk Grove Police Department
Quote Number:	2017-49320 rev. 1
Quote Date:	March 6, 2017
Expiration Date:	April 5, 2017

This quotation has been prepared for:
Chris Hill
Elk Grove Police Department
8380 Laguna Palms Way
Elk Grove , CA 95758
United States
Tel: (916) 478-8000
Email: chill@elkgrovepd.org

Ship To:

Elk Grove Police Department
8380 Laguna Palms Way
Elk Grove, CA 95758
United States

Bill To:

Elk Grove Police Department
8380 Laguna Palms Way
Elk Grove , CA 95758
United States

Product Configuration Listing

Software

Part Number	Description	Qty	Net Price	Ext Price
SXCH9007	I/LEADS-Records Management System CC - Desktop Client (IPS0020STE) Site license will be exchanged for fifty (50) WebRMS Concurrent User Licenses (RMS0017) via SXCH9007	1	-$84,850.00	-$84,850.00
RMS0017	WebRMS Concurrent User License	50	$1,697.00	$84,850.00
SXMA220	Exchange I/LEADS Server for WebRMS Server	1	$0.00	$0.00
RMS0016C	WebRMS Server License - Component	1	$0.00	$0.00
SXMA220TST	Exchange I/LEADS Server TST for WebRMS Server - TST	1	$0.00	$0.00
RMS0016TSTC	WebRMS Server License - TST - Component	1	$0.00	$0.00
SXMA227	Exchange I/Informer to I/LEADS for I/Informer for WebRMS	1	$0.00	$0.00
IPS0004WRC	I/Informer for WebRMS NL - Component	1	$0.00	$0.00
SXMA227TST	Exchange I/Informer to I/LEADS for I/Informer for WebRMS-TST	1	$0.00	$0.00
IPS0004WRTSTC	I/Informer for WebRMS NL - Test License - Component	1	$0.00	$0.00
RMS0016LOB	WebRMS Server License - Load Balancing License	1	$0.00	$0.00
RMS0017TST	WebRMS Concurrent User License - Test License	12	$0.00	$0.00
IPS2043	Intergraph WebRMS Connect for EdgeFrontier	1	$0.00	$0.00
IPS2043TST	Intergraph WebRMS Connect for EdgeFrontier - TST	1	$0.00	$0.00
IPS3042	EdgeFrontier Runtime Engine	1	$21,218.00	$21,218.00
IPS3042-TST	EdgeFrontier Runtime Engine - Test License	1	$0.00	$0.00
PSA2000	CopLogic Incident Import Interface	1	$9,900.00	$9,900.00
PSA2000	Brazos Accident/Citation Import Interface	1	$9,900.00	$9,900.00
Product Total Software				$41,018.00

Services

HEXAGON
SAFETY & INFRASTRUCTURE

Customer:	Elk Grove Police Department
Quote Number:	2017-49320 rev. 1
Quote Date:	March 6, 2017
Expiration Date:	April 5, 2017

Part Number	Description	Qty	Net Price	Ext Price
SPRSVC9001IMP	I/LEADS to WebRMS Migration Services	1	$480,331.50	$480,331.50
SPRSVC9001	CopLogic Implementation services	1	$13,200.00	$13,200.00
SPRSVC9001	Brazos interface implementation services	1	$13,200.00	$13,200.00
SPRSVC9001	CopLink Consulting Services	1	$13,200.00	$13,200.00
SPRSVC9001PM	Project Management (for add'l IFs)	1	$3,910.50	$3,910.50
SPREXP9001	Trips	14	$2,400.00	$33,600.00
Product Total Services				$557,442.00

Maintenance Configuration Listing

Software

Part Number	Description	Qty	Type	# of Mths	Monthly Unit Net Price	Ext Price
SXCH9007	I/LEADS Records Management System CC - Desktop Client (IPS0020STE) Site license will be exchanged for fifty (50) WebRMS Concurrent User Licenses (RMS0017) via SXCH9007	1	PRM	12.0	$0.00	$0.00
RMS0017	WebRMS Concurrent User License	50	PRM	12.0	$34.00	$20,400.00
RMS0016C	WebRMS Server License - Component	1	PRM	12.0	$1,841.00	$22,092.00
RMS0016TSTC	WebRMS Server License - TST - Component	1	PRM	12.0	$0.00	$0.00
IPS0004WRC	I/Informer for WebRMS NL - Component	1	PRM	12.0	$0.00	$0.00
IPS0004WRTSTC	I/Informer for WebRMS NL - Test License - Component	1	PRM	12.0	$0.00	$0.00
RMS0016LOB	WebRMS Server License - Load Balancing License	1	PRM	12.0	$0.00	$0.00
RMS0017TST	WebRMS Concurrent User License - Test License	12	PRM	12.0	$0.00	$0.00
IPS2043	Intergraph WebRMS Connect for EdgeFrontier	1	PRM	12.0	$0.00	$0.00
IPS2043TST	Intergraph WebRMS Connect for EdgeFrontier - TST	1	PRM	12.0	$0.00	$0.00
IPS3042	EdgeFrontier Runtime Engine	1	PRM	12.0	$424.00	$5,088.00
IPS3042-TST	EdgeFrontier Runtime Engine - Test License	1	PRM	12.0	$0.00	$0.00
PSA2000	CopLogic Incident Import Interface	1	PRM	12.0	$165.00	$1,980.00
PSA2000	Brazos Accident/Citation Import Interface	1	PRM	12.0	$165.00	$1,980.00
Maintenance Total Software						$51,540.00

Services

Part Number	Description	Qty	Type	# of Mths	Monthly Unit Net Price	Ext Price
SPRSVC9001	CopLogic Implementation services	1	SND	12.0	$0.00	$0.00
SPRSVC9001	Brazos interface implementation services	1	SND	12.0	$0.00	$0.00
SPRSVC9001	CopLink Consulting Services	1	SND	12.0	$0.00	$0.00
Maintenance Total Services						$0.00

HEXAGON
SAFETY & INFRASTRUCTURE

Customer:	Elk Grove Police Department
Quote Number:	2017-49320 rev. 1
Quote Date:	March 6, 2017
Expiration Date:	April 5, 2017

Summary

	Net Price
Software:	$41,018.00
Services:	$557,442.00
Maintenance:	$51,540.00
Total Price*:	$650,000.00

*Tax included in this quotation is an estimate only. Final tax billed will reflect the applicable tax rates at time of sale as required by law.

Notes:

Any commercial Off-the-shelf product information Hexagon has shared with its audience during the proposal / contract activities to date, were to provide an understanding of Hexagon's current expected direction, roadmap or vision and is subject to change at any time at Hexagon's sole discretion. Hexagon does not commit to develop the future features, functions and products discussed in this material beyond that which is specifically committed to be provided by Hexagon as part of the intended contract. The audience of this material should not factor any future features, functions or products into its current buying decision since there is no assurance that such future features, functions or products will be developed. When and if these future features, functions or products are developed, they will generally be available for licensing by Hexagon.

To place an order against this quotation, please either fill in the required information below and have an authorized representative of your company sign this quotation, have your company issue a purchase order with the required information below and reference this quotation number, or have your company remit payment via one of the methods described in the billing and payment instructions that follow, making sure to include a reference to this quotation number. Please submit the signed quotation, your purchase order, or payment to the Order Administration desk in accordance with the contact information provided below. This agreement shall only become binding and effective upon the written acceptance by Hexagon or the first delivery of the products/services within this quotation. The terms and conditions of this quotation cannot be superseded, altered, modified, or amended by subsequent Purchase Order or writing received from customer without the express written consent of Hexagon.

Attn: Hexagon Administration
Intergraph Corporation
P. O. Box 240000
Huntsville, AL 35813
Phone: (256) 730-2705
Fax Numbers: 800-239-2972 or 256-730-6089
Email: _hsiordersall@hexagonsi.com_

Elk Grove Police Department

Signature: _____

Printed Name: _____

Phone: _____

Date: _____

PO reference(if required for invoicing): _____

Intergraph Corporation doing business as Hexagon Safety & Infrastructure
305 Intergraph Way, Madison, AL 35758
Phone: (925) 324-5570   Fax:

CERTIFICATION
ELK GROVE CITY COUNCIL RESOLUTION NO. 2017-060

STATE OF CALIFORNIA   )
COUNTY OF SACRAMENTO   )   ss
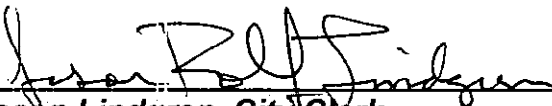CITY OF ELK GROVE   )

I, Jason Lindgren, City Clerk of the City of Elk Grove, California, do hereby certify that the foregoing resolution was duly introduced, approved, and adopted by the City Council of the City of Elk Grove at a regular meeting of said Council held on March 22, 2017 by the following vote:

AYES :   COUNCILMEMBERS: Ly, Detrick, Hume, Nguyen, Suen

NOES: COUNCILMEMBERS: None

ABSTAIN: COUNCILMEMBERS: None

ABSENT: COUNCILMEMBERS: None

Jason Lindgren, City Clerk
City of Elk Grove, California