

OFFICE OF THE CITY ATTORNEY
ROBERT E. SHANNON, City Attorney
333 West Ocean Boulevard, 11th Floor
Long Beach, CA 90802-4664

1 TWENTY-FIFTH AMENDMENT TO AGREEMENT NO. 23214

2 **23214**

3 THIS TWENTY-FIFTH AMENDMENT TO AGREEMENT NO. 23214 is
4 made and entered, in duplicate, as of September 19, 2012, pursuant to a minute order
5 adopted by the City Council of the City of Long Beach at its meeting on September 4,
6 2012, by and between TIBURON, INC. ("TIBURON"), a Virginia corporation, formerly
7 known as COMPUDYNE-PUBLIC SAFETY & JUSTICE, INC. with a place of business at
8 6200 Stoneridge Mall Road, Suite 400, Pleasanton, California 94588 and the CITY OF
9 LONG BEACH, a municipal corporation ("City").

10 WHEREAS, the parties entered Agreement No. 23214 whereby Tiburon
11 agreed to provide specialized data processing services to Computer Aided Dispatch
12 ("CAD") and Record Management Systems for City's Police and Fire Departments
13 ("Project") and to grant a license and maintenance for the Project; and

14 WHEREAS, the Agreement has previously been amended to extend the
15 term and add services; and

16 WHEREAS, the parties desire again to amend the Agreement to extend
17 software support and adjust maintenance fees;

18 NOW THEREFORE, in consideration of the mutual terms and conditions in
19 Agreement No. 23214 and herein, the parties agree as follows:

20 1. Notwithstanding anything to the contrary in the Agreement, previous
21 amendments, attachments or exhibits, TIBURON shall provide the software maintenance
22 services described on Exhibit "A" attached to this Twenty-Fifth Amendment and
23 incorporated by this reference. City shall pay the fees for the services identified on
24 Exhibit "A" in an amount not to exceed One Million Three Hundred Sixteen Thousand,
25 Eight Hundred Sixty-Eight Dollars (\$1,316,868.00).

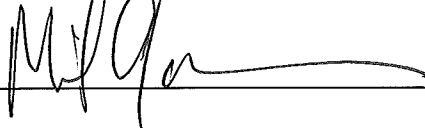
26 2. Except as expressly amended in this Twenty-Fifth Amendment, all
27 terms and conditions in Agreement No. 23214 are ratified and confirmed and shall remain
28 in full force and effect.

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1 IN WITNESS WHEREOF, the parties have caused this document to be duly
2 executed with all formalities required by law as of the date first stated above.


TIBURON, INC. ("TIBURON"), a Virginia corporation, formerly known as COMPUTDYNE-PUBLIC SAFETY & JUSTICE, INC.

3
4
5
6 Dated: Sept. 20, 2012

By: 
Mila Garcia
(Type or Print Name)

VP, Contracts and Procurement
(Type or Print Officer's Title)


7
8
9
10
11 Dated: Sept. 20, 2012

By: 
Dave Rutan
(Type or Print Name)

CPD
(Type or Print Officer's Title)

"Tiburon"
CITY OF LONG BEACH, a municipal corporation
Assistant City Manager

12
13
14
15
16
17
18
19 Dated: 9.26, 2012

By: 
City Manager
"City"

EXECUTED PURSUANT
TO SECTION 301 OF
THE CITY CHARTER.

20
21
22
23 This Twenty-Fifth Amendment to Agreement No. 23214 is approved as to
24 form on Sept. 21, 2012.

25
26 ROBERT E. SHANNON, City Attorney

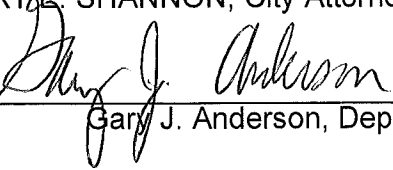
By: 
Gary J. Anderson, Deputy

EXHIBIT A

T: 925.621.2700
F: 925.621.2799

www.tiburoninc.com

September 10, 2012

Jim McDonnell, Chief of Police
Curtis Tani, Director of Technology Services
City of Long Beach Police Department
400 W. Broadway
Long Beach, CA 90802

Subject: Enhancement Proposal EP-1500B: Stratus to TotalCommand Upgrade

Reference Agreement: Agreement for Extended Service between the City of Long Beach and Tiburon, Inc., dated February 24, 1998 and Agreement Number 23214

Dear Chief McDonnell and Director Tani:

Tiburon, Inc. is pleased to present the City of Long Beach Police Department (hereinafter, "Client") with this Enhancement Proposal to upgrade to Tiburon's TotalCommand applications as set forth in the attached Exhibit 1, Statement of Work ("SOW") (hereinafter, referred to as the "Proposal"). No additional licenses to Client's current license counts are included with this Proposal.

Scope Description and Responsibilities

The SOW describes the project tasks, responsibilities of each party and defined completion criteria.

Price Description

1) Proposal firm fixed price: \$1,316,868

CommandCAD/MobileCOM	\$639,725
LawRECORDS/JailRECORDS	\$556,534
FGEN and Set Pickup Enhancements	\$83,515
Location Verification System (LVS)	\$20,000
Sub-Total	\$1,299,774
Contingency	\$17,094
Total	\$1,316,868

- The Tiburon Annual Maintenance Fee will not increase as a result of this Proposal.
- Warranty is not included. Throughout the term of this Proposal Client shall remain a current maintenance customer in good standing with Tiburon.
- This Proposal does not include any taxes levied by a government agency. Taxes, if applicable are the sole responsibility of the Client.
- Travel and on-site time is included as set forth in the SOW.

- 6) Training and documentation is included as set forth in the SOW.
- 7) Hardware, including the recommended hardware set forth in Attachment A.2 to the SOW, and any third party equipment or applications are the responsibility of Client and are not provided by Tiburon as part of this Proposal.

Effective Date and Payment Schedule

1) The work described herein will be scheduled to commence at a mutually agreeable date after Client's acceptance of this Proposal. An initial project schedule is included herein as Exhibit 2 for Client's reference. This exhibit will be replaced, as set forth in the SOW, with a final mutually agreed upon project schedule.

2) Payment Schedule:

Milestone Number	%	Dollar Amount	Description
1	5%	\$ 64,988.70	Completion of Task 1 "Project Initiation Meeting"
2	5%	\$ 64,988.70	Completion of Task 2 "Initiate Business Practice Review – LawRECORDS/JailRECORDS"
3	10%	\$129,977.40	Completion of Task 3 "Completion of Business Practice Review – LawRECORDS/JailRECORDS"
4	5%	\$ 64,988.70	Completion of Task 4 "Initiate Business Practice Review – CommandCAD"
5	10%	\$129,977.40	Completion of Task 5 "Business Practice Review – CommandCAD"
6	5%	\$ 64,988.70	Completion of Task 6 "Finalize Hardware Requirements"
7	5%	\$ 64,988.70	Completion of Task 8 "Project Schedule"
8	5%	\$ 64,988.70	Completion of Task 11 "Initial System Installation – LawRECORDS/JailRECORDS"
9	5%	\$ 64,988.70	Completion of Task 12 "Initial System Installation – CommandCAD"
10	5%	\$ 64,988.70	Completion of Task 18 "Code Table and System File Training – LawRECORDS/JailRECORDS"
11	5%	\$ 64,988.70	Completion of Task 19 "Code Table and System File Training – CommandCAD"
12	5%	\$ 64,988.70	Completion of Task 21 "Application Software Functional Demonstration – LawRECORDS/JailRECORDS"
13	5%	\$ 64,988.70	Completion of Task 22 "Application Software Functional Demonstration – CommandCAD"
14	5%	\$ 64,988.70	Completion of Task 23 "Tiburon Application Training – LawRECORDS/JailRECORDS"
15	5%	\$ 64,988.70	Completion of Task 24 "Tiburon Application Training – CommandCAD"
16	10%	\$129,977.40	Completion of Task 28 "Cutover"
17	5%	\$ 64,988.70	Completion of Task 29 "Post Cutover Training"

- 3) Client's acceptance of this Proposal in the signature block provided below, authorizes Tiburon to proceed with the work described herein and confirms funding will be obligated. Any requisite contractual documents required by Client's purchasing procedures are the responsibility of the Client.
- 4) The terms and conditions of the above referenced Agreement, and this Proposal prevail regardless of any conflicting or additional terms and conditions on any Purchase Order or other correspondence. Any contingencies or additional terms obtained on any Purchase Order are not binding upon Tiburon. All Purchase Orders are subject to approval and acceptance by Tiburon.
- 5) This fixed price Proposal is valid through September 28, 2012.

Upon review and acceptance of this Proposal, please sign below and return the signed copy of the Proposal to Marc Derison via e-mail at marc.derison@tiburoninc.com or fax to 925-621-2799. If you have any questions or require further information, please contact Marc at (213) 700-9071 at your convenience.

Sincerely,



Mila Garcia
VP Contracts and Procurement

Attachments:
Exhibit 1: Statement of Work
Exhibit 2: Initial Project Schedule

By this signature, Client accepts this Proposal EP-1500B:

Signature

Date

Printed Name / Title

Exhibit 1

Statement of Work (SOW)

for

**City of Long Beach
400 W. Broadway
Long Beach, CA 90802**

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INTRODUCTION

This Statement of Work (SOW) defines the activities and responsibilities of the parties for the implementation of Tiburon applications referenced herein (the "Project"), which will be deployed in a Microsoft Windows environment.

The Statement of Work tasks are not always completed sequentially and some tasks may be concurrent. The completion and acceptance of any task is not necessarily contingent upon completion of the preceding task.

The Tiburon applications to be deployed in accordance with this Statement of Work include:

- CommandCAD 2.8
 - Including StratusCAD FGEN functionality
 - Including StratusCAD Set Pickup functionality
 - Including two remote sites (Signal Hill and Airport)
- LawRECORDS 7.9
 - Including two agencies
 - Including Proroom/barcode
 - Including WebQuery
 - Including FieldREPORTS
- MobileCOM 2.2
- JailRECORDS 7.9
- Fire RMS upgrade to current released version (provided under the existing Fire RMS maintenance contract, and to be coordinated with this EP)

Development and approval of Client-specific application-related documentation will occur as follows:

- Tiburon will deliver a baseline specification document for each Tiburon application that will be delivered under this project prior to the development of Client-specific tailoring and configuration parameters.
- As part of the Business Practice Review (BPR) task, Tiburon and the Client will review Client-specific parameters and field tailoring, which Tiburon will document in an Application Tailoring Document (ATD). Tiburon will prepare and deliver the ATD to the Client for review and approval.
- The baseline specification document(s) together with the approved ATD(s) will become the blueprint for configuring the Tiburon applications for delivery under this Statement of Work.

Attachment A.1 is an Interface Deliverable List. Tiburon will deliver a Client-specific version describing the interfaces developed during the Interface BPR and thereafter referred to as the Interface Control Document (ICD). The ICD will be used for a system integration demonstration of the Tiburon applications.

PROJECT MANAGEMENT COMMITMENT

The Client and Tiburon shall each designate a project manager to oversee the project and support the following:

Tiburon Responsibilities:

- a. Maintain project communications with the Client's Project Manager.
- b. Develop and maintain a project schedule, in conjunction with the client PM.
- c. Schedule all Tiburon staff and subcontractor support to ensure project progress and completion in accordance with the project schedule.
- d. Conduct status meetings with the Client's Project Manager as required. Weekly status meetings will be held with the Tiburon PM, client PM, and other client staff as deemed necessary. The Tiburon PM will attend at least one status meeting per month at the client's location.
- e. Provide responses to Client inquiries within ten (10) business days.
- f. Prepare and submit a monthly project status report that identifies the activities of the previous month, as well as activities planned for the current month. Tiburon will deliver these reports no later than the tenth (10th) calendar day of each month.

Client Responsibilities:

- a. Maintain project communications with Tiburon's Project Manager.
- b. Coordinate and facilitate all Client staff and third-party (vendors and/or agencies) support to ensure project progress and completion in accordance with the project schedule.
- c. Participate in status meetings with Tiburon's Project Manager.
- d. Provide written responses to Tiburon inquiries, task completion letters, and document submittals within ten (10) business days.
- e. Ensure Tiburon (Cisco) VPN remote access. Access to Client servers on Client site(s) must be interactive, including but not limited to PC Anywhere, Remote Desktop, VNC, telnet, secure shell (SSH), and application-level TCP/IP socket connectivity as determined necessary by Tiburon. Access provided to Tiburon must include local administrative control of all servers involved in the Tiburon implementation. In addition, Tiburon requires the ability to dynamically upload/download files to the server(s) without third-party intervention.
- f. Ensure workspace is available at the Client's project site for Tiburon's Project Manager. This space should include desks, chairs, electrical connections, and internet access.
- g. Participate in the development and maintenance of the project schedule.
- h. Ensure at least one telephone is made available and workspace for 3 – 4 staff adjacent to the central processor for the duration of the project. Tiburon will be responsible for all Tiburon-initiated long-distance charges while on site.

TASK 1 PROJECT INITIATION MEETING

Task Description:

A project initiation meeting will be scheduled on a mutually agreed to date and conducted by Tiburon via teleconference. The objectives of this event include:

- Client and Tiburon personnel introductions;
- Review project scope;
- Review Client and Tiburon roles and responsibilities;
- Establish a clear chain of communication and authority;
- Review the initial project schedule; and
- Review the process, agenda, and the resource and scheduling requirements for the BPR.

Tiburon Responsibilities:

- a. Coordinate with the Client's Project Manager to establish a schedule and agenda for the meeting.
- b. Conduct the project initiation meeting teleconference.
- c. Deliver one (1) complete set of baseline specification documents for each Tiburon application listed above.

Client Responsibilities:

- a. Coordinate with Tiburon's Project Manager to establish a schedule and agenda for the meeting.
- b. Ensure that all appropriate Client personnel attend and actively participate in the project initiation meeting.

Completion Criteria:

This task is considered complete when:

- The project initiation meeting has been held; and
- Baseline specification documentation for each Tiburon application has been delivered.

Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon.

TASK 2 INITIATE BUSINESS PRACTICE REVIEW – LAWRECORDS/JAILRECORDS

Task Description:

The Business Practice Review (BPR) is a process of evaluating the Client's existing business practices in conjunction with Tiburon application functionality. The Client and Tiburon will meet to review the baseline specification documentation for Tiburon applications. The key objectives of this meeting are to promote understanding of system functionality, identify product tailoring requirements, and evaluate the integration of existing external interfaces. Application tailoring for database products includes adding an existing or new code table behind an existing field (no processing can be included). This process will allow the Client to identify any existing operating policies and/or procedures that may be modified to accommodate Tiburon application functionality.

Tiburon and the Client will identify and document all tailoring for each Tiburon application. Application tailoring includes the renaming of agency-specific data elements and the reformatting of existing data entry screens, as well as defining site-specific parameters (such as the lengths of certain fields, and field formats). Application tailoring does not include modifications such as to the software source code, database layouts, report output column headers or formatting, or interfaces to internal or external databases or systems. Any such modifications are considered "customization" and, unless specifically identified as "included customizations," are not included in the scope of this project.

The BPR is a set-up and configuration activity. During this and the implementation phases, the Tiburon Project Manager will work with the Client to identify data sources that can be used to optimize the set up and configuration process. During the project, Tiburon will provide the Client with packets of Excel workbooks that can be used for data import. The Client's Project Team will convert existing data sources into a corresponding Excel workbook called the Application Configuration Document (ACD).

Tiburon Responsibilities:

- a. Initiate the Business Practice Review for LawRECORDS/JailRECORDS
- b. Utilize the baseline specification documents as a guide for demonstration of Tiburon application functionality.
- c. Utilize the ICD as a guide for discussion of interface functionality and update ICD if necessary.

Client Responsibilities:

- a. Ensure participation of Client staff with operational, policy, and procedure expertise, and decision-making authority, to analyze business practices in relation to Tiburon application functionality, not to exceed four (4) consecutive days.
- b. Provide pertinent information, data, record layouts, documents, and make tailoring decisions for Tiburon applications.
- c. Provide pertinent information, record layouts, documents, and connectivity necessary to establish interfaces with all local and remote systems.

Completion Criteria:

This task is complete when the Business Practice Review for LawRECORDS/JailRECORDS has begun. Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon.

**TASK 3 COMPLETION OF BUSINESS PRACTICE REVIEW –
LAWRECORDS/JAILRECORDS**

Task Description:

Tiburon will summarize the information gathered during the BPR regarding Tiburon application tailoring requirements and site specific parameters in an Application Tailoring Document (ATD). The ATD will define how the Tiburon application(s) will be tailored for deployment at the Client site.

As a part of the BPR, Tiburon and the Client will review and define the parameters for all system interfaces. Those interface parameters will be described in the Interface Control Document (ICD).

Tiburon Responsibilities:

- a. Document and deliver the ATD(s).

Client Responsibilities:

- a. Provide pertinent information, data, record layouts, documents, and make tailoring decisions for Tiburon applications.
- b. Provide pertinent information, record layouts, documents, and connectivity necessary to establish interfaces with all local and remote systems.
- c. Review the ATD submitted by Tiburon and identify in writing any specific issues found within ten (10) business days.

Completion Criteria:

This task is complete when the Client has approved the ATD. Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon. A separate task completion letter may be presented for the BPR as each Tiburon application is completed. Completion of this task is required before Tiburon will proceed with any further project work.

TASK 4 INITIATE BUSINESS PRACTICE REVIEW – COMMANDCAD

Task Description:

The Business Practice Review (BPR) is a process of evaluating the Client's existing business practices in conjunction with Tiburon application functionality. The Client and Tiburon will meet to review the baseline specification documentation for Tiburon applications. The key objectives of this meeting are to promote understanding of system functionality, identify product tailoring requirements, and evaluate the integration of existing external interfaces. This process will allow the Client to identify any existing operating policies and/or procedures that may be modified to accommodate Tiburon application functionality.

Tiburon and the Client will identify and document all tailoring for each Tiburon application. Application tailoring includes the renaming of agency-specific data elements and the reformatting of existing data entry screens, as well as defining site-specific parameters (such as the lengths of certain fields, and field formats). Application tailoring does not include modifications such as to the software source code, database layouts, report output column headers or formatting, or interfaces to internal or external databases or systems. Any such modifications are considered "customization" and, unless specifically identified as "included customizations," are not included in the scope of this project.

The BPR is a set-up and configuration activity. During this and the implementation phases, the Tiburon Project Manager will work with the Client to identify data sources that can be used to optimize the set up and configuration process. During the project, Tiburon will provide the Client with packets of Excel workbooks that can be used for data import. The Client's Project Team will convert existing data sources into a corresponding Excel workbook called the Application Configuration Document (ACD).

Tiburon Responsibilities:

- a. Utilize the baseline specification documents as a guide for demonstration of Tiburon application functionality.
- b. Utilize the ICD as a guide for discussion of interface functionality and update ICD if necessary.

Client Responsibilities:

- a. Ensure participation of Client staff with operational, policy, and procedure expertise, and decision-making authority, to analyze business practices in relation to Tiburon application functionality, not to exceed five (5) consecutive days.
- b. Provide pertinent information, data, record layouts, documents, and make tailoring decisions for Tiburon applications.
- c. Provide pertinent information, record layouts, documents, and connectivity necessary to establish interfaces with all local and remote systems.

Completion Criteria:

This task is complete when the Business Practice Review for CommandCAD has begun. Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon.

TASK 5 COMPLETE BUSINESS PRACTICE REVIEW – COMMANDCAD

Task Description:

Tiburon will summarize the information gathered during the BPR regarding Tiburon application tailoring requirements and site specific parameters in an Application Tailoring Document (ATD). The ATD will define how the Tiburon application(s) will be tailored for deployment at the Client site.

As a part of the BPR, Tiburon and the Client will review and define the parameters for all system interfaces. Those interface parameters will be described in the Interface Control Document (ICD).

Tiburon Responsibilities:

- a. Document and deliver the ATD(s).

Client Responsibilities:

- a. Provide pertinent information, data, record layouts, documents, and make tailoring decisions for Tiburon applications.
- b. Provide pertinent information, record layouts, documents, and connectivity necessary to establish interfaces with all local and remote systems.
- c. Review the ATD submitted by Tiburon and identify in writing any specific issues found within ten (10) business days.

Completion Criteria:

This task is complete when the Client has approved the ATD. Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon. A separate task completion letter may be presented for the BPR as each Tiburon application is completed. Completion of this task is required before Tiburon will proceed with any further project work.

TASK 6 FINALIZE HARDWARE REQUIREMENTS

Task Description:

Tiburon and the Client will validate the system hardware configuration list. The Client will utilize the list to procure the system hardware and third-party software components according to the contract. All such items shall be procured to support the project schedule. Tiburon's recommended hardware configuration can be found in Attachment A.2.

Tiburon Responsibilities:

- a. Deliver a final list of all hardware, third-party software, and third-party services required for this project that will be provided by Tiburon and/or the Client.

Client Responsibilities:

- a. Provide information on existing hardware/system software components and terminal networks, as well as projected utilization statistics and other information as may be reasonably required to validate final hardware requirements.
- b. Upon delivery of the final hardware list, ensure that all equipment can be physically installed in equipment room(s).
- c. Review and approve the final hardware configuration document within ten (10) business days.

Completion Criteria:

This task is complete when the Client has approved the final hardware configuration document. Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon. Procurement of the hardware/software is not required for task completion.

TASK 7 DATA FILE CONVERSION PLANNING

Task Description:

Analyze source data, generate field mapping documents, and deliver the data conversion plan for a data conversion to both the CommandCAD and LawRECORDS systems. For the CommandCAD conversion, only the data in the CARS system will be converted into the Data Warehouse. No other Stratus CAD data will be converted. LawRECORDS conversion will not include conversions of the Crime Watch, Fleet, Inventory, Special Intelligence, Warrants, Officer Activity, and Gang modules.

Tiburon Responsibilities:

- a. Meet with the Client to review and generate the data mapping worksheets.
- b. Receive and review source data.
- c. Generate a data conversion plan and provide recommendations based upon the source data information.

Client Responsibilities:

- a. Designate a knowledgeable person to work with the Tiburon Data Conversion Team to map the fields.
- b. Prior to the conversion process, purge unnecessary data to ensure that the database or data provided to Tiburon contains only the data that the Client intends Tiburon to convert.
- c. Provide Tiburon access to the data to be converted by delivering a copy of the data in ASCII format or providing ODBC access to the data.
- d. Tiburon requires Data Dictionary and ERD data definition (record layouts or definitions) documentation for the source data. Tiburon encourages clients to submit all accurate, available documentation to help our engineers understand the source system.
- e. Review and approve the data conversion plan within ten (10) business days.

Completion Criteria:

This task is complete when the data analysis has been completed, and Tiburon has delivered the data conversion plan. Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon.

TASK 8 PROJECT SCHEDULE

Task Description:

Finalize the project schedule and define the priorities and inter-dependencies among tasks. Upon the Client's approval, the project schedule will supersede the initial project schedule.

Following the approval of the project schedule, any changes to the cutover date must include an agreed upon change order.

Tiburon Responsibilities:

- a. Work with Client to finalize the project schedule.
- b. Confirm that all Tiburon tasks in the project schedule can be met.
- c. Deliver the project schedule document for the Client's review and approval.

Client Responsibilities:

- a. Work with Tiburon to develop the project schedule.
- b. Confirm that all Client tasks in the project schedule can be met.
- c. Review and approve the project schedule within ten (10) business days.

Completion Criteria:

This task is complete upon the Client's written approval of the project schedule. Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon.

TASK 9 GEO-DATA FOR COMMANDCAD

Task Description:

Tiburon will implement procedures to support the loading of Client-Supplier Geo-data in the LVS format and will perform the initial conversion and loading. Tiburon will also provide training and documentation on the conversion and loading process. The Client will be responsible for ongoing conversions and loading of updated information using the Tiburon documented procedures.

Tiburon Responsibilities:

- a. Obtain from the Client a standard ESRI ArcView shapefile containing the street centerline segments to be supported by the systems proposed. The minimum essential street data for each record include a StreetName field (or fields containing directional prefix, street name, street type, and directional suffix). The street centerline file must also contain, for each segment record in the street centerline file, appropriate ranges for low and high addresses, on both left and right sides, each in its own respective field (Example: From_Left, To_Left; From_Right, To_Right). All map layers must have the same geographic projection.

Note: Each required map layer, and some optional layers, must contain certain required data elements. Other data may be classified as recommended or optional. The usage and benefits of the various data elements is explained in more detail in the accompanying document titled MAVERICK LV-Map Content Requirements.

- b. Obtain from Client all polygon boundary ArcView shapefiles for each service to be dispatched plus a City Boundary Layer. Common response boundary layers are: Police and/or Fire and/or EMS, reporting districts (RDs, grids, or atoms). Each service must be contained in a separate map layer which should be drawn as accurately as possible. Each layer must contain the following information, each in its own respective field: ServiceID, Agency, Dispatch Group, Area/Name ID (RD), Response Modifier (if any), and (Community). The City Boundary Layer must contain the City Name and three-letter City Code. All map layers must have the same geographic projection.

Note: Each required map layer, and some optional layers, must contain certain required data elements. Other data may be classified as recommended or optional. The usage and benefits of the various data elements is explained in more detail in the accompanying document titled MAVERICK LV-Map Content Requirements.

- c. Use MaverickLVS to convert the collected map layers for system use.
- d. Provide the Client with documentation of the conversion/loading process.
- e. Provide the Client with information regarding the types of data exceptions that may be detected during data conversion and loading operations that require correction in the Client-provided source data.
- f. Provide training to the Client on the use of Maverick MapSetup which is used for the conversion, configuration and distribution of map layers. The Client is responsible for both initial geo-data development and ongoing data maintenance.

Client Responsibilities:

- a. Provide ESRI ArcView shapefile for each required layer as described in Paragraphs A and B of Tiburon Responsibilities section above. Layer content requirements are further detailed in the accompanying document titled MAVERICK LV-Map Content Requirements

***Note:** Each required map layer, and some optional layers, must contain certain required data elements. Other data may be classified as recommended or optional. The usage and benefits of the various data elements is explained in more detail in the accompanying document titled **MAVERICK LV-Map Content Requirements**.*

- b. Assume responsibility for both initial geo-data development and ongoing data maintenance.
- c. Provide a Map Administrator to act as the point of contact regarding conversion and loading issues.
- d. Provide the above-specified ESRI ArcView shapefiles for import into the system via network connection, by compatible tape drive or CD-ROM media.
- e. Review the provided documentation to ensure an understanding of the data requirements and usage.
- g. Provide all ESRI and associated systems software licenses and workstation equipment necessary for the entry and maintenance of the base geographic information.
- h. Provide trained staff to make data additions, deletions, or corrections as necessary in support of geo-data conversion and loading for on-line operations and for continuing geo-data maintenance.
- i. Be solely responsible for the content and accuracy of the source map layers and all related data.

Completion Criteria:

This task is complete when the data has been successfully loaded into the system. Data errors in the Client-provided source will not prevent task completion. Task completion will be confirmed by the Client's signature on the task completion letter prepared by Tiburon. Task completion is required before Tiburon will proceed with any Code Table/ System File Training.

TASK 10 GEOFILE - LAWRECORDS

Task Description:

Tiburon will implement procedures to support loading the Client-supplied geofile data in Tiburon format into Tiburon application software system files, and will support the Client in conducting an initial geofile conversion and loading process. Tiburon will also provide documentation and a workshop on the geofile conversion and loading processes. The Client will be responsible for ongoing conversions and loading using the Tiburon-documented procedures.

Tiburon Responsibilities:

- a. Obtain from the Client a standard ESRI ArcView shapefile containing the street centerline segments to be supported by the proposed applications. The minimum essential street data for each record must include a unique numeric record identifier, directional prefix, street name, street type, directional suffix, and city code. The street centerline file must also contain appropriate ranges for low and high addresses, on both left and right sides, for each segment record in the street centerline file. All of this data must reside in their own respective fields within the attribute table. The street centerline data must be resolved to latitude/longitude reference coordinates projected as GCS_North_American_1983, or GCS_North_American_1983_HARN.
- b. Obtain from the Client all polygon boundary ArcView shapefiles representing police and/or fire and/or EMS reporting districts (RDs, grids, or atoms). Within each polygon boundary shapefile, all polygons representing RDs, grids, or atoms must include a polygon identifier or tag. The polygon identifiers must be unique in each respective polygon boundary shapefile. The polygon boundary data must be resolved to latitude/longitude reference coordinates projected as GCS_North_American_1983, or GCS_North_American_1983_HARN.
- c. Use the Tiburon Geographic Data Optimization (GDO) tool to convert the data into the Tiburon format in preparation for loading into CommandCAD or LawRECORDS.
- d. Provide the Client with GDO documentation.
- e. Provide the Client with information regarding the types of data exceptions that may be detected during data conversion and loading operations that require correction in the Client-provided source data.
- f. Using the point-in-polygon (PIP) functionality of GDO, attach the appropriate reporting district (polygon tag) data to the respective street centerline segment records.
- g. Provide a training workshop to the Client on the use of GDO. The Client is responsible for both initial geofile development and ongoing geofile data maintenance.

Client Responsibilities:

- a. Provide a standard ESRI ArcView shapefile containing the street centerline segments to be supported by the Tiburon applications. The minimum street data for each record must include a unique numeric record identifier, directional prefix, street name, street type, directional suffix, and city code. The street centerline file must also contain appropriate ranges for low and high addresses, on both left and right street sides, for each segment record in the street centerline file. All of this data must reside in their own respective fields within the attribute table. The street centerline data must be resolved to latitude/longitude reference coordinates projected as GCS_North_American_1983, or GCS_North_American_1983_HARN.

Long Beach

EP-1500B: Stratus to TotalCommand Upgrade

Exhibit 1 - SOW

- b. Provide all polygon boundary ArcView shapefiles representing police and/or fire reporting districts. Within each polygon boundary shapefile, all polygons representing Reporting Districts must include a polygon identifier or tag. The polygon identifiers must be unique in each respective polygon boundary shapefile. The polygon boundary data must be resolved to latitude/longitude reference coordinates projected as GCS_North_American_1983, or GCS_North_American_1983_HARN.
- c. Assume responsibility for both initial geofile development and ongoing geofile data maintenance.
- d. Provide a geofile coordinator to act as the point of contact regarding geofile conversion and loading issues.
- e. Provide the above specified ESRI ArcView shapefiles for import into the GDO system via network connection, by compatible tape drive or CD-ROM media.
- f. Review the Tiburon-provided GDO documentation and other provided geofile development documents to ensure an understanding of the geofile data requirements and usage.
- g. Provide other polygon and polypoint shapefiles, and any other data files as necessary for the timely and accurate development of essential geofile data in support of the systems proposed.
- h. Provide all ESRI and associated systems software licenses and workstation equipment necessary for the entry and maintenance of the base geographic information.
- i. Provide trained staff to make data additions, deletions, or corrections as necessary in support of geofile conversion and loading for on line operations and for continuing geofile data maintenance.
- j. Be solely responsible for the content and accuracy of the geofile and all related data.

Completion Criteria:

This task is complete when the Tiburon application database has been successfully loaded. Loading initial geofile data is sufficient for task completion; data errors in the Client-provided source data will not prevent task completion. Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon. Task completion is required before Tiburon will proceed with any code table/system file training.

TASK 11 INITIAL SYSTEM INSTALLATION – LAWRECORDS/JAILRECORDS

Task Description:

Install system hardware and software required on servers to support software tailoring and demonstration of Tiburon applications.

Tiburon Responsibilities:

- a. Deliver the site plan that identifies system characteristics such as network information, system architecture information, and hardware information.
- b. Install primary database and Tiburon application software.

Client Responsibilities:

- a. Verify and accept all hardware that is shipped onsite by signing the shipping document and faxing it to Tiburon's Purchasing Department (925-621-2796). Notify the Tiburon Project Manager immediately if items are delivered damaged.
- b. The Client will procure, inventory, and install the Client-procured hardware configuration and operating systems. The equipment to be installed will be sufficient to support initial software installation, application program tailoring, initial interface development, and testing activities.
- c. Provide Tiburon with the server and third-party information necessary for the Tiburon support files.
- d. Provide a site adequate for the installation, operation, and maintenance of all computer and workstation equipment.
- e. Provide all communication lines, modems, hubs, routers, cabling, and other components necessary for system operation and maintenance that are not provided by Tiburon.
- f. Assume responsibility for modifications to furniture as required for workstation operation and maintenance.
- g. Assist with the installation and verify operation of interfaces to any Client-provided networks.
- h. Provide TCP/IP communications support for any existing networks, workstations, and printers that access Tiburon applications.
- i. Install and test all remote workstations and communications equipment.
- j. Review and comply with the Tiburon Software License Agreement (SLA).

Completion Criteria:

This task is complete when the initial system installation is completed. Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon.

TASK 12 INITIAL SYSTEM INSTALLATION – COMMANDCAD

Task Description:

Install system hardware and software required on servers to support software tailoring and demonstration of Tiburon applications.

Tiburon Responsibilities:

- a. Deliver the site plan that identifies system characteristics such as network information, system architecture information, and hardware information.
- b. Install primary database and Tiburon application software.

Client Responsibilities:

- a. Verify and accept all hardware that is shipped onsite by signing the shipping document and faxing it to Tiburon's Purchasing Department (925-621-2796). Notify the Tiburon Project Manager immediately if items are delivered damaged.
- b. The Client will procure, inventory, and install the Client-procured hardware configuration and operating systems. The equipment to be installed will be sufficient to support initial software installation, application program tailoring, initial interface development, and testing activities.
- c. Provide Tiburon with the server and third-party information necessary for the Tiburon support files.
- d. Provide a site adequate for the installation, operation, and maintenance of all computer and workstation equipment.
- e. Provide all communication lines, modems, hubs, routers, cabling, and other components necessary for system operation and maintenance that are not provided by Tiburon.
- f. Assume responsibility for modifications to furniture as required for workstation operation and maintenance.
- g. Assist with the installation and verify operation of interfaces to any Client-provided networks.
- h. Provide TCP/IP communications support for any existing networks, workstations, and printers that access Tiburon applications.
- i. Install and test all remote workstations and communications equipment.
- j. Review and comply with the Tiburon Software License Agreement (SLA).

Completion Criteria:

This task is complete when the initial system installation is completed. Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon.

TASK 13 APPLICATION SOFTWARE TAILORING – LAWRECORDS/JAILRECORDS

The Tiburon application software will be tailored in accordance with the ATD.

Tiburon Responsibilities:

- a. Tailor the Tiburon application software in accordance with the ATD.

Client Responsibilities:

- a. Respond to all questions that arise during system tailoring within ten (10) business days to avoid impacting the overall project schedule.

Completion Criteria:

This task is complete when the tailored Tiburon applications are installed. Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon. A separate task completion letter may be generated for each Tiburon application.

TASK 14 APPLICATION SOFTWARE TAILORING – COMMANDCAD

The Tiburon application software will be tailored in accordance with the ATD.

Tiburon Responsibilities:

- b. Tailor the Tiburon application software in accordance with the ATD.

Client Responsibilities:

- b. Respond to all questions that arise during system tailoring within ten (10) business days to avoid impacting the overall project schedule.

Completion Criteria:

This task is complete when the tailored Tiburon applications are installed. Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon. A separate task completion letter may be generated for each Tiburon application.

TASK 15 INITIAL DATA CONVERSION

Task Description:

This task involves the extract, conversion, loading, and testing of specified legacy application data into the new application database(s), based upon the approved data conversion plan.

Tiburon Responsibilities:

- a. Prepare the required conversion software to accept the files from the Client's legacy system and create the necessary Tiburon application data files.
- b. Perform the data conversion process to load the test files.

Client Responsibilities:

- a. Deliver the data to be converted to Tiburon (if different from the data provided in the data conversion planning task).
- b. Create test plans/scripts for testing of data conversion.
- c. Conduct testing on the initial conversion to review functionality and data results.
- d. Review resulting test files, document any problems, and collaborate with Tiburon on a plan for corrective action within ten (10) business days.

Completion Criteria:

This task is complete when Tiburon has converted the initial data. Data correction is not a requirement for completion of this task. Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon.

TASK 16 SYSTEM INTERFACES – LAWRECORDS/JAILRECORDS

Task Description:

Install and test the following interfaces as defined in Attachment A.1, Interface Deliverables List:

- JDIC Interface

Tiburon Responsibilities:

- a. Test interfaces to demonstrate conformance with the ATD and the ICD(s).

Client Responsibilities:

- a. Assume responsibility for any hardware, software licenses, modifications, or additions to any systems not supplied, installed, tested, or licensed by Tiburon.
- b. Act as the liaison between the agencies and third-party vendors required to support the interfaces.
- c. Provide Tiburon with the physical connections for each interface, to allow Tiburon to test the functionality of each interface in an appropriate environment.
- d. If the interfaces are currently in operation, it is the Client's responsibility to disconnect each of the interfaces from the operational environment to facilitate interface testing. Testing may be required more than once during the project to ensure operational readiness.

Completion Criteria:

This task is complete when all interfaces have been demonstrated to function in accordance with the ICD. Delays or unavailability of external systems and/or interfaces not made available to Tiburon shall not delay completion of this task. In those cases where demonstration is delayed through no fault of either the Client or Tiburon, the Client shall authorize the demonstration of the interface function at a later date. Such rescheduling of interface demonstrations shall not delay the scheduled go-live or any subsequent tasks. Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon. A separate task completion letter may be generated for each Tiburon Interface.

TASK 17 SYSTEM INTERFACES – COMMANDCAD

Task Description:

Install and test the following interfaces as defined in Attachment A.1, Interface Deliverables List:

- Motorola Gold Elite Push-to-Talk Interface
- Westnet Fire Station Alerting Interface w/ RIC
- DECCAN LiveMUM Interface
- State Message Switch (CLETS) Interface
- AlphaNumeric Paging – TAP only w/ Paging console Interface
- 911 Interface
- AVL Interface
- Rip-n-Run Interface
- Netclock/Time Synch Interface
- CAD-to-RMS Transfer Interface

Tiburon Responsibilities:

- a. Test interfaces to demonstrate conformance with the ATD and the ICD(s).

Client Responsibilities:

- a. Assume responsibility for any hardware, software licenses, modifications, or additions to any systems not supplied, installed, tested, or licensed by Tiburon.
- b. Act as the liaison between the agencies and third-party vendors required to support the interfaces.
- c. Provide Tiburon with the physical connections for each interface, to allow Tiburon to test the functionality of each interface in an appropriate environment.
- d. If the interfaces are currently in operation, it is the Client's responsibility to disconnect each of the interfaces from the operational environment to facilitate interface testing. Testing may be required more than once during the project to ensure operational readiness.

Completion Criteria:

This task is complete when all interfaces have been demonstrated to function in accordance with the ICD. Delays or unavailability of external systems and/or interfaces not made available to Tiburon shall not delay completion of this task. In those cases where demonstration is delayed through no fault of either the Client or Tiburon, the Client shall authorize the demonstration of the interface function at a later date. Such rescheduling of interface demonstrations shall not delay the scheduled go-live or any subsequent tasks. Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon. A separate task completion letter may be generated for each Tiburon Interface.

**TASK 18 CODE TABLE AND SYSTEM FILE TRAINING –
 LAWRECORDS/JAILRECORDS**

Task Description:

Tiburon will provide a sample set of test/training files and deliver production data tables. This training **will not be scheduled** until the geofile has been successfully completed by the Client and is loaded into the application. Tiburon will then train Client staff in the entry of agency-specific data. All training courses will be conducted Monday through Friday between the hours of 0800 and 1700.

Tiburon Responsibilities:

- a. Provide a sample set of test/training files and deliver production data tables.
- b. Training will be planned for session duration hours as listed below. If the Client releases the Tiburon trainer prior to the end of the scheduled session, the training shall be considered complete.
- c. Provide one (1) electronic copy of all training materials for this task no less than ten (10) days prior to training.
- d. Conduct training courses as outlined below:

Administration/Support Training Sessions	Session Duration (Hours)	Maximum Participants	Number of Sessions
LawRECORDS Administration	8	6	1
LawRECORDS Code Tables	24	6	1
FireRECORDS Code Tables and Administration	8	6	1
JailRECORDS Administration	8	6	1
JailRECORDS Code Tables	16	6	1

Client Responsibilities:

For each of the training courses described above, the Client will:

- a. Complete entry of agency-specific data (i.e., code tables and parameters).
- b. Assign personnel with basic Windows software skills to receive training. The number of course attendees shall not exceed the class sizes listed in the tables above.
- c. Provide a suitable classroom facility with computer workstation equipment for each participant in the training session and the instructor. The room must be able to be darkened and include a Client-provided projector as well as a whiteboard or equivalent.
- d. Provide one (1) set of training materials for each student; either hard copy or CD.

Completion Criteria:

This task is complete when Tiburon has conducted the training courses described above. Task completion will be confirmed by the Client’s signature on the task completion letter provided by Tiburon. A separate task completion letter may be generated for each Tiburon application.

TASK 19 CODE TABLE AND SYSTEM FILE TRAINING – COMMANDCAD

Task Description:

Tiburon will provide a sample set of test/training files and deliver production data tables. This training **will not be scheduled** until the geofile has been successfully completed by the Client and is loaded into the application. Tiburon will then train Client staff in the entry of agency-specific data. All training courses will be conducted Monday through Friday between the hours of 0800 and 1700.

Tiburon Responsibilities:

- a. Provide a sample set of test/training files and deliver production data tables.
- b. Training will be planned for session duration hours as listed below. If the Client releases the Tiburon trainer prior to the end of the scheduled session, the training shall be considered complete.
- c. Provide one (1) electronic copy of all training materials for this task no less than ten (10) days prior to training.
- d. Conduct training courses as outlined below:

Administration/Support Training Sessions	Session Duration (Hours)	Maximum Participants	Number of Sessions
CommandCAD System Administration	8	6	1
CommandCAD File and Table Maintenance	40	6	1
MobileCOM Administration	8	6	1
ReformatDESIGNER	16	6	1

Client Responsibilities:

For each of the training courses described above, the Client will:

- a. Complete entry of agency-specific data (i.e., code tables and parameters).
- b. Assign personnel with basic Windows software skills to receive training. The number of course attendees shall not exceed the class sizes listed in the tables above.
- c. Provide a suitable classroom facility with computer workstation equipment for each participant in the training session and the instructor. The room must be able to be darkened and include a Client-provided projector as well as a whiteboard or equivalent.
- d. Provide one (1) set of training materials for each student; either hard copy or CD.

Completion Criteria:

This task is complete when Tiburon has conducted the training courses described above. Task completion will be confirmed by the Client’s signature on the task completion letter provided by Tiburon. A separate task completion letter may be generated for each Tiburon application.

TASK 20 WORKSTATION INSTALLATION

Task Description:

Implement Tiburon's client software on a pilot set of three (3) client workstations and three (3) MobileCOM devices. Provide the Client with the software and training to complete installation of all remaining client workstations or mobiles.

Tiburon Responsibilities:

- a. Install and test client software on workstations or mobiles at the Client's location.
- b. With the Client's assistance, install Tiburon's client software on up to three (3) computer desktop workstations and three (3) MobileCOM devices.
- c. During installation, train Client participants on the installation procedures.
- d. Provide installation documentation

Client Responsibilities:

- a. Install and configure the Tiburon-provided client software on all remaining workstations.
- b. Prior to use, comply with the setting requirements for the software.
- c. Test each workstation to ensure operation by logging in, launching the application, and completing a query, entry, and modification.

Completion Criteria:

This task is complete when Tiburon certifies that the three (3) pilot workstations and three (3) MobileCOM devices have been installed with attendance of Client staff. The installation, testing, and demonstration of client software operating on more than three (3) is not required for task completion. Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon.

**TASK 21 APPLICATION SOFTWARE FUNCTIONAL DEMONSTRATION –
LAWRECORDS/JAILRECORDS**

Task Description:

Tiburon will demonstrate Tiburon application software functionality in accordance with the ATD(s).

Tiburon Responsibilities:

- a. Conduct a functional demonstration of the Tiburon application(s) at the Client facility.

Client Responsibilities:

- a. Provide workstations to support Tiburon's functional demonstration(s).
- b. Witness the functional demonstration(s).
- c. Ensure workstations running Tiburon application(s) are located at each workspace and have access to the following:
 - Client's system
 - Print services

Completion Criteria:

This task is complete when Tiburon application software functions have been demonstrated to operate in accordance with the ATD(s). Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon. A separate task completion letter may be generated for each Tiburon application.

**TASK 22 APPLICATION SOFTWARE FUNCTIONAL DEMONSTRATION –
COMMANDCAD**

Task Description:

Tiburon will demonstrate Tiburon application software functionality in accordance with the ATD(s).

Tiburon Responsibilities:

- a. Conduct a functional demonstration of the Tiburon application(s) at the Client facility.

Client Responsibilities:

- a. Provide workstations to support Tiburon's functional demonstration(s).
- b. Witness the functional demonstration(s).
- c. Ensure workstations running Tiburon application(s) are located at each workspace and have access to the following:
 - Client's system
 - Print services

Completion Criteria:

This task is complete when Tiburon application software functions have been demonstrated to operate in accordance with the ATD(s). Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon. A separate task completion letter may be generated for each Tiburon application.

TASK 23 TIBURON APPLICATION TRAINING – LAWRECORDS/JAILRECORDS

Task Description:

Training will be conducted at a Client facility. All training courses will be conducted Monday through Friday between the hours of 0800 and 1700.

Training on the Tiburon applications will not commence until the application software functional demonstration is complete.

Tiburon Application Training Sessions	Session Duration (Hours)	Maximum Participants	Number of Sessions
LawRECORDS Train The Trainer	40	10	1
JailRECORDS Trail the Trainer	40	10	1

Tiburon Responsibilities:

For each of the training courses described above, Tiburon will:

- a. Provide training in accordance with a mutually agreed to schedule.
- b. Training will be planned for session duration hours as listed above. If the Client releases the Tiburon trainer prior to the end of the scheduled session, the training shall be considered complete.
- c. Provide one (1) electronic copy of all training materials for this task no less than ten (10) days prior to training.

Client Responsibilities:

For each of the training courses described above, the Client will:

- a. Assign personnel with basic Windows software skills to receive training. Number of course attendees shall not exceed the class sizes listed in the above tables.
- b. Provide a suitable classroom facility with computer workstation equipment for each participant in the training session and for the instructor. The room must be able to be darkened and include a Client-provided projector as well as a whiteboard or equivalent.
- c. Provide one (1) set of training materials for each student.
- d. Provide end-user training for all remaining Client personnel in accordance with the project schedule.

Completion Criteria:

This task is complete when Tiburon has provided all of the scheduled training. Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon. A separate task completion letter may be generated for each Tiburon application.

TASK 24 TIBURON APPLICATION TRAINING – COMMANDCAD

Task Description:

Training will be conducted at a Client facility. All training courses will be conducted Monday through Friday between the hours of 0800 and 1700.

Training on the Tiburon applications will not commence until the application software functional demonstration is complete.

Tiburon Application Training Sessions	Session Duration (Hours)	Maximum Participants	Number of Sessions
CommandCAD End User Training	24	10	9
MobileCOM Train The Trainer	8	10	1
CommandCAD Supervisor Training	4	10	1

Tiburon Responsibilities:

For each of the training courses described above, Tiburon will:

- a. Provide training in accordance with a mutually agreed to schedule.
- b. Training will be planned for session duration hours as listed above. If the Client releases the Tiburon trainer prior to the end of the scheduled session, the training shall be considered complete.
- c. Provide one (1) electronic copy of all training materials for this task no less than ten (10) days prior to training.

Client Responsibilities:

For each of the training courses described above, the Client will:

- a. Assign personnel with basic Windows software skills to receive training. Number of course attendees shall not exceed the class sizes listed in the above tables.
- b. Provide a suitable classroom facility with computer workstation equipment for each participant in the training session and for the instructor. The room must be able to be darkened and include a Client-provided projector as well as a whiteboard or equivalent.
- c. Provide one (1) set of training materials for each student.
- d. Provide end-user training for all remaining Client personnel in accordance with the project schedule.

Completion Criteria:

This task is complete when Tiburon has provided all of the scheduled training. Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon. A separate task completion letter may be generated for each Tiburon application.

**TASK 25 SYSTEM INTEGRATION DEMONSTRATION –
LAWRECORDS/JAILRECORDS**

Task Description:

Demonstrate system interoperability.

Tiburon Responsibilities:

- a. Demonstrate system interoperability.
- b. Resolve any discrepancies discovered during the demonstration.

Client Responsibilities:

- a. Conduct testing and verify system interoperability.
- b. Document any discrepancy in system interoperability discovered during the demonstration.

Completion Criteria:

This task is complete when Tiburon has conducted the interoperability demonstration. Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon.

TASK 26 SYSTEM INTEGRATION DEMONSTRATION – COMMANDCAD

Task Description:

Demonstrate system interoperability.

Tiburon Responsibilities:

- a. Demonstrate system interoperability.
- b. Resolve any discrepancies discovered during the demonstration.

Client Responsibilities:

- a. Conduct testing and verify system interoperability.
- b. Document any discrepancy in system interoperability discovered during the demonstration.

Completion Criteria:

This task is complete when Tiburon has conducted the interoperability demonstration. Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon.

TASK 27 FINAL DATA CONVERSION

Task Description:

Final conversion of the Client's data files will be accomplished in accordance with the data conversion plan.

Tiburon Responsibilities:

- a. Receive the Client's final data files and execute the conversion programs in accordance with the approved data conversion plan.
- b. Immediately following final data conversion, Tiburon will notify the Client that the Tiburon application(s) is ready for cutover.

Client Responsibilities:

- a. Correct any problems identified during the initial data conversion task.
- b. Provide Tiburon with the complete set of final data files to be converted.
- c. Review resulting files, document any problems, and collaborate with Tiburon on a plan for corrective action.

Completion Criteria:

This task is complete after Tiburon has delivered the final converted data. In case of errors, this task will be complete upon the Client's approval of a corrective action plan. Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon. A separate task completion letter may be generated for each Tiburon application for which data is converted.

TASK 28 CUTOVER

Task Description:

Tiburon will assist the Client in placing the Tiburon application(s) in operational status and support the Client with onsite staff for up to three (3) consecutive days during normal Tiburon business hours.

The Client may wish to delay the cutover of specific subsystems or modules, but such delays will not prevent Tiburon from proceeding with subsequent tasks. Tiburon will support the cutover of those subsystems via remote access.

The additional maintenance costs identified in the Proposal will take effect when Tiburon's staff has left the Client site following cutover. Post cutover support will occur as detailed in the agreed upon Master Support Agreement (MSA).

Tiburon Responsibilities:

- a. Work with the Client to create a cutover plan, at least six (6) weeks prior to scheduled cutover date.
- b. Notify the Client when the Tiburon application(s) is ready for live production status.
- c. Monitor the operation of the Tiburon application(s) for up to the above contracted consecutive days. If the Client elects to delay cutover of specific subsystems or modules, Tiburon will support the cutover of those subsystems or modules via remote access.
- d. Assist Client staff in utilizing and supporting the system(s).

Client Responsibilities:

- a. Work with Tiburon to create a cutover plan.
- b. Begin operational use of the system(s).

Completion Criteria:

This task is complete when the Tiburon application(s) is placed in live production operation. Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon. A separate task completion letter may be generated for each Tiburon application.

TASK 29 POST PRODUCTION TRAINING

Task Description:

The final training must occur on a live production system. This task follows cutover.

FINAL TRAINING MODULES	Session Duration (Hours)	Maximum Participants	Number of Sessions
CAD Activity Reporting System (CARS) Data Warehouse	16	8	1

Tiburon Responsibilities:

For each of the training courses described above, Tiburon will:

- a. Provide training in accordance with a mutually agreed to schedule.
- b. Training will be planned for session duration hours as listed above. If the Client releases the Tiburon trainer prior to the end of the scheduled session, the training shall be considered complete.
- c. Provide one (1) electronic copy of all training materials for this task no less than ten (10) days prior to training.

Client Responsibilities:

For each of the training courses described above, the Client will:

- a. Assign personnel with basic Windows software skills to receive training. Number of course attendees shall not exceed the class sizes listed in the above table.
- b. Provide a suitable classroom facility with computer workstation equipment for each participant in the training session and for the instructor. The room must be able to be darkened and include a projector as well as a whiteboard or equivalent.
- c. Provide one (1) set of training materials for each student.

Completion Criteria:

This task is complete when the training courses listed above have been completed. Client acceptance of the Tiburon applications does not depend on the completion of this task. Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon. A separate task completion letter may be generated for each application.

ATTACHMENT A.1: INTERFACE DELIVERABLE LIST

LawRECORDS/JailRECORDS:

- JDIC Interface

CommandCAD:

- Motorola Gold Elite Push-to-Talk Interface
- Westnet Fire Station Alerting Interface w/ RIC
- DECCAN LiveMUM Interface
- State Message Switch (CLETS) Interface
- AlphaNumeric Paging – TAP only w/ Paging console Interface
- 911 Interface
- AVL Interface
- Rip-n-Run Interface
- Netclock/Time Synch Interface
- CAD-to-RMS Transfer Interface
- CAD-to-Data Warehouse Transfer Interface
- CAD-to-FRMS Transfer Interface

ATTACHMENT A.2: HARDWARE RECOMMENDATION

MINIMUM Specifications - Tiburon solution hardware used in VMware configuration as ESX servers or Standalone Database servers.

- Two (2) Intel® Xeon® E5620 Quad Core, 2.4Ghz, 12MB Cache, Turbo, HyperThreaded, 1066MHz Max Memory Speed
- 48GB DDR RAM 1333Mhz (16GB for standalone DB server)
- Eight (8) - 10/100/1000 Ethernet NIC ports
- Two (2) 146Gb Internal Disk Drives, RAID 1
- Dual Channel 4Gb Fiber Channel HBA (Optional if FC is used)
- DVD ROM
- USB 2.0
- Dual Power Supply

MINIMUM Specifications - Tiburon solution hardware used for backup servers, communications servers, non-VMware physical application servers

- Intel® Xeon® E5620 Quad Core, 2.4Ghz, 12MB Cache, Turbo, HyperThreaded, 1066MHz Max Memory Speed
- 4GB DDR RAM 1333Mhz
- Two (2) - 10/100/1000 Ethernet NIC ports
- Two (2) 146Gb Internal Disk Drives, RAID 1
- Dual Channel 4Gb Fiber Channel HBA (Optional if FC is used for backup and tape autoloader)
- DVD ROM
- USB 2.0
- Dual Power Supply

MINIMUM Specifications – Tiburon solution hardware used in Workstations for CAD Dispatcher/Call Taker

- Dual Core Intel® Xeon® W3503 2.40GHz, 4M
- 4GB, 1333MHz, DDR3 SDRAM
- 512MB NVIDIA® Quadro® NVS 420, Quad Monitor, 4DVI
- 250GB SATA 3.0Gb/s with NCQ and 8MB DataBurst Cache™
- Integrated SATA controller RAID 1
- DVD –ROM
- USB 2.0
- Three (3) 22” Monitors

MINIMUM Specifications – Tiburon solution hardware used in Workstations for RMS/Fire/JMS

- Dual Core Intel® Xeon® W3503 2.40GHz, 4M
- 4GB, 1333MHz, DDR3 SDRAM
- 512MB Video Adapter

- 250GB SATA 3.0Gb/s with NCQ and 8MB DataBurst Cache™
- Integrated SATA controller RAID 1
- DVD –ROM
- USB 2.0
- One (1) 22” Monitor

MINIMUM Specifications – Tiburon solution hardware used in Mobile Workstations for CAD

- 1.4 GHz Pentium M Processor or faster (Intel Core Duo preferred)
- 1 GB memory or more (2GB preferred with mobile mapping)
- Microsoft Windows XP Professional SP3, Windows Vista Business, Windows 7
- 100GB Hard Disk
- Color Display supporting a resolution of 1024 by 768 pixels (XGA) or higher
- Keyboard
- Pointing Device (Touch Screen recommended)
- Sound Card and speakers (optional, but recommended)
- 802.11 b/g recommended (optional)
- Serial Port(s) (As required to connect with RF modem, GPS Receiver, etc)
- PCMCIA Slot(s) (If required for RF modem, GPS Receiver, etc.)
- USB Ports (As required to connect with peripheral devices, such as Magnetic Stripe readers, etc.)
- Recommend MIL-STD 810F compliance for ruggedness (optional)
- Bluetooth (optional - If required for connection with peripheral devices, printers, etc.).

Third Party Software used in the Tiburon solution

- VMware VSphere 4.1 Enterprise (If virtualization is used)
- VMware VCenter (with Site Recovery Manager if DR site is required with virtualization)
- Microsoft Windows 2008 Server R2
- Microsoft SQL Server 2008 R2 Standard
- NetBackup for Servers
- NetBackup for Windows Client
- NetBackup for VMware Protection (if virtualization is used)
- NetBackup for Servers SAN Client (if SAN is used)
- WinZip Standard
- PCAnywhere 12.5
- Business Objects Crystal Reports

MINIMUM Specifications – Tiburon solution Storage Area Network (SAN)

- Dual Fiber Channel Controllers
- 13 TB usable Disk storage space
- RAID 5, 10 capable
- Hot swap capability for power supply and HDD spindles
- 10K - 15K Disk spindle speeds or other enhanced access capability
- Dual Power Supply

Exhibit 2

Initial Project Schedule

The Initial Project Schedule Shall Follow This Cover Page.

Long Beach Project Plan

ID	Task Name	Duration	Onsite?	Start	
1	Long Beach Upgrade Tentative Schedule	336 days?		Sat 9/1/12	Tu
2	Task 1: Project Initiation Meeting	22 days	Yes	Sat 9/1/12	S
3	Project Kickoff	1 day		Tue 9/4/12	
4	Signoff Sent	1 day		Sat 9/1/12	
5	Signoff Received	10 days		Tue 9/18/12	S
6	Task 2: Initiate BPR- LawRECORDS/JailRECORDS	10 days	Yes	Mon 11/5/12	Fi
7	Client to provide meeting room - RMS BPR	1 day		Mon 11/5/12	M
8	RMS BPR	3 days		Tue 11/6/12	T
9	Initiate RMS BPR Signoff Sent	1 day		Fri 11/9/12	
10	Initiate RMS BPR Signoff Received	5 days		Mon 11/12/12	F
11	Task 3: Completion of BPR - LawRECORDS/JailRECORDS	27 days		Fri 11/9/12	Mo
12	Document RMS BPR and create tailoring Documents	1 day		Fri 11/9/12	
13	Client to Review and approve RMS BPR docs - ATD	10 days		Mon 11/12/12	F
14	RMS BPR Signoff Sent	1 day		Mon 11/26/12	Mo
15	RMS BPR Signoff Received	10 days		Tue 11/27/12	Mo
16	Client to provide meeting room - CMS BPR	1 day		Mon 11/12/12	Mo
17	CMS BPR	2 days		Wed 11/14/12	Th
18	Document CMS BPR and create tailoring Documents	1 day		Fri 11/16/12	F
19	Client to Review and approve CMS BPR docs - ATD	10 days		Mon 11/19/12	F
20	CMS BPR Signoff Sent	1 day		Mon 12/3/12	M
21	CMS BPR Signoff Received	10 days		Tue 12/4/12	Mo
22	Task 4: Initiate BPR- CommandCAD	25 days?	Yes	Wed 10/31/12	T
23	Client to provide meeting room - CAD BPR	1 day		Wed 10/31/12	V
24	CAD BPR	22 days		Thu 11/1/12	
25	Initiate CAD BPR Signoff Sent	1 day?		Mon 12/3/12	M
26	Initiate CAD BPR Signoff Received	1 day?		Tue 12/4/12	T
27	Task 5: Complete BPR - CommandCAD	22 days		Mon 12/3/12	
28	Document CAD BPR and create tailoring Documents	1 day		Mon 12/3/12	
29	Client to Review and approve CAD BPR docs - ATD	10 days		Tue 12/4/12	M
30	CAD BPR Signoff Sent	1 day		Tue 12/18/12	
31	CAD BPR Signoff Received	10 days		Wed 12/19/12	
32	ICD Documents	15 days	No	Mon 12/3/12	
33	RMS Interfaces	14 days		Mon 12/3/12	
34	CAD Interfaces	14 days		Mon 12/3/12	
35	Schedule conference call with CAD Interface team and CCC to review interfaces	1 day		Fri 12/21/12	
36	Schedule conference call with RMS Engineering and client	1 day		Fri 12/21/12	
37	Conference call for CAD Interfaces	1 day		Mon 12/3/12	
38	Conference call for RMS Interfaces	1 day		Mon 12/3/12	
39	Provide ICD document for - CAD	1 day		Tue 12/4/12	

Long Beach Project Plan

ID	Task Name	Duration	Onsite?	Start	
40	Provide ICD document for - RMS	1 day		Tue 12/4/12	
41	Task 6: Finalize Hardware	67 days	No	Sat 9/1/12	Fi
42	SSG to review existing system	15 days		Sat 9/1/12	T
43	SSG to document hardware requirements	15 days		Sat 9/1/12	T
44	SSG to provide hardware requirement documents	15 days		Sat 9/1/12	T
45	Hardware requirement documents to the client	1 day		Fri 9/21/12	
46	Finalize Hardware Signoff Sent	1 day		Fri 9/21/12	
47	Finalize Hardware Signoff Received	10 days		Mon 9/24/12	T
48	Client reviews and approved hardware requirement documents	10 days		Mon 9/24/12	T
49	Client orders hardware	40 days		Fri 10/5/12	Th
50	Hardware arrives on site	1 day		Fri 11/30/12	F
51	Task 7: Data File Conversion Planning	45 days	No	Tue 1/1/13	M
52	Data conversion planning conference call	23 days		Tue 1/1/13	T
53	Review data sources	23 days		Tue 1/1/13	T
54	Develop and Document Plan	23 days		Tue 1/1/13	T
55	Provide CARS/DW document to Client	1 day		Fri 2/1/13	
56	Client to review CARS/DW plan	10 days		Mon 2/4/13	
57	DC Conversion Planning - CARS/DW - Signoff Sent	1 day		Mon 2/18/13	M
58	DC Conversion Planning - CARS/DW - Signoff Received	10 days		Tue 2/19/13	I
59	Provide RMS document to Client	1 day		Fri 2/1/13	
60	Client to review RMS plan	10 days		Mon 2/4/13	
61	DC Conversion Planning - RMS - Signoff Sent	1 day		Mon 2/18/13	M
62	DC Conversion Planning - RMS - Signoff Received	10 days		Tue 2/19/13	I
63	Task 8: Project Schedule	89 days		Sat 9/1/12	
64	Put together general schedule	62 days		Sat 9/1/12	F
65	Schedule Miscellaneous	62 days		Sat 9/1/12	F
66	Finalize schedule and confirm internally	5 days		Mon 11/26/12	F
67	Provide schedule to Client	10 days		Mon 12/3/12	F
68	Review with Client	1 day	Yes	Mon 12/17/12	Mo
69	Project Schedule Signoff Sent	1 day		Tue 12/18/12	Tu
70	Project Schedule Signoff Received	10 days		Wed 12/19/12	
71	Task 11: Initial System Setup - LawRECORDS/JailRECORDS	75 days		Mon 12/3/12	I
72	SSG to do initial system setup	5 days	Yes	Mon 12/3/12	
73	DBA to setup system databases	5 days		Wed 1/2/13	
74	RMS Team to deploy RMS Applications	43 days		Tue 1/1/13	T
75	Initial System Setup Signoff Sent - LawRECORDS/JailRECORDS	1 day		Fri 3/1/13	
76	Initial System Setup Signoff Received - LawRECORDS/JailRECORDS	10 days		Mon 3/4/13	
77	Task 12: Initial System Setup - CommandCAD	55 days		Mon 12/3/12	I
78	SSG to do initial system setup	5 days	Yes	Mon 12/3/12	
79	Initial Load of Map	21 days		Thu 1/3/13	T

Long Beach Project Plan

ID	Task Name	Duration	Onsite?	Start	
80	CAD Team prep/deploy CAD Applications	21 days		Thu 1/3/13	T
81	Initial System Setup Signoff Sent - CommandCAD	1 day		Fri 2/1/13	
82	Initial System Setup Signoff Received - CommandCAD	10 days		Mon 2/4/13	
83	Task 13: Application Software Tailoring - LawRECORDS/JailRECORDS	45 days	No	Fri 3/1/13	
84	Create RMS/CMS Build - Tailored	43 days		Fri 3/1/13	T
85	Install RMS/CMS Build - Tailored	43 days		Fri 3/1/13	T
86	Application SW Tailoring - RMS/CMS Signoff Sent	1 day		Wed 5/1/13	V
87	Application SW Tailoring - RMS/CMS Signoff Received	1 day		Thu 5/2/13	
88	Task 14: Application Software Tailoring - CommandCAD	17 days	No	Mon 1/7/13	T
89	Create CAD Build -Tailored	5 days		Mon 1/7/13	
90	Install CAD Build - Tailored	1 day		Mon 1/14/13	M
91	Application SW Tailoring - CAD Signoff Sent	1 day		Tue 1/15/13	T
92	Application SW Tailoring - CAD Signoff Received	10 days		Wed 1/16/13	T
93	Task 9: GEO-Data for CommandCAD	96 days		Wed 1/2/13	W
94	Conference call with GIS to review tasks/questions	22 days		Wed 1/2/13	T
95	Use File from Client	22 days		Wed 1/2/13	T
96	GIS Review Exception Report #1	5 days		Fri 2/1/13	
97	GIS Review Exception Report #1 - Conf call with Client	1 day		Fri 2/8/13	
98	GIS Review Exception Report #2	3 days		Thu 2/28/13	I
99	GIS Review Exception Report #2 - Conf call with Client	1 day		Tue 3/5/13	
100	Load Mapping data into system - second load	22 days		Mon 4/1/13	T
101	Client to provide training room	1 day		Mon 4/1/13	I
102	Provide documentation to Client 10 days prior to training session	1 day		Mon 4/1/13	I
103	Train Client on LVS	22 days	Yes	Mon 4/1/13	T
104	CommandCAD GEOfile - LVS Signoff Sent	1 day		Wed 5/1/13	V
105	CommandCAD GEOfile - LVS Signoff Received	10 days		Thu 5/2/13	W
106	Task 10: GEOFile - LawRECORDS	96 days		Wed 1/2/13	W
107	Conference call with GIS to review tasks/questions	22 days		Wed 1/2/13	T
108	Use File from Client	22 days		Wed 1/2/13	T
109	Client to provide training room	1 day		Mon 4/1/13	I
110	Provide documentation to Client 10 days prior to training session	1 day		Mon 4/1/13	I
111	Train Client on GDO	22 days	Yes	Mon 4/1/13	T
112	LawRECORDS GEOfile - GDO Signoff Sent	1 day		Wed 5/1/13	V
113	LawRECORDS GEOfile - GDO Signoff Received	10 days		Thu 5/2/13	W
114	Task 20: Workstation Installation	47 days		Fri 4/12/13	M
115	Client to provide training room - CAD WS	1 day		Tue 4/30/13	T
116	Provide documentation to Client 10 days prior to training session	1 day		Fri 4/12/13	
117	Train Client on CAD workstation installation - included as part of CAD Sys Admin	23 days	Yes	Wed 5/1/13	
118	CAD workstation installation training Signoff Sent	1 day		Mon 6/3/13	I
119	CAD workstation installation training Signoff Received	10 days		Tue 6/4/13	M

Long Beach Project Plan

ID	Task Name	Duration	Onsite?	Start	
120	Client to provide training room - MobileCOM WS	1 day		Tue 4/30/13	T
121	Provide documentation to Client 10 days prior to training session	1 day		Fri 4/12/13	
122	Train Client on MobileCOM workstation installation - included as part of MobileCOM Sys Admin	23 days	Yes	Wed 5/1/13	
123	MobileCOM workstation installation training Signoff Sent	1 day		Mon 6/3/13	I
124	MobileCOM workstation installation training Signoff Received	10 days		Tue 6/4/13	M
125	Client to provide training room - RMS WS	1 day		Tue 4/30/13	T
126	Provide documentation to Client 10 days prior to training session	1 day		Fri 4/12/13	
127	Train Client on RMS workstation installation - included as part of RMS Sys Admin	23 days	Yes	Wed 5/1/13	
128	RMS workstation installation training Signoff Sent	1 day		Mon 6/3/13	I
129	RMS workstation installation training Signoff Received	10 days		Tue 6/4/13	M
130	Client to provide training room - CMS WS	1 day		Tue 4/30/13	T
131	Provide documentation to Client 10 days prior to training session	1 day		Fri 4/12/13	
132	Train Client on CMS workstation installation - included as part of CMS Sys Admin	23 days	Yes	Wed 5/1/13	
133	CMS workstation installation training Signoff Sent	1 day		Mon 6/3/13	I
134	CMS workstation installation training Signoff Received	10 days		Tue 6/4/13	M
135	Task 18: Code Table and System File Training - LawRECORDS/JailRECORDS	42 days		Wed 5/1/13	T
136	LawRECORDS System Administration	26 days	Yes	Wed 5/1/13	V
137	Client to provide training room - RMS Sys Admin	1 day		Mon 5/20/13	M
138	Provide documentation to Client 10 days prior to training session	1 day		Wed 5/1/13	V
139	Train Client on RMS System Administration	1 day	Yes	Tue 5/21/13	T
140	RMS System Administration Training Signoff Sent	1 day		Wed 5/22/13	W
141	RMS System Administration Training Signoff Received	10 days		Thu 5/23/13	V
142	LawRECORDS Code Table	29 days	Yes	Wed 5/15/13	
143	Client set up training room - RMS Code Table	1 day		Mon 6/3/13	I
144	Provide documentation to Client 10 days prior to training session	1 day		Wed 5/15/13	W
145	Train Client on LawRECORDS Code Tables	4 days		Tue 6/4/13	
146	LawRECORDS System Code Table Training Signoff Sent	1 day		Mon 6/10/13	M
147	LawRECORDS System Code Table Training Signoff Received	10 days		Tue 6/11/13	M
148	JailRECORDS System Administration	26 days	Yes	Wed 5/1/13	V
149	Client to provide training room - CMS Sys Admin	1 day		Mon 5/20/13	M
150	Provide documentation to Client 10 days prior to training session	1 day		Wed 5/1/13	V
151	Train Client on CMS System Administration	1 day	Yes	Tue 5/21/13	T
152	CMS System Administration Training Signoff Sent	1 day		Wed 5/22/13	W
153	CMS System Administration Training Signoff Received	10 days		Thu 5/23/13	V
154	JailRECORDS Code Table	27 days	Yes	Wed 5/22/13	T
155	Client set up training room - CMS Code Table	1 day		Mon 6/10/13	M
156	Provide documentation to Client 10 days prior to training session	1 day		Wed 5/22/13	W
157	Train client on CMS Code Tables	3 days		Mon 6/10/13	
158	JailRECORDS System Code Table Training Signoff Sent	1 day		Thu 6/13/13	T

Long Beach Project Plan

ID	Task Name	Duration	Onsite?	Start	
159	JailRECORDS System Code Table Training Signoff Received	10 days		Fri 6/14/13	T
160	Task 19: Code Table and System File Training - CommandCAD	75 days		Tue 3/5/13	M
161	Client set up training room - CAD System Administration	1 day		Tue 4/30/13	T
162	Provide documentation to Client 10 days prior to training session - CAD System Administration	1 day		Thu 4/11/13	T
163	CommandCAD CAD System Administration	23 days	Yes	Wed 5/1/13	
164	CommandCAD CAD System Administration - Signoff Sent	1 day		Mon 6/3/13	I
165	CommandCAD CAD System Administration - Signoff Received	10 days		Tue 6/4/13	M
166	Client set up training room - CAD File Maint	1 day		Fri 3/15/13	
167	Provide documentation to Client 10 days prior to training session CommandCAD System Setup/File Maintenance	1 day		Tue 3/5/13	
168	CommandCAD System Setup/File Maintenance	5 days	Yes	Mon 3/18/13	
169	CommandCAD System Setup/File Maintenance - Signoff Sent	1 day		Mon 3/25/13	M
170	CommandCAD System Setup/File Maintenance - Signoff Received	10 days		Tue 3/26/13	I
171	Client set up training room - MobileCOM System Administration	1 day		Fri 3/15/13	
172	Provide documentation to Client 10 days prior to training session - MobileCOM System Administration	1 day		Tue 3/5/13	
173	MobileCOM System Administration	5 days	Yes	Mon 3/18/13	
174	MobileCOM System Administration - Signoff Sent	1 day		Mon 3/25/13	M
175	MobileCOM System Administration - Signoff Received	10 days		Tue 3/26/13	I
176	Client set up training room - ReformatDESIGNER	1 day		Fri 3/15/13	
177	Provide documentation to Client 10 days prior to training session - ReformatDESIGNER	1 day		Tue 3/5/13	
178	ReformatDESIGNER	5 days	Yes	Mon 3/18/13	
179	ReformatDESIGNER Training - Signoff Sent	1 day		Mon 3/25/13	M
180	ReformatDESIGNER Training - Signoff Received	10 days		Tue 3/26/13	I
181	Task 15: Initial Data Conversion	56 days	No	Mon 4/1/13	M
182	DC to do initial DC	22 days		Mon 4/1/13	T
183	Client to confirm initial CAD DW DC	10 days		Mon 5/13/13	
184	Client to confirm initial RMS DC with RMS Trainer	10 days		Mon 5/13/13	
185	DC plan to resolve errors from initial DC	5 days		Mon 5/27/13	
186	Initial Data Conversion - RMS Signoff Sent	1 day		Mon 6/3/13	I
187	Initial Data Conversion - RMS Signoff Received	10 days		Tue 6/4/13	M
188	Initial Data Conversion - CARS/DW Signoff Sent	1 day		Mon 6/3/13	I
189	Initial Data Conversion - CARS/DW Signoff Received	10 days		Tue 6/4/13	M
190	Task 16: System Interfaces - LawRECORDS/JailRECORDS	165 days		Tue 1/1/13	S
191	Interface - JDIC	109 days		Tue 1/1/13	
192	Test Interface - JDIC	5 days		Mon 6/3/13	
193	JDIC Interface Demonstration	5 days		Mon 7/29/13	
194	JDIC Interface Demonstration Signoff Sent	1 day		Mon 8/5/13	I
195	JDIC Interface Demonstration Signoff Received	10 days		Tue 8/6/13	S

Long Beach Project Plan

ID	Task Name	Duration	Onsite?	Start	
196	Task 17: System Interfaces - CommandCAD	101 days		Mon 4/1/13	S
197	CAD Interfaces	55 days		Mon 4/1/13	I
198	CAD Interfaces - Motorola Gold Elite Push-to-Talk	45 days		Mon 4/1/13	
199	Test CAD Interfaces - Motorola Gold Elite Push-to-Talk	10 days		Mon 6/3/13	
200	CAD Interfaces - Westnet Fire Station Alerting w/RIC	45 days		Mon 4/1/13	
201	Test CAD Interfaces - Westnet Fire Station Alerting w/RIC	10 days		Mon 6/3/13	
202	CAD Interfaces - DECCAN LiveMUM	45 days		Mon 4/1/13	
203	Test CAD Interfaces - DECCAN LiveMUM	10 days		Mon 6/3/13	
204	CAD Interfaces - State Message Switch (CLETS)	45 days		Mon 4/1/13	
205	Test CAD Interfaces - State Message Switch (CLETS)	10 days		Mon 6/3/13	
206	CAD Interfaces - AlphaNumeric Paging - TAP only w/Paging console Interface	45 days		Mon 4/1/13	
207	Test CAD Interfaces - AlphaNumeric Paging - TAP only w/Paging console Interface	10 days		Mon 6/3/13	
208	CAD Interfaces - 911 Interface	45 days		Mon 4/1/13	
209	Test CAD Interfaces - 911 Interface	10 days		Mon 6/3/13	
210	CAD Interfaces - AVL Interface	45 days		Mon 4/1/13	
211	Test CAD Interfaces - AVL Interface	10 days		Mon 6/3/13	
212	CAD Interfaces - Rip-n-Run	45 days		Mon 4/1/13	
213	Test CAD Interfaces - Rip-n-Run	10 days		Mon 6/3/13	
214	CAD Interfaces - Netclock/Time Synch	45 days		Mon 4/1/13	
215	Test CAD Interfaces - Netclock/Time Synch	10 days		Mon 6/3/13	
216	CAD Interfaces - CAD-to-RMS Transfer Interface	45 days		Mon 4/1/13	
217	Test CAD Interfaces - CAD-to-RMS Transfer Interface	10 days		Mon 6/3/13	
218	Demonstration of CAD Interfaces	16 days	Yes	Mon 7/29/13	S
219	Motorola Gold Elite Push-to-Talk	5 days		Mon 7/29/13	
220	Motorola Gold Elite Push-to-Talk Signoff Sent	1 day		Mon 8/5/13	I
221	Motorola Gold Elite Push-to-Talk Signoff Received	10 days		Tue 8/6/13	S
222	Westnet Fire Station Alerting w/RIC	5 days		Mon 7/29/13	
223	Westnet Fire Station Alerting w/RIC Signoff Sent	1 day		Mon 8/5/13	I
224	Westnet Fire Station Alerting w/RIC Signoff Received	10 days		Tue 8/6/13	S
225	DECCAN LiveMUM	5 days		Mon 7/29/13	
226	DECCAN LiveMUM Signoff Sent	1 day		Mon 8/5/13	I
227	DECCAN LiveMUM Signoff Received	10 days		Tue 8/6/13	S
228	State Message Switch (CLETS)	5 days		Mon 7/29/13	
229	State Message Switch (CLETS) Signoff Sent	1 day		Mon 8/5/13	I
230	State Message Switch (CLETS) Signoff Received	10 days		Tue 8/6/13	S
231	AlphaNumeric Paging - TAP only w/Paging console Interface	5 days		Mon 7/29/13	
232	AlphaNumeric Paging - TAP only w/Paging console Interface Signoff Sent	1 day		Mon 8/5/13	I
233	AlphaNumeric Paging - TAP only w/Paging console Interface Signoff Received	10 days		Tue 8/6/13	S
234	911 Interface	5 days		Mon 7/29/13	

Long Beach Project Plan

ID	Task Name	Duration	Onsite?	Start	
235	911 Interface Signoff Sent	1 day		Mon 8/5/13	I
236	911 Interface Signoff Received	10 days		Tue 8/6/13	S
237	AVL Interface	5 days		Mon 7/29/13	
238	AVL Interface Signoff Sent	1 day		Mon 8/5/13	I
239	AVL Interface Signoff Received	10 days		Tue 8/6/13	S
240	Rip-n-Run Interface	5 days		Mon 7/29/13	
241	Rip-n-Run Interface Signoff Sent	1 day		Mon 8/5/13	I
242	Rip-n-Run Interface Signoff Received	10 days		Tue 8/6/13	S
243	Netclock/Time Synch	5 days		Mon 7/29/13	
244	Netclock/Time Synch Signoff Sent	1 day		Mon 8/5/13	I
245	Netclock/Time Synch Signoff Received	10 days		Tue 8/6/13	S
246	CAD-to-RMS Transfer Interface	5 days		Mon 7/29/13	
247	CAD-to-RMS Transfer Interface Signoff Sent	1 day		Mon 8/5/13	I
248	CAD-to-RMS Transfer Interface Signoff Received	10 days		Tue 8/6/13	S
249	Task 21: Application Software Functional Demonstration - LawRECORDS/JailRECORDS	16 days	Yes	Mon 7/29/13	S
250	RMS Functional Demo per ATD	5 days		Mon 7/29/13	
251	RMS Functional Demo Signoff Sent	1 day		Mon 8/5/13	I
252	RMS Functional Demo Signoff Received	10 days		Tue 8/6/13	S
253	CMS Functional Demo per ATD	5 days		Mon 7/29/13	
254	CMS Functional Demo Signoff Sent	1 day		Mon 8/5/13	I
255	CMS Functional Demo Signoff Received	10 days		Tue 8/6/13	S
256	Task 22: Application Software Functional Demonstration - CommandCAD	16 days	Yes	Mon 7/29/13	S
257	CAD Functional Demo per ATD	5 days		Mon 7/29/13	
258	CAD Functional Demo Signoff Sent	1 day		Mon 8/5/13	I
259	CAD Functional Demo Signoff Received	10 days		Tue 8/6/13	S
260	Task 25: System Integration Demonstration - LawRECORDS/JailRECORDS	16 days	Yes	Mon 7/29/13	S
261	System Integration Demo - RMS	5 days		Mon 7/29/13	
262	System Integration Demo - RMS - Signoff Sent	1 day		Mon 8/5/13	I
263	System Integration Demo - RMS - Signoff Received	10 days		Tue 8/6/13	S
264	System Integration Demo - CMS	5 days		Mon 7/29/13	
265	System Integration Demo - CMS - Signoff Sent	1 day		Mon 8/5/13	I
266	System Integration Demo - CMS - Signoff Received	10 days		Tue 8/6/13	S
267	Task 26: System Integration Demonstration - CommandCAD	16 days	Yes	Mon 7/29/13	S
268	System Integration Demo - CAD	5 days		Mon 7/29/13	
269	System Integration Demo - CAD - Signoff Sent	1 day		Mon 8/5/13	I
270	System Integration Demo - CAD - Signoff Received	10 days		Tue 8/6/13	S
271	Task 23: Application Training - LawRECORDS/JailRECORDS	40 days		Wed 8/7/13	M
272	Client set up training room - RMS Training	1 day		Fri 8/23/13	
273	Provide documentation to Client 10 days prior to training session	1 day		Wed 8/7/13	V

Long Beach Project Plan

ID	Task Name	Duration	Onsite?	Start	
274	LawRecords - RMS Training	5 days	Yes	Mon 8/26/13	
275	LawRecords - RMS Training Signoff Sent	1 day		Mon 9/2/13	I
276	LawRecords - RMS Training Signoff Received	10 days		Tue 9/3/13	M
277	Client set up training room - CMS Training	1 day		Fri 9/6/13	
278	Provide documentation to Client 10 days prior to training session	1 day		Tue 8/20/13	T
279	JailRecords - CMS Training	5 days	Yes	Mon 9/9/13	
280	JailRecords - CMS Training Signoff Sent	1 day		Mon 9/16/13	M
281	JailRecords - CMS Training Signoff Received	10 days		Tue 9/17/13	M
282	Task 24: Application Training - CommandCAD	35 days		Fri 6/7/13	T
283	Client set up training room - CAD Dispatcher #1	1 day		Fri 6/21/13	
284	Provide documentation to Client 10 days prior to training session - CAD Dispatcher Training #1	1 day		Fri 6/7/13	
285	CAD Dispatcher Training #1	3 days	Yes	Mon 6/24/13	W
286	CAD Dispatcher Training #1 Signoff Sent	1 day		Thu 6/27/13	T
287	CAD Dispatcher Training #1 Signoff Received	10 days		Fri 6/28/13	T
288	Client set up training room - CAD Dispatcher #1	1 day		Fri 6/21/13	
289	Provide documentation to Client 10 days prior to training session - CAD Dispatcher Training #2	1 day		Fri 6/7/13	
290	CAD Dispatcher Training #2	3 days	Yes	Mon 6/24/13	W
291	CAD Dispatcher Training #2 Signoff Sent	1 day		Thu 6/27/13	T
292	CAD Dispatcher Training #2 Signoff Received	10 days		Fri 6/28/13	T
293	Client set up training room - CAD Dispatcher #3	1 day		Fri 6/21/13	
294	Provide documentation to Client 10 days prior to training session - CAD Dispatcher Training #3	1 day		Fri 6/7/13	
295	CAD Dispatcher Training #3	3 days	Yes	Mon 6/24/13	W
296	CAD Dispatcher Training #3 Signoff Sent	1 day		Thu 6/27/13	T
297	CAD Dispatcher Training #3 Signoff Received	10 days		Fri 6/28/13	T
298	Client set up training room - CAD Dispatcher #4	1 day		Fri 6/21/13	
299	Provide documentation to Client 10 days prior to training session - CAD Dispatcher Training #4	1 day		Fri 6/7/13	
300	CAD Dispatcher Training #4	3 days	Yes	Mon 6/24/13	W
301	CAD Dispatcher Training #4 Signoff Sent	1 day		Thu 6/27/13	T
302	CAD Dispatcher Training #4 Signoff Received	10 days		Fri 6/28/13	T
303	Client set up training room - CAD Dispatcher #5	1 day		Fri 6/21/13	
304	Provide documentation to Client 10 days prior to training session - CAD Dispatcher Training #5	1 day		Fri 6/7/13	
305	CAD Dispatcher Training #5	3 days	Yes	Mon 6/24/13	W
306	CAD Dispatcher Training #5 Signoff Sent	1 day		Thu 6/27/13	T
307	CAD Dispatcher Training #5 Signoff Received	10 days		Fri 6/28/13	T
308	Client set up training room - CAD Dispatcher #6	1 day		Fri 6/21/13	
309	Provide documentation to Client 10 days prior to training session - CAD Dispatcher Training #6	1 day		Fri 6/7/13	

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ID	Task Name	Duration	Onsite?	Start	
310	CAD Dispatcher Training #6	3 days	Yes	Mon 6/24/13	W
311	CAD Dispatcher Training #6 Signoff Sent	1 day		Thu 6/27/13	T
312	CAD Dispatcher Training #6 Signoff Received	10 days		Fri 6/28/13	T
313	Client set up training room - CAD Dispatcher #7	1 day		Fri 6/21/13	
314	Provide documentation to Client 10 days prior to training session - CAD Dispatcher Training #7	1 day		Fri 6/7/13	
315	CAD Dispatcher Training #7	3 days	Yes	Mon 6/24/13	W
316	CAD Dispatcher Training #7 Signoff Sent	1 day		Thu 6/27/13	T
317	CAD Dispatcher Training #7 Signoff Received	10 days		Fri 6/28/13	T
318	Client set up training room - CAD Dispatcher #8	1 day		Fri 6/21/13	
319	Provide documentation to Client 10 days prior to training session - CAD Dispatcher Training #8	1 day		Fri 6/7/13	
320	CAD Dispatcher Training #8	3 days	Yes	Mon 6/24/13	W
321	CAD Dispatcher Training #8 Signoff Sent	1 day		Thu 6/27/13	T
322	CAD Dispatcher Training #8 Signoff Received	10 days		Fri 6/28/13	T
323	Client set up training room - CAD Dispatcher #9	1 day		Fri 6/21/13	
324	Provide documentation to Client 10 days prior to training session - CAD Dispatcher Training #9	1 day		Fri 6/7/13	
325	CAD Dispatcher Training #9	3 days	Yes	Mon 6/24/13	W
326	CAD Dispatcher Training #9 Signoff Sent	1 day		Thu 6/27/13	T
327	CAD Dispatcher Training #9 Signoff Received	10 days		Fri 6/28/13	T
328	Client set up training room - CAD Supervisor	1 day		Mon 7/8/13	I
329	Provide documentation to Client 10 days prior to training session - CAD Supervisor Training	1 day		Wed 6/19/13	T
330	CAD Supervisor Training	0.5 days	Yes	Tue 7/9/13	
331	CAD Supervisor Training Signoff Sent	1 day		Tue 7/9/13	W
332	CAD Supervisor Training Signoff Received	10 days		Wed 7/10/13	W
333	Client set up training room - MobileCOM Enduser	1 day		Tue 7/9/13	
334	Provide documentation to Client 10 days prior to training session - MobileCOM TTT	1 day		Fri 6/21/13	
335	MobileCOM TTT Training	1 day	Yes	Wed 7/10/13	W
336	MobileCOM TTT Training Signoff Sent	1 day		Thu 7/11/13	T
337	MobileCOM TTT Training Signoff Received	10 days		Fri 7/12/13	T
338	Task 27: Final Data Conversion	24 days	No	Sat 10/12/13	We
339	System Freeze - RMS Inquiry Only - CAD continues to function normally	1 hr		Sat 10/12/13	S:
340	Final Data Conversion RMS	8 days		Sat 10/12/13	Tu
341	Final Data Conversion RMS - Signoff Sent	1 day		Wed 10/23/13	We
342	Final Data Conversion RMS - Signoff Received	10 days		Thu 10/24/13	W
343	Final Data Conversion CARS/DW after cutover	5 days		Wed 10/23/13	Tu
344	Final Data Conversion CARS/DW - Signoff Sent	1 day		Wed 10/30/13	We
345	Final Data Conversion CARS/DW - Signoff Received	10 days		Thu 10/31/13	We

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ID	Task Name	Duration	Onsite?	Start	
346	Task 28: Cutover	36 days	Yes	Tue 10/22/13	Tu
347	Go Live	1 day		Tue 10/22/13	Tu
348	Follow cutover plan	3 days		Tue 10/22/13	Th
349	Post Go Live Tasks	32 days		Mon 10/28/13	Tu
350	Monitor Operations	3 days		Tue 10/22/13	Th
351	Execute MSA	3 days		Tue 10/22/13	Th
352	Execute SLA	3 days		Tue 10/22/13	Th
353	Go Live Signoff Sent	1 day		Fri 10/25/13	F
354	Go Live Signoff Received	10 days		Mon 10/28/13	
355	Task 29: Post Production Training	13 days	Yes	Mon 11/11/13	We
356	CARS/DW Training	2 days		Mon 11/11/13	Tu
357	CARS/DW Training Signoff Sent	1 day		Wed 11/13/13	We
358	CARS/DW Training Signoff Received	10 days		Thu 11/14/13	We