

EXHIBIT B
PROJECT MANAGEMENT, IMPLEMENTATION AND
TRAINING SUPPORT SERVICES

1. Project Management Services

New World shall act as Project Manager to assist **City's** management in implementing the Exhibit A software. This responsibility will include documenting, coordinating and managing the overall Implementation Plan with **City's** management and the **City Liaison**. Project Management Services include:

- a) a summary level Implementation Plan;
- b) a detail level Implementation Plan;
- c) revised Implementation Plans (if required);
- d) monthly project status reports; and
- e) project status meetings
 - a project review (kickoff) meeting at **City's** location
 - progress status meeting(s) will occur during implementation via telephone conference or at **City's** location; and
 - a project close-out meeting at **City's** location to conclude the project.
- f) **New World** consultation with other vendors or third parties.

The implementation services fees described in Exhibit AA include Project Management fees for a period up to 24 months after the Effective Date, unless there is project delay based solely on **New World's** part. If such delay occurs, the length of the delay shall be added to the 24 month duration.

2. Implementation and Training Support Hours Recommended

It is recommended that appropriate support hours are allocated for all Licensed Standard Software listed in Exhibit A to insure successful implementation of and training on each application package. Based on the Licensed Standard Software listed on Exhibit A, up to **1,300** hours of **New World** implementation and training support services have been allocated for this project. Excess hours approved through change order process requested shall be billed at the Hourly Rate. Avoiding or minimizing custom or modified features will aid in keeping the support costs to the amount allocated. **City** agrees to reimburse **New World** for support trips canceled by **City** less than ten (10) days before the scheduled start date to cover **New World's** out-of-pocket costs such as non-refundable airline tickets or change fees. The recommended implementation and training support services include:

- a) implementation of each package of Licensed Standard Software;
- b) **City** training and/or assistance in testing for each package of Licensed Standard Software; and
- c) System configuration and tailoring of Licensed Standard Software by **New World** technical staff and/or consultation with **New World** technical staff.
- d) Assist **City** with system acceptance as described in Exhibit H

The project management, implementation and training support services provided by **New World** may be performed at **City's** premises and/or at **New World** national headquarters in Troy, Michigan (e.g., portions of project management are performed in Troy).

Exhibit B / PROJECT MANAGEMENT, IMPLEMENTATION AND TRAINING SUPPORT SERVICES**3. Interface Installation Service**

New World shall provide interface installation services as described in this paragraph below. These services do not include hardware and/or third party product costs which shall be **City's** responsibility unless supplied by **New World** as described in Appendix 1, if required. Whenever possible, these services will be done remotely, resulting in savings in Travel Expenses. If on-site installation and training is required, **City** will be responsible for the actual Travel Expenses. The services include the following interfaces.

- a) Operating System Assurance
- b) Message Switch Installation Support
- c) CAD Pager Interface
- d) 911 Interface
- e) On-Line CAD Interface to State/NCIC
- f) Pre-Arrival Questionnaire Interface
- g) Ticket Writer Interface
- h) Encoder Interface
- i) Citizen Reporting Interface
- j) State/NCIC
- k) New World Mug Shots/Imaging
- l) Web Query
- m) Web CAD Monitor
- n) Web Briefing Notes
- o) Geo-File Implementation

New World's GIS implementation services are to assist the **City** in preparing the New World required GIS data for use with the Licensed Aegis Software. Depending upon the Licensed Software the **City** at a minimum will be required to provide an accurate street centerline layer and the appropriate polygon layers needed for Unit Recommendations and Run Cards in an industry standard ESRI file format (Personal Geodatabase, File Geodatabase, Shape Files). **City** is responsible for having clearly defined boundaries for Police Beats, EMS Districts and Fire Quadrants. If necessary **New World** will assist **City** in creating the necessary polygon layers (Police Beats, EMS Districts and Fire Quadrants) for Unit Recommendations and Run Cards. **New World** is not responsible for the accuracy of or any ongoing maintenance of the GIS data used within the Licensed Aegis Software.

4. Hardware Quality Assurance Service

New World shall provide Hardware Systems Assurance of **City's** Aegis/.NET server(s). These services do not include hardware and/or third party product costs which shall be **City's** responsibility, if required. Whenever possible, these services will be provided remotely, resulting in savings in travel expenses and time. If on-site installation is required, **City** will be responsible for the actual travel expenses.

- a) Hardware Quality Assurance Services (High Availability) Environment:
Hardware Systems Assurance and Software Installation:
 - Assist with High Level System Design/Layout
 - Validate Hardware Configuration and System Specifications
 - Validate Network Requirements, including Windows Domain
 - Physical Installation of **New World** Application Servers
 - Install Operating System and Apply Updates
 - Install SQL Server and Apply Updates
 - Install New World Applications Software and Apply Updates
 - Establish Base SQL Database Structure
 - Install Anti-Virus Software and Configure Exclusions
 - Install Automated Backup Software and Configure Backup Routines

- Configure System for Electronic City Support (i.e. NetMeeting)
- Tune System Performance Including Operating System and SQL Resources
- Test High Availability/Disaster Recovery Scenarios (if applicable)
- Provide Basic System Administrator Training and Knowledge Transfer
- Document Installation Process and System Configuration

5. Message Switch Operating System Assurance Service

New World shall provide Message Switch Operating System Assurance. These services do not include hardware and/or third party product costs which shall be **City's** responsibility, if required. Whenever possible, these services will be provided remotely, resulting in savings in travel expenses and time. If on-site installation is required, **City** will be responsible for the actual travel expenses.

- a) Message Switch Operating System Assurance Services:
 - Operating System Assurance and Software Installation Services:
 - Unpack and assemble hardware
 - Verify core hardware functionality (network/video/storage devices/usb)
 - Install and update AIX Operating System
 - Install and update applicable system manual pages
 - Set AIX environment variables
 - Build system user-ids and applicable authorizations
 - Install and stage message handler and compilers
 - Verify and allocate disk space
 - Mirror hard drives and boot sequencing
 - Install **City**-specific communication processes
 - Compile New World Message Switch programs
 - Install base Message Switch data tables
 - Install automated process restart script
 - Install full system backup processes
 - Install system support scripts
 - Install state specific programs and scripts
 - Install state specific data tables
 - Assure Message Switch operation
 - Disassemble, package, and ship to **City**

6. Additional Services Available

Other **New World** services may be required or requested by **City** for the following:

- a) additional software training;
- b) tailoring of Licensed Standard Software by **New World** technical staff and/or consultation with **New World** technical staff;
- c) **New World** consultation with other vendors or third parties;
- d) modifying the Licensed Standard Software;
- e) designing and programming Licensed Custom Software; and
- f) maintaining modified Licensed Standard Software and/or custom software.

City may request these additional services in writing using **New World's** Request For Service (RFS) procedure (or other appropriate procedures mutually agreed upon by **City** and **New World** and will be provided at the Hourly Rate).